



# HUNTER - CRESTFIELD - CEILING FAN TROUBLESHOOTING GUIDE

## Troubleshooting

### Fan Doesn't Work

- Make sure power switch is on.
- Pull the pull chain to make sure it is on.
- Push the motor reversing switch firmly left or right to ensure that it is engaged.
- Check the circuit breaker to ensure the power is turned on.
- Make sure the blades spin freely.
- Turn off power from the circuit breaker, then loosen the canopy and check all the connections according to the wiring diagram.
- Check the plug connection in the switch housing.

### Excessive Wobbling

- Make sure the blades are properly installed on the blade iron posts.
- Turn the power off, support the fan carefully, and check that the hanger ball is properly seated.
- Use the provided balancing kit and instructions to balance the fan.

### Noisy Operation

- Make sure the blades are properly installed.
- Check to see if any of the blades are cracked. If so, replace all of the blades.

### Hunter Pro Tip:

#### Cleaning the Fan

Use soft brushes or cloths to prevent scratching. Cleaning products may damage the finishes.

## Limited Lifetime Warranty

Hunter Fan Company grants this limited warranty to the original purchaser of this Hunter ceiling fan. This document can be found at [www.HunterFan.com](http://www.HunterFan.com). Thank you for choosing Hunter!

### How Can Warranty Service Be Obtained?

**Proof of purchase is required** when requesting warranty service. The original purchaser must present a sales receipt or other document that establishes proof of purchase. Hunter, at its sole discretion, may accept a gift receipt. To obtain service, contact Hunter Fan Company online or by phone.

[www.HunterFan.com/Support/Contact-Us/](http://www.HunterFan.com/Support/Contact-Us/)  
1-888-830-1326

Please do not ship your fan or any fan parts to Hunter. Delivery will be refused.

### What Does This Warranty Cover?

#### Motor — Limited Lifetime Warranty

If any part of your ceiling fan motor fails during your ownership of the fan due to a defect in material or workmanship, as determined solely by Hunter, Hunter will provide you with a replacement fan free of charge.\* The foregoing limited warranty applies only to the motor itself and does not apply to electronic controls — such as remote control transmitters, remote control receivers, or capacitors — used in conjunction with the motor. Such electronic control items are included in the one-year limited warranty below.

#### Other — One-Year Limited Warranty

Except as otherwise indicated throughout this warranty, if any part of your Hunter ceiling fan fails at any time within one year of the date of purchase due to a defect in material or workmanship, as determined solely by Hunter, Hunter will provide a replacement part free of charge.\*

#### Light Kits — Warranty May Vary

Light kits are included in the one-year limited warranty. However, you may qualify for additional warranty coverage if your fan includes one of the following:

##### • LED Light Kits — Three-Year Limited Warranty

If your LED light kit module (not including glass components) or LED bulb fails at any time within three years of the date of purchase due to a defect in material or workmanship, as determined solely by Hunter, Hunter will provide a replacement part free of charge.\*

*\* If no replacement product/part can be provided for your fan, we will provide a comparable or superior replacement product/part at the sole discretion of Hunter.*

### What Does This Warranty NOT Cover?

**Labor Excluded.** This warranty does not cover any costs or fees associated with the labor (including electrician's fees) required to install, remove, or replace a fan or any fan parts. There is no warranty for light bulbs (except where otherwise noted); remote control batteries; fans purchased or installed outside the United States; fans owned by someone other than the original purchaser; fans for which proof of purchase has not been established; fans purchased from an unauthorized dealer; ordinary wear and tear; minor cosmetic blemishes; refurbished fans; and fans that are damaged due to any of the following: improper installation, misuse, abuse, improper care, failure to follow Hunter instructions, accidental damage caused by the fan owner or related parties, modifications to the fan, improper or incorrectly performed maintenance or repair, improper voltage supply or power surge, use of improper parts or accessories, failure to provide maintenance to the fan, or acts of God (e.g. flood).

**ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR A CLAIM OF ANY KIND WITH RESPECT TO THIS PRODUCT SHALL BE THE REMEDIES SET FORTH HEREIN. HUNTER FAN COMPANY IS NOT RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, DUE TO PRODUCT FAILURE, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, OR OTHERWISE.** Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS PRODUCT ARE LIMITED IN DURATION TO THE PERIOD OF COVERAGE OF THE APPLICABLE LIMITED WARRANTIES SET FORTH ABOVE.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### How Does State Law Affect Warranty Coverage?

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

