



Ceiling Fan Troubleshooting Guide

Welcome to the River of Goods family! We're honored you've decided to include one of our ceiling fans in your home.

Troubleshooting Guide

| Problem | Solution |
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| Fan/Lights do not start | <ul style="list-style-type: none"> • Check all fuses/circuit breakers • Turn off electrical power and ensure the wiring is correct • Confirm that the remote/receiver dip switches are correctly synced • Check battery in remote • Ensure the motor/lights are set to an "On" setting via the pull chains |
| Fan is noisy | <ul style="list-style-type: none"> • Allow a 24-hour "break in" period. Any level of noise louder than ambient levels should disappear during that time • Check the electrical mounting box and ensure it is securely fastened • Check all screws/wire connections on the fan to ensure they are securely fastened • Check to make sure the motor housing bulbs are not in contact with the motor • Use of an unapproved light dimmer or wall control can cause harmonic distortion and excess noise. Check to ensure that if installed, the wall control is approved for ceiling fan use |
| Fan does not move much air | <ul style="list-style-type: none"> • Check the direction of the fan blades when running. If needed, flip the reverse switch on the motor housing to ensure the ceiling fan is moving air in the desired direction • Ensure no household items are obstructing the airflow of the ceiling fan • Check to ensure the ceiling fan is appropriate for the size of the room in which it is installed |
| Fan shakes or wobbles | <ul style="list-style-type: none"> • A small amount of wobble is typical and acceptable and is not indicative of a defect • Ensure the electrical mounting box and hanging bracket are securely fastened • Install the included balancing kit. If undesired movement persists, simply change the location of the balancing kit until the excess movement ceases |
| Bulbs blinking on and off (Double Lit Fans Only) | <ul style="list-style-type: none"> • For energy efficiency purposes, most ceiling fans are equipped with a wattage limiter • Wattage Limiter – 190W (lights only) • To remedy, ensure the total bulb wattage used is 190W or less |
| Remote Control not working | <ul style="list-style-type: none"> • Ensure battery is installed in remote • Ensure the remote/receiver are correctly synced (ensure dip switches identically set) • Ensure the wires from the receiver are correctly connected to the house wiring and ceiling fan wires • Make sure the pull chains have not set the lights or motor to "Off" • If the motor and/or lights are turned to an "Off" position via the pull chains, the remote will not turn them on • Simple tip: The lights and/or motor need to be turned to an "On" position via the pull chains in order for the remote to control the various settings |