



**Hunter Pacific Ceiling Fans  
Fan Owner Warranty and Operational Manual**

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**THIS MANUAL MUST BE KEPT BY FAN OWNERS**

\*\*\* In order to claim warranty, owners must be able to present product information, installing electrician and purchase details as well as proof of purchase.\*\*\*

Please ensure your product, purchase and installing electrician's details are recorded on the back of this booklet, purchase receipts should be stapled onto the space provided inside this booklet

Hunter Pacific International - [www.hunterpacific.com.au](http://www.hunterpacific.com.au)

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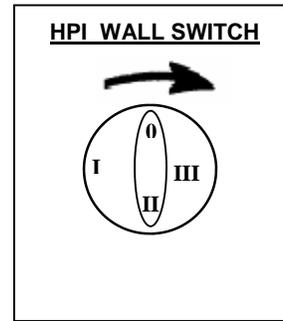
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*“Buy the Original Buy the Best!”*

## 1) Wall Controller Operation

- 0 = fan is off
- I = fan is on High speed
- II = fan is on Medium speed
- III = fan is on Low speed

E.g. In the picture to the right, the fan setting is set to zero thus the fan would be off.



## WALL CONTROLLERS FAQ

### What speed should the fan be started on?

Fan should always be started on high speed. You should then slow down your fan to the desired speed. Starting your fan on high speed is better for the motor and will help the motor last longer. High speed (or speed one) gives your fan full voltage which means your fan does not have to struggle to start.

### How many types of wall controllers does Hunter Pacific offer?

Hunter Pacific International has one wall control switch that is fitted with speed controlling capacitors matched to each fan type. Wall controls must not be mixed, each fan must use the wall control it is supplied with.

### Why are wall plates not included?

Customers have told us they prefer to use existing wall plates or choose their own wall plates to match their décor. Often customers prefer to have more than one switch on their wall plates.

### Why can't Hunter Pacific fans be installed on to variable or solid state controllers?

Solid state and other variable wall controllers will cause a vibration/humming noise in the ceiling fan.

## 2) Remote Control Operation

Hunter Pacific has several different types of remote control systems. Those with light dimmers must only be used with incandescent lamps (the use of dimmers with fluorescent lamps will damage the lamp and the remote control system). Remote control systems for use with fluorescent lamps are also suitable for use with LED lighting.

Do not install light globes totaling more than 150 Watts for incandescent or 75W for fluorescent as this may damage the remote receiver.

If your remote control system uses DIP switches to synchronise between the handset and receiver then write down the code for each fan. If a handset is replaced this code will be required to make the new handset work with the existing receiver.

### **Remotes Control Systems FAQ**

#### **What speed should the fan be started on using a remote control?**

Your ceiling fan should always be started on high speed. Starting your fan on high speed is better for the motor and will help the motor last longer. High speed gives your fan full voltage which means your fan does not have to struggle to start.

#### **Will the fan speed be affected if the fan is remote controlled rather than wall controlled?**

Yes, this is because wall controlled fans have matching speed capacitors for each fan model. Remote controls only have one universal set of internal speed capacitors for all fans.

#### **Why can't I operate my fan from a wall controller as well as a remote control?**

The remote control receiver in the fan requires full voltage to operate. If a wall control is used then the receiver will not get full voltage and may be damaged.

#### **What is an isolation switch and do I have to have one?**

An isolation switch is a separate switch installed on the wall or in the switchboard (note this is not a wall controller). This switch looks like a light switch and is only be used to interrupt power to the receiver in your fan. We require your installing electrician to fit an isolation switch so power can be turned off for maintenance (eg. changing light globes), to prevent surge/storm damage or in case the receiver fails.

#### **Can I use Hunter Pacific remote controls to operate other products?**

The use of a Hunter Pacific remote control on any item other than those specified is not recommended and will void your remote control warranty.

#### **How often should I change the battery in my remote control?**

Hunter Pacific recommends that you change the battery in your remote hand piece every 6 months to avoid battery leakages.

### **3) Pull Cord Operation**

Pull cord ceiling fans are fans that can be operated using a pull cord chain which hangs from the bottom of the fan. A pull cord can be installed and operated several ways:

#### **1) Pull cord fan with an isolation switch:**

The fan must be turned on at the isolation switch for the fan to work. Always use the pull chain before isolation switch to turn off the fan so you know the fan control is indeed off.

#### **2) Pull cord fan with a remote control:**

Pull chain should always be left on high speed position during fan operation. You should then control your fan speeds using the remote control. The fan will run slowly if the pull cord is not set to high.

#### **3) Pull cord fan with a wall controller:**

Pull chain should always be left on high speed position during fan operation. You should then control your fan speeds using the wall controller. The fan will run at the slowest speed selected by either the wall control or pull cord. If fan is too slow, check one control is left on high speed.

#### **4) Pull cord fan with light:**

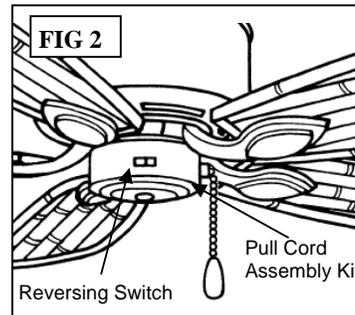
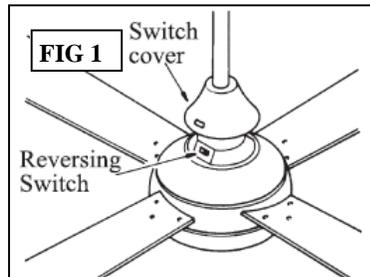
The light should be operated on a separate wall switch if the fan is not on a remote control.

#### **5) Pull cord fan wired directly with no other switch:**

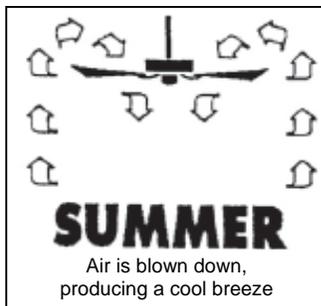
An isolation switch must be used. See the remote control FAQ above. Pull cord speeds are: 1st pull = High speed, 2nd pull = Medium speed, 3rd pull = Low speed and 4th pull = off.

#### 4) Summer/Winter Switch Operation

The location of the Summer and Winter switch is different from fan to fan. On most Hunter Pacific ceiling fans you should be able to locate the summer/winter switch above the motor housing (figure 1). On the Hunter Pacific pull cord fans you will find the switch located on the pull cord assembly kit (figure 2).



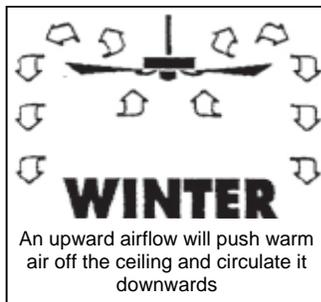
**NOTE:** The summer/winter switch must always be locked into one of the two position for the fan to operate. Always check the switch is locked into its correct position after cleaning. If the switch is placed between positions, the fan will not work.



#### Understanding the reversing switch

Ceiling fans are an environmentally smart choice to assist with cooling and warming your home.

In Summer your fan should be set to Summer mode. Your ceiling fan will spin to push air down the centre of the fan producing a cooling breeze.



In Winter mode your ceiling fan will spin the opposite direction. Air is drawn up the centre of the fan, and pushed along the ceiling to circulate down to the living areas. Your fan should be operated on slower speeds in Winter than Summer. The Winter mode can also be for air circulation in a poorly ventilated rooms.

**CAUTION:** Always ensure the fan is off and the blades have stopped spinning before attempting to reverse the fan.



### 5) General Maintenance

Changing Remote Batteries: - Remote hand piece batteries should be replaced in every 6 months. Batteries removed from the remote hand piece should be disposed of properly and kept out of reach of children.

**\*Always ensure fan isolation switch is off and the fan cooled down before you start cleaning\***

Cleaning the Motor Housings: - Fans must be regularly cleaned to avoid contamination building up on the motor housing and damaging the finish. Use a soft, slightly damp cloth and then dry with a soft absorbent cloth. Mild dishwashing liquid can be used to remove stains (apply to damp cloth).

Cleaning the Blades: - Use a soft damp cloth to remove contamination from blades. Always dry blades with a soft dry cloth after cleaning. Blades should not be left damp or wet as this will damage blade finish or cause corrosion. Mild dishwashing liquid can be used to remove stains (apply to damp cloth).

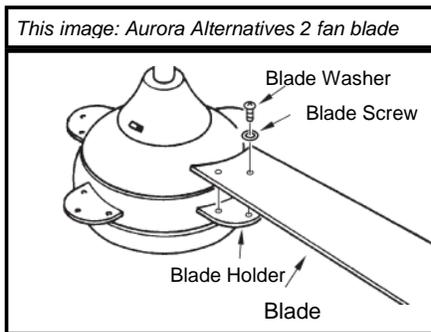
**NOTE:** Hunter Pacific does not recommend wooden or plated steel blade fans be used outdoors or for very humid installations. If wooden blades are used outdoors or in humid locations the timber may swell. Plated metal will corrode if condensation and contamination is not removed. Replacement blades are inexpensive and swelling or corrosion is not covered by warranty.

Ideally your fan (indoors or outdoors) should be cleaned every 3 to 4 months.

*Removing blades (fan must be switched off at isolation switch):*

Note: Remove and clean blades from each fan separately. do not mix blades from different fans as

#### Blades with blade holders

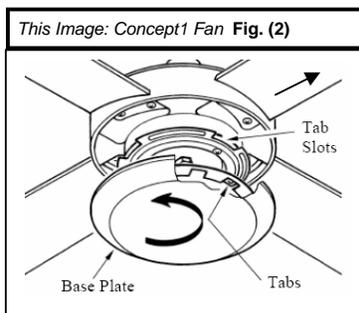


#### **STEP 1 (Fig. 1)**

- a) Loosen blade screws and washers to detach blade from blade holder.
- a) For Typhoon fans, loosen blade holder screws and washers, then remove the blade holders and detach fan blades.

**NEVER USE POWER TOOLS TO TIGHTEN SCREWS**

#### Blades without blade holders



#### **STEP 1 (Fig 2)**

- a) Twist the base plate of the motor to remove it.
- b) For fans with integrated light kits. Remove the glass and rim of the light kit to access the blades.

#### **STEP 2 (Fig 2)**

- a) Remove the blade screws and slide the blades out of the motor housing to remove blades.

**NEVER USE POWER TOOLS TO TIGHTEN SCREWS**



Cleaning Stainless Steel Fans: - It is a common misconception that if a product is made of stainless steel then it will be maintenance free. Corrosion of stainless steel does occur and will vary depending on the conditions the product is subjected to. Tea stains and surface rust can be minimised through regular cleaning of your stainless steel products.

To ensure your fan stays in good condition Hunter Pacific recommends cleaning stainless steel fans every 3 to 4 months, especially ones that are installed in outdoors, near pools or coastal locations. Use the same cleaning procedure as other fans. Exposure to chlorides (salts) will cause stainless steel to rust and is easily prevented by proper maintenance.

Since a ceiling fan CANNOT be washed by rain water or hosed down chloride contamination will build up quickly without adequate maintenance. The location will dictate how often it needs to be cleaned.

***Stainless steel fans exposed to salt air (even at great distances from the coast) must have the blades removed and the blade screws checked for rust or damage at least twice per year. NEVER USE POWER TOOLS TO TIGHTEN BLADE SCREWS.***

Normal Wear and Tear: - Fan blades travel an enormous distance every year. Wear and tear of the blades will occur and environments that promote condensation will cause the fan blade finish to wear faster. Replacement blades are inexpensive and blades should be replaced if excessive wear, corrosion or damage appears.

## 6) Basic Trouble Shooting Tips

**CAUTION:** Please make sure the fan isolation switch is off when performing any of the following:

### Cannot start fan:

- Check reversing switch is pushed fully up or down, or fully left or right.
- If the fan is on a remote, check the isolation switch is turned on.
- If the fan is on a remote, check dip switch settings on remote hand piece match the dip switch settings you wrote down in this booklet.
- If pull cord fan, check the pull cord chain is set on high speed (turn on the isolation switch and then pull the cord until fan runs at high speed). Set wall control to high speed if fitted.

### Fan sounds noisy:

- Fans that have just been installed may make minor mechanical noises and should be given at least 8 hours settle in period.
- If light kit is present, check if the light secured firmly and ensure the glass of the light fitting and the fitting itself is not vibrating. Re-tighten all screws for the light kit and check glass.
- Re-tighten screws on all blades firmly, do not over tighten them.
- If the fan is on a wall controller, make sure you are controlling your fan with the HPI wall controller supplied (dimmer type controls will make the fan noisy).

### Fan is wobbling:

- If fan is wobbling a lot, check your ball joint slot is locked into the hanger bracket groove. Switch fan off completely, hold the down rod or motor housing then grasp and rotate the rod or the motor housing until you can feel the ball joint slot into place.
- Re-tighten all screws on blades firmly but do not over tighten.
- Check and ensure all your blades match. Hunter Pacific blades are marked with a set of letters and numbers. The blade weights must be within 3 grams of each other. When manufactured the blades are balanced and weighed as a set. Thus should only one blade be damaged the whole set should be replaced to avoid unbalancing the fan.

Some slight wobble is normal, especially if the fan is on an extension rod. Ceiling fans tend to move during operation because they are not rigidly mounted. Hunter Pacific fans use a ball joint and bracket and thus a fan may move a couple of centimetres when operating. This does not suggest the fan could fall providing our installation instructions have been followed. Please note not all ceiling fans are identical even if they are the same model, some fans may spin faster and some may wobble more than others.

Fan is not moving much air:

- Check the reversing switch of the fan is in its correct position, the reverse switch should only be pushed into Winter position during the cold months of the year when you want to circulate warm air. The reversing switch should be put back into its Summer position during the warmer months of the year when a cooling draft is required.
- The distance between the ceiling and the ceiling fan blades may be too small. Increasing this distance will help the fan perform more effectively, Hunter Pacific offers a range of down rods to solve this issue. Remember, legally there must be at least 2.1metres between your ceiling fan blades and the floor. Hunter Pacific recommends at least 2.4metres for metal fans.

You should also consider these factors:

- Does the room have too many items which may be obstructing efficient airflow?
- Is the fan too small for the size of the room?

Light is not working:

- Replace light globe.
- Switch off fan completely - make sure the light globe is secured properly into the light kit.
- If a halogen globe feels loose, then make sure the movable white, ceramic globe holders (at each end of the globe) are not frozen or stiff. Gently pushing or pulling the holders should help them to move freely.
- If the fan is on a remote - Check for flat battery in the hand piece.
- If the fan is on a remote - Check dip switch settings on hand piece match the ones you wrote down in this booklet.

**If in doubt call the Hunter Pacific International warranty line - 1300 360 280**



I N T E R N A T I O N A L

## 7) Warranty

### CEILING FANS

Please select your fan carefully and discuss your needs with a sales professional who knows your local area. Fans that do not perform as expected and which are not faulty cannot be replaced or exchanged under warranty. Proper performance relies on the right fan being correctly installed in the optimum location. Fans have 2 years in-home warranty and a further 3 years parts only warranty for the motor. Corrosion is not covered by warranty unless the affected part is defective when first unpacked or the corrosion has occurred within 90 days of installation in a normal indoor room not subject to condensation or poor ventilation issues.

Blades are warranted on a parts only basis as they can be removed and replaced by the customer. Please advise our warranty department if extenuating circumstances apply (eg. related to age or disability)

### REMOTE CONTROLS

Hunter Pacific remote controls have a 12 month in-home warranty period for the remote control receiver and a 12 month parts only warranty for the hand piece. Remote controls supplied as part of a "fan + remote" package are only covered by the above 12 months warranty. Please note the remote control receiver is not part of the fan, instead being a separately connected accessory device. The remote control receiver is often fitted into the fan mounting bracket for convenience but is not an integral part of the fan and not covered by the warranty provisions of the fan itself. Resetting of DIP switches in remote hand pieces is not covered by warranty and a service call fee will apply. A service bulletin explaining how to find the correct DIP code is available at no charge. Batteries, if supplied, are done so as a complimentary (free) item only and not covered by warranty.

### LIGHT KITS

Hunter Pacific light kits including ballasts, transformers or controllers have a 12 month warranty period. Light globes, if supplied, are done so as a complimentary (free) item only and not covered by warranty. Corrosion is subject to the same limitations as for fans above.

#### What is in-home warranty?

Hunter Pacific offers a 2 year in-home warranty (12 months for remote controls and lights) to Hunter Pacific ceiling fans installed within the coverage of our network of service agents in cases where the product fails due to defective materials or workmanship. This warranty does not cover corrosion, installation faults, house wiring faults, loose blades or fittings or damage of any kind.

In areas outside coverage of Hunter Pacific service agents, Hunter Pacific will reimburse customers a standard service call fee (based on the national average) for using their own electrician. Conditions apply and any service request must be arranged with the Hunter Pacific warranty department before calling your own electrician. Under no circumstances will reimbursement be made for call-out fees or other costs without prior approval. When installed as recommended by Hunter Pacific (via an isolation switch) a fan or remote control can be switched off at the wall in case of a fault. If the product cannot be turned off because an isolation switch is not fitted then costs involved in disconnecting the product while awaiting warranty service are borne solely by the customer.

#### What is the parts only warranty?

Hunter Pacific will supply parts only, shipped to the customer or their nominated agent. Conditions apply. Please note labour associated with installation of these parts, or associated electrical costs of removing and reinstalling the product to effect repair is borne by the customer.

This additional warranty offer excludes corrosion damage of any type. Please contact our warranty department for additional information.

## **ELIGIBILITY**

Warranty periods begin from the day of purchase. Details for the product, installing electrician and proof of purchase must be available to claim on-site warranty.

Fans and fixed wiring products must only be installed by persons who are appropriately licensed by the applicable state regulatory body. Therefore, to protect our repair personnel, on-site warranty will not be provided if products have been installed by unlicensed persons.

Damages caused by incorrect installation, force-majeure, electrical surges, lightning, power grid fluctuations, water or by connection to alternative power supply sources (such as solar inverters etc) are not eligible for warranty repair.

Where customers are outside coverage of Hunter Pacific service agents, Hunter Pacific will reimburse customers a standard fee (based on the national average) for using their own electrician. Conditions apply and any service request must be arranged with the Hunter Pacific warranty department before calling your own electrician.

To the maximum extent permitted by law this product warranty excludes liability for consequential loss or claims for damages. This warranty will not cover any repairs to a Hunter Pacific product where the product was incorrectly used, physically abused, accidentally damaged or not serviced in accordance with the maintenance instructions.

Signals sent through the power grid by the electricity supplier for the control of off peak hot water, street lights and other devices may cause an intermittent humming noise in your electrical appliances such as your ceiling fan. Filters are available in Australia at the customer's expense. These noises do not occur as a result of a faulty fan and are not covered by warranty.

When products are installed in a location requiring special access equipment (such as scaffolding or scissor lifts, etc) the cost of providing, installing and operating special access equipment must be borne by the site owner. The need for or use of, such equipment must be stated when booking a service call. Charges will be levied for Hunter Pacific International to arrange special access equipment and these must be paid in advance.

Blades must be replaced only as a complete set. Blades are supplied only as a pre-balanced set and the replacement of individual blades may void the warranty by causing mechanical damage to the motor, excessive noise or premature wear. Mixing up of blade sets when fans are installed/maintained may void your warranty. Re-sorting mixed blades is not covered under warranty.

If goods are found to be free of defects or the product is not functioning properly as a result of faulty installation or maintenance then Hunter Pacific International Pty Ltd reserves the right to charge the customer a service fee. In any event call the warranty line on 1300 360 280 for further advice.

*This statement is required by the Australian Consumer Law 2010: "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund 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."*

For the purposes of the above paragraph specific definitions for major failure are given in the ACL 2010. With regard to product failure Hunter Pacific considers a major failure to be when the original, unopened and new package is missing contents, those contents are damaged or defective or the fan, light or remote control does not operate when initially installed.

**Hunter Pacific warranty is only available for products that are purchased and installed within Australia.**



I N T E R N A T I O N A L

Fan Owner Warranty & Operations Manual

Fill out the details below and keep this manual. You will need to present your product information, installing electricians license number and proof of purchase for warranty claims.

**CUSTOMER DETAILS**

Customer Name: \_\_\_\_\_

Installation Site Address: \_\_\_\_\_  
\_\_\_\_\_

**INSTALLING ELECTRICIAN DETAILS**

Electrical company and Electrician Name: \_\_\_\_\_

License No: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Install Date: \_\_\_\_\_

**PRODUCT DETAILS**

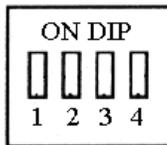
Qty	Product Name	Install Area	Colour	Size

**PURCHASE DETAILS**

Qty	Product Name	Purchase Place	Purchase Date

**Record your remote dip switch settings**

Use arrows to indicate the whether switches are pushed up or down on your remote hand piece.



DIP SWITCH

Fan name: \_\_\_\_\_

Colour: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**USER MUST RETAIN THE PURCHASE RECEIPT FOR WARRANTY CLAIMS**



**I N T E R N A T I O N A L**

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ABN 18 063 521 666

**National Warranty Line: 1300 360 280**

Available Monday to Friday, from 9am to 5pm AEST.