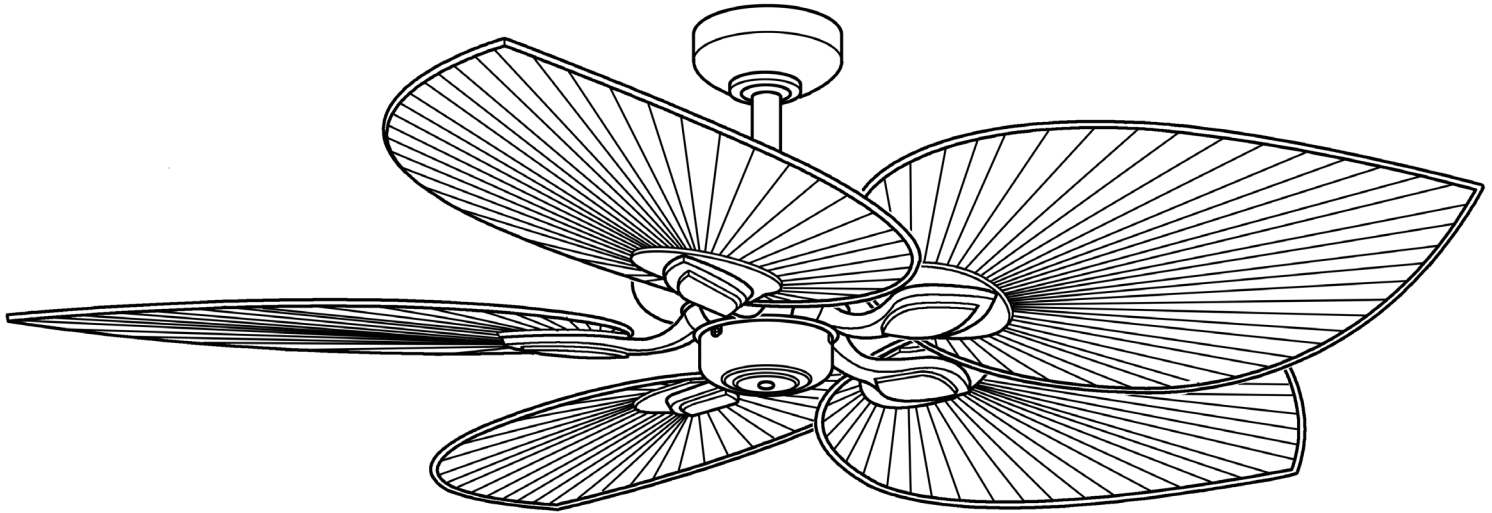


# ThreeSixty

C E I L I N G F A N S



# The Tropicana

## **54" / 138cm AC Ceiling Fan**

Model No. TR054\*\*

**Net Weight:** 12 kg

**Gross weight:** 14 kg

## **72" / 183cm AC Ceiling Fan**

Model No. TR072\*\*

**Net Weight:** 14 kg

**Gross weight:** 16 kg

## **Owner's Manual**

Please read and keep these instructions as they contain assembly, warranty, maintenance and service information.

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**Version:**  
**Date:**

1.1  
August 2020

# ThreeSixty Ceiling Fans

## Fan Technology That's Innovative and Reliable

ThreeSixty Ceiling Fans is proud of its range of ceiling fans, accessories and lighting products. We believe these are the leading products in their category, reflecting over 40 years collective Australian experience in design, development, manufacturing and distribution of electronics and electrical equipment.

The Tropicana series of fans are decorator style AC motor powered ceiling fans intended to operate for long periods and provide strong airflow under the fan and in its vicinity.

Distinctly different, the Tropicana caters to a variety of climates and the AC motor is efficient and ultra-reliable, while being optimised for use in living and family rooms.

Our manufacturing is subject to strict quality control and we back our products with a plain-English warranty. Any problem caused by a fault in the product will be fixed or replaced with the least possible inconvenience.

We welcome feedback and suggestions. By listening to our customers we aim to continuously improve our products and services.

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### **Electricians and installers:**

We are here to help you. Please call our support line if you have any questions or need assistance with installing or wiring the product.

### **Customers and purchasers:**

Please call us if you have any questions about your fan or would like advice on the best way to use your fan to save energy.

**ThreeSixty Fans Support** can be contacted by calling **1300 469 326**, visiting our website at **<https://360fans.com.au>** or emailing our team at **[support@360fans.com.au](mailto:support@360fans.com.au)**

## Important Safety Instructions

**WARNING: To avoid fire, shock and serious personal injury, follow these instructions.**

1. Read your owner's manual and safety information before installing your new fan. Review the accompanying assembly diagrams.
2. Before servicing or cleaning unit, switch power off at fuse box / circuit breaker and lock box (disconnecting means to prevent power from being switched on accidentally).
3. Be careful of the fan and blades when cleaning, painting, or working near the fan. Always turn off the power to the ceiling fan before servicing.
4. Do not insert anything into the fan blades while the fan is operating.
5. Do not operate reversing switch until fan blades have come to a complete stop.
6. Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.
7. Contact your local government for information regarding the collection systems available.
8. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.
9. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
10. Children should be supervised to ensure that they do not play with the appliance.

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## Additional Safety Instructions

1. To avoid possible shock, be sure electricity is turned off at the fuse box before wiring, and do not operate fan without blades.
2. All wiring and installation procedures must comply with AS/NZS 3000 Wiring Rules and any other local regulations. The ceiling fan must be grounded as a precaution against possible electrical shock. Electrical installation **must be made by a licensed electrician**.
3. The fan base must be securely mounted and capable of reliably supporting at least **four times the weight of the ceiling fan**. The installation and replacement of the suspension system must be completed by the manufacturer, its service agent or a suitably qualified person.
4. The fan must be mounted with the **fan blades at least 2.1 meter (lowest edge) from the floor** to comply with safety regulations and to prevent accidental contact with the fan blades.
5. Follow the recommended instructions for the proper method of wiring this ceiling fan.
6. **This fan must be installed with an isolation switch or a device to disconnect all poles.**

**WARNING:** This product is designed to use only those parts supplied with this product and/or accessories designated specifically for use with this product. Using parts and/or accessories not designated for use with this product will void your warranty and could result in personal injury or property damage.

**WARNING:** To reduce the risk of personal injury, do not bend the blade bracket (flange or blade holder) when installing the brackets, balancing the blades, or cleaning the fan. Do not insert foreign objects in between rotating fan blades.

**WARNING:** This fan MUST be installed with an easily accessible isolating device to disconnect all poles of the fan from the main supply.

**WARNING:** If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent or suitably qualified persons.



**IMPORTANT:** This product must be installed by a licensed electrician and comply with AS/NZS 3000 Wiring Rules and any other local regulations.

## Supplied parts

- One AC motor assembly with switch cup
  - One hanger bracket fitted with terminal block
  - One top canopy, boss cover and dress ring
  - One set of blades
  - One screw pack
  - One installation booklet / owner's manual
  - One wall control with speed capacitor (without wall plate)
- 

## Tools and materials required

- Phillips screwdriver
- Blade screwdriver
- Small electrical screwdriver
- Electrical pliers
- Step ladder
- Wiring supplies as required by current electrical practices
- In-line crimps or other suitable connectors if a downrod is to be fitted - wiring loom(s) included with accessories

Before starting the assembly and installation of your fan please ensure the safety instructions have been read and understood.

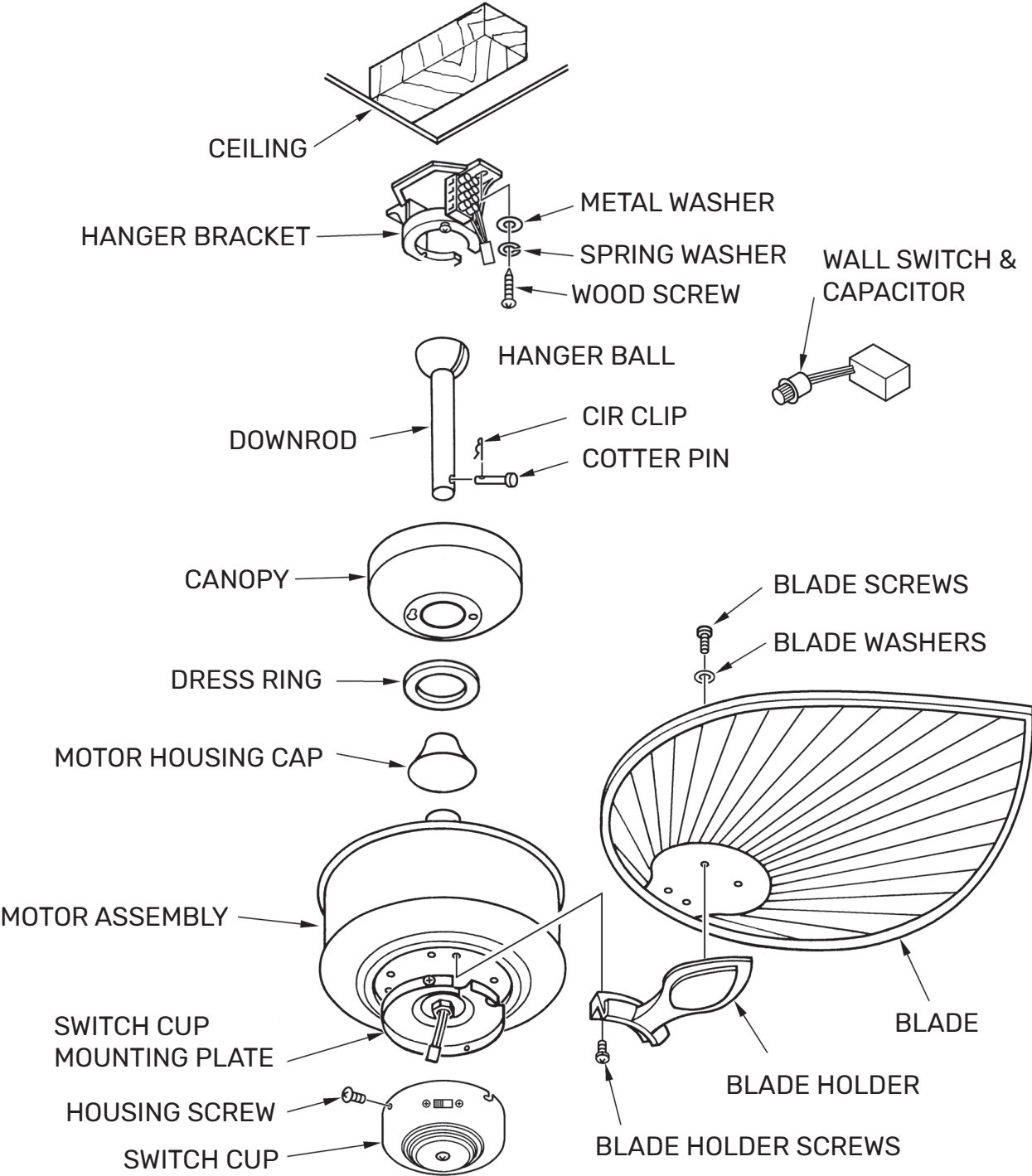
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## Installation issues, missing or damaged parts

If you have any difficulty installing your fan or if you are unfortunate enough to find that your fan has been dispatched with parts missing or damaged, please contact our help line on 1300 469 326. We will provide help and/or replacement parts to you immediately.

In any communication with us please quote your model number and finish (colour) of the unit, along with as much information on the missing or damaged part(s) as possible, referring to the exploded fan view view and parts on page 5.

# Exploded Fan View & Parts



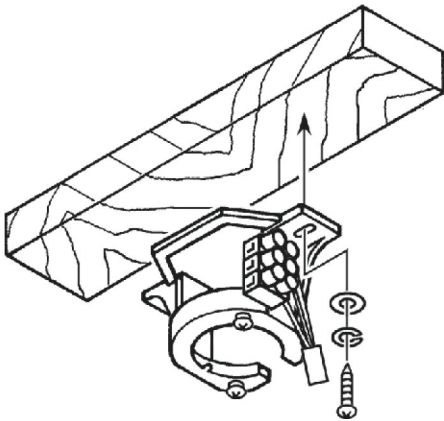
## Installing the fan

All electrical work should only be undertaken after disconnection of the power by removing fuses or turning off the circuit breaker to ensure all poles isolation of the electrical supply.

The following steps will guide you to a successful installation:

1. Hanger bracket installation
2. Seat downrod into hanger bracket
3. Complete ceiling fan wiring
4. Install ceiling canopy
5. Assemble and install the blades
6. Connect the switch cup 9 pin connectors

### 1. Hanger bracket installation

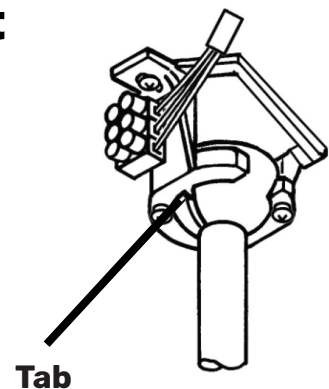


The hanger bracket should be screwed on to a firm flat surface. The fixing location must be able to withstand four times the static weight of the fan. If you have any doubts as to the ability of your intended fixing location to be able to withstand this loading, please contact our service help-line or another competent authority to advise you. In most situations two wood screws screwed into a wooden joist is more than adequate to support your ceiling fan.

The hanger bracket should be screwed onto the joist with the two wood screws provided. Fixings must screw into a joist and not just the plasterboard.

### 2. Seat downrod into hanger bracket

Place the hanger ball into the hanger bracket. Ensure the tab on the hanger bracket is locked into the slot on the ball. (This is important to ensure the fan will not wobble or rotate and the weight of the fan is properly supported).

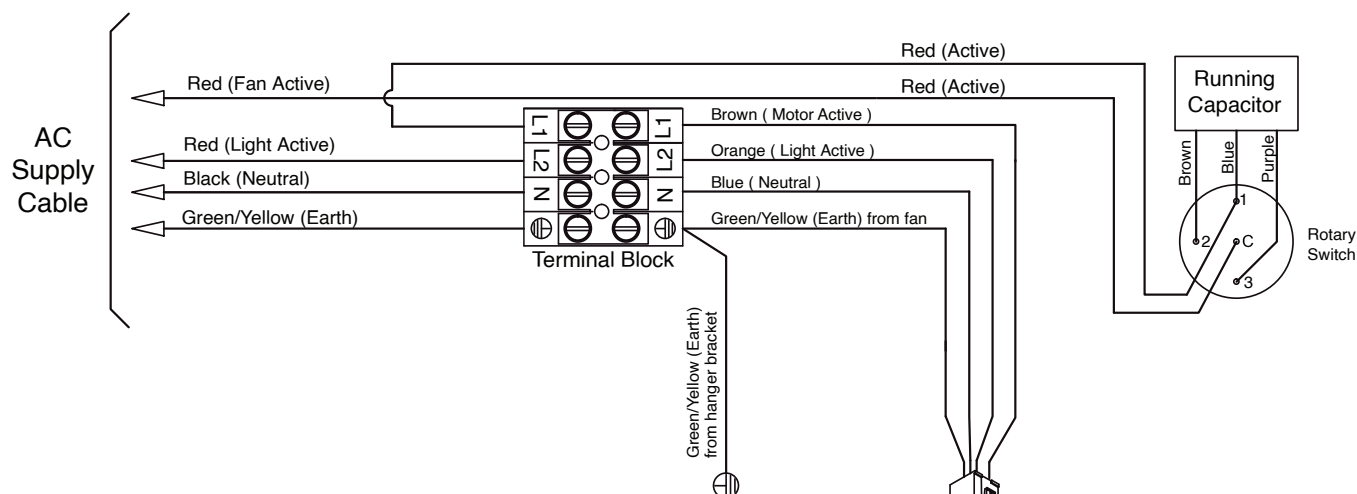


### 3. Complete ceiling fan and wall control wiring

**WIRING INSTRUCTIONS: Ensure power is safely isolated before attempting any wiring.**

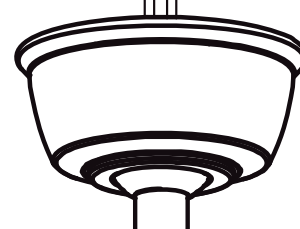
Your fan is supplied with a rotary wall control as standard, however accessory remote controls are available. Refer to remote control wiring instructions for installing the remote receiver.

**IMPORTANT** - This appliance must be earthed.



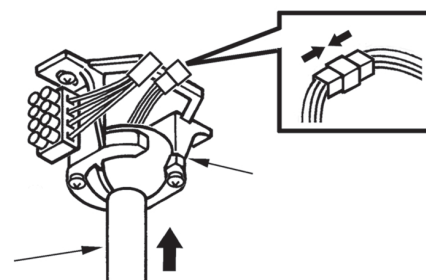
#### Step 1: Connect AC Power Supply to Terminal Block

Connect the AC household power supply wires from the ceiling to the Hanger Bracket's terminal block. Connect the **REDFAN** active wire to the connection labelled 'L1'. Connect the **RED LIGHT** active wire to the connection labelled 'L2'. Connect the **BLUE** neutral wire to the connection labeled 'N'. Connect the **YELLOW/GREEN** earth wire to the connection labeled with the **Earth** symbol.



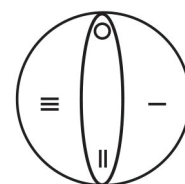
#### Step 2: Connect Hanger Bracket to Fan Connector

Check inside the 9 pin connectors to ensure no internal pins are loose or pushed in. Securely attach the 9-pin connector from the hanger bracket to the wire harness socket of the hanger ball.



#### Step 3: Install the wall control (rotary) switch

1. Route fan supply wiring to desired location on the wall.
2. Ensure wiring connections as shown in the wiring diagram. The Active (Red) supply wire must be connected to terminal "C" on the rotary switch. Return switched wire to ceiling fan to be connected from terminal "1" on the rotary switch to "L1" terminal on the terminal block.



● = OFF ||| = FAST || = MED | = SLOW

**INSTALLATION NOTE:** The "O" and the small corner cut-out on the front of the switch mechanism must be at the top and top left position respectively.

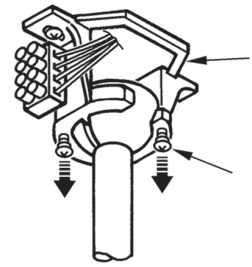


## 4. Install the ceiling canopy

**NOTE:** This step is applicable after the necessary wiring is completed.

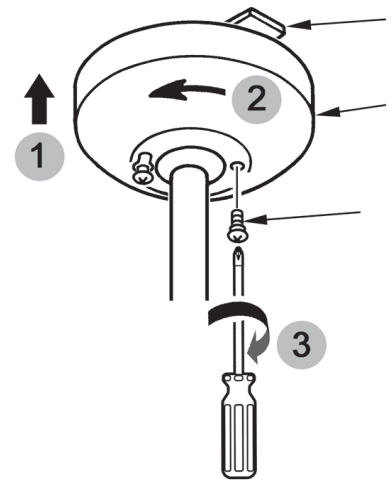
### Step 1: Loosen and remove canopy screws

Loosen one canopy screw and completely remove the second canopy screw.



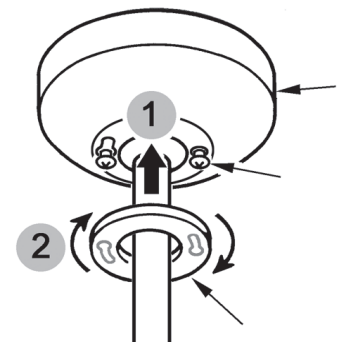
### Step 2: Install the ceiling canopy

1. Slide the ceiling canopy cover up and over the hanger bracket, positioning the remaining screw inside the key slot.
2. Twist the canopy cover counter clockwise to lock the canopy screw into the key slot and also revealing the second screw hole.
3. Insert and tighten the second canopy screw to securely lock the ceiling canopy in place.



### Step 3: Install the canopy dress ring (screw cover)

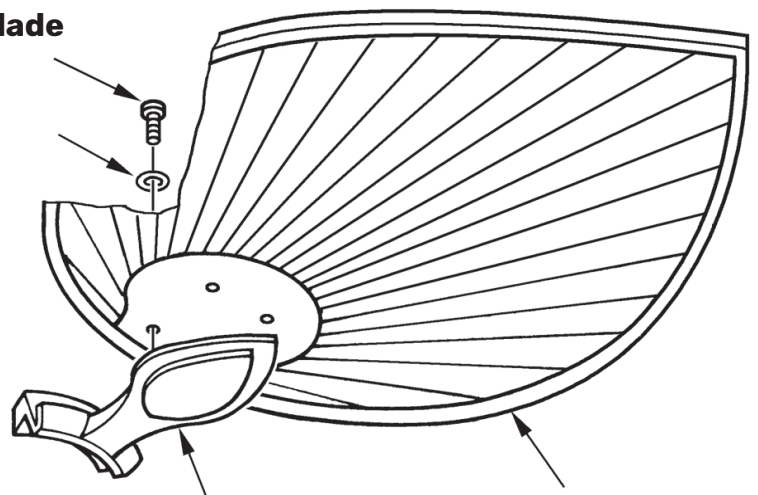
1. Slide the dress ring up and over the two canopy screws.
2. Securely attach and tighten the canopy screw cover over the canopy screws in the hanger bracket utilising the keyslot twist-lock feature.



## 5. Assemble and install blades

### Step 1: Attach the blade holders to each blade

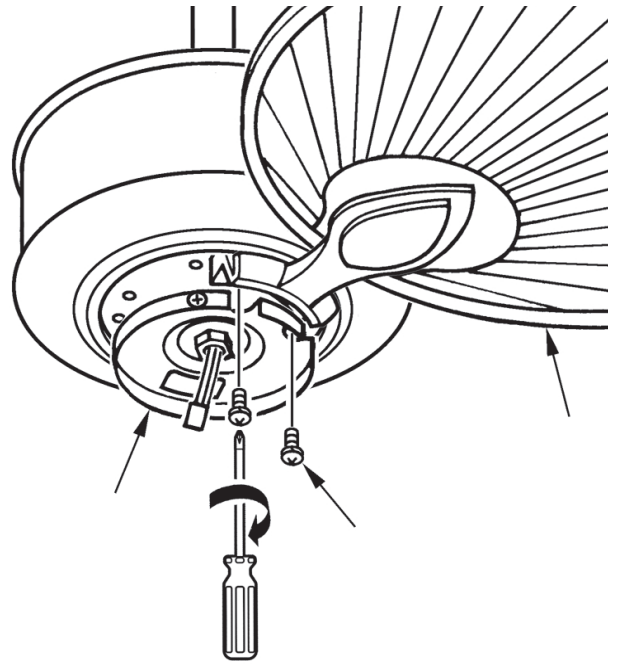
Attach the blade holders to each of the blades as shown. Ensure the blade is facing down, the blade holder is on the bottom of the blade and the blade screws and blade washers are installed from the top of the blade.





### Step 2: Attach the blade holders to motor

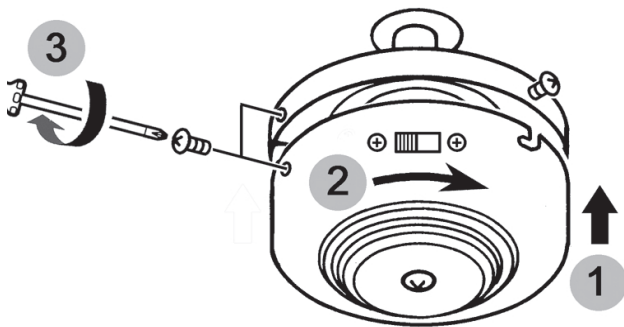
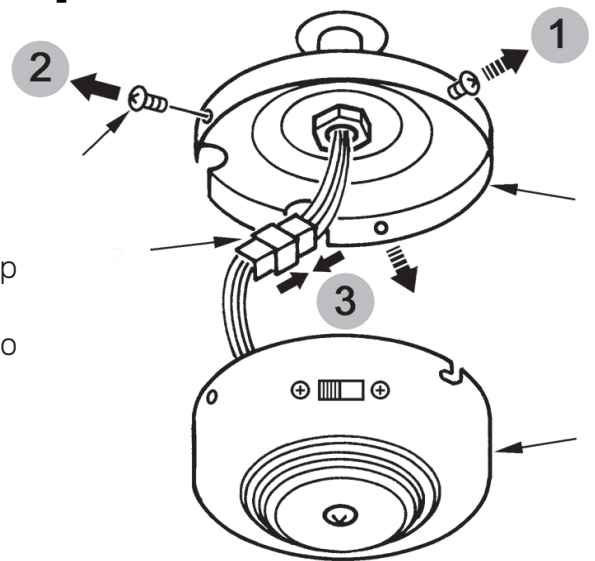
Install the blade holders onto the bottom of motor - do not fully tighten screws until all blade holders have been installed.



## 5. Connect and install switch cup

### Step 1: Connect switch cup to motor

1. Loosen but do not remove screw marked '1'.
2. Completely remove screws marked '2' and '3', keep screws in a safe spot for **Step 2**.
3. Connect the 9-pin connector on the switch cup to the 9-pin connector coming from the motor.



### Step 2: Attach the switch cup to the motor

1. Slide the switch cup up and over the bottom of the motor, lining up the remaining screw with the keyslot in the switch cup.
2. Twist the switch cup to lock into place and tighten the screw.
3. Re-insert the second and third screws and fully tighten to lock the switch cup into place.

## Troubleshooting

### Fan will not start

- Check that the reversing switch is pushed into its Summer or Winter position.
- Check wire connections in the wall switch and terminal blocks, ensure all wires are making proper contact.
- Check any wiring looms to ensure the internal pins are making full contact.

### Fan speed not corresponding to the wall controller

- Check the speeds on the wall controller have been wired correctly (as per wiring diagram on page 7) and are making proper contact.
- Check wires in the terminal block are connected properly, connection wires should be stripped back at the connection point and unused wires should be sealed and capped off.
- Check that the reversing switch is pushed into its Summer or Winter position.

### Fan is wobbling

- Check the hanger ball joint slot is locked into the hanger bracket groove.
- Make sure blades are a matching set; the letters on matching sets of blades should be identical with the numbers varying within 3 grams of each other.
- Check blade screws are tightened firmly. If necessary use balancing kit provided to settle the wobble.

### Fan is noisy

- Check all screws and parts are secured firmly. Ensure there are no loose parts moving inside the motor housing.
- Make sure the fan is installed with a ThreeSixty wall controller only, do not use solid state controllers as they can cause unpleasant motor noises.

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## Care and cleaning

The motor has permanently sealed bearings so no lubrication is necessary.

Periodic cleaning of your new fan is recommended (particularly the blades). The painted surfaces of your fan have been finished to minimize any discolouration or tarnishing. Therefore use a soft brushed or lint free cloth to avoid scratching the surface.

Do not use water or chemicals when cleaning your fan motor as this could damage the surfaces.

## ThreeSixty Fans - Plain English Warranty Terms

**SHOULD THERE BE ANY INSTALLATION ISSUES OR DEFECTS PLEASE IMMEDIATELY CALL OUR SUPPORT HELP LINE ON 1300 469 326 FOR ASSISTANCE AND ADVICE. DO NOT ATTEMPT TO UNINSTALL OR REMOVE THE PRODUCT FROM THE CEILING UNLESS SPECIFICALLY ADVISED TO BY THREESIXTY FANS AS THIS WILL CAUSE DELAYS DIAGNOSING AND RESOLVING THE ISSUE.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a refund or replacement for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **Mechanical and Structural Components**

Your Product is covered against mechanical and structural defects that prevent it from working by a limited 36 month on-site warranty. This warranty covers only the product itself and excludes workmanship or materials related to its installation or any modifications. A major failure may be, for example, a motor defect preventing a product from operating shortly after it was first installed or if it was damaged while in the original packaging. If the product stops working due to a mechanical or structural defect within the first 36 months we will repair or replace the product at our discretion.

### **Electronic Components**

Your Product is covered against electronic defects that prevent it from working by a limited 12 month on-site warranty. This warranty covers only the electronics supplied with the product and excludes workmanship or materials related to its installation or any modifications. A major failure may be, for example, a power module that failed shortly after it was first installed or if it was damaged while in the original packaging. If the product stops working due to an electronic defect within the first 12 months we will repair or replace the electronic part at our discretion.

### **Compensation for reasonably foreseeable loss**

Compensation normally comprises us paying associated labour costs to replace the defective product if it's installed within a reasonable distance from our repair agent. If beyond a reasonable distance (30km) you can arrange your own electrician and we will compensate you for this up to a maximum of \$115.50 inc GST. Note, we do not pay extra for extended travelling time or additional costs when the job requires a longer than average time to complete.

To prevent or limit costs you may incur for service calls, you must notify us of the intention to use your own contractor and *not engage one until we have spoken to them* (to arrange parts that may be required). **If the problem is not a defect covered by our warranty terms you will have to pay all costs.** To reduce cost and inconvenience for all involved we will do our best to diagnose the fault and supply parts before the contractor visits the site.

### **Eligibility for In-Home Service Calls**

Hard wired electrical products must (by law) be installed by a licensed electrician. To obtain in-home warranty service **you must be able to provide a copy of the installing electricians invoice or the Certificate of Compliance given to you when the product was first wired up and tested.** If you cannot provide this information we limit our warranty to repair or replacement of the product at our workshop and you will bear the costs of removal, shipping to us and reinstallation. We will pay the freight to send the rectified unit back to you.

### **Access to products**

Products installed on ceilings 4m and above may require special access equipment or WH&S measures. All costs for this equipment must be borne by the site owner and the ceiling height given when booking a service call. If a service agent chooses not to access a product installed at height due to WH&S concerns the owner must remove and reinstall the product at their own expense.

### **Isolation Switches**

Australian Standards require our instructions to state an isolation switch must be fitted. This allows the product to be physically switched off in case of faults or to prevent damage from surges, lightning, etc. Emergency disconnection and/or remote control re-programming that can't be performed due to lack of an isolation switch is not covered by warranty.

# ThreeSixty Fans - Plain English Warranty Terms

## Commencement

The warranty period begins from date of purchase and in-home warranty service is available only at the site of original installation. If the product is installed as part of a project or development the warranty period commences when the product was delivered to the site.

## Damage

Damage from Force Majeure, electrical surges, wind, rain, lightning, power grid fluctuations, water ingress, condensation or use with incompatible power sources will not be rectified under warranty. Likewise solid state or dimmer type speed controls may damage ceiling fans or cause them to make unusual noises. Genuine parts and advice are available through our online and telephone support services.

## Cosmetic defects

Carefully inspect your product prior to installation and notify us as soon as possible if there are cosmetic defects. Cosmetic defects are generally not covered by warranty unless present when the product is initially unpacked. Damage from being struck by objects or not being kept clean is not covered by warranty.

## Corrosion

Deterioration of finishes, including rusting, pitting, corrosion, fading, tarnishing or peeling is not covered by warranty beyond six months. Products specified as corrosion resistant or made from Stainless Steel are not corrosion proof and will discolour or deteriorate if not cleaned. As a guide, maintain your product as you would your kitchen appliances (clean every 3 months).

## Noise

Signals sent through the power grid by the electricity supplier may cause intermittent noises in your product. These noises are not the result of a fault and filters to reduce this noise may be available at additional expense.

Clicking, ticking and creaking noises from fans are usually caused by the mounting bracket not being correctly attached or when blades screws are loose. Only use the hardware provided to install ceiling fans. If the mounting bracket is attached using counter-sunk screws it will work loose and cause unwanted noise and movement in your fan. Wooden bladed fans may need their blade screws periodically tightened. Unless a product is defective noise will not be rectified under warranty.

## Wobbling

Wobbling is generally not caused by a defective fan but by air currents in the room. After a fan has been running for a long period it will cause air currents to form and, depending on the shape of the room and its furnishings, the air returning to the fan may be uneven.

Improper mounting will also cause a fan to wobble. Every mounting bracket screw must be secured to solid materials in the ceiling. Metal C section rafters may need to be doubled to form a box section to prevent flexing. Foam sandwich ceiling panels will require reinforcing to stop flexing. Unless a product is defective wobbling will not be rectified under warranty.

## Airflow

The amount of airflow produced by a fan is dependent on where it's installed because room shape, mounting height and furnishings will affect the perceived air movement. A product is deemed to be functioning normally if it is running within 15% of the specified RPM when installed.

**Purchase Date:** \_\_\_\_\_

**Seller Name:** \_\_\_\_\_

**Product Model:** \_\_\_\_\_

**Installed By:** \_\_\_\_\_

**License Number:** \_\_\_\_\_

**Contact number:** \_\_\_\_\_

**Light Model:** \_\_\_\_\_

**Remote Control:** \_\_\_\_\_

**Ceiling Height:** \_\_\_\_\_

**Isolation Switch:**      Yes      No