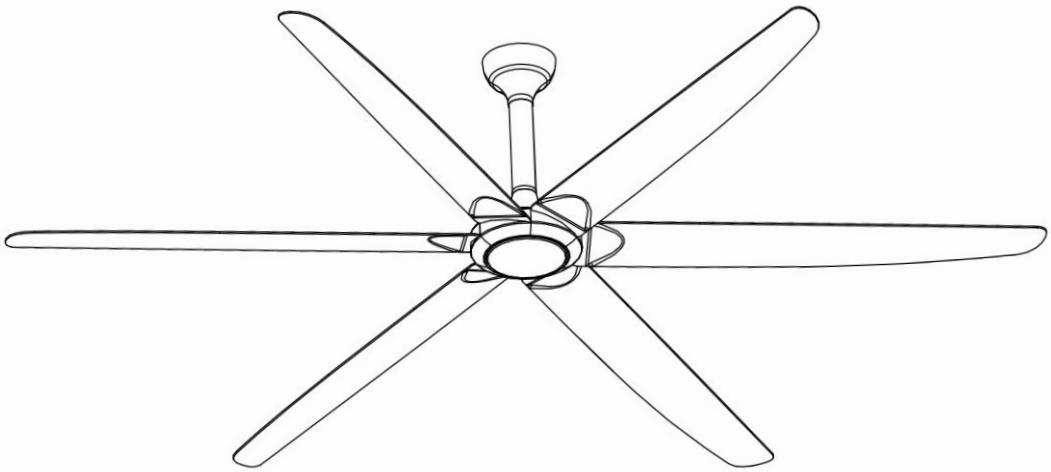
HUNTER PACIFIC®
INTERNATIONAL

THE BIG FAN™
V2

Installation & User Manual



Suitable for installation indoors, outdoor and coastal locations. The fan is suitable for installation in a pergola or outside in a sheltered area protected from wind and rain. Also suitable for use in Commercial, Industrial and Residential applications.

POWER OUTLETS OR FIXED WIRING MUST BE INSTALLED BY A LICENSED ELECTRICIAN

- After installation, electricians must tick off all items on the quick checklist and fill out their details towards the back of this Installation and User Manual.
- Isolation switch and wall plate required. To suit the location and décor, these parts must be supplied by the installing electrician.

ELECTRICIANS - TO PROTECT YOUR CUSTOMER'S WARRANTY, PLEASE READ PAGE 2 OF THIS BOOKLET PRIOR TO THE INSTALLATION OF THIS PRODUCT.

Warranty Procedure*

For online warranty bookings visit: www.hunterpacific.com.au (24 hours, 7 days)
For technical advice call: 1300 360 280
(Monday to Thursday from 9am to 5pm EST / Friday from 9am to 4pm EST)
* Warranty only available within Australia

IMPORTANT INFORMATION
ELECTRICIANS MUST READ PRIOR TO INSTALLATION

1. Distributor and installer details and purchase receipts are essential for on-site warranty claims and must be presented to repair personnel. A page towards the back of this manual has been allocated to allow you to record these details.

2. 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 claims will not be accepted if products have been installed by unlicensed persons.

3. Damage 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.) is not eligible for warranty repair.

4. 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.

5. 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.

6. "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. Children should be supervised to ensure that they do not play with the appliance." (AS/NZS 60335.1 C1.7.12). Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

DANGER: Contact with ceiling fan blades can cause serious injury or death.
WARNING: If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its agent or suitably qualified persons.

To electricians and installers: The Australian Competition and Consumer Law 2010 mandates consumer protection against defects or poor workmanship in provision of services (such as installing a ceiling fan). To protect yourself and the consumer these instructions must be followed. Failure to do so may result in the consumer making a claim against you for consequential loss or damage.

7. An isolation switch providing full disconnection of both fan and light must be fitted in accordance with the wiring rules (AS/NZS 60335.1 C1.7.12.2).

8. The replacement of parts of the safety suspension system device shall be performed by the manufacturer, its service agent or suitably qualified persons.

9. The mounting of the suspension system shall be performed by the manufacturer, its service agent or suitably qualified persons; the fixing means for attachment to the ceiling such as hooks or other devices shall be fixed with a sufficient strength to withstand 4 times the weight of the ceiling fan.

For safety, and to protect your customers warranty, the following must be taken into account when installing and operating the product(s):

(a) DO NOT USE SOLID-STATE WALL CONTROLLERS. Neither leading nor lagging edge controllers will give satisfactory performance. Wall controls must only be types approved for use by Hunter Pacific International.
(b) The fan, light and bracket must be earthed.
(c) Fan and light must be run from the same final circuit.
(d) Mounting bracket must be firmly screwed to a solid structure such as a concrete ceiling, steel structure or timber framing. If additional bracing is added it must be firmly secured to the rafters and not left floating on the ceiling. Special mounts, such as T-hooks, are available for certain types of installation. **DO NOT USE COUNTERSUNK SCREWS.**
(e) After installation, fan blades must be at least 2.1 m (7 feet) above floor level.
(f) The use of these products by children and the infirm must be under supervision.

IF THERE ARE ANY PROBLEMS WITH THE PRODUCT AT TIME OF INSTALLATION THE INSTALLER MUST CONTACT THE TECHNICAL ADVICE NUMBER 1300 360 280 BEFORE LEAVING THE JOB SITE. PLEASE DO NOT REMOVE THE FAN FROM THE CEILING ONCE INSTALLED UNLESS INSTRUCTED TO DO SO.

Installation & User Manual

IMPORTANT INFORMATION

The table below contains information that can help you quickly identify the product you are installing. If you have any difficulties installing our product, we recommend you to call our warranty line on 1300 360 280 for advice.

THE BIG FAN™ V2 DC Ceiling Fans			
CODE	**FAN MODEL NAME**	**COLOUR**	**Fan Weight**
TBF0861	THE BIG FAN™ V2 86”	White Motor with White Blades	17.5kgs
TBF0862	THE BIG FAN™ V2 86”	Matt Black Motor with Matt Black Blades	17.5kgs
TBF0684	THE BIG FAN™ V2 86”	Matt Black Motor with Oak Blades	17.5kgs
TBF1061	THE BIG FAN™ V2 106”	White Motor with White Blades	18kgs
TBF1062	THE BIG FAN™ V2 106”	Matt Black Motor with Matt Black Blades	18kgs
TBF1064	THE BIG FAN™ V2 106”	Matt Black Motor with Oak Blades	18kgs

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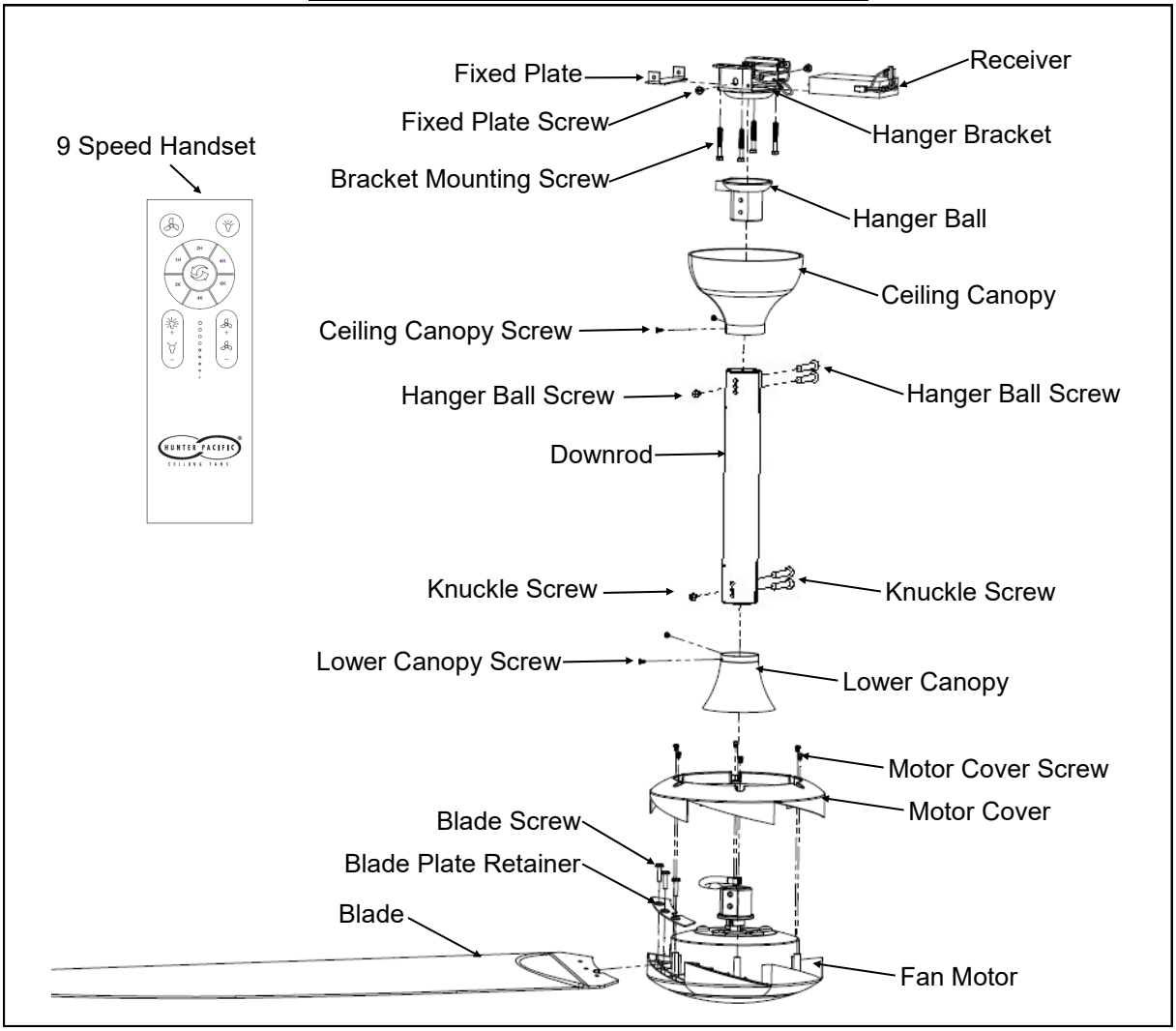
Parts List - THE BIG FAN™ V2



Part	Quantity	Part	Quantity
Hanger Bracket	1	Knuckle Screw	3
Bracket Mounting Screw	4	Lower Canopy	1
Dynabolt	4	Lower Canopy Screw	2
Fixed Plate	1	Motor Cover	1
Fixed Plate Screw	2	Motor Cover Screw	6
Hanger Ball	1	Fan Motor	1
Hanger Ball Screw	3	Blade	6
Ceiling Canopy	1	Blade Plate Retainer	6
Ceiling Canopy Screw	2	Blade Screw	18
Downrod	1	9 Speed Handset	1

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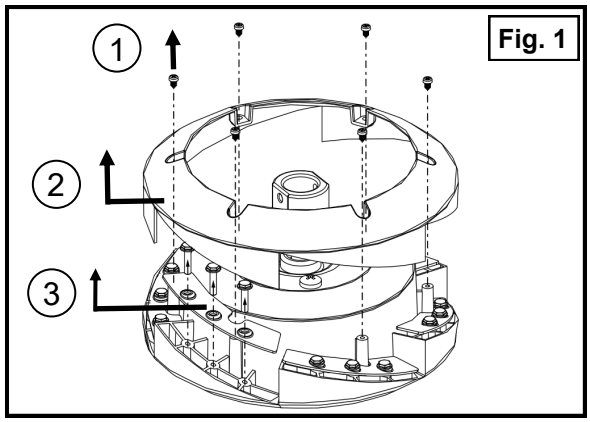
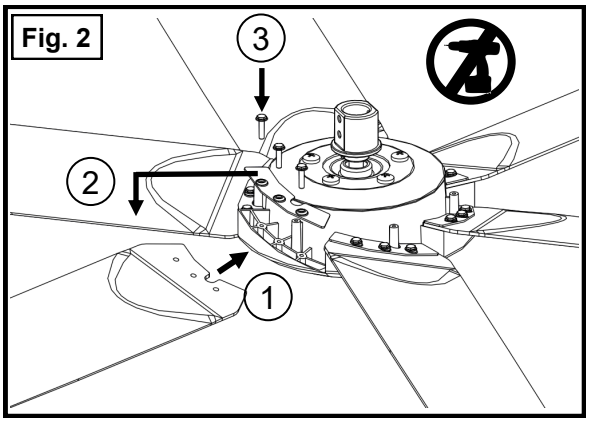
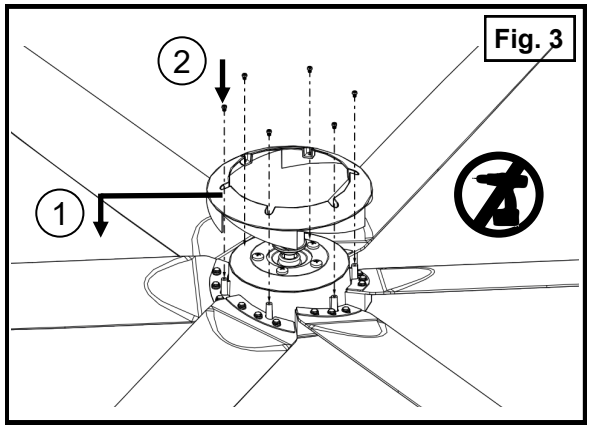
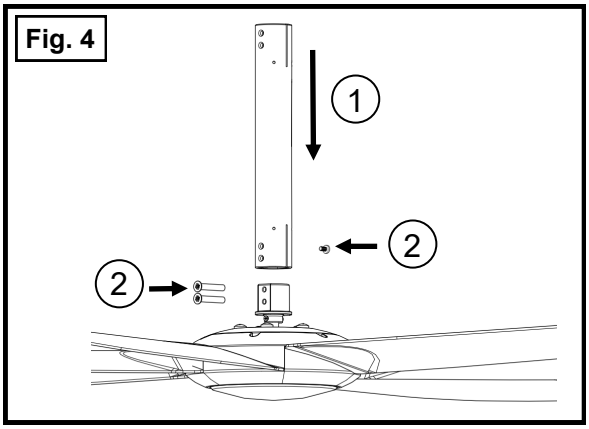
Installation Instructions

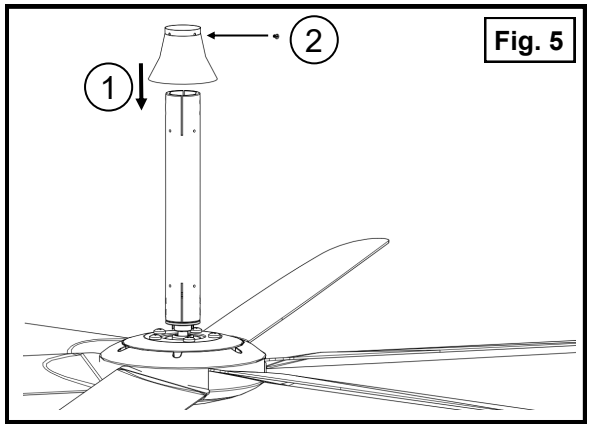
(Assembling the fan)

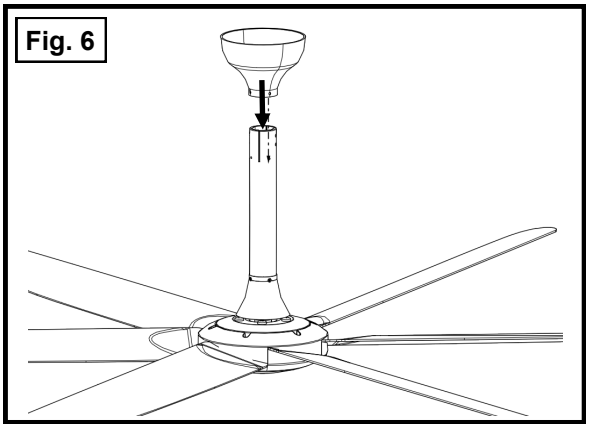












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Installation Instructions

(Assembling the fan)

Fig. 7

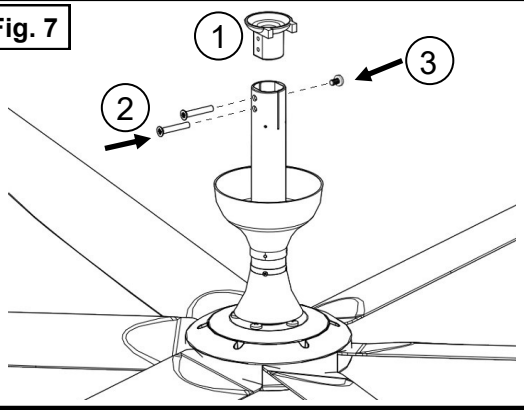


Fig. 8

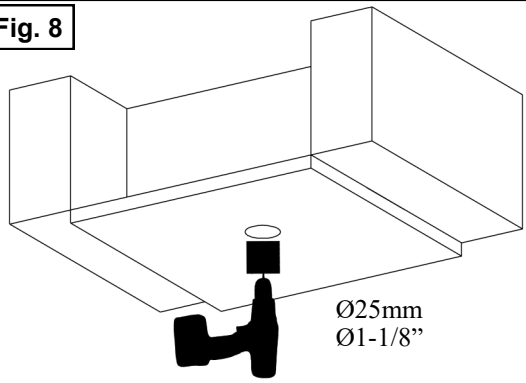


Fig. 9

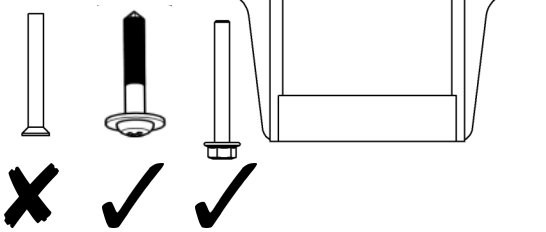
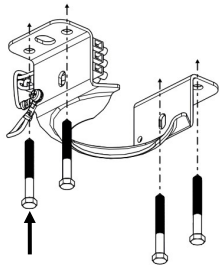
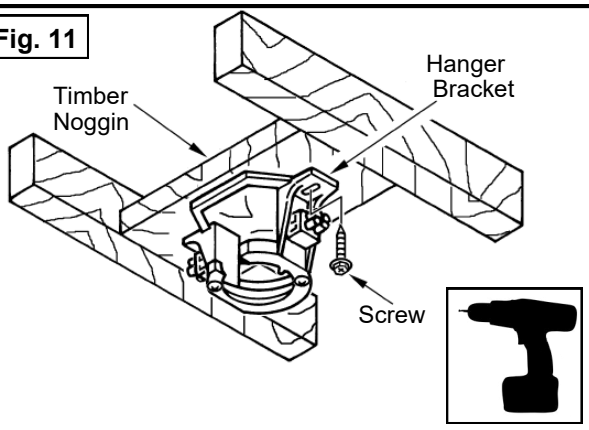


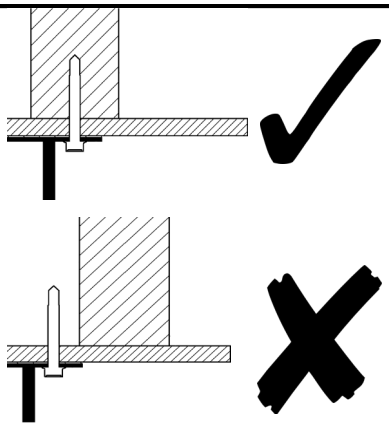
Fig. 10



Note: Dynabolt for use with concrete ceiling.

Fig. 11





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Installation Instructions

(Assembling the fan)

Fig. 12

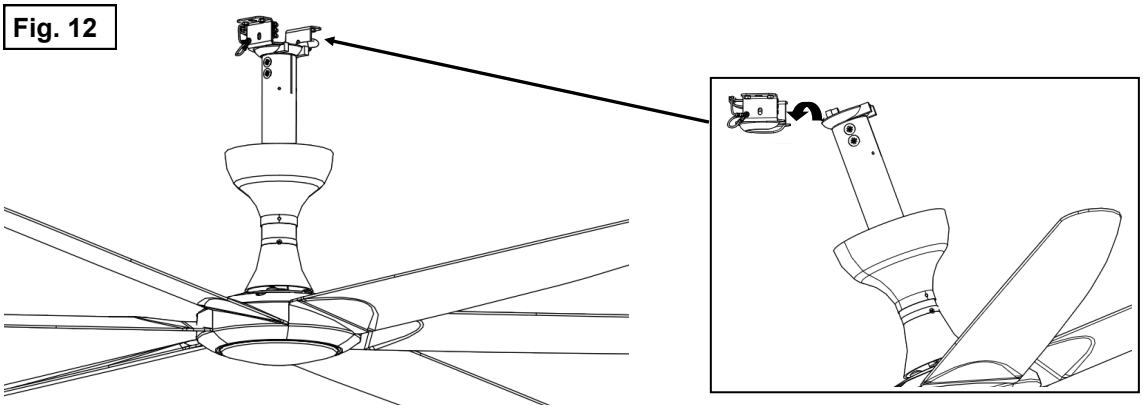


Fig. 13

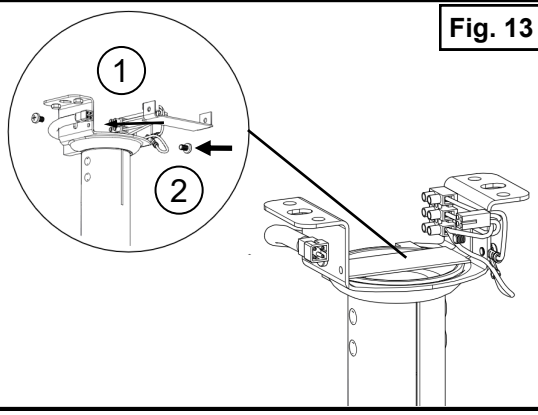


Fig. 14

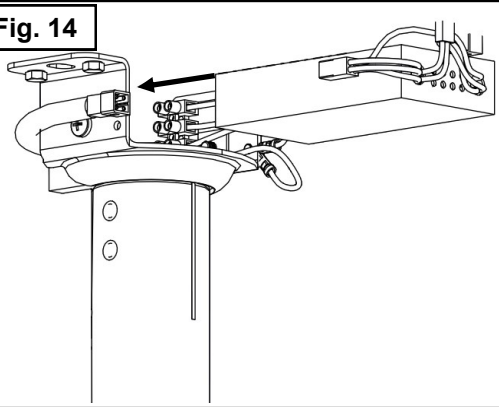


Fig. 15

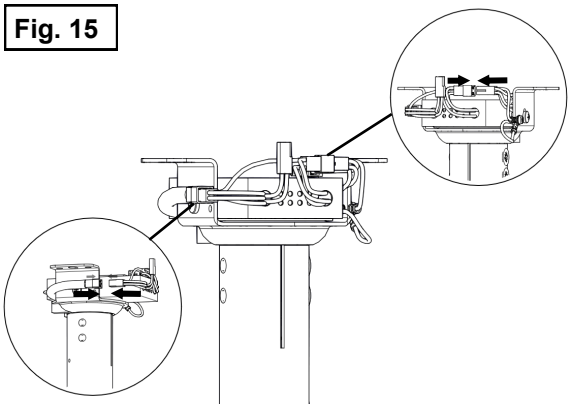
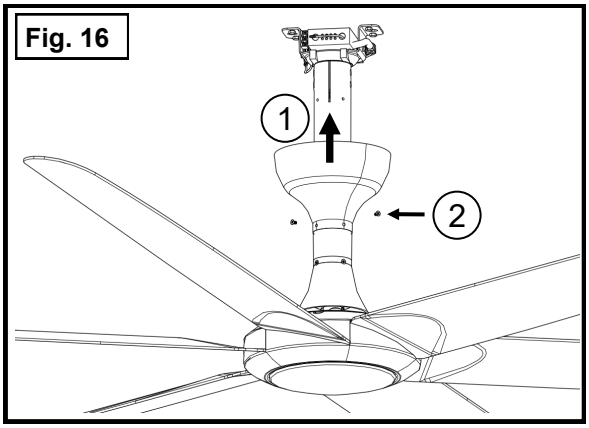


Fig. 16



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THE BIG FAN™ V2 9 SPEED HANDSET BUTTON EXPLANATION

Fan Off

Pressing the Fan Off button turns the fan off

Light On/Off*

Pressing the Light On/Off button turns the light on and off

Fan/Light Timer Off Button

Pressing the button to choose desired off timer setting for fan and light

Forward/Reverse Button

Fan will spin in forward (summer) or reverse (winter) mode

LED CCT Button*

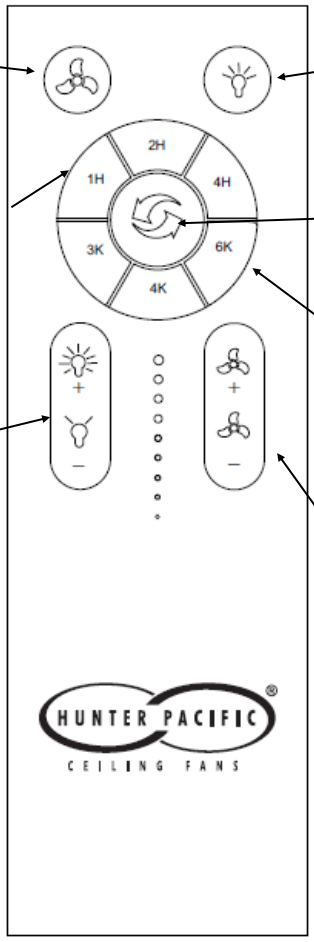
Pressing the button to select desired LED colour temperature 3K (Warm White), 4K (Cool White) or 6K (Daylight)

Light Dimming Button*

Pressing “+” or “-” to choose desired dimming

Fan Speed Button

Pressing “+” or “-” to choose desired speed



To turn fan on press “Fan Speed Button”.

Use REVERSE anytime to change direction. Depending on speed it may take a little while for the fan to stop and change direction.

* Only applies to fans fitted with light. Not all fans can be fitted with a light.
* Please note the CCT function will ONLY work with compatible Hunter Pacific International ceiling fans equipped with Colour Changing Technology (CCT) LED lights.

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THE BIG FAN™ V2 CONTROL MODULE AND 9 SPEED HANDSET PROGRAMMING EXPLANATION

<u>*HANDSET PROGRAMMING ONLY NEEDED WHEN GETTING NEW HANDSET</u>

<u>MAKE SURE THE ISOLATION SWITCH IS ON OR REMOTE CONTROL WILL NOT WORK</u>

Handset Battery Installation/Replacement
Open the battery compartment by removing the Phillips head screw and pushing the cover away from you. UNWRAP THE PLASTIC FROM AROUND NEW BATTERIES (if wrapped). Observe polarity and make sure battery sits properly in recess. Slide the cover back into place.

How To Add a Replacement Handset
The receiver can learn the identification code for a new handset using the following procedure:

A. Turn off power to fan at isolation / wall switch and wait for 30 seconds then turn power back on at the isolation / wall switch, the fan will beep once.

B. Press and hold the “Forward/Reverse” button until you hear one beep from the receiver. The remote will be linked to the fan. Two handsets can be paired to each fan, and the same handset can control multiple fans.

How To Add an accessory 240V DC Wall Controller (sold separately)
The receiver can learn the identification code for a new DC wall controller using the following procedure:

A. Turn off power to fan at isolation / wall switch and wait for 30 seconds then turn power back on, the fan will beep once.

B. Press and hold the “Forward/Reverse” button until the fan beeps once. The DC Wall Controller will then be linked to the fan. Either two remote handsets or one remote handset combined with one DC Wall Controller can be paired per fan and can control a maximum of two ceiling fans.

* Please note maximum two ceiling fans using one DC wall controller. Both fans must have their own receiver and the wall controller must be installed in the same room as the fans.

*If the 240V DC Wall Controller is fitted, there will only be 6 speeds and 6 settings of dimming available. No LED colour changing available via the 240V DC Wall Controller, this is only via the remote handset. The 9 speed handset will still have all the functions.

<u>NOTE:</u> THE MAINS POWER TO THE CONTROL MODULE MUST BE SWITCHED ON-OFF VIA AN ISOLATION SWITCH. **<u>NOT</u>** THE BUTTONS ON THE HANDSET.

SEE TERMS AND CONDITIONS OF WARRANTY. <u>YOU WILL BE CHARGED</u> A SERVICE FEE IF THE PRODUCT <u>IS NOT DEFECTIVE OR IS DAMAGED</u> BY POWER SURGES, LIGHTNING, WEATHER, MISUSE/ABUSE AND SIMILAR SITUATIONS. ALL INSTALLATION INSTRUCTIONS MUST BE FOLLOWED.

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Instruction for Advance Features

POWER-ON-LIGHT (POL) Selection (Fans fitted with light only)
When POL is ON the light will turn on when power is applied to the receiver (via an external switch or after a power failure). This allows the fan light to be turned on/off by the wall switch. When POL is OFF the light will remain off when power is applied. The OFF position is recommended for holiday houses and similar locations where the light may switch on unintentionally if a power failure occurs. The fan light will always remain off when power is turned on. POL selection can be changed by the user through the remote control handpiece as follows:

POL ON: Turn on the wall switch/isolation switch and turn the light off using remote handset. Slowly press the "Timer" button 1H/4H/2H/1H/4H/2H. The receiver will beep once and the light will turn on, the setting is now completed. When POL is ON the light will turn on when power is applied to the receiver (via an external switch or after a power failure).

POL OFF: Turn on the wall switch/isolation switch and turn the light off using remote handset. Slowly press the "Timer" button 1H/4H/2H/1H/4H/2H. The receiver will beep once and the light will turn off, the setting is now completed. When POL is Off the light will remain off when power is applied to the receiver (via external switch or after a power failure).

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Installation Instructions

(Attaching an extension rod - Hunter Pacific rods to be used ONLY)

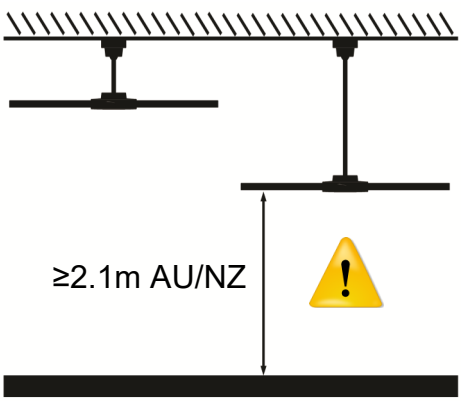


Fig. 17

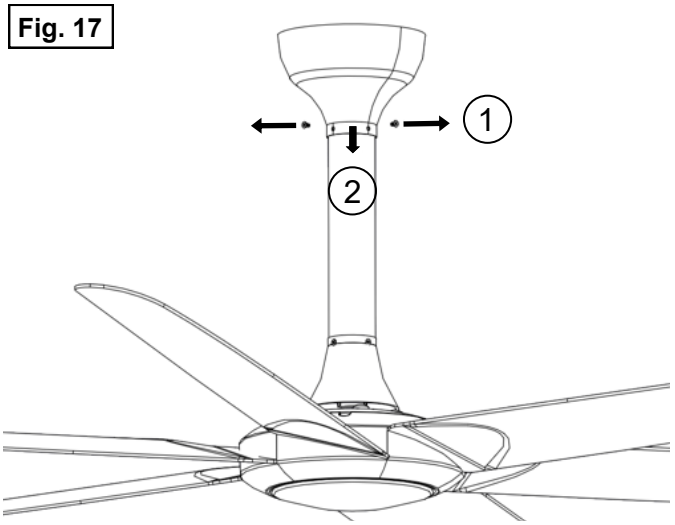
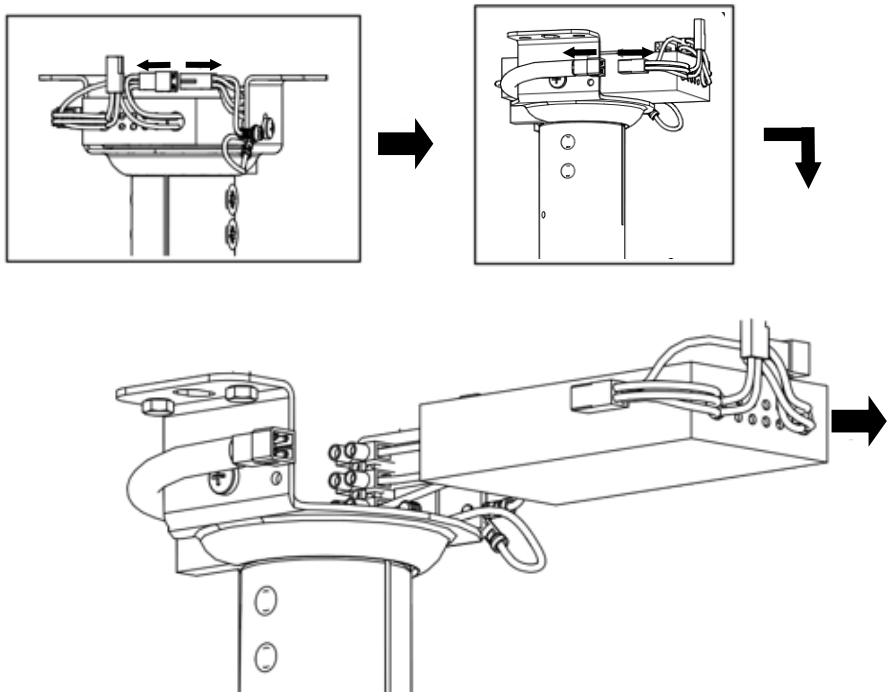


Fig. 18



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Installation Instructions

(Attaching an extension rod - Hunter Pacific rods to be used ONLY)

Fig. 19

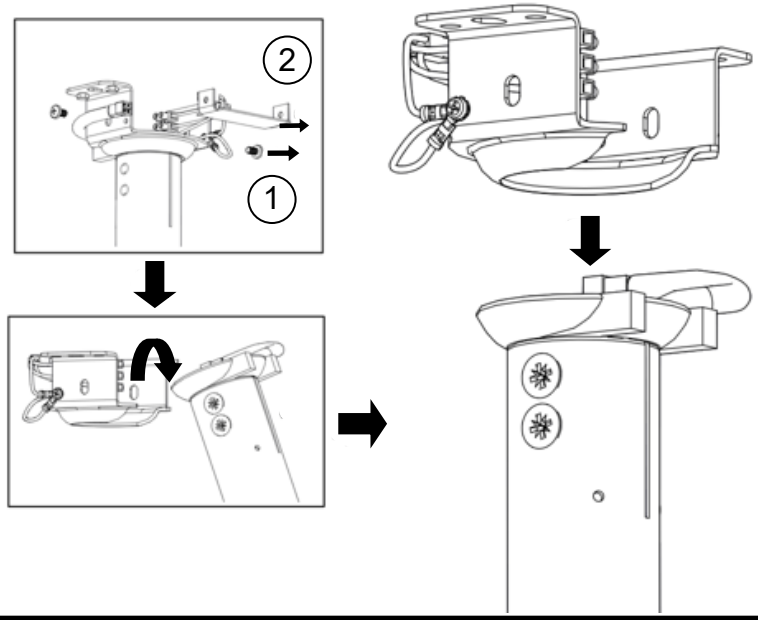


Fig. 20

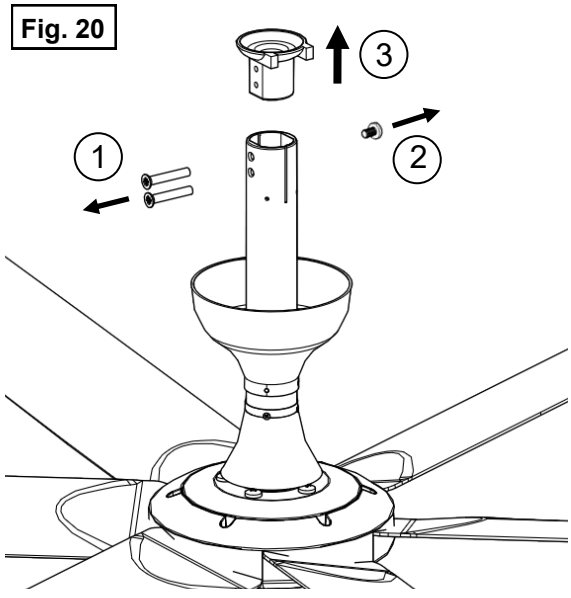
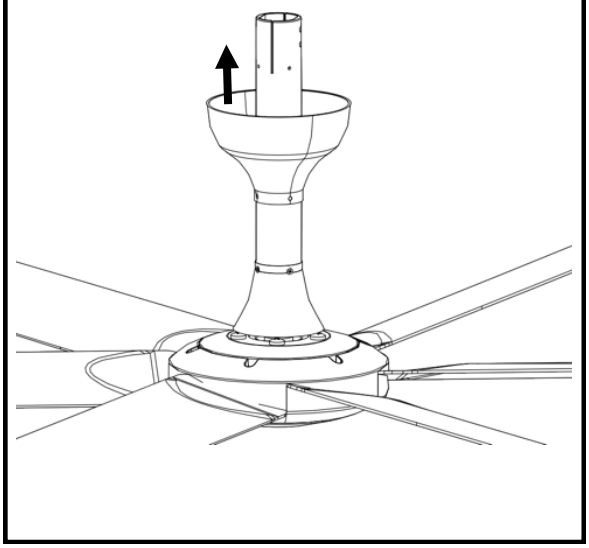


Fig. 21



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Installation Instructions

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Fig. 22

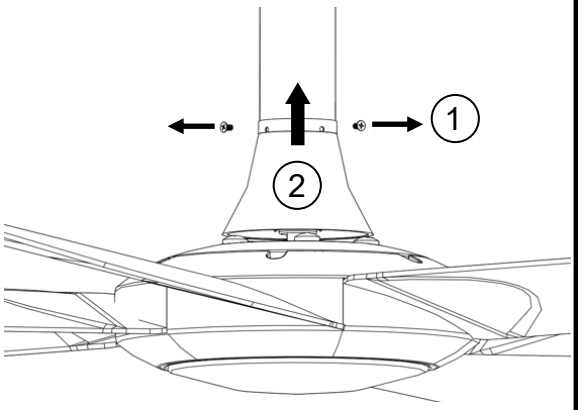


Fig. 23

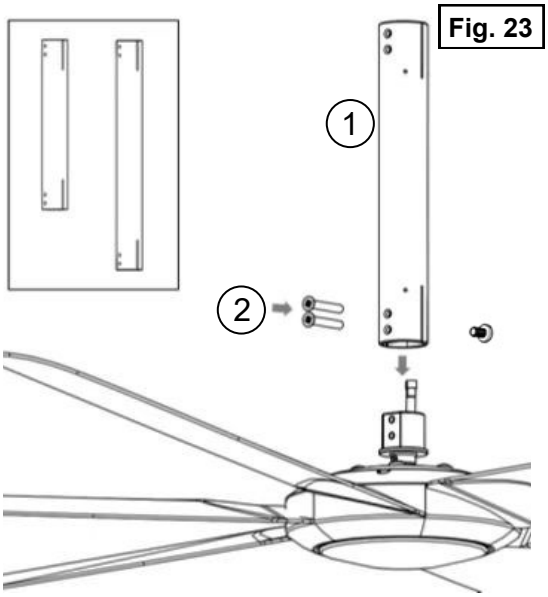


Fig. 24

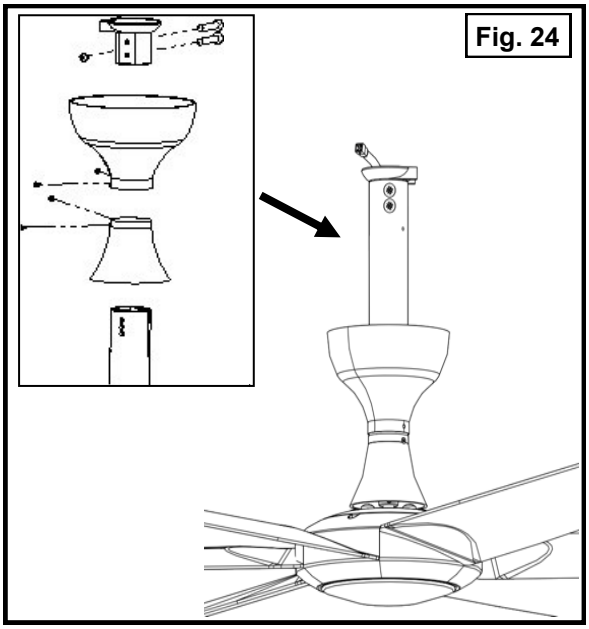
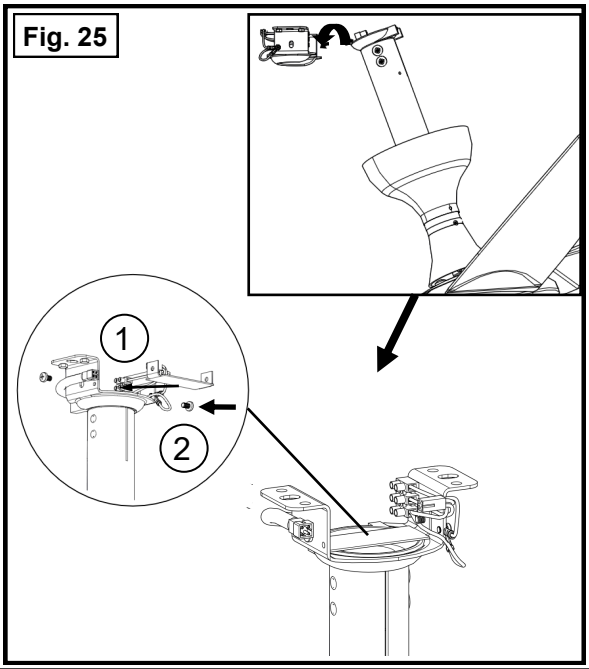


Fig. 25



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2. **Do not** mix blade sets from one fan to another as this may upset the balance of the fan. If only one blade is damaged you are still required to replace with a new set.

Troubleshooting Tips for Installers - Fan

Fan will not start

- Check 240Volts is available at terminal block.
- Check wire connections in the wall switch and terminal blocks, ensure all wires are making proper contact.
- Check isolation switch is 'on'.

Fan is not responding to the remote control

- Check for flat battery.
- Check handset programmed to receiver (refer to page 9).
- Occasionally there maybe a poor signal (location) received by the handpiece. This can be improved by ensuring the antenna is outside the top canopy (see below Fig.1 & 2).

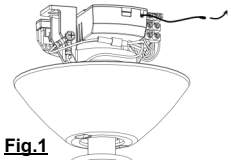

Fig.1

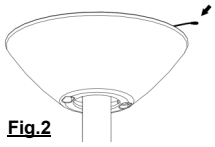

Fig.2

Fan is wobbling

- Check the ball joint slot is locked into the hanger bracket groove.
- Make sure blades are a matching set; the figures on matching sets of blades should be identical with the numbers varying within 3 grams of each other.
- Check blade screws are tightened firmly.
- **DO NOT** use a power tool to tighten screws.
- Make sure bracket is tight against ceiling and the ceiling and the ceiling structure are not moving.
- **DO NOT** use countersunk screws to hold bracket against ceiling. Countersunk screws will make fan wobble (now or later) and allow the bracket to move.

Fan is noisy

- Check all screws and parts are secured firmly. Ensure there are no loose parts moving inside the motor housing.
- Check ceiling bracket is secure. If ceiling canopy moves then the bracket or ceiling is moving and screws loose, not into structure or of counter sunk type.

Troubleshooting Tips for Installers - Remote Control

- **Handset cross programming** - One device (remote handpiece or wall controller) must be attached to the receiver at all times. In the event of handpiece cross programming, please program the same handpiece/ wall controller twice to delete irrelevant/ unwanted device.

Warranty Procedure*

For online warranty bookings visit: www.hunterpacific.com.au (24hours, 7 days)
For technical advice call: 1300 360 280
(Monday to Thursday from 9am to 5pm EST / Thursday from 9am to 4pm EST)
* Warranty only available within Australia

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General Maintenance

Changing Remote Batteries: - Batteries used in Handsets will weaken over time and should be replaced every 6 months. Batteries removed from the handset should be disposed of properly and kept out of reach of children.

*** Before maintenance ensure fan is switched off at the isolation switch or circuit breaker ***

Cleaning the Motor Housings: - Motor housings should be cleaned every 3 to 4 months to avoid build up of dust. Dust will attract moisture and condensation leading to corrosion. Use a soft, damp (not wet) cloth to remove dust. Use only water and mild detergent. Spray cleaners may damage coatings.

Cleaning the Blades: - Use a soft damp cloth to remove dirt from blades. Always dry blades after cleaning. Blades should not be left damp or wet as this will damage blade finish or cause corrosion. Use only water and mild detergent. Spray cleaners may damage coatings.

Always use soft cloths to clean blades and motor housings to avoid scratching painted and plated finishes. Ideally your fan should be cleaned every 3 to 4 months.

If removing blades for cleaning then do so for each fan separately, do not mix blades from different fans as this can upset the balance of the fan. Put blades back in the position they came from.

Normal Wear and Tear: - Please note that a ceiling fan travels an enormous distance in the course of its normal operation. Air is abrasive and suspended dust, high humidity and other contamination will cause wear and tear of surfaces.

The use of fans under roofed decks and pergolas next to swimming pools and in coastal areas will require increased maintenance due to the presence of chlorides (either as common air borne salt spray or from compounds in pool chemicals)

The temperatures attained in the peak of a pitched deck or veranda roof can easily exceed 60-70°C and especially when coupled with chlorides this will increase maintenance requirements. Even indoors in coastal areas the influx of warm, sea air can accelerate the surface corrosion of metal parts. This can still happen a great many kilometres from the sea.

When humidity is high and temperature drops moisture condenses on metal surfaces including ceiling fans. The layer of moisture can be almost microscopic but it will affect the surface by depositing a tiny layer of dissolved salts or airborne acidic compounds and thus eventually leading to corrosion if the product is not properly and regularly cleaned. This applies equally to indoor and outdoor fans.

LACK OF MAINTENANCE LEADING TO SURFACE CORROSION OR SIMILAR DAMAGE IS NOT COVERED BY WARRANTY.

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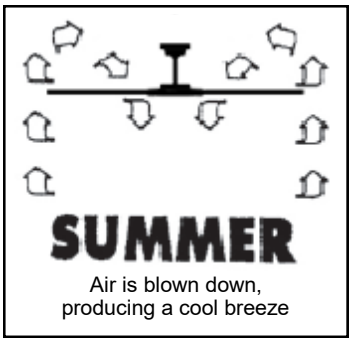
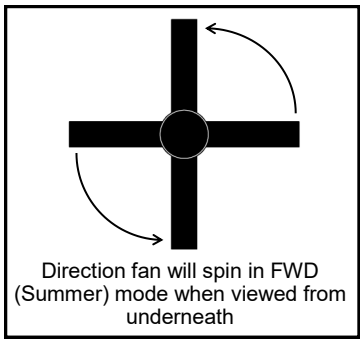
FORWARD (Summer) and REVERSE (Winter) Modes Explained



Air is blown down, producing a cool breeze



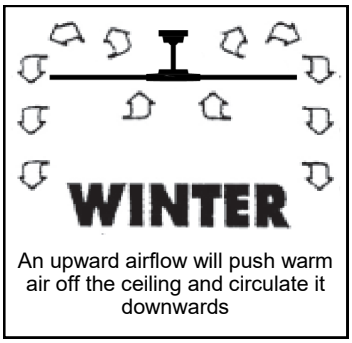
Direction fan will spin in FWD (Summer) mode when viewed from underneath

FORWARD (Summer) Mode

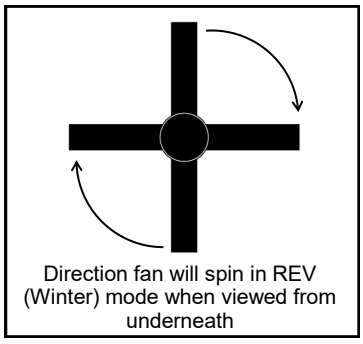
Ceiling fans are an environmentally smart choice to assist with cooling and warming your home.

In FORWARD (Summer) mode your ceiling fan will spin to push air down the centre of the fan producing a cooling breeze.

The direction the fan will spin in FORWARD (Summer) when viewed from underneath will be anti-clockwise.



An upward airflow will push warm air off the ceiling and circulate it downwards



Direction fan will spin in REV (Winter) mode when viewed from underneath

REVERSE (Winter) Mode

In REVERSE (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.

The REVERSE (Winter) mode can also be for air circulation in a poorly ventilated rooms.

The direction the fan will spin in REVERSE (Winter) when viewed from underneath will be clockwise.

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2. **Do not** mix blade sets from one fan to another as this may upset the balance of the fan. If only one blade is damaged you are still required to replace with a new set.

HUNTER PACIFIC INTERNATIONAL

Installation & User Manual

Quick Checklist

Electricians make sure everything on this checklist is ticked off before you leave the installation site. If you have trouble installing our product please refer to the trouble shooting section on page 14 first then phone the Hunter Pacific Technical Advice Line on 1300 360 280 (open 9am to 5pm EST on Monday to Thursday & 9am to 4pm EST on Friday). DO NOT uninstall the fan unless asked to do so.

1.	Ceiling fan is not installed using a solid-state wall controller. Neither leading nor lagging edge controllers will give satisfactory performance. Wall controllers must only be types approved for use by Hunter Pacific.
2.	The fan, fan light assembly and bracket are earthed.
3.	Fan, fan light and remote control receiver are run from the same final circuit via an isolation switch.
4.	Mounting bracket must be firmly secured to a solid structure such as a concrete ceiling, steel structure or timber framing. If additional bracing is added it must be firmly secured to the rafters and not left floating on the ceiling. Special mounts, such as T-hooks, are available for certain types of installation.
5.	Counter sunk screws are not to be used to attach bracket to ceiling.
6.	Fan blades are at least 2.1m (7 feet) above floor level.
7.	Check the fan is operating correctly on all speeds.
8.	If light is installed. Check light is functioning properly.
9.	If remote control is installed. Check the fan (and light if installed) is responding to the remote control correctly. (Non-dimming remote control to be used with fluorescent and LED lamps).
10.	Check electrician's details have been recorded onto page 18 of this manual.

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HUNTER PACIFIC®
INTERNATIONAL

Installation & User 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:_____

Please to fill out the product and purchase details

PRODUCT DETAILS				
Qty	**Product Name**	**Install Area**	**Colour**	**Fan Sweep (i.e. 48", 52", 54" etc)**

PURCHASE DETAILS			
Qty	**Product Name**	**Purchase Place**	**Purchase Date**

PLEASE RETAIN THE PURCHASE RECEIPT FOR WARRANTY CLAIMS

1. **Do not** attempt to operate the fan or light (if fitted) with any wall control that is not approved by Hunter Pacific for use with its fans. DO NOT use solid state controllers. The use of unapproved controllers may void your warranty.

2. **Do not** mix blade sets from one fan to another as this may upset the balance of the fan. If only one blade is damaged you are still required to replace with a new set.

Attach receipt here.

Attach electricians invoice here.

Warranty Terms and Conditions

Manufacturer's warranty covers defects in the product only. It does not cover defects within the fan installation or improper maintenance. This warranty covers Australia only.

Warranty periods begin from the day of purchase from an authorised reseller or dealer. Warranty on builder supplied and installed fans commences when fans are delivered to the builder or contractor (which generally precedes hand over of the dwelling). Warranty periods are as follows:

ELECTRONIC PARTS WARRANTY - DC THE BIG FAN™ V2
2 years in-home warranty on all electronic components such as control modules, remote control systems, lighting and accessory wall control.

MOTOR AND MECHANICAL PARTS WARRANTY - DC THE BIG FAN™ V2
3 years in-home warranty on mechanical parts and the motor, excluding cosmetic issues and corrosion (unless reported in the first 3 months).
3 years additional parts warranty on the electric motor.

1 year warranty applies when fan or relevant parts is used in any non-domestic applications.

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."*

Please note carefully - If the product is found to be free of defects or the product is not functioning properly as a result of faulty installation or lack of maintenance then Hunter Pacific International Pty Ltd or its service agent reserve the right to charge a service fee to rectify the reported problem.

Damage caused by incorrect installation, force-majeure, electrical surges, lightning, power grid fluctuations, water or alternative power supply sources (such as solar inverters etc.) will not be covered by warranty. This warranty does not cover the product being incorrectly used, physically abused, accidentally damaged or not serviced in accordance with the maintenance instructions.

This product warranty excludes to the fullest extent possible under law any liability for consequential loss or damages directly or indirectly resulting from a faulty ceiling fan or accessory product that is not installed or maintained according to the installation instructions. When installed, maintained and used according to the instructions such loss or damage can be easily avoided or minimised.

Signals (ripple control) sent through the power grid by the electricity supplier for the control of other devices may cause intermittent noises and do not occur as a result of a fault in the fan.

When ceiling fans are installed in a location requiring special equipment (such as scaffolding or scissor lifts) the cost of providing such equipment must be borne by the site owner in case of maintenance and repair and such costs should be considered when deciding on fan placement.

WHS regulations may prohibit technicians from attempting to access products installed above a certain height without special measures in-place. It is the site owners responsibility to provide those measures at their own cost or an on-site/in-home warranty service may be refused. The product will need to be removed and reinstalled at the owners expense.

PLEASE RETAIN THE PURCHASE RECEIPT FOR WARRANTY CLAIMS

THE™
BIG FAN
V2

Warranty Procedure*

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