

# RAVEN

## Instruction Manual and Warranty Form

**ATTENTION TO INSTALLERS:**

- This DC ceiling fan requires complete assembly and installation BEFORE testing for correct operation.
- Isolation switch and wall plate required for installation. These parts must be supplied by installing electrician.



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## For your Safety

1. Please read this manual carefully before attempting the assembly or installation of your new ceiling fan.
2. ALL electrical work, including installation of ceiling fan, MUST be carried out by qualified and licensed electrical contractor.
3. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance, by a person responsible for their safety.
4. Do NOT allow children to play with this appliance, and supervise children around electrical devices at all times.
5. Before commencing any electrical work, ensure the power is disconnected and/or the mains switched off at the circuit box and ensure all pole isolation of the power supply.
6. Ensure that any fan being installed has an isolation switch in same room as fan. If multiple fans being installed in same room, an isolation switch is required for each ceiling fan.
7. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 40Kg, or 5 times the weight of the fan plus the method of attachment, whichever is greater. Verifying the stability of the mounting structure is the sole responsibility of the consumer and qualified installer.
8. Care needs to be taken to ensure the installation location does not allow the fan blades to come into contact with any object or surface. There must be a minimum of 30cm clearance between the blade tip (end) and the nearest wall or object. Reduced clearances to walls or ceilings can also reduce the amount of air your fan can move.
9. The installation must also allow for a minimum clearance of 2.1m between the floor and the bottom of the blades.
10. Both the ceiling fan and the hanging bracket must be earthed.
11. The fan must be connected to a mains supply only. Fans connected to alternate power systems such as Solar, Wind, Battery or other alternative power methods, will not be covered under the terms of this warranty.
12. Use ONLY the Vencha controller supplied with your fan. Use of non-standard or solid-state dimmer type controllers can cause inferior performance, and permanently induce a humming noise in your fan motor which cannot be repaired, and which will not be covered under warranty.
13. This fan is designed for indoor and covered outdoor use. Covered outdoor areas must have a minimum of two walls.
14. Do not install fan in high humidity or flammable areas. Fan must be used in a dry area.
15. Do NOT use ceiling fans and gas appliances in the same room at the same time.
16. Do NOT insert any object into the fan blades whilst in operation, as this can cause damage to the fan, and personal injury.
17. All Vencha products are warranted to be free from defects in workmanship and materials provided the products are used with a voltage supply within the range the product is designed to operate.
18. Vencha will not be liable for any advice given to the consumer from any of our suppliers or third parties, related or otherwise.
19. Proper performance relies on the right fan being correctly installed in the optimum location. Fans that do not perform as expected and which are not faulty cannot be replaced or exchanged under warranty.
20. The important safeguards and instructions in this manual are not designed to cover every possible condition or circumstance. It is understood that common sense, caution and care are factors that cannot be built into the product, those using and maintaining this product must supply these factors.

## Care and Maintenance

All fans need to be maintained regularly to ensure optimal performance. Maintenance includes light cleaning regularly to insure against corrosion from salt, dust and moisture. Checking of all screws and tightening with a screw driver if any have come loose after operating.

It is recommended to clean with lint-free cloths to prevent any scratching of surfaces.

\*Do not clean fan using harsh solvents containing erodible liquids such as gasoline or petroleum.

\*Do not bend blades during installation, blades balancing or fan cleaning.

Specifications			
Model	Raven Ceiling Fan		
Fan size	46" (1160mm)	52" (1320mm)	64" (1620mm)
Voltage	220-240v	220-240v	220-240v
Motor Wattage	30w	35w	45w
LED Light	24w	24w	24w

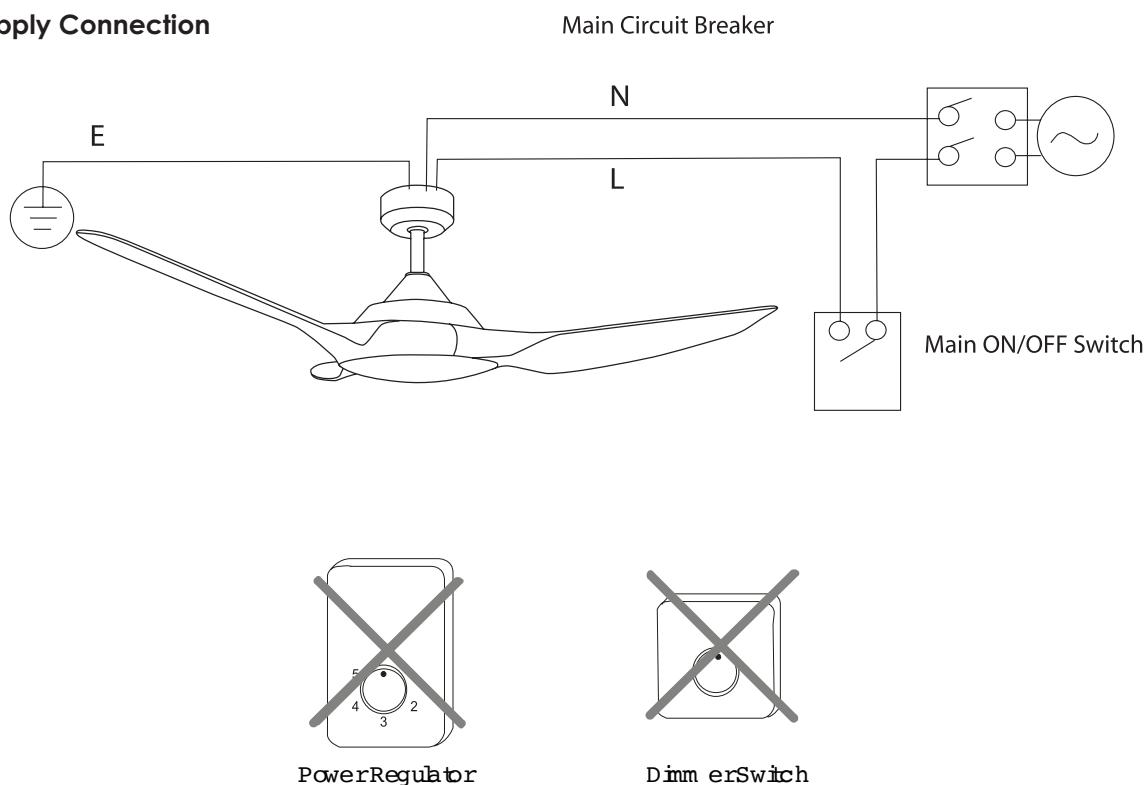
### Before Installation + Parts Identification

1. Carefully unpack your fan on a soft surface to avoid damage to the fan finish.
2. Do not lay the motor housing on its side, as the decorative housings may become bent.
3. Check that all parts are present before commencing assembly. Refer to Parts List.
4. If any parts are missing, carefully check the packaging, polyfoam and plastic bags for items that cannot be located, contact Vencha for assistance before commencing assembly or installation.

### Tools Required:

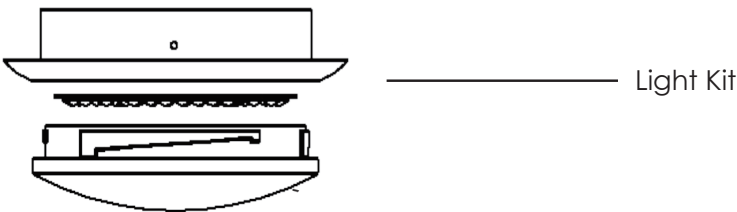
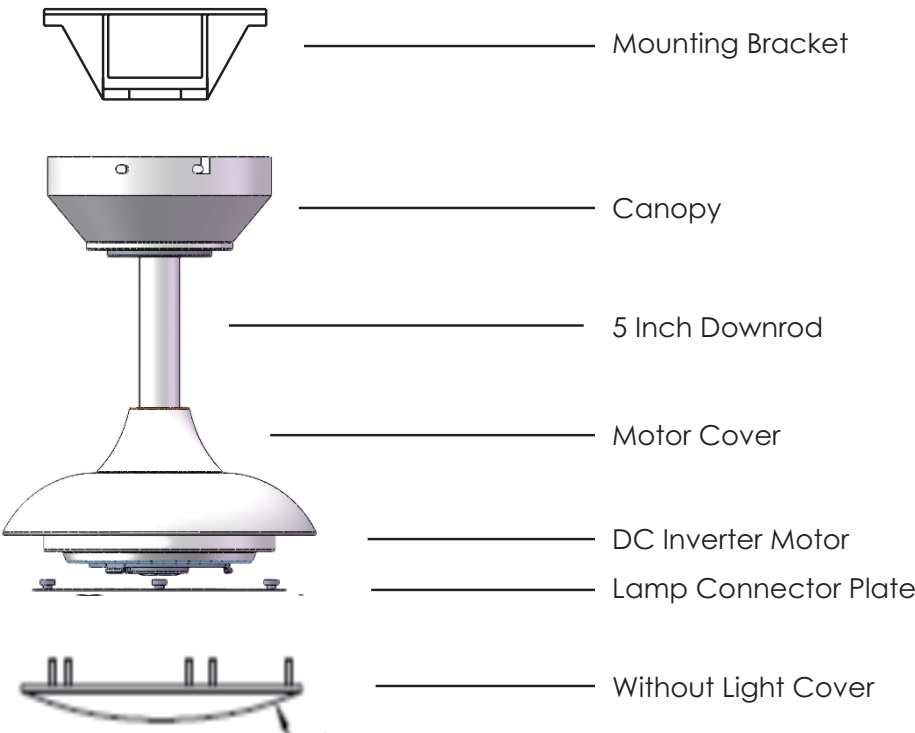
- Phillips head screwdriver
- Flat head screwdriver
- Pair of pliers
- Wire cutter
- Ladder
- Wiring supply cable as required by AS/NZS 3000 wiring rules.

### Power Supply Connection

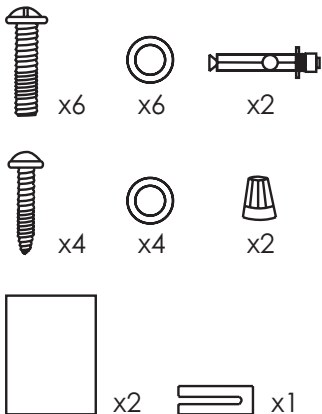
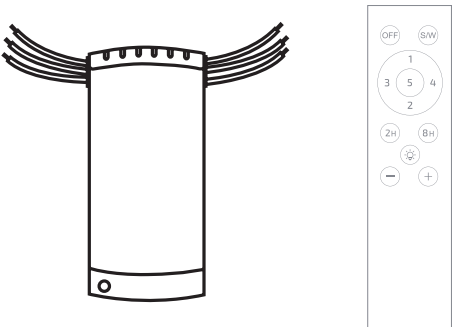


\*Warning: Do Not use a dimmer or power regulator to control this fan.

Parts Identification



Receiver and Remote Control



10 Inch Downrod

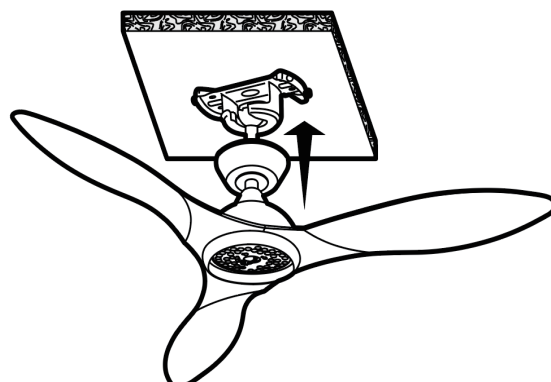
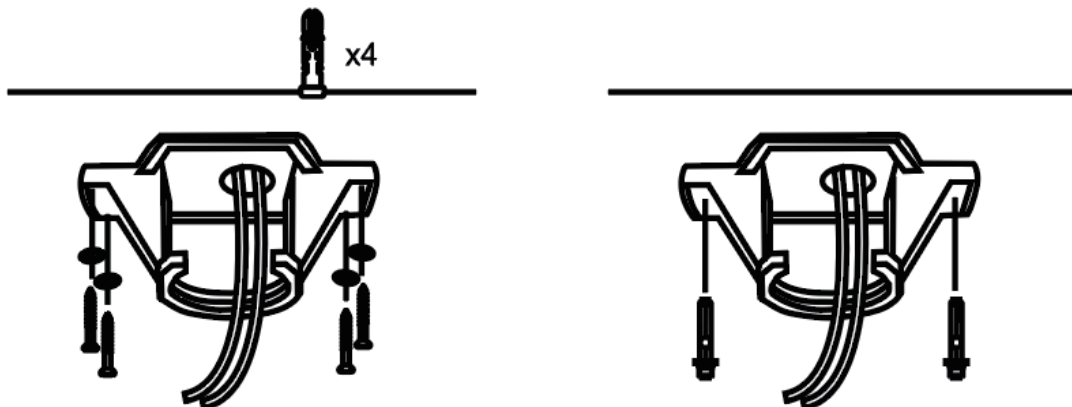
# Installation

## Selecting Location

1. The ceiling fan must be installed in a location so that the blades are a minimum 300mm spacing from the tip of the blade, to the nearest object or walls.
2. The ceiling fan must be installed in a location so that the blades are a minimum 2.1m above the floor.
3. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 40Kg, or 5 times the weight of the fan plus the method of attachment, whichever is greater. If the location does not have a solid mounting point, you will need to install a timber support between two ceiling joists.
4. Fan is designed for indoor use or covered outdoor use, provided it is installed correctly. Outdoor installation locations must be adequately covered where fan is fully undercover with a minimum of two walls. This fan is not waterproof and must be installed in a location protected from water, wind, dust, and salt. Exposure to these elements will void the warranty. In some more tropical areas of Australia, it is suggested you increase the distance from the fan to the edge of the roof.
5. Ensure that any fan being installed has an isolation switch in same room as fan. If multiple fans being installed in same room, an isolation switch is required for each ceiling fan.

## Installing Mounting Bracket

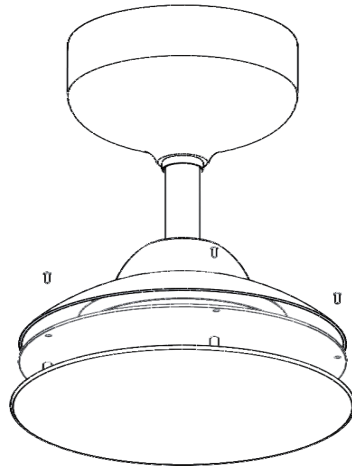
1. Install the hanging bracket to the ceiling joist or timber support with the long installation screws provided. Pass the screws through the slotted holes in the hanging bracket and secure to the ceiling.
2. licensed electrical contractor may use different screws provided they are able to comply with requirements and support weight that is 5 times the weight of ceiling fan.
3. Ensure that at least 30mm of the screw is threaded into the ceiling joist or timber support.
4. Mounting bracket allows for mounting on angled ceilings up to a 28-degree pitch.



# Assembling & Installing Ceiling Fan

**IMPORTANT:** Check that the power is disconnected and/or the mains switched off at the circuit box to ensure all pole isolation of the power supply.

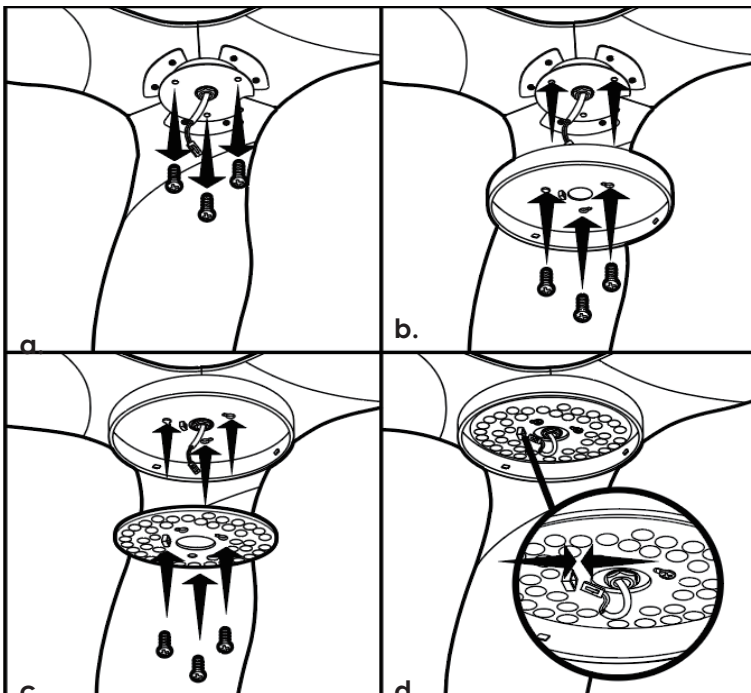
1. Installing without Light: Attached decorative cover before blade assembly.
2. Remove the 5 small screws of the blade fixed tray on the motor, align the decorative cover to the screw hole on the fan blade mounting plate, and lock the screw through the special mounting hole of the motor cover.



**Installing with Light:** Attached Light Kit before blade assembly.

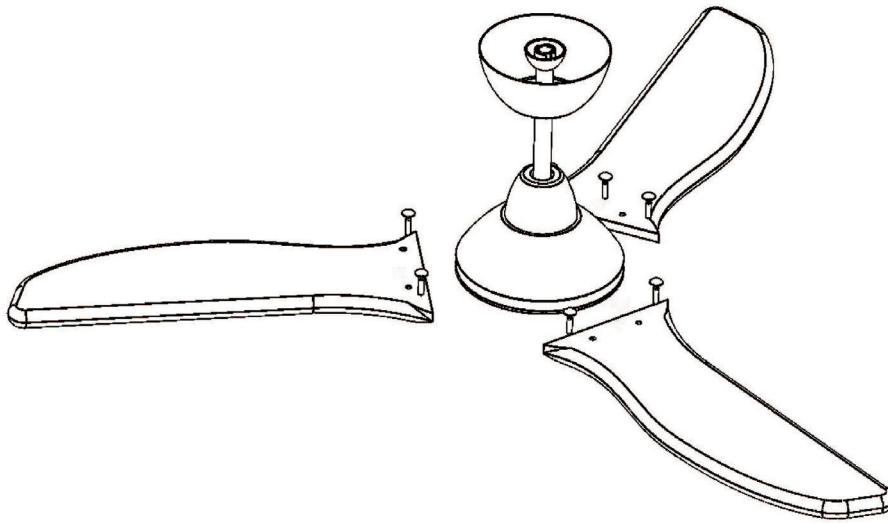
Following diagram:

- a. Remove 3 small screws
- b. Align lamp plate with the screw holes and lock it with the screws.
- c. Align LED lamp panel and lock in with screws.
- d. Connect LED lamp through quick connectors, once connected, tighten all screws.
- e. Place lamp cover in plate and screw to lock in place.



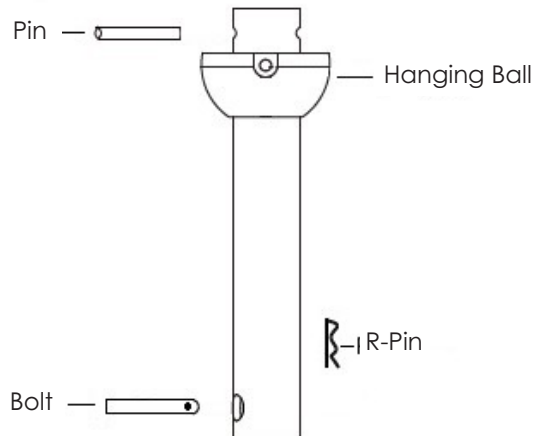


3. Take out the corresponding screw on the motor, point the fan blade hole at the corresponding hole on the motor, and tighten it with the removed screw. Tighten all screws with screw driver, NO electric drill to be used during assembling. Fan Supplied with 5" and 10" downrod options, please select one that obtains desired height.

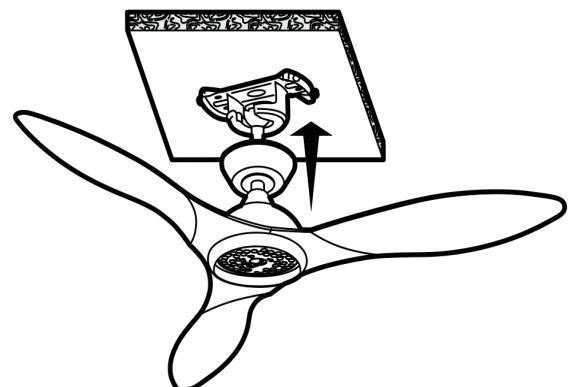


**Warning:** Electric Drills can over tighten screws and damage thread causing inconsistent balance and rattling during operation. Blades damaged from the use of electric drills cannot be repaired and will not be covered under warranty)

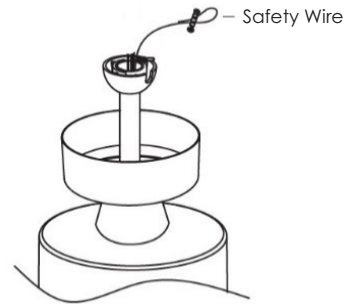
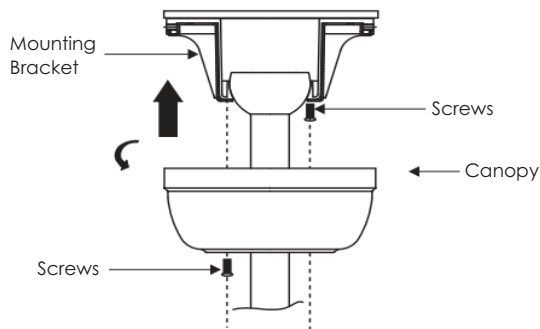
4. Remove ball and bolt from downrod, insert wiring loom into and through downrod.



5. Attached downrod to the coupler on fan motor using bolt and inserting R pin. Ensure downrod is clamped with two screws on the coupler to prevent shaking and wobbling during fan operation.
6. Assemble the coupling cover and canopy over the downrod, then re-assemble the hanger ball.
7. Carefully lift the fan assembly up to the hanging bracket.



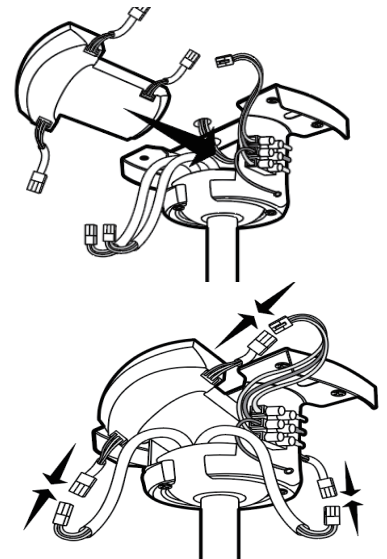
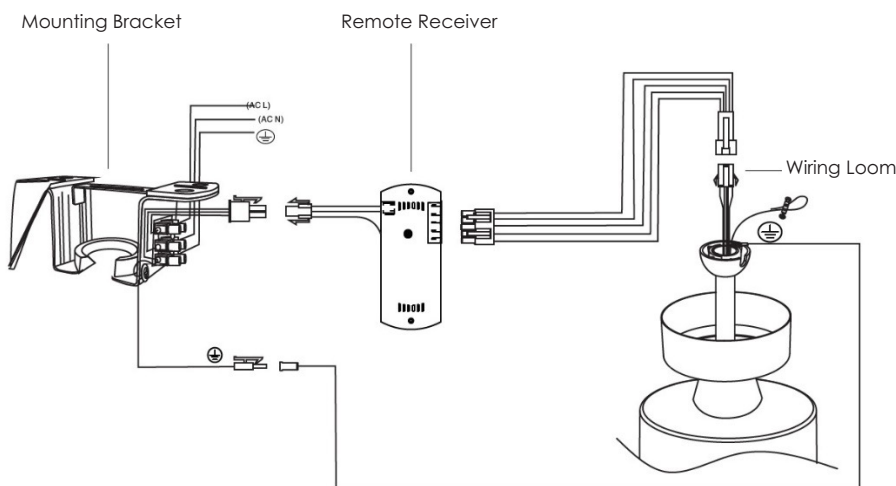
8. Seat the down rod ball assembly into the bracket, ensuring the notch of the hanger ball is positioned on the stopper of the hanger bracket to prevent the fan from rotating when in operation. Install the safety wire to the ceiling, the safety wire must be adjusted as short as possible and secure until snug.



9. Connect wires according to diagram below.

**Warning:** For your safety, all electrical connections must be undertaken by qualified licensed electrician

- Connect mains electrical connection to terminal block on mounting bracket
- Connect all ceiling fan wires through quick connector plugs supplied.
- Once all connected, slide receiver into mounting bracket, above hanger ball.

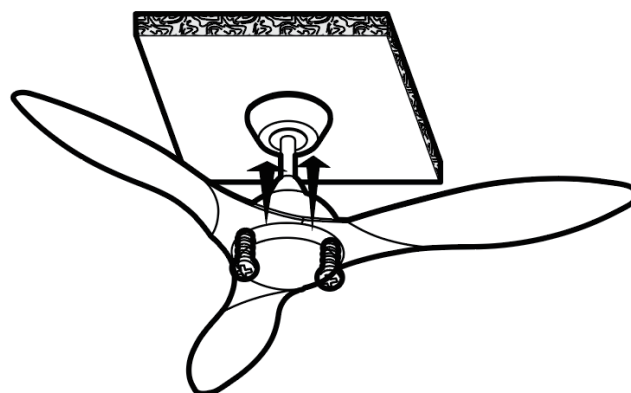
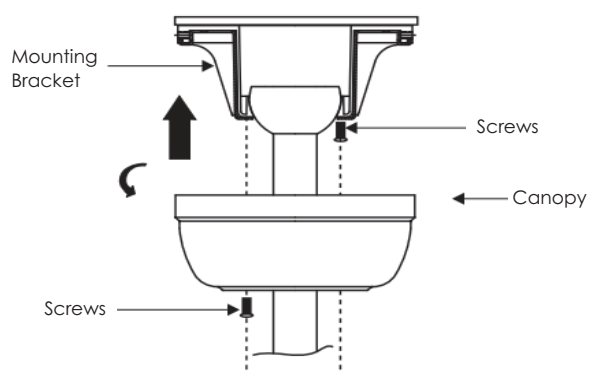


**Note:** For safe use of this fan, and all-pole disconnection MUST be incorporated into the fixed wiring in accordance with the wiring rules. As outlined in clause 7.12.2 of AS/NZS 60335-1 for meeting the minimum electrical safety of this standard. A single-pole switch also must be placed in the same room as ceiling fan as per local wiring regulations AS3000.

**Multiple Fans:** If there are two or more DC ceiling fans installed in the one location/room, an isolation switch is required for EACH ceiling fan. This is required when pairing the remote transmitter and receiver together.

## 10. Installing top canopy:

- Softly coil all cables and gently tuck them around mounting bracket.
- Raise top canopy, safely covering all cables, aligning canopy with the screw on hanger, fasten it to the hanger and turn it counter clockwise to lock the screw.



## Remote Control Operation Guide




### 1. Remote Pairing:

- Power on the fan and press and hold "OFF" button within 10 seconds.
- Hold "OFF" button for 2-5 seconds until you hear a "beep" sound confirming pairing.
- Operate and test. Blades must be attached or fan will not continue.

\*If pairing fails, please repeat steps. Hold remote close to receiver.

### 2. Buttons:

<b>"OFF" Button</b>	Switches ceiling fan off
<b>"S/W" Button</b>	Summer/Winter button to change fans spin direction, forward and reverse
<b>1-5 Speed Buttons</b>	Fan Speed Options: Fan Speed Options: #1 – Lowest Speed (Night Mode) #5 – Highest Speed
<b>2H / 8H Timer Functions</b>	Preset timer for automatic fan and light stop. 2H – Fan turns off after 2 Hours 8H – Fan turns off after 8 Hours
 <b>Light Button</b> <b>(If Light Kit Attached)</b>	Button to control Light kit On / Off – Turn Light on or off On / Off / On (Within 3 sec) - for Light colour change (3000K/4000K/5700K) *Light will remember last light colour selected.
<b>"+" "-" Dimming Buttons</b>	Adjust the brightness of LED Lights "+" – Increase the brightness of Light "-" – decrease the brightness of Light

# Trouble Shooting

Problem	Possible Cause	Possible Remedy
<b>Wobbles</b>	Blade Screws are loose	Check that all screws are securely tightened. Do NOT overtighten.
	Blades are loose	Check all blades are aligned correctly and securely fastened.
	Blades are bent, out of shape	Stack blades on flat surface, check all blades are a uniform shape. If blades are not uniform, contact your retailer for replacement blades.
	Rod hanger ball not correctly seated in bracket	Turn Fan Off and gently lift fan, rotate hanger ball to its correct position in bracket.
<b>Noisy</b>	Blade Screws are loose	Check that all screws are securely tightened. Do NOT overtighten.
	Canopy touching ceiling	Lower the top ceiling canopy so it doesn't make contact with ceiling.
	Bracket not installed correctly	Turn off fan, disassemble and re-install bracket if not installed correctly.
	Fan noise	Allow for fan to settle in 4-8 hours of operating.
	Ripple control signal noise	Read Ripple Control. Contact your licensed electrical contractor and install a suitable signal filter.
<b>Fan Not Working</b>	Loose wires	Turn fan off, check all connections at terminal block
	Circuit Breaker Blown	Check circuit breaker. If circuit tripped, please contact your licensed electrical contractor.

<b>Fan Stopped Working</b>	Main Voltage Fluctuation	Fan Safety Feature, when voltage drops below 140v or exceeds 270v for more than 5 seconds, motor will cut off automatically. When voltage has returned to correct levels, it will turn back on automatically.
<b>Fan Cutting Off/On</b>	Temperature Cut Off	This is normal as the motor is protected by thermal sensor where it will limit the motor temperature from rising to no more than 75°C. Once temperature is above, fan will cut off till temperature is reduced. This operation is to increase the life of the motor.
<b>Fan Light Not Working</b>	Loose Wires	Turn fan off, open cover and check plug connector is connected securely.
<b>Jerks Upon Startup</b>	Fan Startup	This is normal operation as it is powered by a 3-phase brushless DC motor. This jerk will not affect fan performance.
<b>No Airflow</b>	Fan running in reverse mode	Press S/W button to reverse fan blade direction.

## Ripple Control

Electricity distributors through Australia, particularly areas of NSW and QLD use a ripple control signal on their distribution networks to remotely control demand devices like off-peak hot water heaters, and to implement differential tariffs.

Ripple control adds a high frequency signal on top of the standard Australian 240V AC 50Hz power supply, and some electrical appliances can be sensitive to this high frequency signal. It is mainly devices like fans, and dimmed lights that can potentially be affected by the ripple control signal. The result could be buzzing noises from fans, or flickering lights at certain times of the day.

Ripple effects can be reduced by installing ripple signal filters. The filter is specifically tuned to eliminate the ripple effect signal frequency. Areas in NSW and QLD can have varying frequency's, it is advised to consult with your electrical contractor and provider to source the correct device for your area.

Note: Ripple control noise is NOT covered by warranty. Service calls based on noise where a genuine fault cannot be found by our qualified service agent, will result in you being charged the cost of the service call.

# Warranty claim on installed products:

## 1. Limited Repair / Replacement Warranty

Vencha offers the original purchaser a repair or replacement of the Vencha product in cases where the product fails due to defective materials or workmanship, when installed and operated under normal domestic/residential conditions. Please refer to the warranty period listed on each product to determine the warranty period which Vencha grants to the original purchaser of the Vencha product. The warranty period begins from the date of purchase.

All warranty claims are to be submitted to Vencha head office in writing with:

- Proof of Purchase (such as the original dated purchase receipt/invoice)  
\*Purchase must be from Authorized Vencha reseller.
- Certificate of Compliance (such as certificate or invoice from licenced electrician)  
\*A proof of installation as required by law for products that require installation by a licensed electrician.

Warranty claims submitted without correct documentation will not be accepted.

Warranty claims submitted with contractors who are not qualified or licensed will not be accepted.

Remote control and receivers are covered by replacement warranty only.

Batteries, if supplied, are done so as a complementary item only and are not covered under warranty.

Pairing and Re-pairing of remote controls are not covered by warranty and service fees will apply.

If goods/ fittings are found to have been damaged or made faulty through no fault of Vencha, then all costs incurred by Vencha as a result of your warranty claim will be charged to purchaser in full.

### Repairs / Replacements

Vencha products presented for repair may be replaced by New or Refurbished goods of the same type rather than being repaired at the discretion of Vencha. Refurbished parts may be used to repair the goods to proper order.

### Balance of Warranty

To the maximum extent permitted by law, any product replaced, repaired or refurbished by Vencha is covered only by the balance of the warranty period remaining from the date of original purchase of the original product.

## 2. In-Home Warranty

In addition to the replacement warranty terms set out under section 1, the in-home warranty applies for a certain period from the date of original purchase, to all ceiling fans products which are hard wired to the main electricity supply with required isolation switch for each individual ceiling fan.

If Registered Vencha service agent attends property and finds:

1. There is no fault with Vencha Product. Product operates as described in published features and specifications.
2. Products are not Vencha branded products.
3. Fault is caused by non-Vencha parts/accessories
4. The installation is not carried out as described in relevant product installation instructions and all relevant local legislation, regulation and by-laws.
5. Fault is caused by incorrect operation, abuse or misuse of product by consumer.

The cost of repairs and/or service call where the fault is due to the installation and not due to faulty materials or manufacturing workmanship, will be payable by the consumer at the time of the repair. Failure in part of the consumer to pay for the service call in case of any of the above, will result in the balance of the warranty being void.

In cases of in-home repair/replacements in areas outside the coverage of Vencha service agents, Vencha will reimburse customers a standard fee of \$99.00 (Inc. GST) for using their own licensed electrician. Before contacting your electrician, contact Vencha to make a service request with the Vencha warranty department and obtain a Vencha Reference Number (VRN). Reimbursements will not be made for call-out fees or other costs without prior approval in writing of the Vencha head office.

If an emergency case arises out of normal business hours and warranty department cannot be contacted to dispatch a service agent to the premises, Vencha will re-imburse customers costs of \$99.00 (Inc. GST) unless otherwise approved by Vencha office, for customer using their registered electrician.

### **3. Warranty Transfer**

If ownership changes on the dwelling/premises where the Vencha product is installed, the balance of the warranty period passes to the new owner provided the original proof of purchase (such as the original dated purchase receipt) from an authorized Vencha retailer is retained by the new owner. In addition, the original certificate of compliance for the installation as required by law from the installing electrician is required for products requiring installation by licensed electricians.

Failure to transfer of these documents will result in the balance of the warranty being void.

### **4. What is not Covered**

Subject to "Your Consumer Rights ", but otherwise to the maximum extent permitted by law, the Vencha warranties provided in this document will not cover the following:

1. Vencha products that are not purchased from an authorized retailer and installed in Australia.
2. Where installation was not carried out by a qualified and licensed electrical contractor or where a valid Electrical Safety Certificate or installers invoice with licence number cannot be presented.
3. Vencha products not installed in accordance with the product's installation instructions or specifications.
4. Vencha products not operated in accordance with the instructions for use, or specifications.
5. Vencha products that have been modified in any manner, painted or used with non-standard blades, controllers (Including capacitors/drivers), or mountings.
6. Changes to the ceiling fan motor or blades, plated and or painted finishes due to climatic conditions (moisture, salt, dust etc) or after 6 months from the date of original purchase.
7. Defect, damage or failure to a Vencha product resulting from misuse, accident, neglect, abuse, tampering, modifications or unauthorized repairs of any kind by any person.
8. Damages not caused by a fault in the Vencha product materials or workmanship.
9. Defect, damage or failure to a Vencha product resulting from any acts of God, including damages from lightning, power grid fluctuations, or power surges.
10. Replacement of light sources (globes, LED boards, etc) unless specified.
11. Replacement of batteries supplied with certain products.

12. Power supply "noise", intermittent "humming", or other influences from mains power delivery infrastructure. Signals sent through the power grid by the electricity provider for the control of off-peak hot water, street lights and other devices may cause an intermittent humming noise in your Vencha product. Filters for blocking & reducing such signals are available in Australia at the customer 's expense. These noises do not indicate the Vencha product is faulty.
13. Damage caused by alternative power systems (for example: solar inverters, etc.).
14. Water damage of any kind caused by inappropriate placement of fittings not IP rated for that location.
15. The cost of renting, obtaining and using special access equipment (i.e. scaffoldings, scissor lifts, etc.) for accessing products installed at a height of greater than 3.0 meters.
16. Transportation and in-transit insurance costs, if the product or parts thereof have to be returned for repair or replacement to the retailer or the authorized service agent.
17. Non-structural corrosion damage of non-316 stainless steel components such as surface rust or minor rust.
18. Except in the case of pre-packed integrated light models, light fittings attached to the fan are not covered by this warranty. Where the fan is pre-packed complete with a light, the light fitting will be covered by LIMITED REPAIR / REPLACEMENT WARRANTY.
19. Faults deemed caused by a lack of regular maintenance, e.g. screws and nuts becoming loose.

## **5. Commercial Use:**

This product is not designed or intended for industrial or commercial use.

Vencha products which are specifically designed for commercial use are designated as Commercial Use Products on the product packaging.



## Warranty Conditions:

- This warranty is for 240V 50Hz products originally purchased and installed in Australia ONLY.
- Installation must be performed by a qualified and licensed electrician. The warranty will not apply if the product is installed by other than a qualified and licensed electrician.
- This product is not designed or intended for industrial or commercial use.
- Problems arising from incorrect installation are not covered by warranty.
- The cost of repairs and/or service call arising from incorrect installation, not due to faulty material or workmanship in accordance with the Vencha warranty, will be payable by the purchaser at the time of repair.
- This warranty is only valid for appliances used according to the manufacturer's instructions.
- The manufacturer does not accept liability for any direct or consequential damage, loss or other expense arising from misuse or incorrect installation and operation of the appliance.
- Warranty will only be provided where proof of qualified electrical installation is provided. E.g. Electrical Safety Certificate.
- Warranty will not be provided if any fan is without an all-pole disconnection incorporated in the fixed wiring in accordance with the wiring rules.
- The manufacturer will not accept in home expenses unless authorization is granted prior to work commencing, and an VRN number allocated by Vencha office.
- Where a service call is undertaken and no fault is found with the ceiling fan, or where the fault is not covered under the terms of this warranty, a call-out fee may be charged.

## How to make a Warranty Claim:

Please refer to trouble shooting section of manual first before actioning warranty claim. Perform possible remedies first before contacting Vencha customer service.

If issues still persist, please continue with claim process:

- Limited repair/replacement warranty: Please return the faulty Vencha product together with a copy of the proof of purchase, and if required, a certificate of compliance for the installation of the product by the licensed electrician who installed the product, to the authorized Vencha retailer where the product was purchased. To the maximum extent permitted by law, the customer must bear the costs and expenses of claiming under this warranty, including but not limited to the cost incurred in freight, postage, handling, travel, dismantling or reinstalling the product.
- In-home repair/replacement warranty: Where an in-home warranty applies, please phone the Vencha office on (02) 8811 1622 in Australia and DO NOT return the product to the retailer. Do NOT uninstall or return a hard-wired product to the retailer unless advised to do so by a Vencha customer service representative. This warranty does not cover installation faults, house wiring faults, loose blades or fittings or damage of any kind. Claims regarding corrosion damage are subject to case by case appraisal.

# Warranty Claim Form

Approval No:

You will need the following:

- Proof of purchase (Such as the original dated purchase receipt/invoice)
- Proof of Installation (Certificate of Compliance)

Please complete form below.

Once complete, please email this form and required documents to **sales@vencha.net.au**

## Customer Details

First Name:		Last Name:	
Address of Installation:			
Address Line 2:			
City:	State:		Post Code:
Contact Number:		Mobile Number:	
Email:		Date of Purchase:	
Store Purchased From:		Invoice Number:	

## Product Details 1

Product Name/Code:	Isolation Switch: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Description of Fault/Damage:			
			Quantity:

## Product Details 2

Product Name/Code:	Isolation Switch: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Description of Fault/Damage:			
			Quantity:

## Installers Details

First Name:		Last Name:	
Installers Contact Number:			
Electrical Contractors Licence Number:			
Date of Installation:			

## Vencha Office Use Only:

Date:	Electrician:
Quote No:	Cost to Rectify:
Approved by:	Signed:



1/6 Boden Rd  
Seven Hills, NSW 2147

**P:** (02) 8811 1622

**E:** [sales@vencha.net.au](mailto:sales@vencha.net.au)

**W:** [www.vencha.net.au](http://www.vencha.net.au)