

Trouble Shooting for Fantasia Ceiling Fans with AC motors and Remote Control systems installed.

Updated Summer 2020

Caution – Electrical Wiring advice – This guide contains advice on electrical wiring. This is a guide only and Fantasia Dist Ltd accept no liability from any loss or damage resulting from use of this guide. If at all unsure then consult a qualified electrician. Ensure power is isolated at least 2hrs before working on the electrical wiring of a ceiling fan

1. Noise
2. Intermittent Response
3. Fan speed issues
4. Ceiling Fan won't switch off

This advice is specifically for Fantasia Ceiling Fans that are supplied as pull cord operation ceiling fans but have had a remote control system added either when installed or later such as Mayfair, Capri, Classic and Gemini OR for Ceiling fans with an AC motor and exclusive remote control operation such as Sigma, Phoenix and Viper

It is important to remember that once a pull cord operated ceiling fan has a remote control installed it should ONLY be controlled by the remote control handset. The pull cords should not be touched.

Before starting any trouble shooting please ensure you have fitted a fresh battery in the handset

1. Noise

Fan makes a humming/buzzing sound on one or all speeds. The noise may occur on one of or all three speeds. The noise may reduce with increased RPM.

It is important to note that even noises that sound like they are purely mechanical can be produced by a faulty remote-control receiver. If you are experiencing humming or buzzing noise from the fan on one or all speeds then the receiver may be at fault

Solution

The best test in this circumstance is to remove the remote control receiver (the box in the top canopy of the fan) and wire the ceiling fan direct. This means that the live for the fan and light (brown & orange) are connected directly to the live supply, neutral from the fan (blue) is connected to household neutral. Earth remains connected. When power is restored the fan should operate on it's pull cords correctly i.e. All 3 speeds operation and light on/off. If the fan is usually exclusively operated by remote control then removing the receiver will result in the light coming on full brightness and the fan spinning in high speed only.

If this happens without the previously experienced motor noise then it is the receiver that is at fault and needs replacing. Note that remote control receivers carry a 2yr limited warranty against defects.

The above information is also explained in a very useful video on our website www.fantasiaceilingfans.com>Owner Support>Technical Help

If you are still experiencing noise from the ceiling fan with the receiver removed then switch the reverse switch to the opposite direction. If the switch feels flimsy or you are only getting the noise in one direction then you may also need to replace the reverse switch

2. Intermittent response

The ceiling fan sometimes responds to remote control and sometimes doesn't.

A Ceiling Fan that does not always respond to commands from the handset may be experiencing interference problems. Radio frequency interference can originate from a lot of devices but some of the more common ones are wireless doorbells or garage door openers in your own or a neighbouring house.

Solution

In order to combat interference problems the remote system uses dip switch settings. Dip switches are 4 small white switches located in the battery compartment of the handset and also on the side of the remote receiver which is located in the top canopy of the ceiling fan (next to the ceiling). These dip switches may be set all up or all down or a combination of up and down. It doesn't matter which setting they are in so long as handset and receiver switch setting match up to each other. To eliminate interference, try a different dip switch setting. Change the dip switches in the handset and then make sure you change to the same setting in the receiver. **Ensure power is isolated before accessing the receiver of the ceiling fan.**

This new setting should eliminate interference but if it doesn't then try another. There are 16 to choose from. If this does not solve the issue then a replacement handset may be required.

Note: from Summer 2020 the standard Fantasia Remote changes to a 'learning' system. This means that there are no dip switches in the receiver and the reset is done exclusively from the handset. Refer to the instruction manual for reset instructions.

3. Fan Speed Issues

The ceiling fan does not run on all speeds OR speeds are slower than expected

Solution

If your ceiling fan does not have a remote control installed then the speeds are controlled by the speed capacitor in the switch housing (where the reverse switch is located) this is a replaceable part and can be ordered from the Spares section of the website FantasiaCeilingFans.com>spares

If there is a remote control fitted AND there are pull cords on the fan then try a reset in order to synchronise the remote receiver with the pull cords:

- a) Press high speed on the remote handset
- b) Pull the fan speed pull cord one, two or three times until you get a genuine high speed
- c) Check you are getting three different speeds on the fan from the remote control handset operation
- d) Leave the pull cord alone and only use the ceiling fan handset for operation

This procedure should then allow the ceiling fan to run at the correct speeds.

4. The Ceiling Fan won't switch off using the remote control handset.

The remote control appears to work correctly other than the fact that it won't switch the fan function off.

Solution

Unfortunately, this is a hallmark of a failing receiver. Follow the solution from section 1 on noise problems. The receiver will need replacing OR you will need to use the ceiling fan on pull cords only.

For any further questions or information please refer to the technical help section of our website where you will find instruction manuals and useful videos and information