

# FREQUENTLY ASKED QUESTIONS

## **Will the BOND work if I do not have a remote control for my ceiling fan?**

You need your remote control in order to program the BOND.

## **Can I use the BOND to dim the lights on my ceiling fan?**

Yes. If your remote control has a dimmer feature then the BOND will allow you to dim the light on your ceiling fan.

## **Does the BOND need to be connected to WI-FI in order to work with my fan?**

Yes, BOND needs to be connected to Wi-Fi network in order to operate your fan remotely.

## **Will the BOND control a ceiling fan on the second floor of my home is placed at the first floor?**

One BOND can control up to 6 devices within an area of 2,500 square ft. including homes with multiple floors or levels. The range of the BOND also depends on the type of materials used for the wall construction. Our coverage estimate is based on standard dry wall materials.

# FAQ

## **Can the BOND control IR remotes in addition to RF remotes?**

Yes, the BOND can record IR remotes AND RF remotes.

## **How can I know if the BOND would control the ceiling fan I already have?**

The BOND is designed to learn and control ANY type of ceiling fan remote control.

## **I do not have a ceiling fan remote - is there a recommended KIT I should buy that works better with BOND?**

Yes, here are two examples:

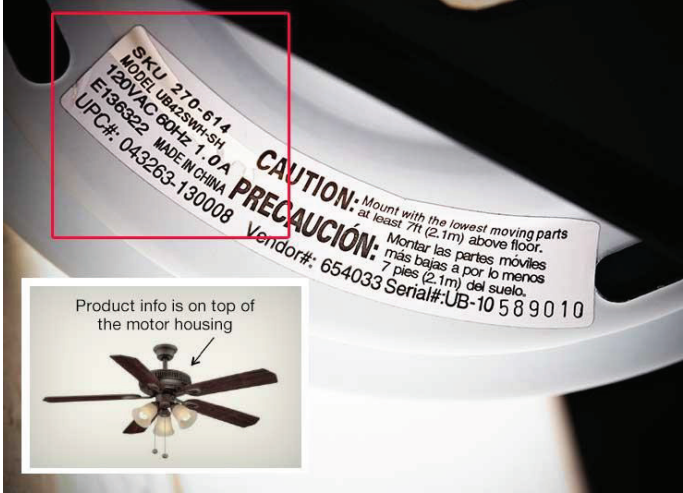
Hampton Bay Universal 3-Speed Ceiling Fan Remote Control-205846353

Hampton Bay Universal Wall 3-Speed Dim Remote Control-205846346

## **Will the BOND control my garage door, fireplace, motorized shades, or A/C?**

The BOND hardware is capable of controlling all these devices they are not yet supported in our software app.

# Frequently Asked Questions: Ceiling Fan

Question	Answer
<p>How do I find my product identification number?</p>	<ul style="list-style-type: none"> <li>□ The UPC (12-digits) and/or model number can be found on the following: The product box Your Home Depot store receipt The user manual A sticker (usually silver) on top of the motor housing - Please <a href="#">click here</a> for more info.</li> </ul> <p>TIP: If you don't have your packaging or manual, it may be difficult to see the label on your motor housing. Try using a mirror or your smart phone to take a picture of the label.</p> 
<p>Do I need to register my ceiling fan for warranty?</p>	<ul style="list-style-type: none"> <li>□ No. there is no need to register the fan for warranty. Please keep a copy of your receipt which will be required to honor the warranty.</li> </ul>
<p>Could this ceiling fan be flush mounted?</p>	<ul style="list-style-type: none"> <li>□ No.</li> </ul>
<p>Can I use a longer down rod with my ceiling fan?</p>	<ul style="list-style-type: none"> <li>□ The fan is compatible with any universal downrod with 3/4" diameter, longer downrod can be found on <a href="http://www.homedepot.com">www.homedepot.com</a>.</li> </ul>
<p>Can I mount the ceiling fan on a sloped ceiling?</p>	<ul style="list-style-type: none"> <li>□ Yes, this fan can be mounted on a sloped or angled ceiling, installation will require the purchase of an extension down rod and a canopy kit for angled ceiling which can be purchased from <a href="http://www.homedepot.com">www.homedepot.com</a>. Search "ceiling fan canopy kit."</li> </ul>
<p>What kind of bulb is compatible with my ceiling fan?</p>	<ul style="list-style-type: none"> <li>□ This fan comes with integrated LED light, which is not replaceable. Other bulb types cannot work with this fan.</li> </ul>
<p>Is the light of my ceiling fan dimmable?</p>	<ul style="list-style-type: none"> <li>□ Yes, the light kit on this fan is dimmable.</li> </ul>
<p>Can I install the ceiling fan without light kit?</p>	<ul style="list-style-type: none"> <li>□ No. The light kit must be used with this ceiling fan.</li> </ul>

<p>Can I use a wall switch to control the speed and light of my ceiling fan?</p>	<p>□ No. The ceiling fan can only be controlled with remote and receiver.</p>
<p>Can I use a dimmer switch to control my fan speed?</p>	<p>□ NO, you should NEVER use a dimmer switch to control a ceiling fan. It will cause premature wear on the capacitors and the motor. It will also cause the fan to make noise, as the motor was intended to have a 120v AC power source at all times. Instead, use a 3-speed wall control.</p>
<p>Can I use this fan outdoors?</p>	<p>□ No, this fan is designed for indoor use only. Installing outdoors will lead to motor and blade damage and void the warranty.</p>
<p>Can I use longer / shorter blades to replace the original ones?</p>	<p>□ No. You can only use the blades come with the unit in the package. The blades are designed for the motor, longer or shorter blade could cause problem and void the warranty.</p>
<p>Why is my fan acting crazy going back and forth like it can't decide what to do?</p>	<p>□ During startup DC ceiling fans will go through a calibration process that causes it to oscillate back and forth. This is normal operation for this fan technology.</p>