



# WHISPER AC

## Installation Manual



## CEILING FAN INSTRUCTION BOOKLET

Thank you for purchasing your Claro Whisper AC 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. 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 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.
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 manufacture, his service agent or a qualified person.
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. This product is not intended or recommended for, and is therefore not warranted for coastal use
24. 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.**

**FAULT FINDER:**

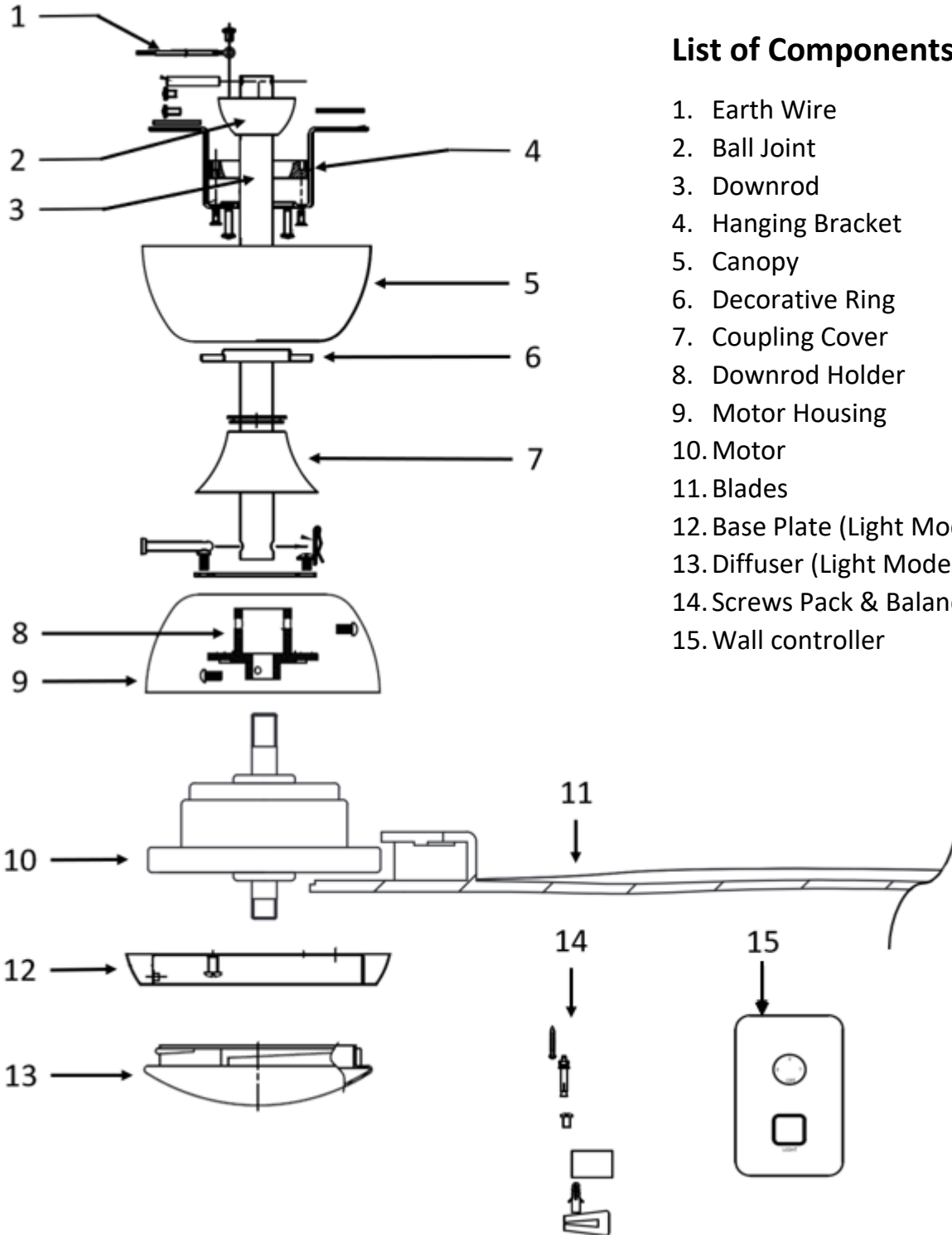
Always check the "Trouble Shooting Checklist" included in this manual before seeking a warranty claim.

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
12. Base Plate (Light Models ONLY)
13. Diffuser (Light Models ONLY)
14. Screws Pack & Balancing Kit
15. Wall controller

## 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.

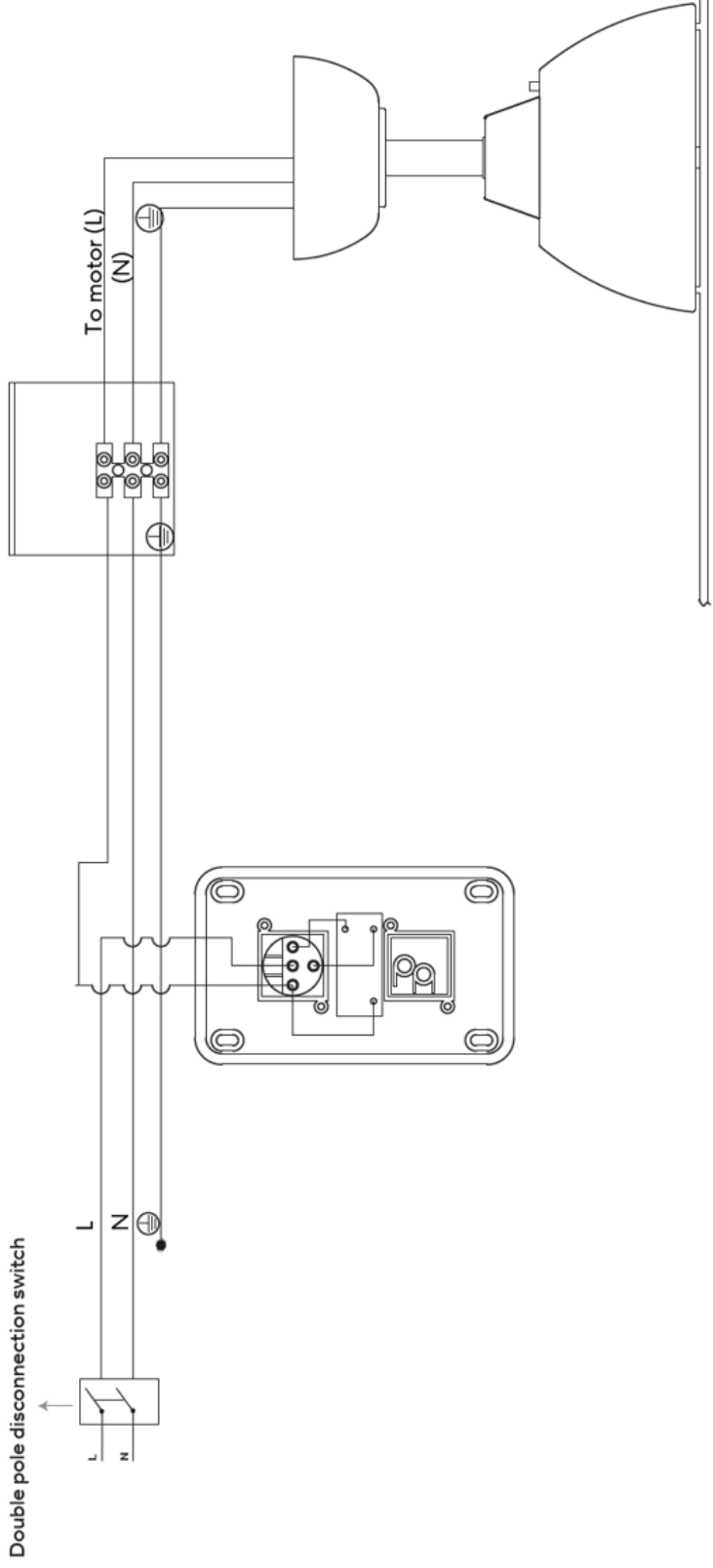
**NOTE: The fixing screws included are designed for use when ceiling fan is secured onto timber joists. For all other surfaces, additional and suitable fixing screws for that surface will need to be purchased.**

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.

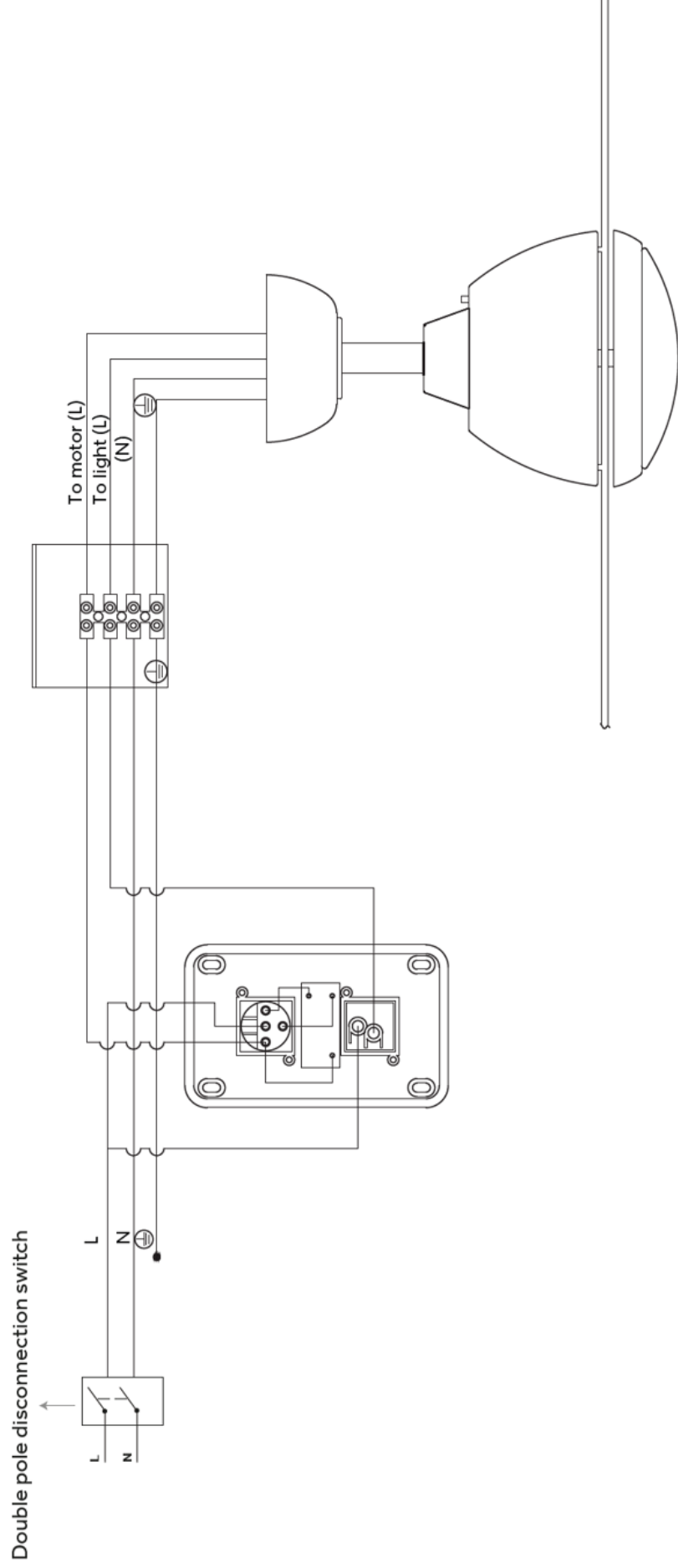
**NOTE: A location is considered a coastal area anywhere up to about 20km from the ocean (or similar), and the air has a high salt content. Due to different geographical locations, the exact distance and location that may be considered coastal may vary.**

# WIRING DIAGRAM

## NO LIGHT MODEL



# WITH LIGHT MODEL



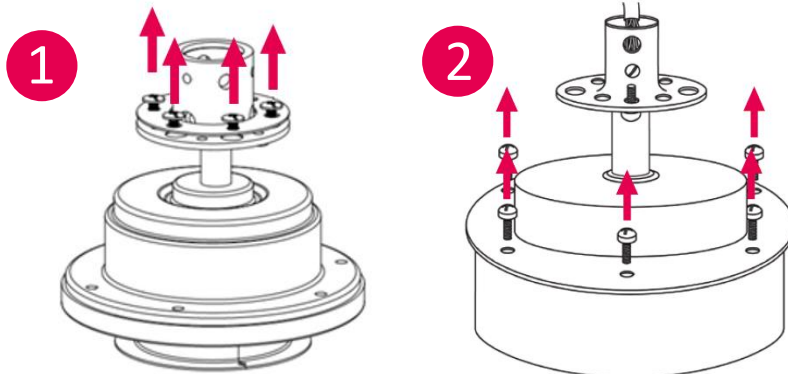
## ELECTRICAL CONNECTIONS:

Ensure the power is OFF when installing this fan.

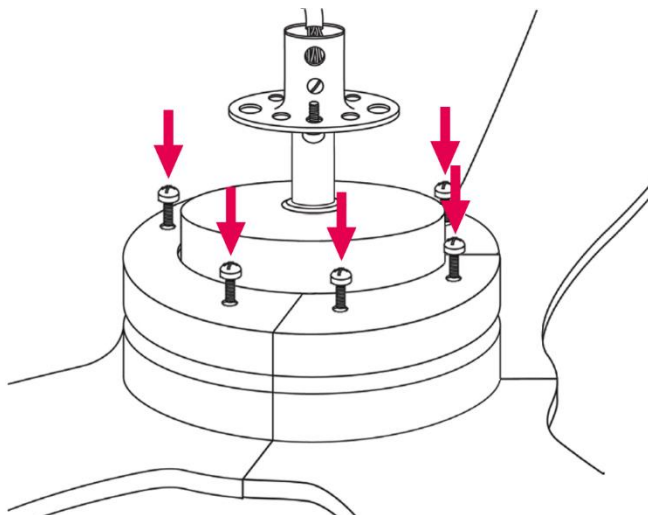
## INSTALLATION STEPS:

Ensure the power is **OFF** when installing this fan.

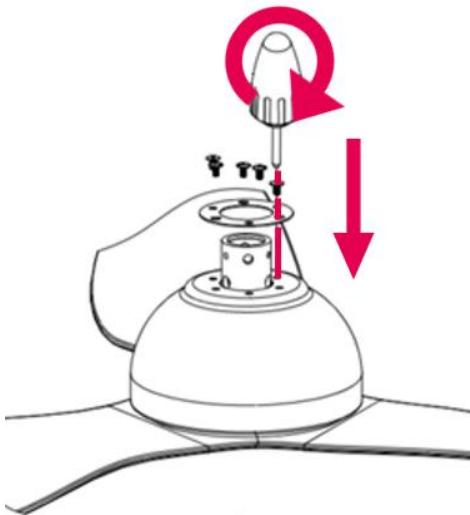
1. Remove 6 screws and plate washer from downrod holder.
2. Remove 6 blade screws from the motor housing.



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



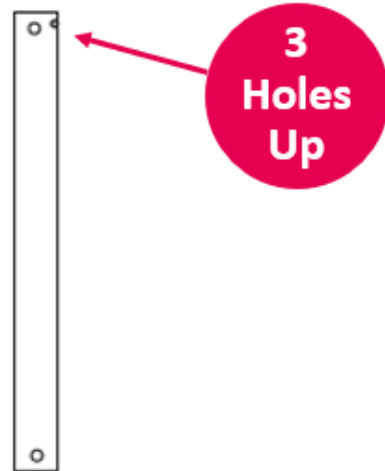
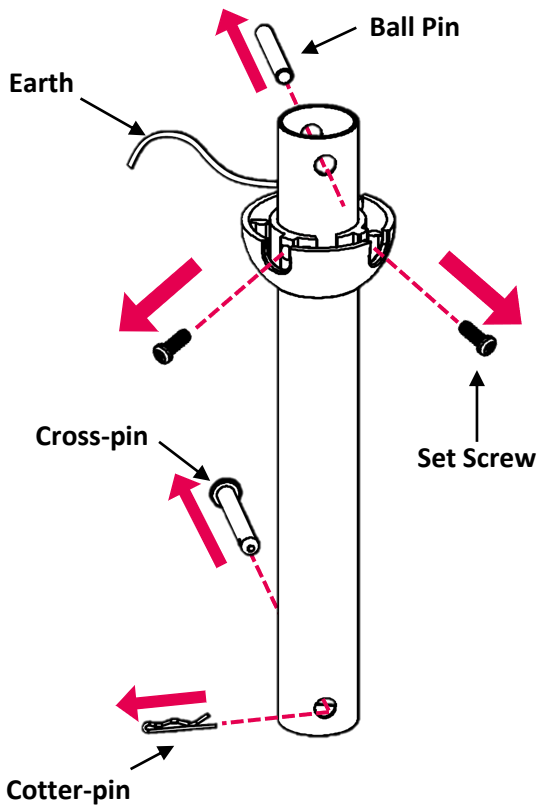
4. Take off side screws from downrod holder. Put the motor housing and plate washer on downrod holder and secure it with 6 screws.





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.

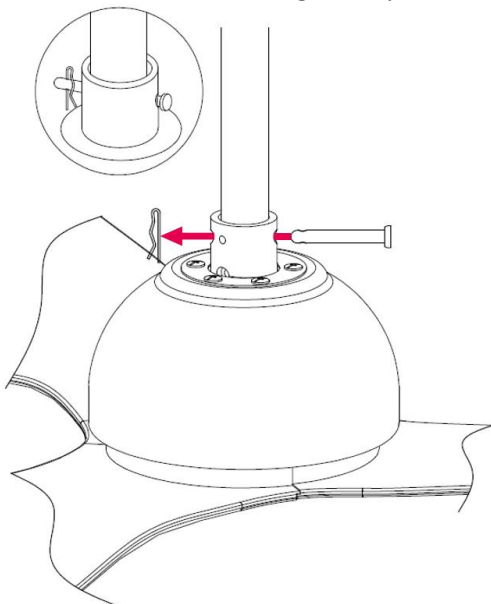
6. This fan comes with two rod options for installation - 125mm and 250mm.  
7. Select a rod to install (ensuring your fan is above the 2.1m required height). The rod installs with the 3 holes up (closest to the roof).



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.

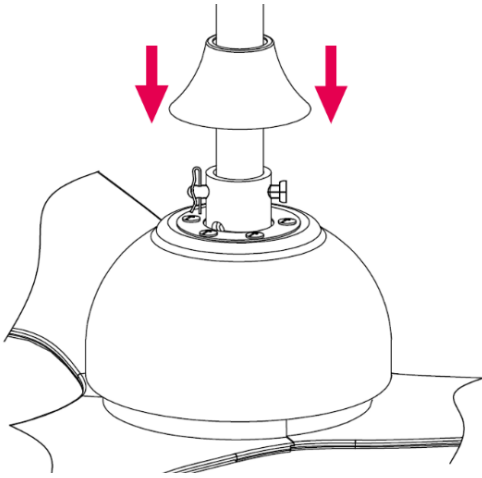
**CAUTION: DO NOT** force the cross-pin, gently wiggle and rotate it until it glides through both holes.

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.

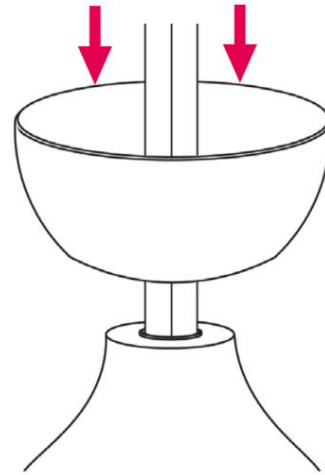


10. Snuggle the coupling cover down onto the top of the motor housing. Put the canopy through the downrod.

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

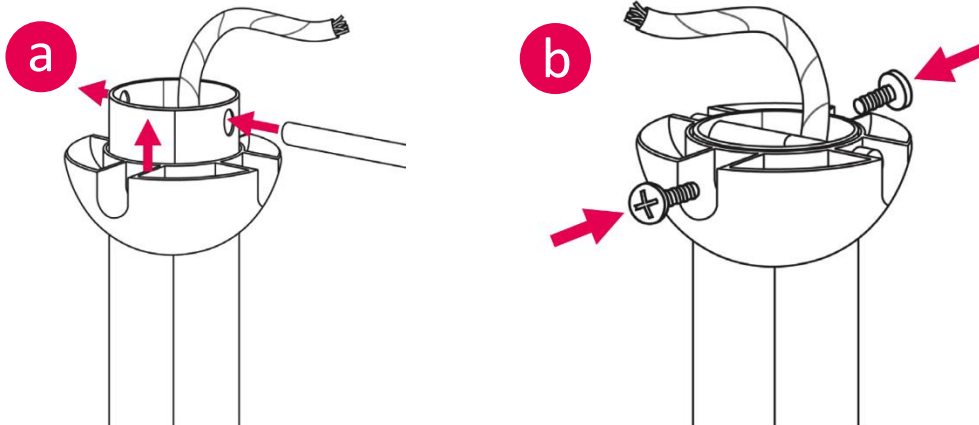


11. Put the decorative ring and canopy through the downrod.

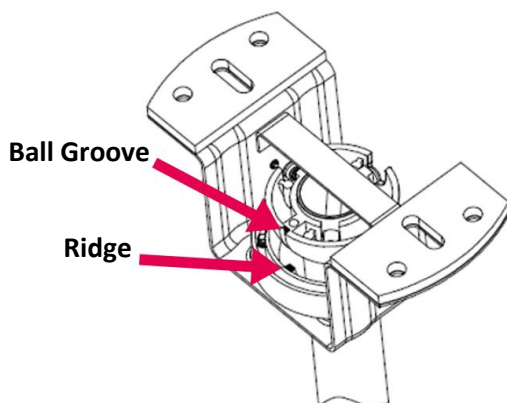


12. Place the hanging ball on top of the down rod and secure it with the ball pin and two screws.

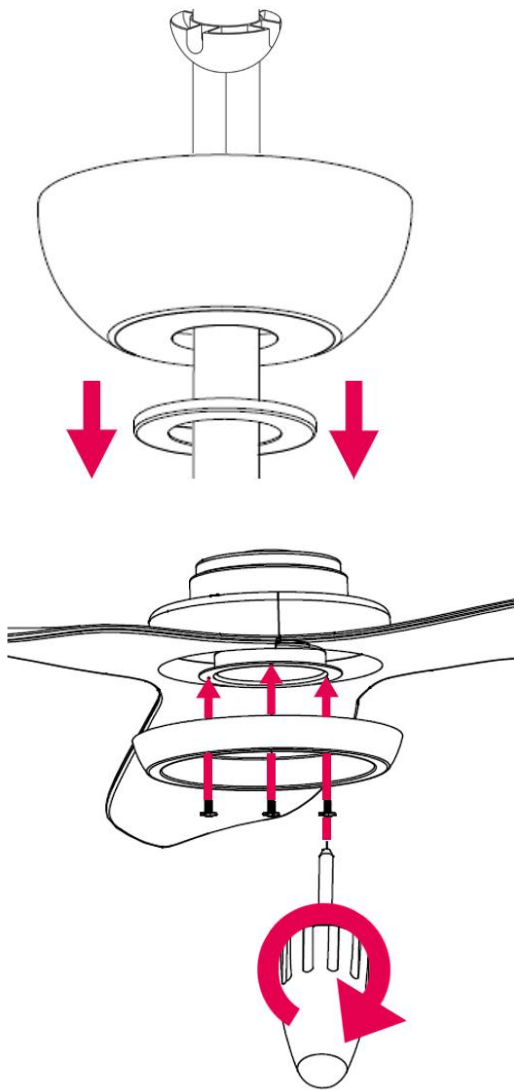
**CAUTION:** Secure one screw through holes on the hanging ball and the down rod.



13. 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.

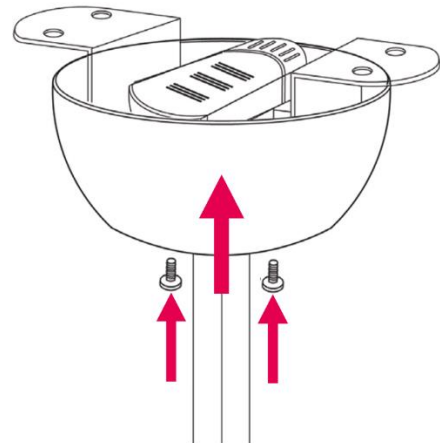


14. Remove the decorative ring from the canopy (if attached).



15. 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 3 screws on 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.

**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.

**REVERSE FUNCTION:**

The “Summer/Winter” reverse function is included 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.

Adjust “Forward/Reverse” button on the motor housing to change “Summer/Winter” mode.

**TROUBLESHOOTING:**

<b>Trouble</b>	<b>Possible Cause</b>	<b>Suggested Remedy</b>
Fans does not start.	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.

<b>Model Number</b>	<b>Rated Voltage</b>	<b>Motor Consumption</b>	<b>Rated Light Power</b>
C3200/101A	220-240 Vac	Max. 65w	N/A
C3201/101A	220-240 Vac	Max. 65w	Max. 18w

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