## TROUBLESHOOTING

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The fan is not operating.</td>
<td>The plug is not fully inserted into the wall outlet.</td>
<td>Make sure that the plug is fully inserted into the base AC wall outlet.</td>
</tr>
<tr>
<td></td>
<td>The wall outlet experienced an overload.</td>
<td>Unplug the fan. Inspect the main electrical breaker box. If you find a tripped breaker, reset it. If the problem persists, contact a qualified, licensed electrician.</td>
</tr>
<tr>
<td></td>
<td>Fuse in plug fails.</td>
<td>Remove and inspect the fuse located in the plug. If the fuse is tripped, replace with the appropriate 5 amp, 125V fuse. If the problem persists, contact a qualified, licensed electrician.</td>
</tr>
<tr>
<td></td>
<td>The fan is defective.</td>
<td>Contact customer service at <a href="mailto:customerservice@blackstoneltd.com">customerservice@blackstoneltd.com</a> or call 1-888-525-7969 for assistance.</td>
</tr>
<tr>
<td>The remote control does not operate the fan.</td>
<td>Make sure remote is pointed toward front infrared window of fan</td>
<td>Replace the battery. For best performance we recommend using a Duracell DL2032 battery. If the problem persists, contact customer service at <a href="mailto:customerservice@blackstoneltd.com">customerservice@blackstoneltd.com</a> or call 1-888-525-7969 for assistance.</td>
</tr>
<tr>
<td></td>
<td>The battery is expired.</td>
<td>Replace the battery. For best performance we recommend using a Duracell DL2032 battery. If the problem persists, contact customer service at <a href="mailto:customerservice@blackstoneltd.com">customerservice@blackstoneltd.com</a> or call 1-888-525-7969 for assistance.</td>
</tr>
<tr>
<td>The fan(s) are missing parts.</td>
<td>Omitted parts are extremely rare due to stringent quality control during assembly; however there is a possibility that parts can be omitted.</td>
<td>Contact customer service at <a href="mailto:customerservice@blackstoneltd.com">customerservice@blackstoneltd.com</a> or call 1-888-525-7969 to request a replacement fan.</td>
</tr>
</tbody>
</table>

### CUSTOMER SERVICE

**HAVE A PROBLEM? DO NOT RETURN TO PLACE OF PURCHASE. PLEASE CONTACT CUSTOMER SERVICE.**

*Should you have any questions or comments please contact us at:*

customerservice@blackstoneltd.com  
1-888-525-7969

**WARRANTY:** This fan includes a one (1) year warranty, which covers manufacturer defects and workmanship under normal use. Warranty is offered only to the original purchaser. Proof of purchase is required. Proof of purchase constitutes a dated sales receipt. This warranty is void if the fan(s) have been subject to abuse such as: being dropped which could result in damage to the fan cabinets, motors, fan controls, etc; immersion in or exposure to water; exposure to excessive heat, outdoor usage, any use other than household use, disassembly, repair or alteration by anyone other than an authorized service provider; use on improper voltage or current, or any use contrary to the user instructions. Batteries and battery life are not covered in this warranty. No other warranties are expressed or implied. To receive coverage under this warranty, contact customer service for consultation and/or replacement. **DO NOT** attempt to repair any electrical or mechanical functions of this product; doing so will void this warranty and could lead to injury.

**WARRANTY ACTIVATION:** To activate the warranty for this product please visit:  
http://www.blackstoneinternational.ltd/product-registration

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**PLEASE READ AND SAVE THESE INSTRUCTIONS**

**WHEN USING ELECTRICAL APPLIANCES, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSON OR PROPERTY, INCLUDING THE FOLLOWING:**

- Read all instructions before using this product.
- Use this fan only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electrical shock or injury to person or property and may void the warranty.
- Always unplug unit before assembly, disassembly or cleaning.
- Always unplug unit when not in use, when moving from one location to another and before cleaning.
- To disconnect, grasp the plug and pull it from the wall outlet. DO NOT unplug by pulling on cord.
- The use of attachments is not recommended nor sold by the manufacturer and may cause hazards.
- Avoid contact with moving parts.
- DO NOT operate any fan with a damaged cord or plug, after a malfunction, or if dropped or damaged in any manner.
- DO NOT operate the fan in the presence of explosive and/or flammable fumes
- DO NOT place the fan or any parts near open flames, cooking or other heating appliances.
- Extreme caution is necessary when fan is used by or near children and whenever the fan is left operating and unattended.

**Note:** To reduce the risk of fire, electrical shock and injury to a person or property, do not plug this product into extension cords. The extension cord could overheat. If the use of an extension cord is necessary, use a short extension cord that is UL or ETL listed to decrease the chance of overheating. Do not plug the fan into any cord connected devices. This includes surge protectors, multiple outlet adapters, and power strips.

**REMOTE CONTROL OPERATION**

- **POWER** Turns Fan On/Off
- **SPEED SELECTION** Allows four different speed selections
- **OSCILATION** Turns oscillation On/Off
- **MODE** WIND SELECTION Allows for three different wind modes
- **TIMER** Allows for automatic shutoff after preset time selections

Prior to first-time operation, please remove the clear plastic tab at the base of the remote and remove plastic covering from the front of the face.

**REMOTE CONTROL BATTERY REPLACEMENT**

- On the back of the remote, press the release button on the bottom right hand side. This will allow the tray containing the battery to be released.
- Release the tray by squeezing the small clip and pulling down the tab at the bottom of the remote (Fig. 1).
- Replace the battery with 1 “DL2032” coin cell battery and dispose of properly and in accordance with local law and ordinances.
- Slide the tab back into position until the tray lock s into the remote.
- **DO NOT DISPOSE OF BATTERY IN FIRE, BATTERY MAY EXPLODE OR LEAK.**
- This product contains a button battery. If swallowed, it could cause severe injury or death in just 2 hours. Seek medical attention immediately.
- For best performance we recommend using a Duracell DL2032 battery.

**FIG. 1**

![REMOTE CONTROL BATTERY REPLACEMENT](image)
Step 1
Turn the base upside down. Firmly snap the Base Front (B) onto the Base Back (C) by aligning the four holes onto the four posts. Tighten the Base Screws so that the Base Front (B) is secure with the Base Back (C).

Step 2
Pass the Power Cord through the center hole of the base.
Align the Base Front (B) and insert the four posts on the Fan Body (A) into the four holes on the top of the base. It will only fit one way. Place the four Body Screws (D) into the holes through the bottom of the base and securely tighten.

Step 3
Run the power cord through the guide on the bottom of the Base Back (C) by tucking the cord under the tabs. Set fan upright on the base and it is ready for use.
Evening Wind follows:
The air flows as an evening breeze to a light night breeze and are detailed as follows:

- **ECON**
- **LOW**
- **MED**
- **HIGH**

**ECON Evening Wind**
The air flow remains at ECON.

**LOW Evening Wind**
The air flow begins at LOW, after half an hour it will drop down to MED.

**MED Evening Wind**
The air flow begins at MED, after half an hour it will drop down to LOW, after an additional half an hour it will drop down to ECON.

**HIGH Evening Wind**
The air flow begins at HIGH, after half an hour it will drop down to MED, after an additional half an hour it will drop down to LOW, after an additional half an hour it will drop down to ECON.

**Standard Wind**
The Standard Wind mode is simply the ECON, LOW, MED, HIGH speed settings.

**Breeze Wind**
Automatically selects wind speed randomly as you would find outdoors. The speeds are detailed as follows:

- **ECON Breeze Wind**
The wind settings will fluctuate between MED, LOW and ECON in an 80 second wind cycle that repeats with ECON being the most common.
- **LOW Breeze Wind**
The wind settings will fluctuate between MED, LOW and ECON in an 80 second wind cycle that repeats with LOW being the most common.
- **MED Breeze Wind**
The wind settings will fluctuate between HIGH, MED,LOW and ECON in an 80 second wind cycle that repeats with MED being the most common.
- **HIGH Breeze Wind**
The wind settings will fluctuate between HIGH, MED,LOW and ECON in an 80 second wind cycle that repeats with HIGH being the most common.

**USER SERVICING INSTRUCTIONS**

A. To disconnect, grasp the plug and pull it from the wall outlet. DO NOT unplug by pulling the cord.
B. Open fuse cover. Slide open the fuse access cover located on the top of the plug towards plug blades.
C. Remove the fuse by turning the fuse over (end over end) carefully making sure not to break the fuse. (See Fig. 2)
D. Risk of fire. Replace fuse only with 5A, 125V fuse. (Provided with product)
E. Close fuse cover. Slide close the fuse access cover toward the fan cord on the top of the plug.

**WARNING**
To reduce the risk of electric shock, DO NOT use this fan with any solid-state speed control and DO NOT insert finger or any object into grill.

**POLARIZED PLUG**
This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug and try again. If it still does not fit, contact a qualified electrician. DO NOT attempt to change this safety feature.

**CLEANING AND STORAGE**

- To clean your fan, first turn it OFF and UNPLUG the unit.
- Use a soft cloth to wipe the housing. DO NOT use water or any other chemical solution or cleaner. DO NOT soak or immerse the fan in water or liquid.
- DO NOT ATTEMPT TO TAKE THE FAN APART.
- Store in a dry place away from excessive heat and direct sunlight.
- Regular cleaning will ensure optimum performance and appearance of the fan.
- DO NOT kink the power cord when storing or while in use.