

FAN MAINTENANCE

Bison™, Haiku®, Haiku® Coastal, Haiku® I, Haiku® L, Mammoth™, Speakeasy™

Need more help?

Visit bigassfans.com/support
or call us at 877-244-3267

Please take a few moments each year to perform the following preventative maintenance procedures on your fan to ensure its safe and efficient operation. If you have questions, require assistance, or need replacement parts, please contact us at 1-877-244-3267.

☑ CHECK SAFETY CABLE

Check that the safety cable is properly installed by removing the canopy or wiring cover screws (if applicable), sliding the canopy or wiring cover down the downrod or downtube, and examining the safety cable and hardware.

☑ CHECK HARDWARE

Make sure the mounting hardware and the screws securing the airfoils to the motor unit are securely fastened.

☑ CHECK WIRING

Make sure the wire connectors are secure and the ground wire is securely connected.

☑ CLEAN AIRFOILS

Dust the airfoils regularly. If the fan becomes dirty, clean it with a soft cloth. Do not use solvents, gasoline, or any other chemical cleaners. These may cause surface distortion and damage to the fan.

Bamboo airfoils: Dust the airfoils regularly. Routine cleaning with a 10% bleach and water solution with Oil Soap will help mitigate mold growth in locations with high temperatures and humidity.

☑ CLEAN LIGHT (IF APPLICABLE)

Downlight: Clean the light's lens periodically to ensure optimal performance. Wipe the lens with a soft cloth. If necessary, use water and a mild soap or a gentle liquid cleaner. Do not clean the light or lens with scouring pads, alkaline cleaning substances, gasoline, thinner, benzene, heating oil, or polishing powder.

Uplight: Clean the LEDs periodically to ensure optimal performance. Use a compressed air duster to remove dust and debris from the LEDs. Do not touch the LEDs while cleaning. Hold the duster can upright when using.



USA
BIGASSFANS.COM
877-244-3267

CANADA
BIGASSFANS.COM/CA
844-924-4277

AUSTRALIA
BIGASSFANS.COM/AU
1300 244 277

SINGAPORE
BIGASSFANS.COM/SG
65 6709 8500

FAN TROUBLESHOOTING

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ISSUE	SOLUTION
The fan jerks upon startup.	✓ This is normal and may happen occasionally upon startup. An initial slight jerking forward and backward does not affect fan operation.
The fan will not start.	✓ Make sure the fan is receiving power. Check your circuit breaker or fuse panel and wall switch for functionality. ✓ Make sure supply power is adequate. ✓ Make sure all wires are securely connected and the fan is properly wired and grounded. ✓ Make sure the plastic film in the remote's battery tray has been removed and that the battery or batteries are properly installed in the remote.
The fan wobbles.	✓ Make sure all mounting hardware is secure and tight. ✓ If your fan's airfoils have stickers that you matched with the motor unit stickers during installation, remove the airfoils and make sure the sticker on each airfoil matches the corresponding sticker on the motor unit. If the stickers do not match, move the airfoils to the matching attachment points. ✓ If you installed multiple fans and there are serial number stickers on the airfoils, make sure the serial numbers on the airfoils match the serial number on the motor unit. ✓ Make sure all airfoils are aligned properly and are securely fastened to the motor unit. If an airfoil is damaged, contact Customer Service.
The fan is noisy during operation.	✓ Bring the fan to a complete stop. Gently turn the airfoils by hand, making sure there are no fan parts rubbing on the hub when the fan rotates. ✓ Check all mounting and fan hardware. If loose, tighten.
How do I reverse the fan?	✓ Big Ass Fans does not recommend reversing your fan. Instead, run it at a low speed in colder months to recirculate heat trapped at the ceiling. ✓ Use the remote to bring the fan to a complete stop. Press and hold the fan On/Off button until the fan beeps (6–10 seconds). Press and release the Whoosh button, and then press the fan On/Off button. The fan will begin rotating in the opposite direction. If your fan's remote does not have a Whoosh button, use the Big Ass Fans mobile app to reverse the fan.
Fans with LED indicators: Why are the LED indicators flashing?	✓ The LED indicators flash when adjusting your fan settings to notify you when the fan has changed speeds or modes. ✓ If you installed the fan on a switched circuit, make sure the switch is turned on. Do not turn the switch off at any time.



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