



WHISPER DC

Installation Manual



Ceiling fan instruction booklet

Thank you for purchasing your Claro Whisper DC Ceiling Fan. Please read all instructions carefully before assembly and use.

IMPORTANT SAFEGUARDS

Read all instructions carefully, even if you feel you are quite familiar with this type of appliance. When using electrical appliances, in order to reduce the risk of fire, electric shock, and/or injury, these basic safety precautions should always be followed:

- 1.** All wiring must be done by a licenced electrician as on-site warranty may be voided if proof cannot be provided. This ceiling fan **MUST** be installed by a Qualified Electrical Contractor in accordance with the local regulations, and all local, state and national electrical codes. Any alterations or additions to building wiring must be completed by a licensed electrical contractor, or person authorised by legislation to work on the fixed wiring of any electrical installation.
- 2.** The fan must be connected to a 240V AC 50Hz power supply.
- 3.** All electrical work must only be undertaken after disconnection of the power by removing fuses or turning off the circuit breaker, to ensure all pole isolation of the electrical supply.
- 4.** The fan must be earthed.
- 5.** The fan must be installed so that the blades are at least 2.1 metres above the floor.
- 6.** The ceiling fan weight is max. 4.9 kg. The structure that the ceiling fan is mounted to must be capable of supporting a weight of at least 45kg. The fixing must be able to support the moving weight of the fan and must not twist or work loose.
- 7.** Make sure that the installation site will not allow the rotating fan blades to come into contact with any object and that there is enough space from the blade tip to the wall or ceiling. Please note that insufficient clearance distances might cause wobbling and the bigger this clearance is the better the airflow from your fan will be.
- 8.** This product can be installed in a position where it is covered or enclosed al fresco areas and there is a minimum clearance of 1.50 m from the blade tip to all edges of the roof or positions where could be exposed to water, moisture or other dangerous external elements.
- 9.** **DO NOT** connect the fan motor to a dimmer switch. This may give an unsatisfactory performance (motor hum) and cause damage to the motor and/or controller. Use **ONLY** the provided remote control to operate this fan.
- 10.** This appliance is not intended for use by young children or infirm persons without supervision.
- 11.** Young children should be supervised to ensure that they **DO NOT** play with the appliance.
- 12.** It is **NOT** recommended that ceiling fans and gas appliances be operated in the same room at the same time.
- 13.** The fan must be turned off and stopped completely before reversing the fan direction. This will prevent any damage to the motor of the fan or controller.
- 14.** Do not insert anything into the fan blades whilst they are spinning. This will damage the blades and upset the balance of the fan causing the unit to wobble.
- 15.** After the fan is completely installed make sure that all base and fan blade fixings are secured and tightened to prevent any problems.
- 16.** Because of the fan's natural movement, some connections may loosen. Check the support connections, brackets and blade attachments twice a year to make sure they remain secured. If any are loose, tighten.
- 17.** If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent or suitably qualified persons.
- 18.** The replacement of parts of the safety suspension system device shall be performed by the manufacturer, its service agent or suitably qualified persons.

19. If it is necessary to replace the live or neutral brushes to ensure operation of the motor then both brushes and the earth brush shall be replaced at the same time. The brushes shall only be replaced by a suitably qualified person.

20. An all-pole disconnection incorporated in the fixed wiring is to be provided, such as an all-pole switch or a supply cord fitted with a plug.

21. The light source in light kit is not replaceable; when the light source reaches its end of life the whole light kit shall be replaced by the manufacturer, his service agent or a qualified person.

22. The max operating temperature for the fan is 40 degree °C. Keep the fan away from any heat sources, like fire place, heater and stove.

IMPORTANT NOTE:

The important safeguards and instructions given in this manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution and care are factors which cannot be built into any product.

CAUTION:

Do not ingest battery - Chemical burn hazard.

The remote supplied with this product contains a A23 battery. If the battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

Keep the new and used batteries away from children. Examine devices and make sure the battery compartment is secure.

If the battery compartment does not close securely, stop using the product and keep it away from children.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Call the Poisons Information Centre on 13 11 26 or go to a hospital emergency room.

Do not let the child eat or drink and do not induce vomiting. Dispose of used button batteries immediately.

The battery supplied with this product is not to be recharged.

Different types of batteries or new and used batteries are not to be mixed. Battery to be inserted with the correct polarity. + for positive, - for negative.

Exhausted batteries are to be removed from the appliance and safely disposed of.

If the appliance is to be stored unused for a long period, the batteries should be removed.

Dispose of used button batteries immediately.

Flat batteries can still be dangerous. the supply terminals are not to be short-circuited.

FAULT FINDER:

Always check the "Trouble Shooting Checklist" included in this booklet before raising a warranty claim.

Mechanical noise may be noticed on installation. Allow at least 8 hours settling-in period.

Some fans may wobble more than others, even if they are identical. This does not necessarily indicate a fault.

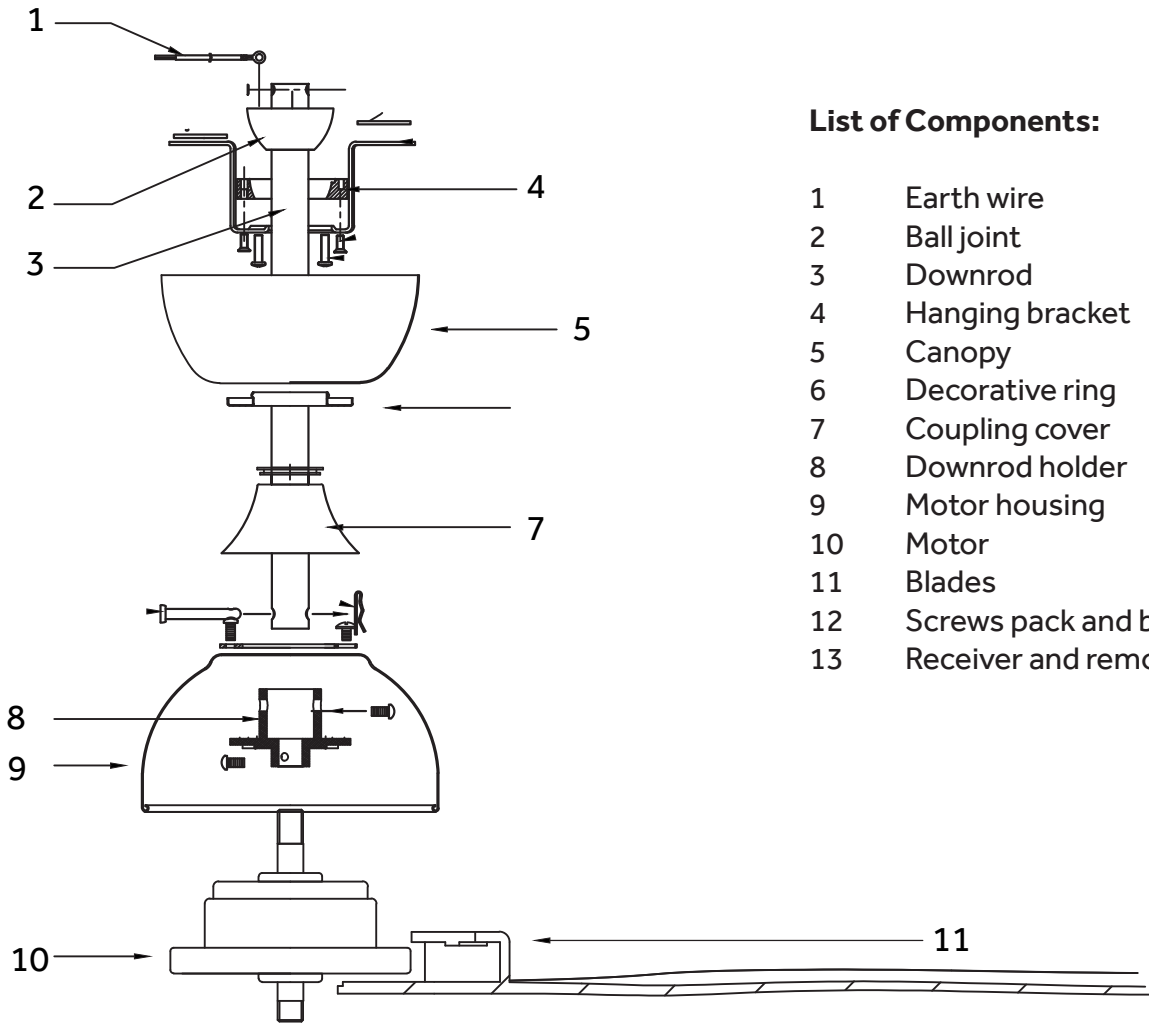
PREPARATION:

1. Unpack your ceiling fan carefully, then remove all parts and components, and lay on a cloth or soft surface to avoid damage. DO NOT lay the motor housing on its side, the housing may get damaged.

2. Before commencing installation, check that all parts are included.

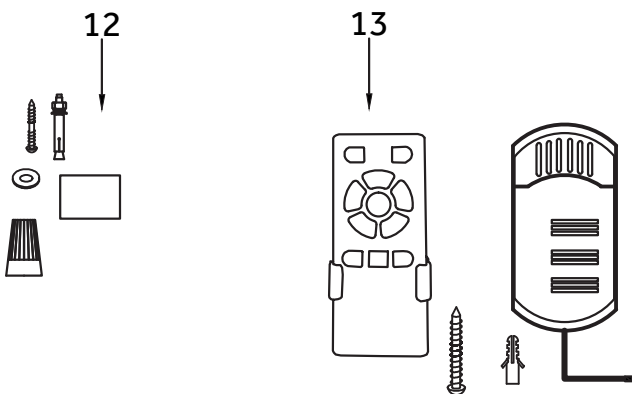
NB: You may need to remove all foam packaging material to ensure there are no missing parts.

WITHOUT LIGHT

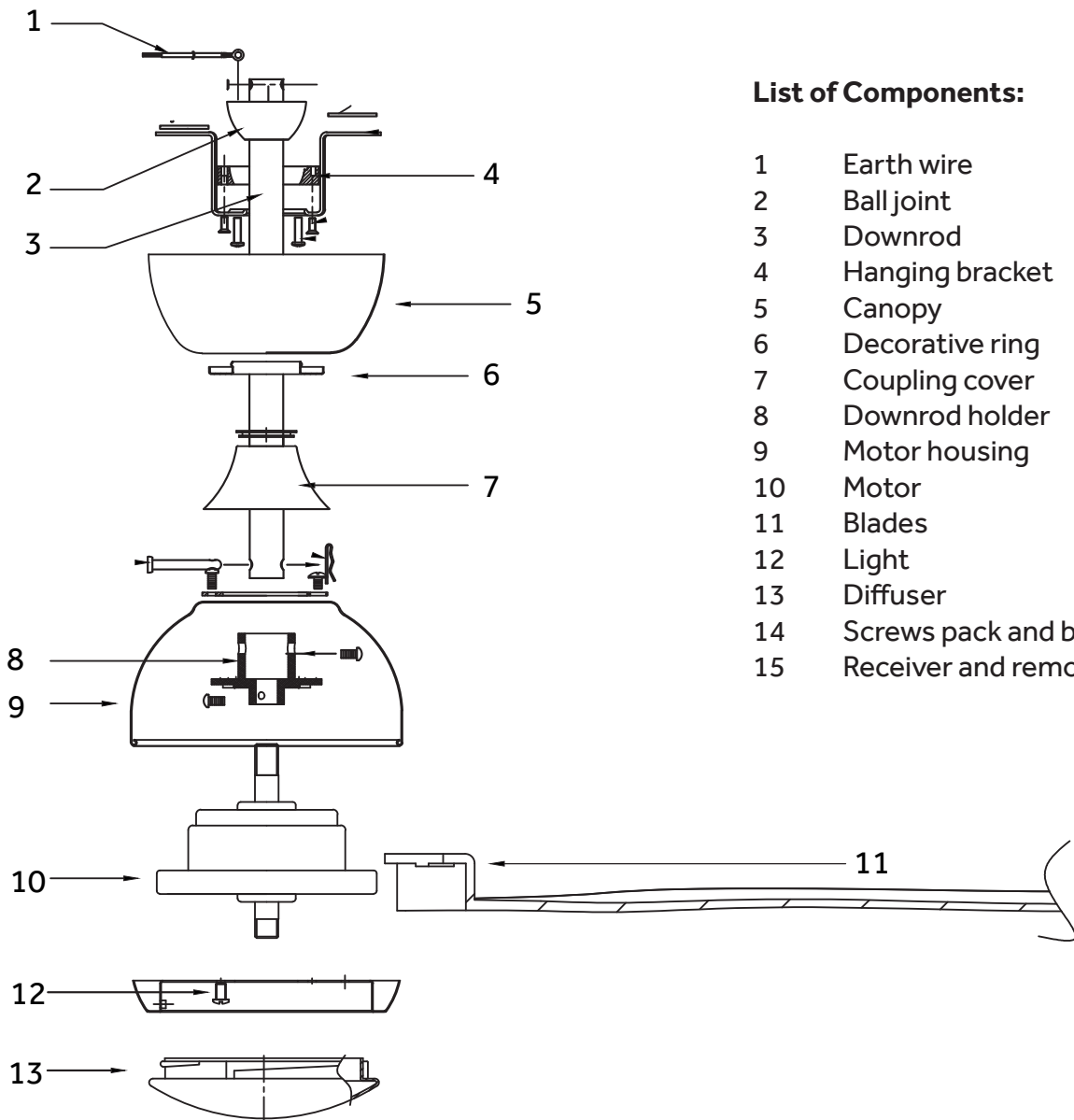


List of Components:

- 1 Earth wire
- 2 Ball joint
- 3 Downrod
- 4 Hanging bracket
- 5 Canopy
- 6 Decorative ring
- 7 Coupling cover
- 8 Downrod holder
- 9 Motor housing
- 10 Motor
- 11 Blades
- 12 Screws pack and balancing kit
- 13 Receiver and remote pack.

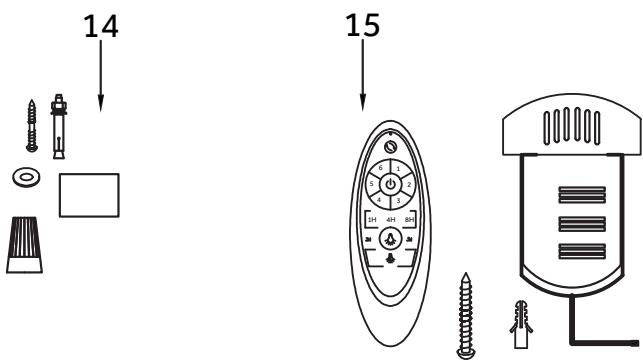


WITH LED LIGHT



List of Components:

- 1 Earth wire
- 2 Ball joint
- 3 Downrod
- 4 Hanging bracket
- 5 Canopy
- 6 Decorative ring
- 7 Coupling cover
- 8 Downrod holder
- 9 Motor housing
- 10 Motor
- 11 Blades
- 12 Light
- 13 Diffuser
- 14 Screws pack and balancing kit
- 15 Receiver and remote pack.



INSTALLATION AND ASSEMBLY

CAUTION: Before installing the fan make sure you have turned OFF the electricity supply.

SELECTING A LOCATION:

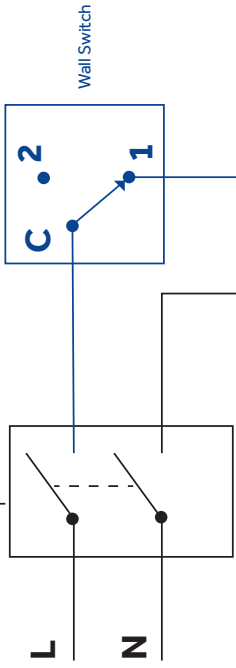
- 1.** Choose a location for mounting the fan where the blades will have at least 2.1 metres of clearance from the floor.
- 2.** Make sure that the installation site will not allow the rotating fan blades to come into contact with any object and that there is enough space from the blade tip to the wall or ceiling. Please note that insufficient clearance distances might cause wobbling and the bigger this clearance is the better the airflow from your fan will be.
- 3.** This product can be installed in a position where it is covered or enclosed al fresco areas and there is a minimum clearance of 1.50 m from the blade tip to all edges of the roof or positions where could be exposed to water, moisture or other dangerous external elements.
- 4.** If the location you have chosen does not have a suitable support beam capable of supporting 45Kg, install a brace 2" x 4" between the ceiling joists as a support medium.
- 5.** Secure the hanging bracket to the ceiling joist or suitable structure that is capable of carrying a load of at least 45Kg, with the two long fixing screws provided. Ensure that at least 30mm of the screw is threaded into the support.

The fixing screws included are designed for use when ceiling fan is secured onto timber joists. For all other surfaces, additional and suitable fixing screws for that surface will need to be purchased.

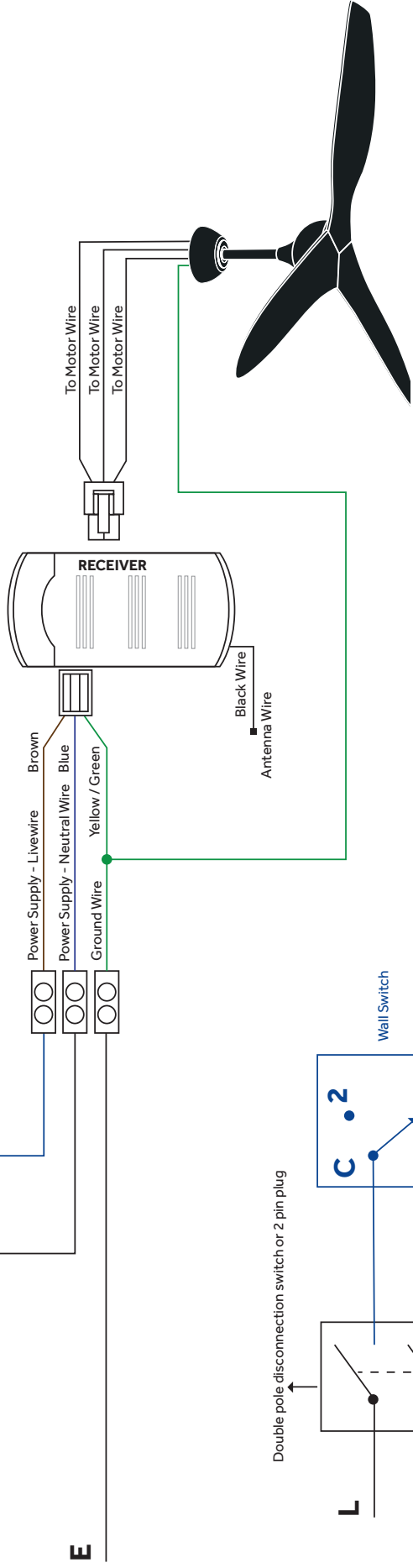
ELECTRICAL CONNECTIONS

Ensure the power is off when installing this fan.

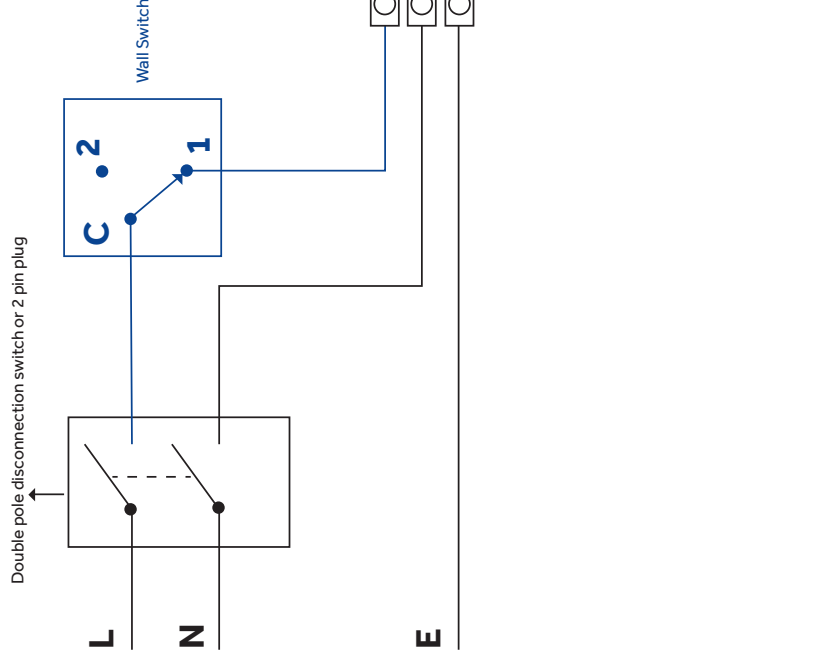
Double pole disconnection switch or 2 pin plug



NO LIGHT

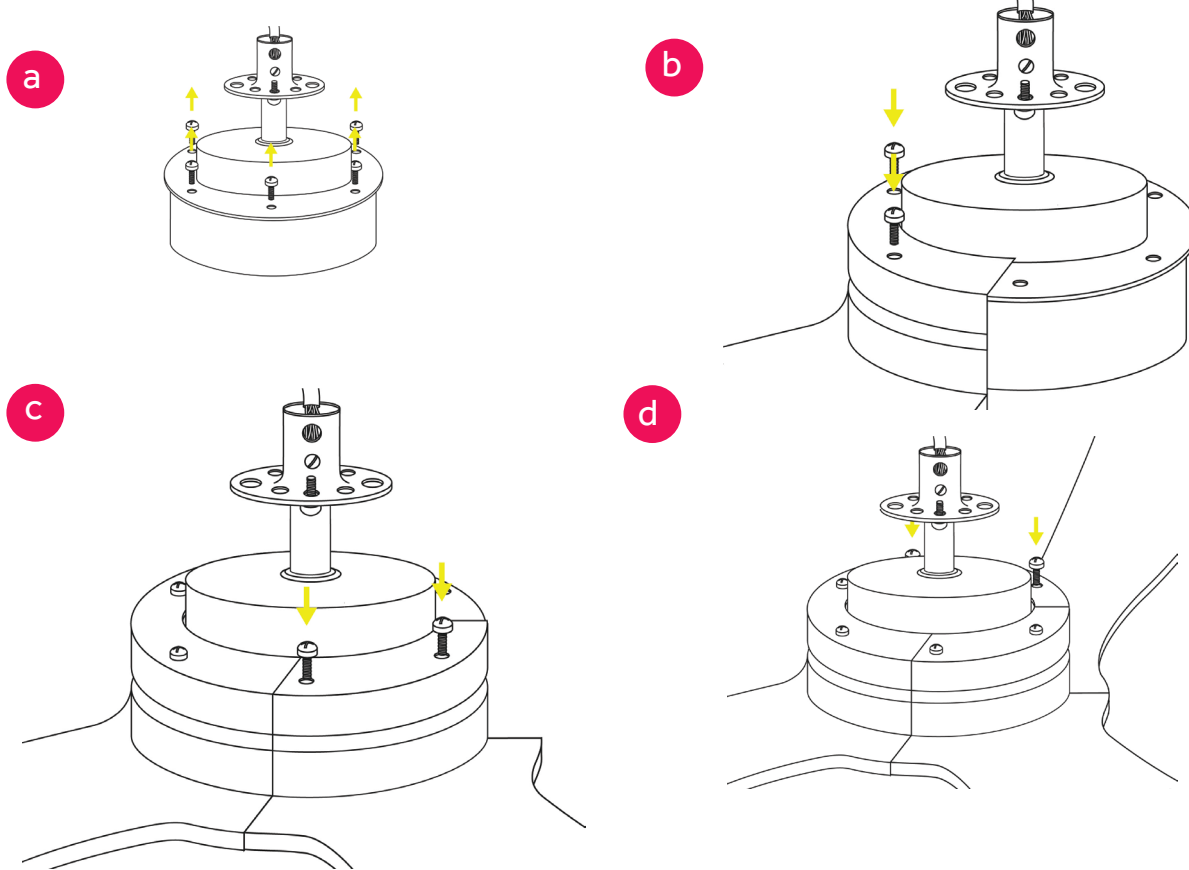


LED LIGHT

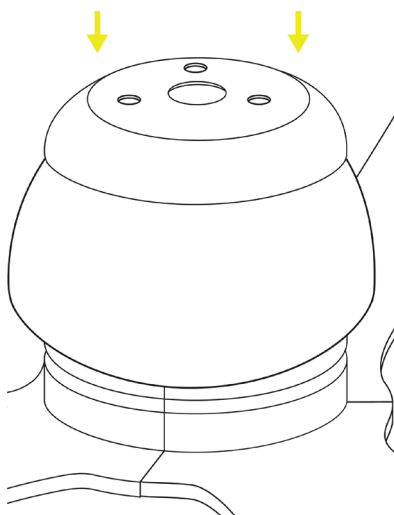


INSTALLATION STEPS

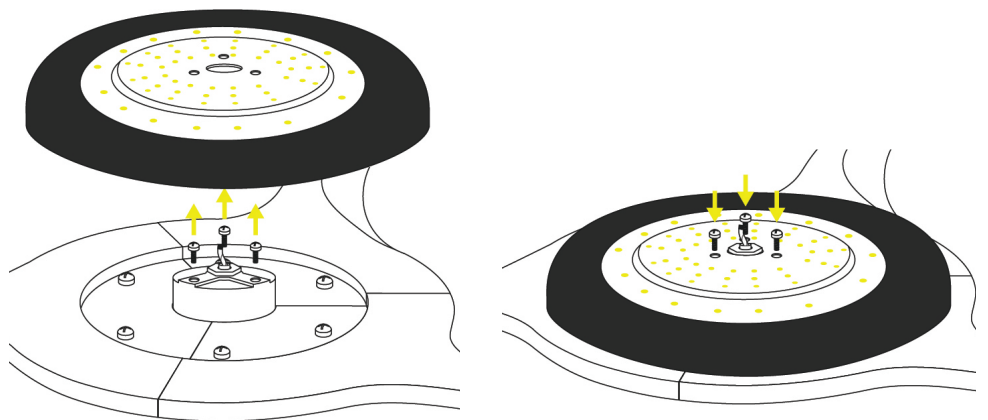
1. Remove screws off the bottom of the motor housing.
Align the blades with screw holes on motor housing, and secure with the screws and washers.



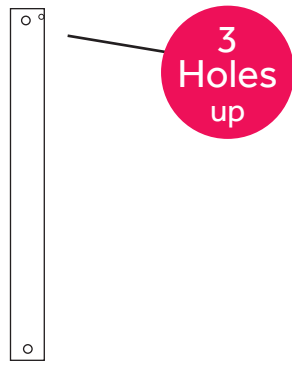
2. Remove side screws from extension rod.
Put the motor housing through the extension down rod and secure with 3 screws.



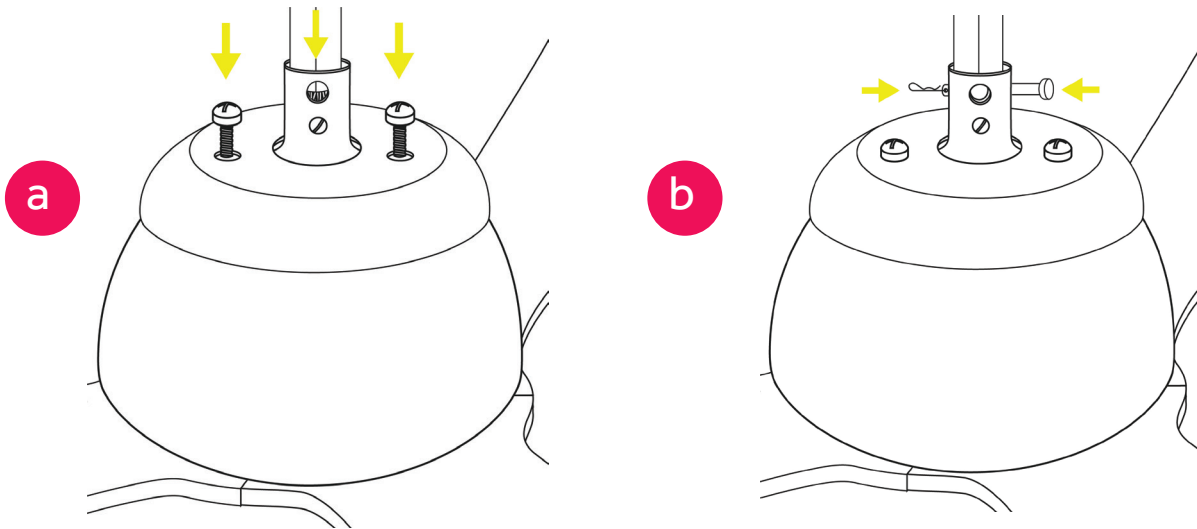
3. For models with light. Take off 3 screws on light kit fixing plate.
Align the light kit with screw holes on motor housing, and secure with the screws and washers.
Connect the push plug wire attached on the light kit with the push plug attached to the motor.



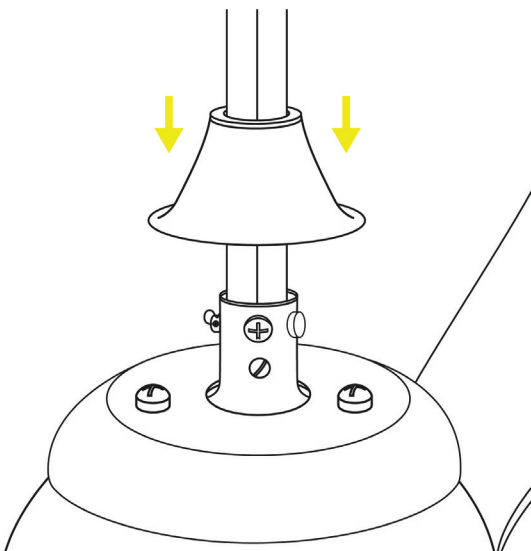
4. 125 mm and 250 mm downrods are included in the box. Pick one from the box. Keep the side with 3 holes up.



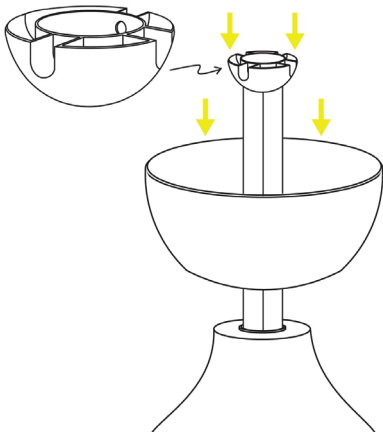
Feed the main motor wire plug up through the inside of the downrod, then insert the downrod into the motor bush. Gently push the cross-pin through the holes aligned with the base of the motor bush and downrod. CAUTION: DO NOT force the cross-pin, gently wiggle and rotate it until it glides through both holes. Replace the cotter-pin on the other side of the cross-pin to secure the downrod to the motor bush. Tighten up both cross screws to make the downrod rigid in the motor bush.



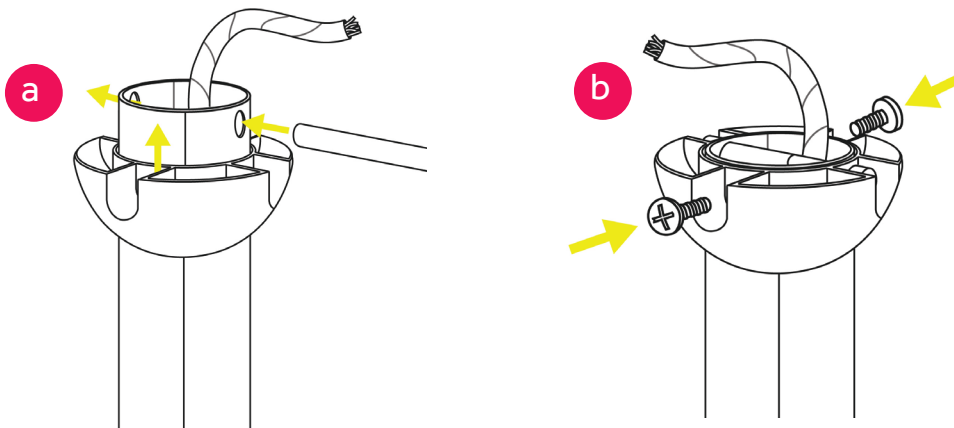
5. Snuggle the coupling cover down onto the top of the motor housing. CAUTION: DO NOT remove rubber gasket on top of the coupling cover.



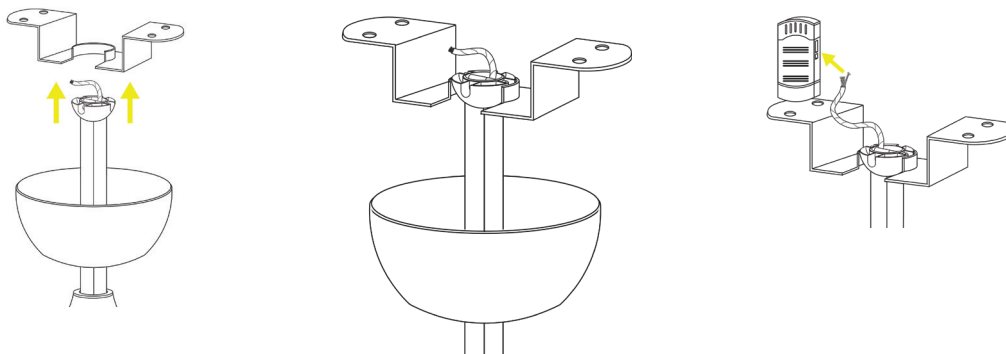
6. Put the decorative ring and canopy through the down rod.



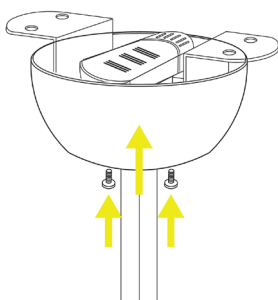
7. Place the hanging ball on top of the down rod and secure it with the ball pin and two screws. **CAUTION:** secure one screw through holes on the hanging ball and the downrod.



8. Face slot on hanging ball to the middle of the hanging bracket. Place hanging ball into the bracket.

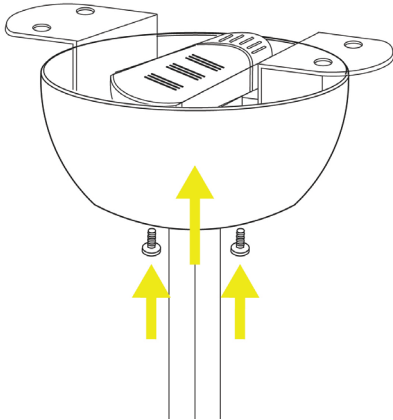


9. Place the receiver on top of the hanger ball and connect the wires.

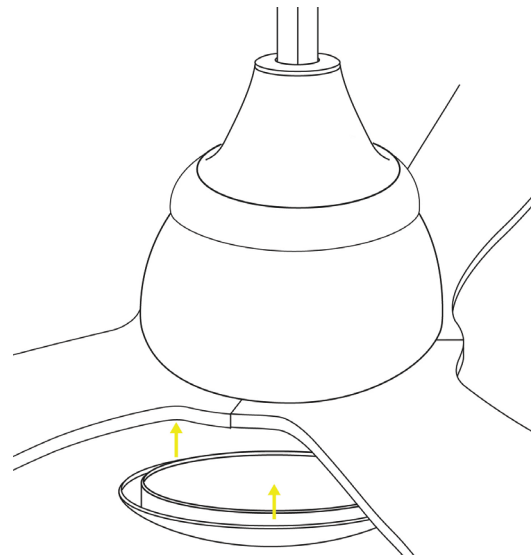


10. Connect power, receiver and the fan as electrical wiring diagram. **IMPORTANT:** The fan must be earthed! Double pole disconnection switch and wall switch must be connected.

11. Place the canopy over the bracket, align the canopy holes with the screws and tighten. Align decorative holes with the screws and twist it to secure it onto the canopy.



12. For the light model - hold the diffuser to the bottom of the motor and rotate clockwise until it locks into place.



REVERSE FUNCTION

The "Summer/Winter" reverse function is included in the remote control to make the fan rotate in an anti-clockwise direction during summer.

In winter, this can be reversed, so that the blades now move in a clockwise direction.

CARE & CLEANING:

- Periodic cleaning (approximately once every 6 months) of your ceiling fan is the only maintenance required.
- Use a soft brush or lint free cloth to avoid scratching the finish. Please turn off electricity when you do so.
- Do not use water when cleaning your ceiling fan. It could damage the motor or the wooden blades and create the possibility of an electrical shock.
- The motor has a permanently lubricated ball bearing and as such, is maintenance free.

NOISE:

The manufacturer warranty covers actual faults that may develop, but NOT minor complaints, e.g. motor operation noise - ALL ELECTRIC MOTORS ARE AUDIBLE TO SOME EXTENT; this is more obvious when the fan is operating at low speeds.

WOBBLE:

- Ceiling fans are designed to move during operation because they are not generally rigidly mounted
- Movement of a couple of centimetres is acceptable for safe operation.
- Balancing kits included should be used to adjust the balancing when first installed.

NORMAL WEAR AND TEAR:

Threaded components working slightly loose or blade carriers even slightly bent due to vigorous cleaning or bumping can cause extra wobble and noise. **THIS IS NOT COVERED UNDER WARRANTY**, but a little care and maintenance can reduce or prevent this problem.

REMOTE CONTROL SETTINGS AND OPERATION FOR DC FANS

NOTE:

The Hand Held Remote Control System is equipped with a learning frequency function which has code combinations to prevent potential interference from other remote units. The frequency on your Receiver and Transmitter units have been pre-set at the factory. If the remotes need programming please follow these instructions and use a small size tool to change the code switch setting for each remote.

PAIRING THE REMOTE:

- 1) Connect power to the fan.
- 2) Within 30 seconds after turning on the power, press and hold "FAN ON/OFF" button for 5 to 10 seconds. Then, the fan will start moving, meaning that it's paired successfully.
- 3) Now test the remote by pressing either the speed or light button.
- 4) It can take up to 10 seconds for the fan to start moving, after pressing a speed button. The fan may move a few times slightly backwards and forwards and then will start rotating slowly whilst building up to the correct speed. This is normal behaviour for DC fans.

Considerations:

- 1) If the receiver is not receiving a signal from the remote control:
 - a. Please check the battery to ensure it has sufficient power, has been inserted correctly and aligns with the positive and negative terminals; or
 - b. Please check if there are any other similarly remote controlled objects that work nearby, as remote controlled items operating on the same frequency may disturb each other.
- 2) If the battery is low it will affect the sensitivity of the remote control and the signal reception and must be replaced (the LED indicator light will flash a warning when the battery runs low).
- 3) Please remove the battery if the remote control is not being used for a long time.
- 4) If multiple fans are installed near the fan to be paired, power to the other fans should be turned off before pairing.

Considerations when installing multiple ceiling fans:

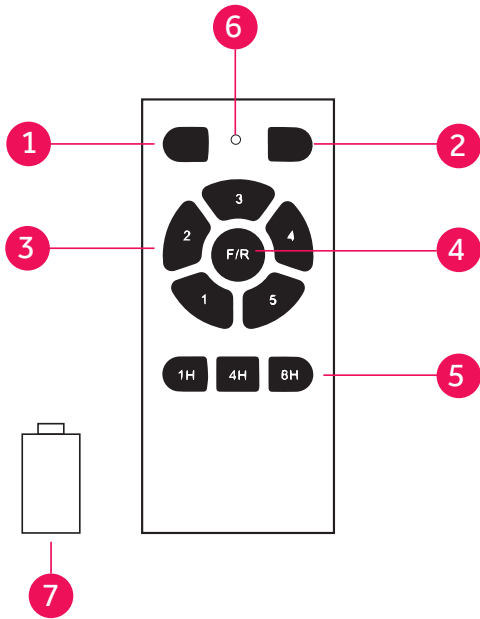
Sometimes you may encounter a remote control issue when installing multiple fans. For the purposes of this troubleshooting guide:

Fan A uses Remote control A and Receiver A, while Fan B uses Remote control B and Receiver B.

Isolate power to one fan only when pairing the remotes

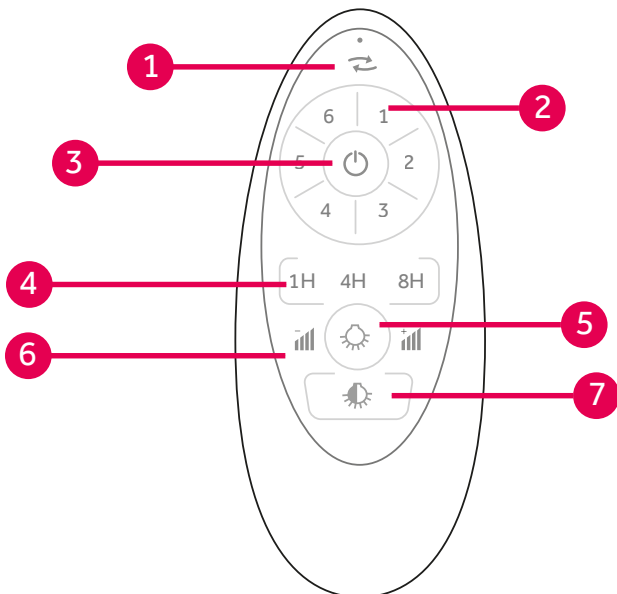
When installing two or more fans, you should manually isolate power to Fan B while completing the pairing process on Fan A. If power is not isolated to one of the fans when the power is restored at the fuse box, then both receivers will be put into "learning mode" such that when you try to pair Remote control A to Receiver A, Receiver B will also be in learning mode and might pair to Remote control A too.

FUNCTIONS OF THE REMOTE CONTROL NO LIGHT MODEL



- 1 ON/OFF Fan
- 2 ON/OFF Light & Change Light Temperature
- 3 Speed of the fan (1 Low - 5 High)
- 4 Direction of the fan
- 5 Timing control of the fan
- 6 LED indicator light
- 7 12V battery should be used in this remote control

FUNCTIONS OF THE REMOTE CONTROL LED LIGHT MODEL



- 1 Forward / Reverse mode
- 2 Speed Control
- 3 Fan ON / OFF
- 4 Timer
- 5 Light ON / OFF
- 6 Brightness Dimming
- 7 Select Colour Temperature (Warm / Natural / Cool White)

Trouble	Possible Cause	Suggested Remedy
Fans does not start after pairing process	A) Remote and receiver are not paired successfully B) Battery flat in remote control C) Loose wire connections or plugs to fan/receiver D) No power goes into the fan	A) Re-pair the receiver and remote B) Replace the battery in remote control C) Check wire connections and ensure plugs are positively connected D) Check RCD/Switchboard and wiring on premises
Fan keeps beeping, but will not start	Loose wire connections or plugs to fan/receiver	Check wire connections and ensure plugs are positively connected
Fan wobbles	A) Screws on down rod are not tightened B) Blades are not balanced	A) Retighten the screws on down rod B) Use the balancing kit to balance the blades
Fan makes clicking sound	A) Coupling cover does not sit securely on motor housing B) Rubber ring on coupling cover is removed	A) Adjust coupling cover and ensure it sits properly on the motor housing B) Check couple cover and ensure there's a rubber ring on the top of the cover

Model Number	Rated Voltage	Motor Consumption	Rated Light Power
CFCLWH3DCWH	220-240Vac	Max. 33 W DC Motor	N/A
CFCLWH3DCBL	220-240Vac	Max. 33 W DC Motor	N/A
CFCLWH3DCBLT	220-240Vac	Max. 33 W DC Motor	N/A
CFCLWH3DCLWH	220-240Vac	Max. 33 W DC Motor	18 W LED
CFCLWH3DCLBL	220-240Vac	Max. 33 W DC Motor	18 W LED
CFCLWH3DCLBLT	220-240Vac	Max. 33 W DC Motor	18 W LED

