



# 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. 4.9kg. 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 alfresco areas and there is a minimum clearance of 1.50 m from the blade tip to all edges of the roof or positions where it 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.
10. This appliance is not intended for use by young children or infirm persons without supervision. Young children should be supervised to ensure that they **DO NOT** play with the appliance.
11. It is **NOT** recommended that ceiling fans and gas appliances be operated in the same room at the same time.
12. 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.
13. 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.
14. After the fan is completely installed make sure that all base and fan blade fixings are secured and tightened to prevent any problems.
15. 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.
16. If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent or suitably qualified persons.

17. The replacement of parts of the safety suspension system device shall be performed by the manufacturer, its service agent or suitably qualified persons.
18. 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.
19. 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.
20. The remote/receiver included is intended to be used with this fan and associated light component ONLY and is not compatible with any other lighting and/or any other electrical device. Use of it in any way other than intended may result in damage to the fan, receiver and/or other devices and as such, will void warranty.
21. The LED light panel in the light kit (light models) is user replaceable as it connects with 'Push Plug' wiring. **It is user replaceable ONLY with Claro certified replacement LED panels.** Using unauthorised parts may damage the fan, cause undesired results, or be a safety hazard.
22. The max operating temperature for the fan is 40°C. Keep the fan away from any heat sources, like fire place, heater and stove.
23. Reasonable 'wear and tear' is not covered under warranty. For comprehensive warranty terms & conditions visit [clarofans.com.au](http://clarofans.com.au)

#### **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 2xAAA batteries. 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 regularly, and ensure 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 the 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 or induce vomiting. Dispose of used button batteries immediately
- The batteries supplied with this product is not to be recharged
- Different types 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 manual before seeking a warranty claim.

A 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.

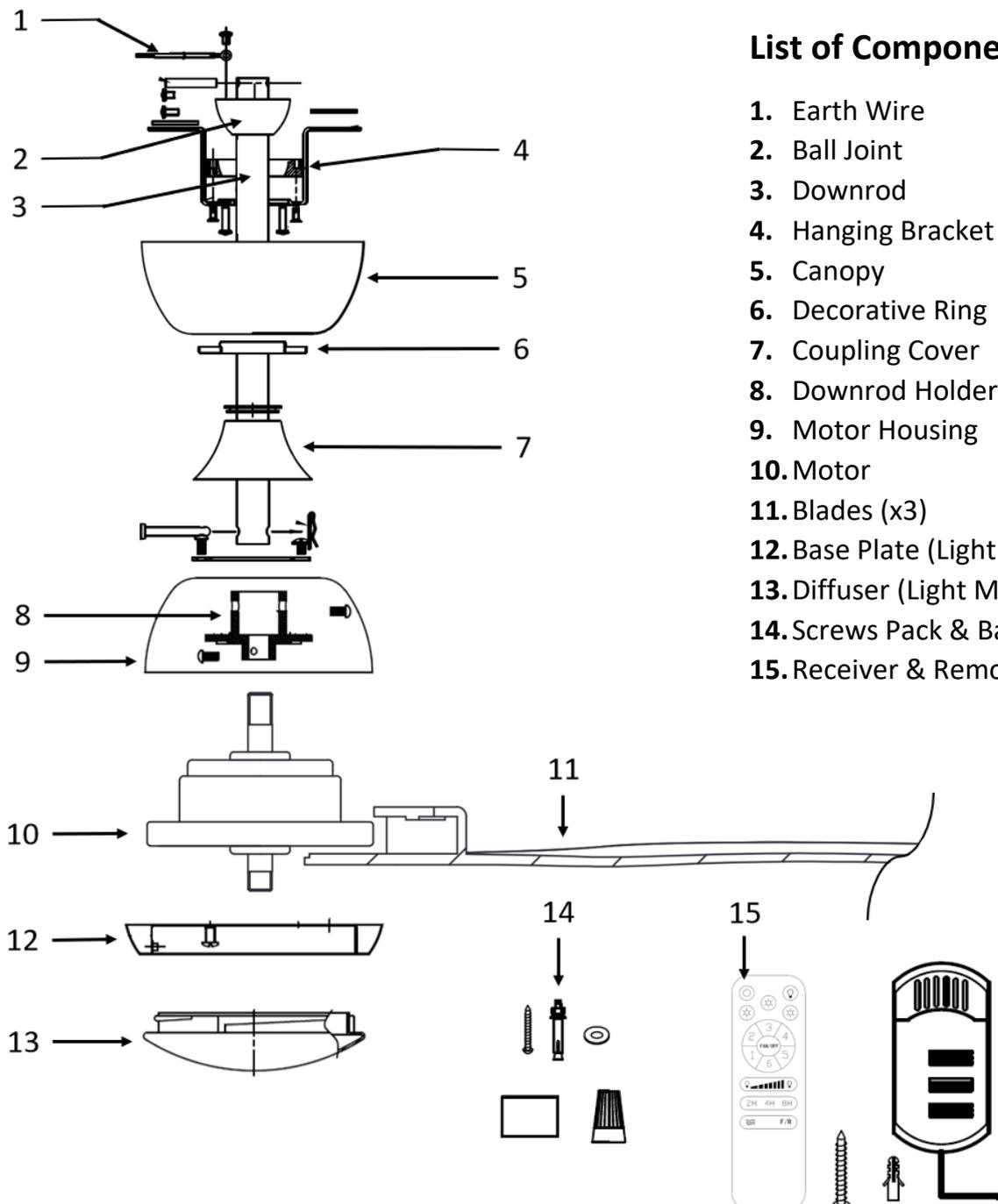
### PREPARATION:

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 as the housing may get damaged.

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

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



### 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 (x3)
12. Base Plate (Light Models ONLY)
13. Diffuser (Light Models ONLY)
14. Screws Pack & Balancing Kit
15. Receiver & 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. 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.
4. 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.

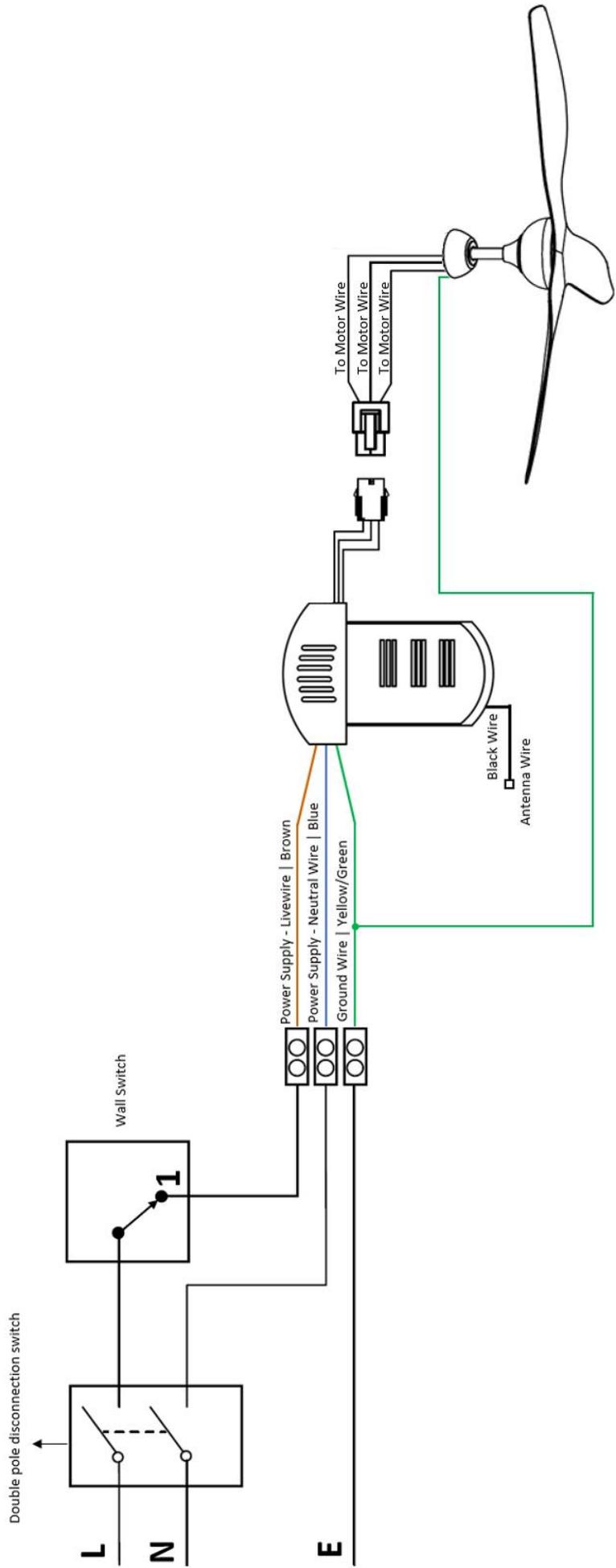
**NOTE: The fixing screws included are designed for use when ceiling fan is secured onto timber joists. For all other surfaces, additional and suitable fixing screws for that surface will need to be purchased.**

5. This product can be installed in a position where it is covered or enclosed alfresco 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.
6. Wear and tear, including exposure from the elements, is not covered under warranty.
7. This product is not approved for coastal use or other locations with high salt content in the air (e.g., near a salt water pool) and includes installation indoors. Any motor or mechanical fault caused by the salt, will not be covered under warranty.

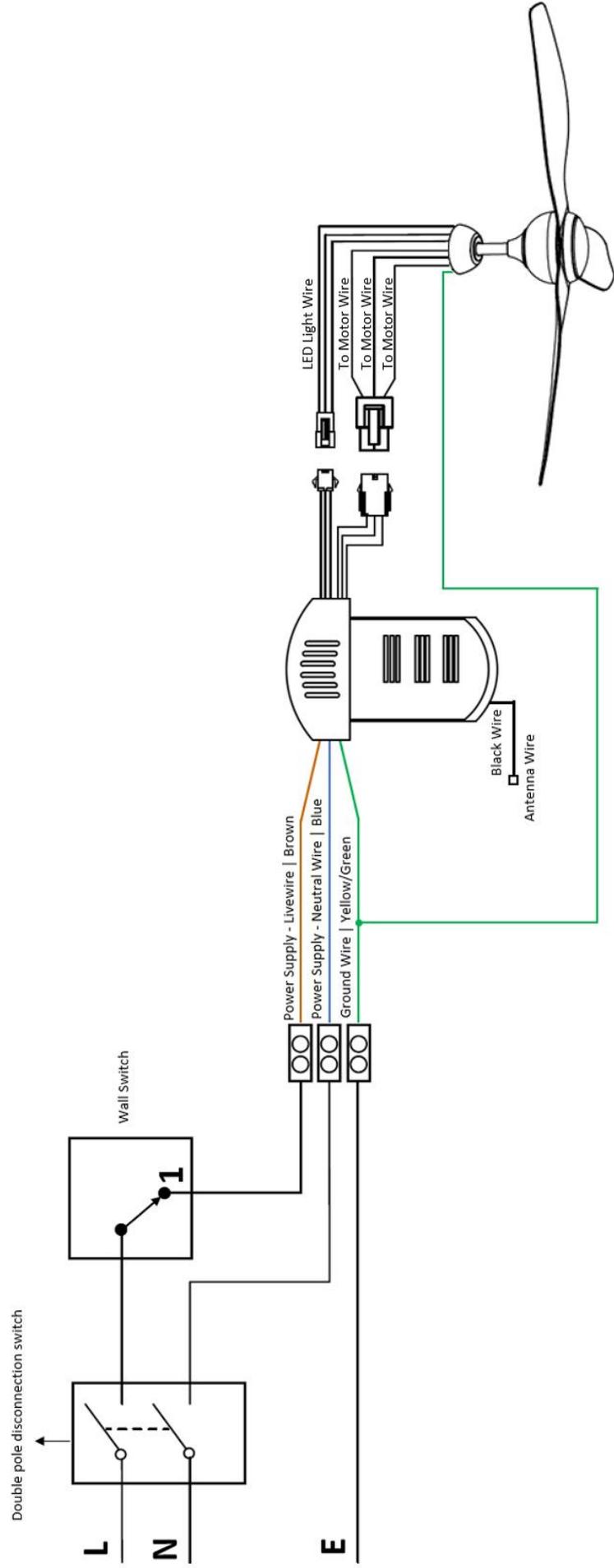
**NOTE: A location is considered a coastal area anywhere up to about 20km from the ocean (or similar), and the air has a high salt content. Due to different geographical locations, the exact distance and location that may be considered coastal may vary.**

# WIRING DIAGRAM

## NO LIGHT MODEL



# WITH LIGHT MODEL

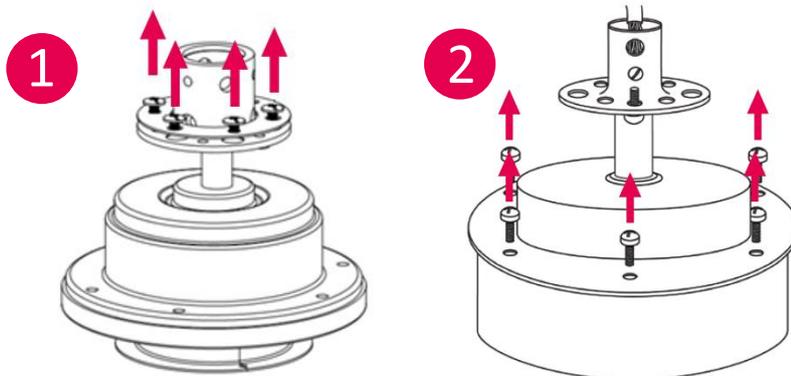


## ELECTRICAL CONNECTIONS:

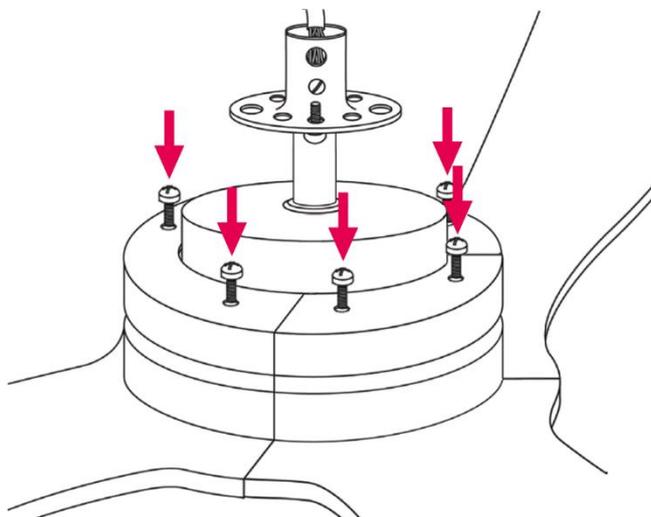
Ensure the power is OFF when installing this fan.

## INSTALLATION STEPS:

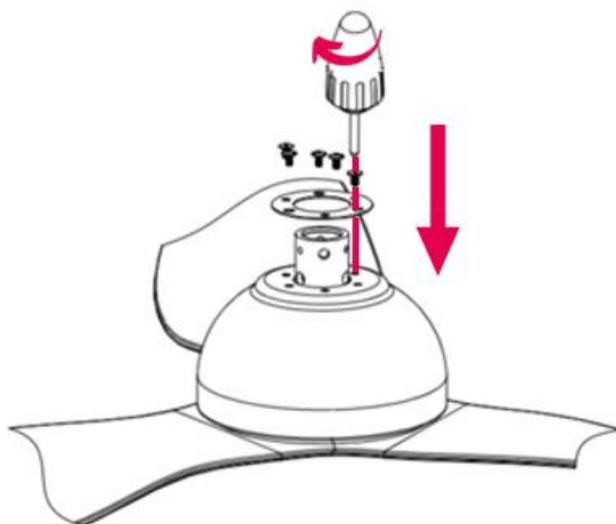
1. Remove 6 screws and plate washer from downrod holder.
2. Remove 6 blade screws from the motor housing.



3. Align the blades with Screw holes on the motor housing and secure with the 6 screws.

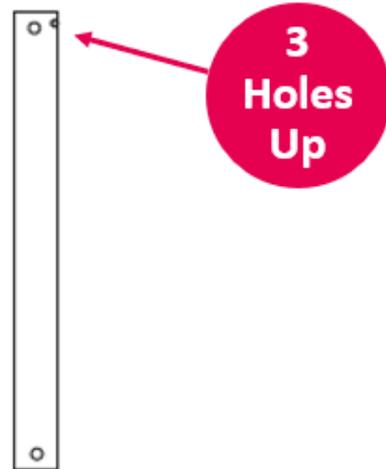
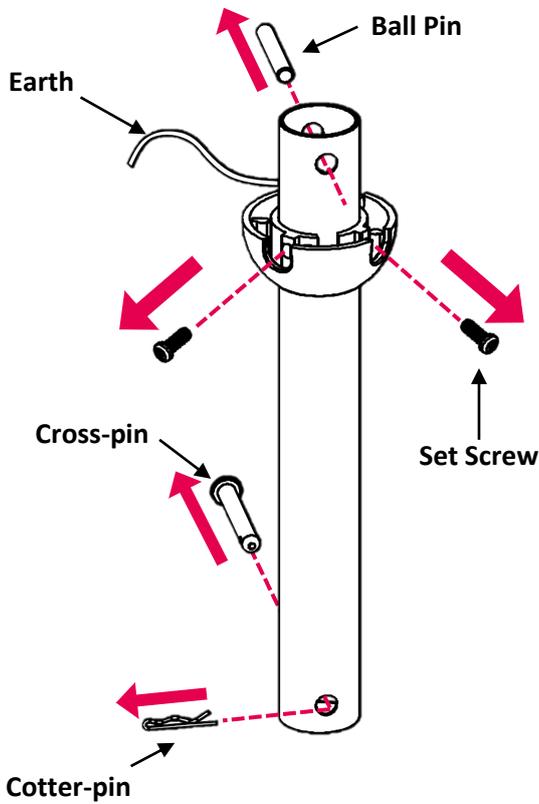


4. Take off side screws from downrod holder. Put the motor housing and plate washer on downrod holder and secure it with 6 screws.



5. Remove cotter-pin and cross-pin from the bottom of the downrod. At the top of the rod loosen the two set screws and remove ball pin. Ensure all pieces are carefully put aside.

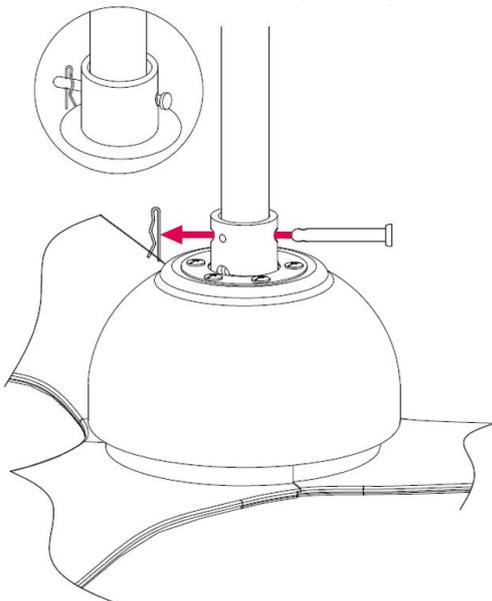
6. This fan comes with two rod options for installation - 125mm and 250mm.  
7. Select a rod to install (ensuring your fan is above the 2.1m required height). The rod installs with the 3 holes up (closest to the roof).



8. Feed the main motor wire plug and light wire plug (light version only) up through the inside of the downrod, then insert the downrod into the downrod holder. Gently push the cross-pin through the holes aligned with the base of the downrod holder and downrod.

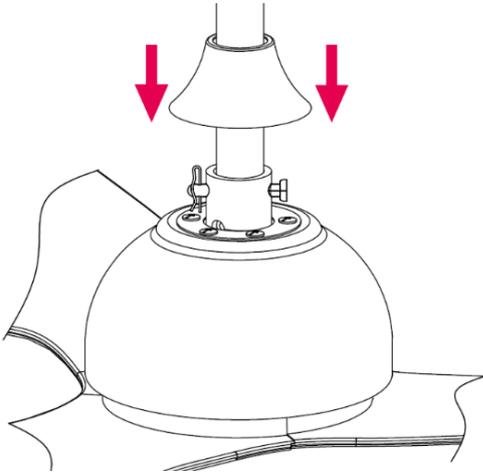
**CAUTION: DO NOT** force the cross-pin, gently wiggle and rotate it until it glides through both holes.

9. Place the cotter-pin on the other side of the cross-pin to secure the downrod to the downrod holder. Put back on side screws and tighten up to make the downrod rigid in the downrod holder.

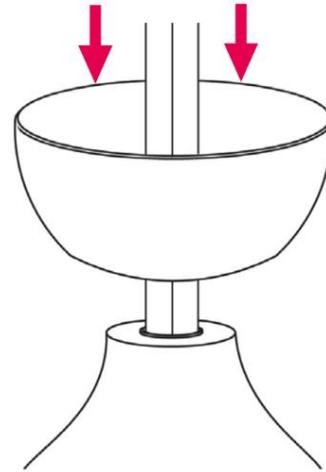


10. Snuggle the coupling cover down onto the top of the motor housing. Put the canopy through the downrod.

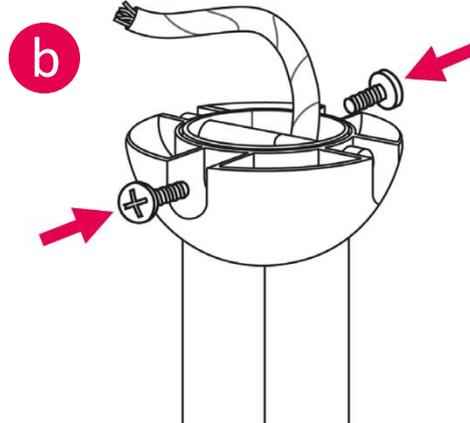
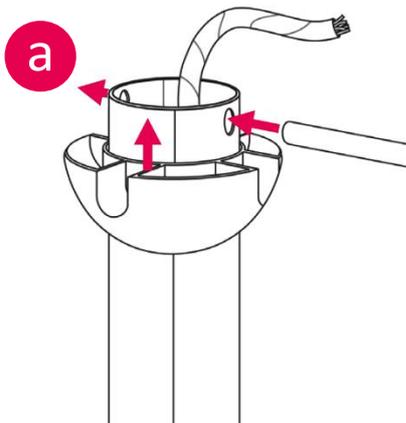
**CAUTION: DO NOT** remove rubber gasket on top of the coupling cover.



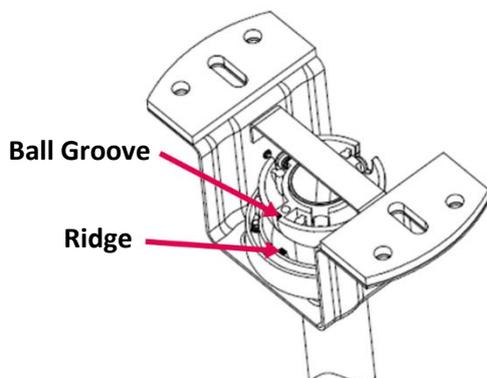
11. Put the decorative ring and canopy through the downrod.



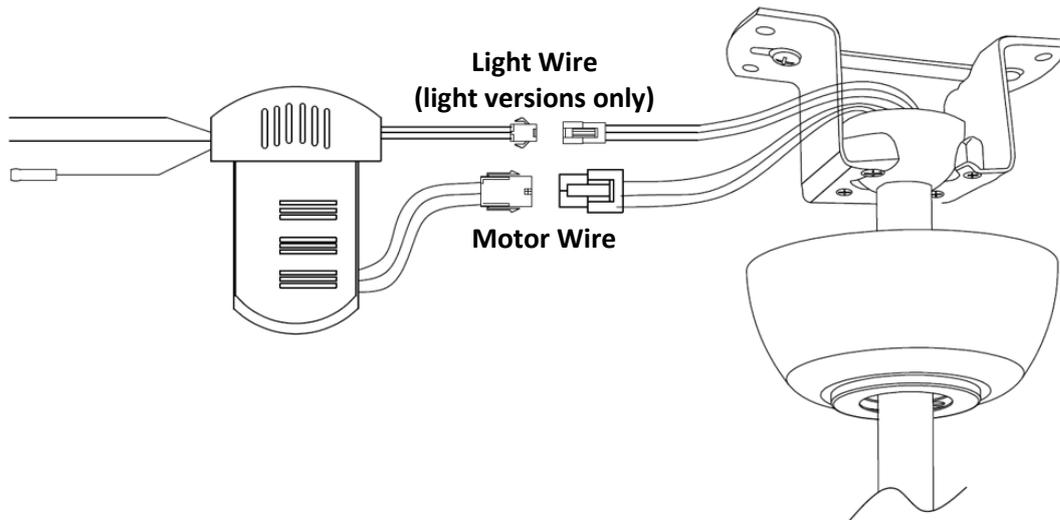
8. Place the hanging ball on top of the down rod and secure it with the ball pin and two screws.  
**CAUTION:** Secure one screw through holes on the hanging ball and the down rod.



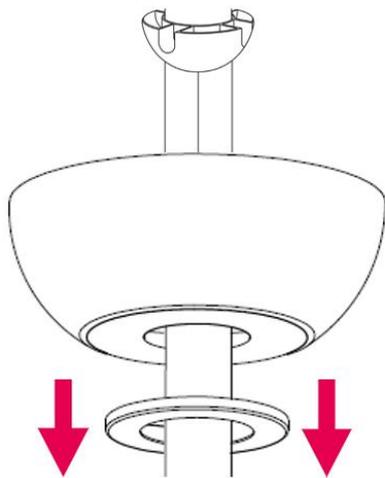
9. Hang the fan into hanging bracket. Align ball groove on hanging ball with ridge on hanging bracket. Ensure hanging ball sitting into hanging bracket correctly. If fan doesn't sit properly, hold the downrod and twist it until fan has been secured into hanging bracket.



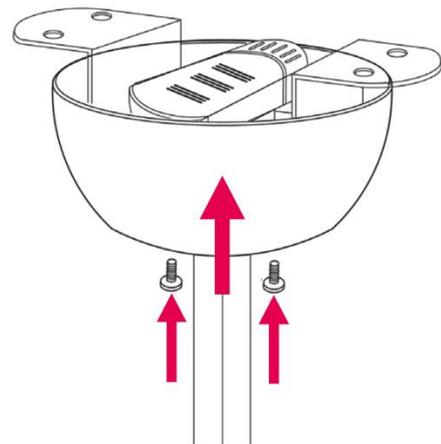
10. Place receiver in the hanging bracket and follow the wire diagram to connect wires and connectors. Connect power, receiver and the fan as per electrical wiring diagram.  
**IMPORTANT:** The fan must be earthed! Double pole disconnection switch and wall switch must be connected.



11. Remove the decorative ring from the canopy (if attached).

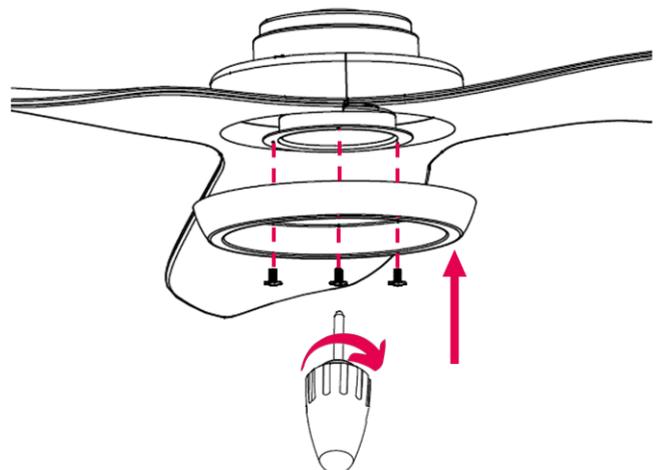


12. Place the canopy over the bracket, align the canopy holes with the screws and tighten. Clip it in to secure it onto the canopy.



#### MODELS WITH LIGHT

- Take off the 3 screws on the light kit fixing plate.
- Align the light kit with screw holes on motor housing and secure with the screws.
- Connect the push plug wire attached on the light kit with the push plug attached to the motor.
- Line the diffuser up with the bottom of the motor and rotate clockwise until it locks securely into place.

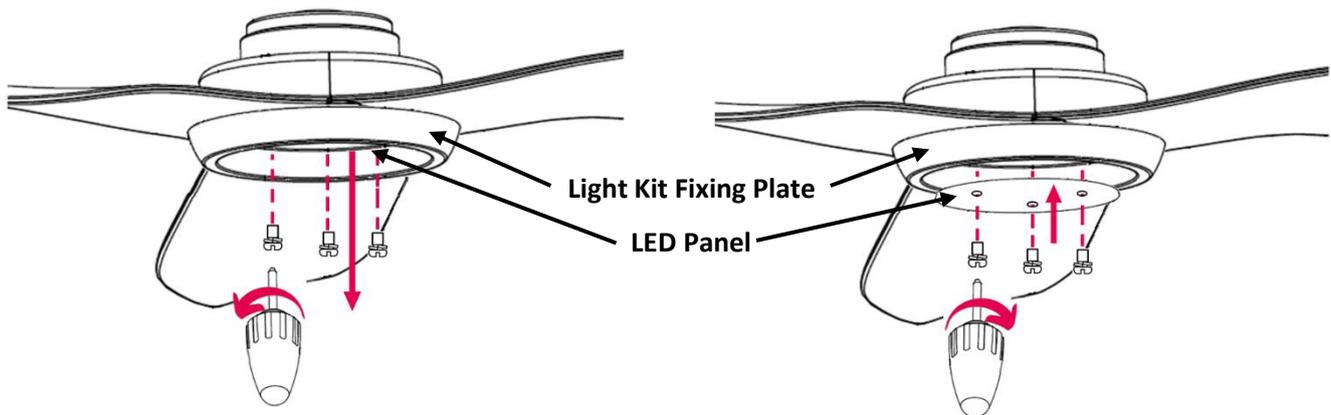


## REPLACING THE LED PANEL

**CAUTION!** Ensure the power is **OFF** when replacing the LED Panel by disconnecting the fans power supply by removing fuses or turning off the circuit breaker.

**THIS IS IMPORTANT TO ENSURE SAFETY AND TO AVOID RISK OF ELECTROCUTION.** For any uncertainties in turning the power off, please consult an electrician or your power service provider.

- a. Remove the Diffuser by rotating it anti-clockwise and place aside.
- b. Remove the 3 screws from the light kit fixing plate, and remove the old LED panel.
- c. Remove the new LED panel from the packaging, and inspect it to ensure it is not damaged. If the LED Panel is damaged, do not install it.
- d. Align the light kit with screw holes on motor housing, and secure the new LED panel with the screws.



- e. Connect the push plug wire attached on the light kit with the push plug attached to the motor.
- f. Line the diffuser up with the bottom of the motor and rotate clockwise until it locks securely into place.

### CARE & CLEANING:

- Periodic cleaning (approximately 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 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:**

Vigorous cleaning or rough handling of the fan may cause threaded components to work loose or blade carriers to bend. This may cause the fan to wobble or may result in additional noise over time. THIS IS NOT COVERED UNDER WARRANTY; however, proper care and maintenance of the fan can reduce or prevent this problem.

### **REMOTE CONTROL SETTINGS AND OPERATION FOR DC FANS:**

#### **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. Press the “F/R” button once (1) to switch between “Summer” and “Winter modes.

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 following the below instructions.

#### **PAIRING THE REMOTE:**

All Whisper fans are pre-paired and there is no pairing process needed to start the fan.

If you want to reset the fan to factory setting. Please follow steps below.

1. Using the wall (isolation) switch, turn the fan power OFF for 10 seconds.
2. Using the wall (isolation) switch, turn the fan power back ON.
3. Within 5 seconds after turning on the power, press and hold “OFF”  (top left button on remote) button on the remote for 5 to 10 seconds until you hear a beep, indicating that the fan is paired successfully.
4. Now test the remote by pressing on speeds or light button.
5. 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:**

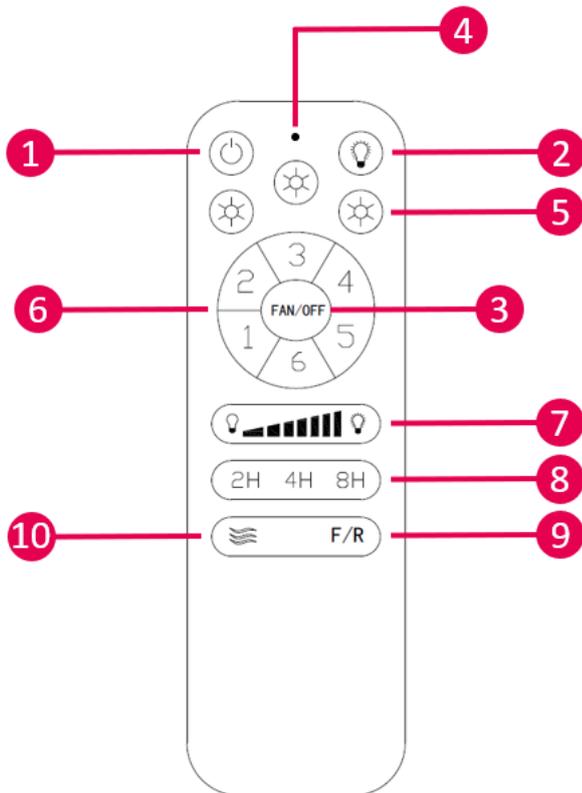
1. If the receiver is not receiving a signal from the remote control:
  - a. Please check the battery to ensure it has sufficient power, has been inserted correctly and aligns with the positive and negative terminals; and
  - b. Please check if there are any other similarly remote-controlled objects 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.
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.

## INSTALLING MULTIPLE 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 also.

## FUNCTIONS OF THE REMOTE CONTROL



- 1 Turns OFF Fan & Light Operation
- 2 ON/OFF - Light Operation
- 3 OFF - Fan Operation
- 4 LED Indicator Light
- 5 Select Light Colour Temperature (Warm/Natural/Cool White)
- 6 Fan Speed (1 = Low, 6 = High)
- 7 Dimming Function
- 8 Fan Control Timer
- 9 Forward/Reverse Mode (Winter/Summer)
- 10 Natural Wind Mode

## TROUBLESHOOTING:

Trouble	Possible Cause	Suggested Remedy
Fans does not start after pairing process.	Remote and receiver are not paired successfully	Re-pair the receiver and remote
	Battery flat in remote control	Replace the battery in remote control
	Loose wire connections or plugs to fan/receiver	Check wire connections and ensure plugs are positively connected
	No power goes into the fan	Check RCD/Switch board 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.	Screws on down rod are not tightened	Retighten the screws on down rod
	Blades are not balanced	Use the balancing kit to balance the blades.
Fan makes clicking sound.	Coupling cover does not sit securely on motor housing	Adjust coupling cover and ensure it sits properly on the motor housing
	Rubber ring on coupling cover is removed	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
C3000/202B	220-240Vac	Max. 30 W DC Motor	N/A
C3000/101B	220-240Vac	Max. 30 W DC Motor	N/A
C3000/123B	220-240Vac	Max. 30 W DC Motor	N/A
C3001/202B	220-240Vac	Max. 30 W DC Motor	18 W LED
C3001/101B	220-240Vac	Max. 30 W DC Motor	18 W LED
C3001/123B	220-240Vac	Max. 30 W DC Motor	18 W LED
C3100/202B	220-240Vac	Max. 38 W DC Motor	N/A
C3100/101B	220-240Vac	Max. 38 W DC Motor	N/A
C3101/202B	220-240Vac	Max. 38 W DC Motor	18 W LED
C3101/101B	220-240Vac	Max. 38 W DC Motor	18 W LED
C3110/202A	220-240Vac	Max. 40 W DC Motor	N/A
C3110/101A	220-240Vac	Max. 40 W DC Motor	N/A
C3111/202A	220-240Vac	Max. 40 W DC Motor	24 W LED
C3111/101A	220-240Vac	Max. 40 W DC Motor	24 W LED

