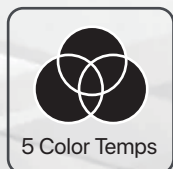


Ensenior



User Manual of

Ensenior 52" Ceiling Fan with Light Remote Control



Model

- 52-357
- 52-338
- 52-428

Ensenior

Perfect Lighting Solution to Enhance Your Life

01 TABLE OF CONTENTS

TABLE OF CONTENTS.....	1	INSTALLATION INSTRUCTIONS.....	6
		▶ Installing the Hanger Bracket.....	6
		▶ Hanging the Fan: Assembling the Downrod and the Motor.....	6
PRODUCT INFORMATION.....	1	▶ Wiring.....	7
		▶ Attaching the Fan Blades.....	8
SAFETY INSTRUCTIONS.....	2	▶ Assembling the Light Kit.....	8
		▶ Remote Control Instructions.....	9
PACKAGE CONTENTS.....	4	TROUBLESHOOTING.....	11
		▶ Problem and Solution.....	11
PREPARATION.....	5	▶ How to Use the Balancing Kit.....	12
		AFTER-SALES SERVICE.....	12
		▶ Customer Service.....	12
		▶ Warranty.....	13
		▶ Contact Us.....	13

02 PRODUCT INFORMATION

Models: 52-357-1 52-357-2 52-357-3

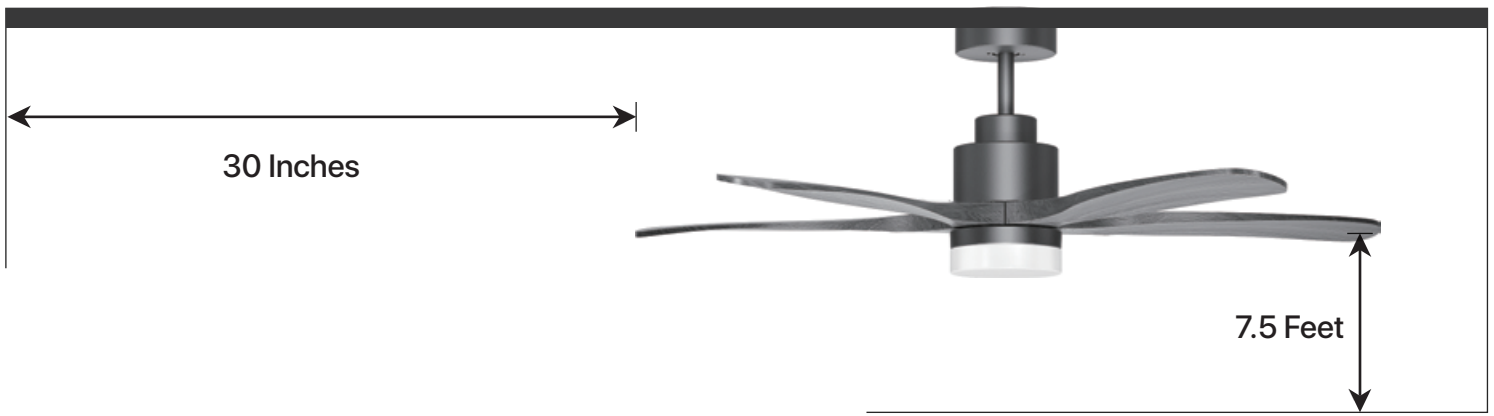
The Whole Fixture		The Fan		The LED Light	
Product Weight <small>(the whole assembled fixture)</small>	12.26 lbs/5.56 KG	Velocity/Speed	6 levels	Brightness(Lumens)	1200LM
Product Height <small>(the whole assembled fixture)</small>	16.14 Inches	Wattage	35W	Color Temperature	2700K/3000K/4000K/5000K/6000K
Voltage	120V	CFM	5938	Wattage	18W
Operating Temperature	14°F to 104°F			Lampshade	Glass
Specific Uses	Indoor use only (dry places)			Dimmable	Yes
Max Angle for Angled Mount	10°			Efficiency(LM/W)	66.67LM/W
				Color Rendering Index(CRI)	80
				Dimming Range	10%-100%

Models: 52-338-1 52-338-2 52-338-3

The Whole Fixture		The Fan		The LED Light	
Product Weight <small>(the whole assembled fixture)</small>	12.10 lbs/5.49 KG	Velocity/Speed	6 levels	Brightness(Lumens)	1000LM
Product Height <small>(the whole assembled fixture)</small>	15.16 Inches	Wattage	35W	Color Temperature	2700K/3000K/4000K/5000K/6000K
Voltage	120V	CFM	6212	Wattage	15W
Operating Temperature	14°F to 104°F			Lampshade	Plastic
Specific Uses	Indoor use only (dry places)			Dimmable	Yes
Max Angle for Angled Mount	10°			Efficiency(LM/W)	66.67LM/W
				Color Rendering Index(CRI)	80
				Dimming Range	10%-100%

Models: 52-428-1 52-428-2 52-428-3

The Whole Fixture		The Fan		The LED Light	
Product Weight <small>(the whole assembled fixture)</small>	11.68 lbs/5.3 KG	Velocity/Speed	6 levels	Brightness(Lumens)	1200LM
Product Height <small>(the whole assembled fixture)</small>	17.13 Inches	Wattage	35W	Color Temperature	2700K/3000K/4000K/5000K/6000K
Voltage	120V	CFM	6851	Wattage	18W
Operating Temperature	14°F to 104°F			Lampshade	Glass
Specific Uses	Indoor use only (dry places)			Dimmable	Yes
Max Angle for Angled Mount	10°			Efficiency(LM/W)	66.67LM/W
				Color Rendering Index(CRI)	80
				Dimming Range	10%-100%



03 SAFETY INSTRUCTIONS

⚠ WARNING

- To reduce the risk of fire, electrical shock, or personal injury, mount the fan directly from the support structure of the building by connecting the wires to the approved electrical outlet box, and use only the hardware supplied. If you prefer an outlet box to install this ceiling fan, the outlet box should be marked "acceptable for fan support" of 35 lbs (15.88 kg) and use the mounting screws provided with the outlet box. Plastic outlet boxes are not recommended for ceiling fan installation. Most outlet boxes commonly used for the support of lighting fixtures are not acceptable for fan support and may need to be replaced, **please consult a qualified electrician**. Failure to do this can result in serious injury or death.
- If the ceiling is plasterboard or a hollow wooden ceiling, do NOT install the ceiling fan on it. Such a ceiling does not have sufficient bearing capacity. The ceiling fans must be installed in cement concrete or solid wood ceiling whose thickness must be more than 30mm, and the actual bearing capacity must be 35 lbs (15.88 kg) or more.
- To avoid possible electrical shock, before installing your fan, disconnect the power by turning off the circuit breakers to the outlet box and associated wall switch location. If you cannot lock the circuit breakers in the off position, securely fasten a prominent warning device, such as a tag, to the service panel.
- To reduce the risk of personal injury, do not bend the blade attachment system when installing, balancing, or cleaning the fan. **Never insert foreign objects in between rotating fan blades.**
- To reduce the risk of fire, electrical shock, or motor damage, do not use a solid-state speed control with this fan. Use only Ensenior remote pack that comes with this ceiling fan. ONE Ensenior remote can only control ONE Ensenior ceiling fan. Only use parts provided with this fan. The use of parts other than those provided with this fan will void the warranty.
- Indoor use only (dry places).
- The largest angle for angled mount is 10°.
- Make sure the installation site you choose allows a minimum of 7.5 feet from the blades to the floor and at least 30 inches from the tip of the blades to any obstruction (see the picture at the top of this page).
- The remote and the receiver have been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The remote and the receiver generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the remote and the receiver does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - ◆ Reorient or relocate the receiving antenna.
 - ◆ Increase the separation between the equipment and receiver.
 - ◆ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - ◆ Consult the dealer or an experienced radio/TV technician for help.

Caution: modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

⚠ RISK OF ELECTRIC SHOCK

- All electrical connections must be in accordance with local and National Electric Code (N.E.C.) standards and ANSI/NFPA 70.
- Consult a **qualified electrician** if you are unfamiliar with proper electrical wiring connections.
- Before you start installing this ceiling fan, disconnect the power supply by turning off the circuit breaker.
- Do not alter, re-locate or remove wiring when nothing goes wrong with the product.
- Double-check all connections and screws to be sure they are tight and correct.
- Verify whether the supply voltage is correct by comparing it with the product information.

⚠ RISK OF FIRE

- Keep combustibles and other materials that may burn away from this product.
- The maximum operating temperature is 104°F. Do not operate the fixture at temperatures higher than that. (The minimum is 14°F).

CAUTION

RISK OF INJURY

- Keep all the parts of this product away from children. The package contains many small or heavy parts that may bring children the risk of choke or injury.
- **Make sure to install all parts firmly enough in case they fall while running. Carefully check all screws, bolts, and washers on the fan assembly to ensure they are secured.**
- Wear safety gloves and safety glasses always when installing or removing the light or the fan, or performing maintenance. **Some parts of the components are sharp and may hurt your hands, please make sure you are wearing safety gloves when touching and installing the components.**
- Avoid direct eye exposure to the light source while it is on.
- Wear rubber-soled shoes and work on a sturdy ladder.
- Of some models of the ceiling fans, the light kit contains a glass shade, which is relatively fragile. Please handle it with care.

RISK OF BURN

- Do not touch the enclosure or light source. It is normal for the luminaire surface to heat up during work. Allow lights to cool before handling.

RISK OF PRODUCT DAMAGE

- Electrostatic Discharge (ESD): ESD can damage LED fixtures. Personal grounding equipment must be worn during all installation or servicing of the unit.
- Do not touch individual electrical components as this can cause ESD, shorten lamp life, or alter performance.
- Never connect components under load.
- Please make sure that all wires in and out are wired firmly and sufficiently. If not, there will be a flickering issue or the light or the fan will just stop.
- The LED Fixture has no lamp/bulb to replace.

The safeguards provided by these safety instructions and by the separate installation instructions are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution and care are factors that cannot be built into this product. These factors must be supplied by the person(s) installing, caring for and operating the fan.

IMPORTANT

1. Please read carefully the user manual before installation.
2. If there is anything wrong with our ceiling fan, please see the Troubleshooting page. If you could not find an answer on that page, please refer to the Customer Service page and contact us.

ROUTINE MAINTENANCE

1. Please make sure the power is off before maintenance.
2. To avoid any damage to the product, please do not use any chemical solvents during the routine maintenance.
3. To ensure better lighting and airflow, please clean the lampshade and the blades at regular intervals. Do not use water or a damp cloth to clean the ceiling fan. When cleaning the fan, use soft brushes or cloths to prevent scratching. Cleaning products may damage the finishes.
4. At least twice each year, lower the canopy to check the downrod assembly and tighten all screws on the fan.

LIMITED WARRANTY

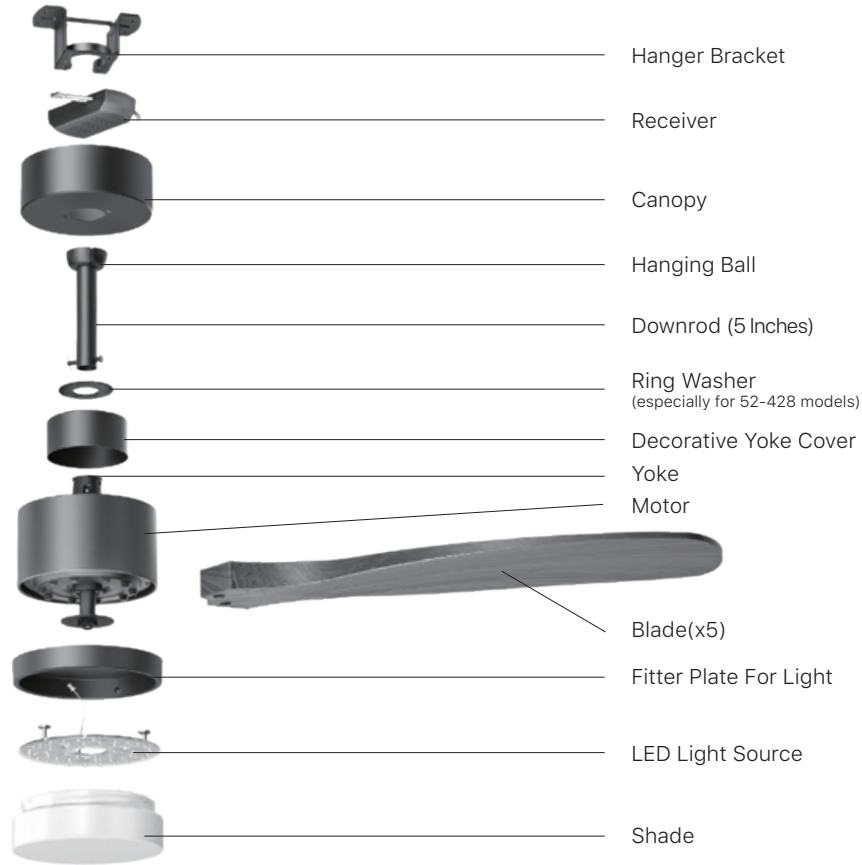
This product is warranted to be free from defects in workmanship and materials.

For details, please refer to the Warranty Page in this manual.

If it fails to do so, please contact the Customer Service Team via service@ensenor.net

04 PACKAGE CONTENTS

We recommend that you pull everything out of the box and lay it out before installation. We have grouped the components below with the hardware you'll need for those parts.



Remote Control x 1



Wall Bracket for Remote x 1

Remote Pack



Wall Anchor x 2



Receiver x 1



Screws for Wall Bracket x 2
(M3*20mm)

Hardware Pack



Expansion Bolts x 2
(M6*50mm)



Wood Screws x 4
(ST4.8*25mm)



Screw Washers x 14
Inside diameter: 6.2mm
(12*6.2*0.8mm)



Blade Screws x 10
(1/4" * 1-3/8")



Yoke Cover Screws x 3
(especially for 52-428 models)
(M5*8mm)

Notice: Some extra hardware may be included. The quantity listed above is the number required for installation.



Balancing Clip x 2
(5GM)



Balancing Weight x 3
(5GM)

05 PREPARATION

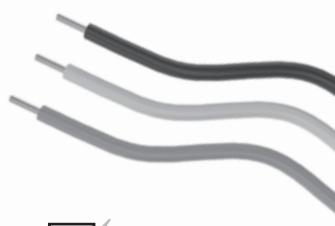
Before Installation




Must be able to secure the fan to building support structure or fan-rated outlet box (**suggested by a qualified electrician**)

Know your wiring

If you are unfamiliar with wiring, consult a **qualified electrician**.



Know your wiring

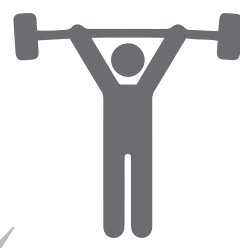


30 Inches

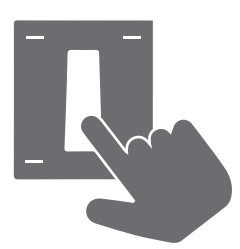
7.5 Feet

Access location

You may need a friend to help you.



Check box to see fan weight



Turn off the power supply

Choose One of the Following Mounting Options

01 Standard



1. Standard Mount: hangs from a **horizontal ceiling of 9 feet high or more** by downrod.

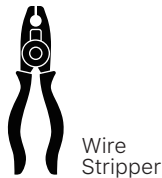
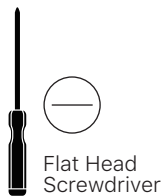
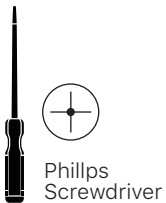
02 Angled



$< 10^\circ$

2. Angled Mount: installed in an angled or vaulted ceiling with downrod. **Ensure the ceiling angle is NOT steeper than 10 degrees.**

Tools Needed



Explanation of Safety Icons Involved



Caution sharp parts



Make sure wire connections are secured



Make sure they are screwed tight



Caution risk of falling

06 INSTALLATION INSTRUCTIONS

1. Installing the Hanger Bracket

1.1 ★ Before you start installing this ceiling fan, turn off the power supply.

1.2 You have two options for installation. Pick one which works best for your location. Remove any existing bracket prior to installation. Only use the provided Ensenior hanger bracket that came in your ceiling fan's box.

★ If you are going to angled mount the ceiling fan, please see Step 2.6 first and then get back to this step and continue.

▼ **Option 1:** If the structure is a **solid wood ceiling**

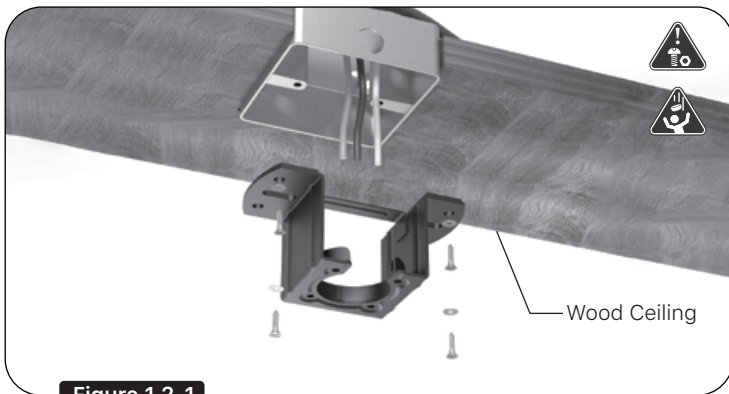


Figure 1.2-1

Use 4 wood screws and 4 washers to install the hanger bracket.

Warning: The thickness of the solid wood ceiling must be more than 30mm, and the actual bearing capacity must be 35 lbs (15.88 kg) or more.

▼ **Option 2:** If the structure is a **cement concrete**

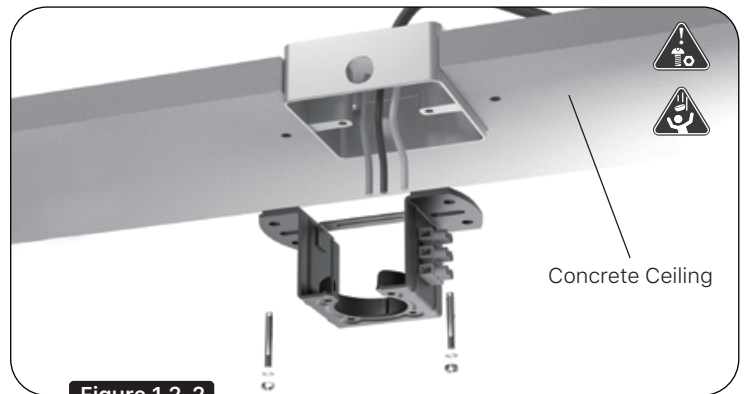


Figure 1.2-2

Use 2 expansion bolts to install the hanger bracket. Please drill two 8mm (diameter) holes in the concrete ceiling first and align the bracket with the holes, then insert the bolts and screw the bolts tight.

2. Hanging the Fan: Assembling the Downrod and the Motor

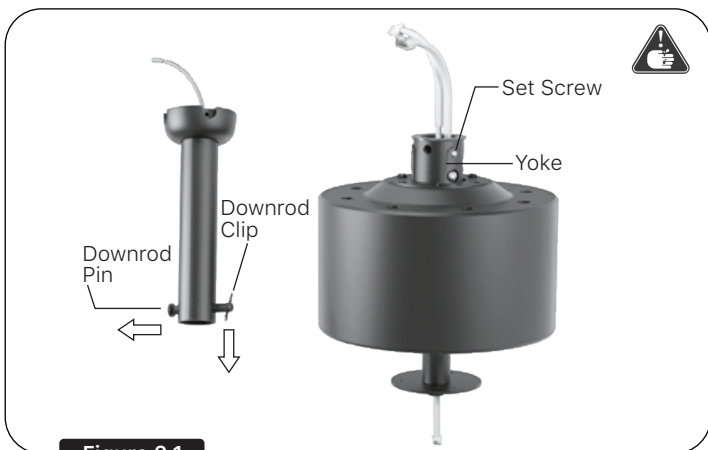


Figure 2.1

2.1 Remove the downrod clip and downrod pin from the downrod. Then remove the set screws in the yoke at the top of the motor housing.

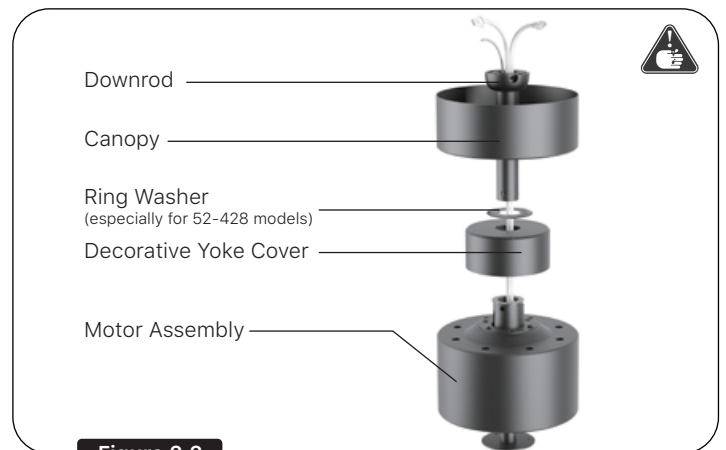


Figure 2.2

2.2 For models 52-357 and 52-338, thread all the wires from the top of the motor through the decorative yoke cover, canopy, and downrod **in sequence**. For models 52-428, thread all the wires from the top of the motor through the decorative yoke cover, ring washer, canopy, and downrod **in sequence**.

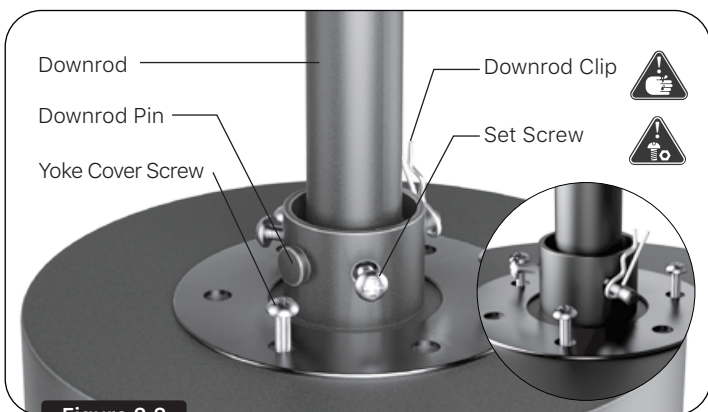


Figure 2.3

2.3 This step is especially for 52-428 models. If your ceiling fan is not one of the 52-428 models, skip this step. Slide the downrod into the yoke of the motor. Locate the 3 yoke cover screws in the hardware pack. Align holes of the ring washer and the top of the motor, and respectively insert the screws into 3 holes with a one-hole gap and screw them tight with a Phillips screwdriver. Reinstall the downrod pin and downrod clip that were previously removed. **The clip should be pushed to its end.** And then secure the downrod with the two set screws that were previously removed. Tighten all the set screws and the downrod pin and clip securely. And then lower the canopy onto the yoke cover.

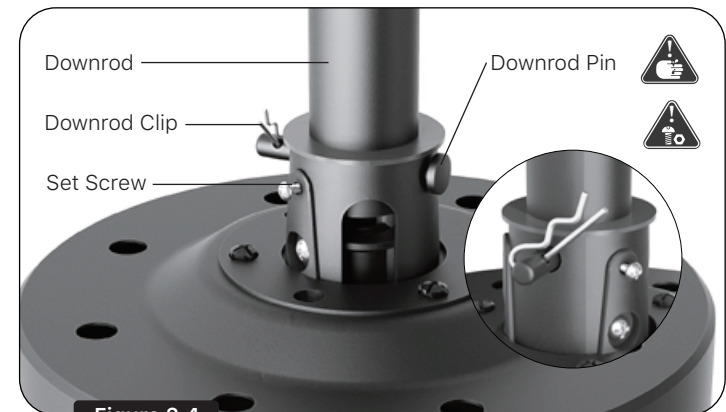


Figure 2.4

2.4 This step is especially for models except for 52-428. If your ceiling fan is 52-428, skip this step. Slide the downrod into the yoke of the motor, align holes and reinstall the downrod pin and downrod clip that were previously removed. **The clip should be pushed to its end.** And then secure the downrod with the two set screws that were previously removed. Tighten all the set screws and the downrod pin and clip securely. And then lower the yoke cover and the canopy onto the motor housing.

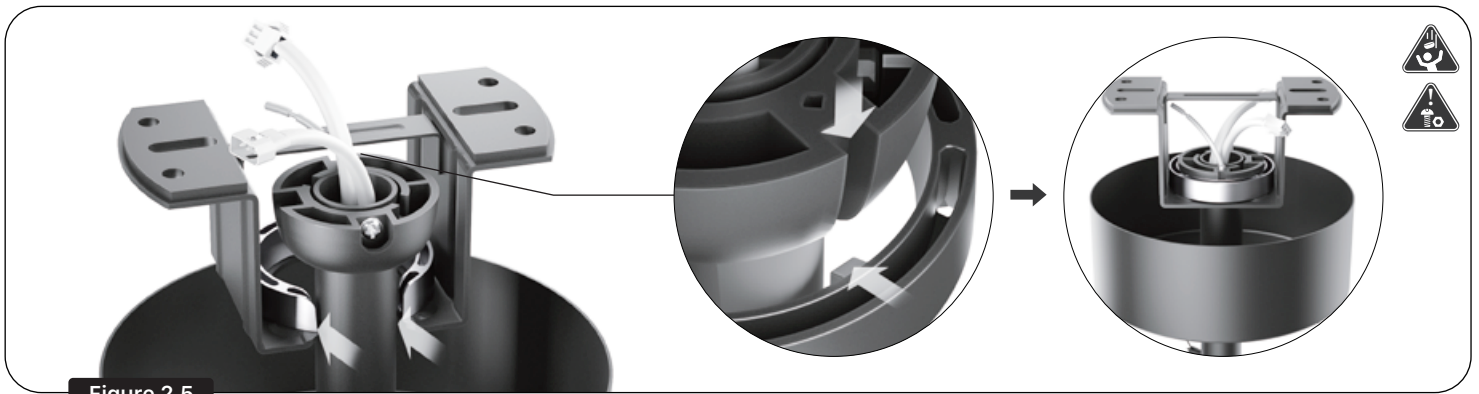


Figure 2.5

2.5 Slide the downrod through the opening in hanger bracket. Align the hanging ball slot with the hanger bracket tab, installing the ball end of the downrod into the opening of hanger bracket. Make sure the top of the hanging ball is in a horizontal position.

Warning: Failure to align the hanging ball slot with the hanger bracket tab may cause the fan to fall, which could result in injury or death.



Figure 2.6

2.6 In angled mount situation, make sure the opening of the hanger bracket is **right up towards the ceiling** (see figure 2.6). If your ceiling fan is standard mount, just skip this step.

3. Wiring

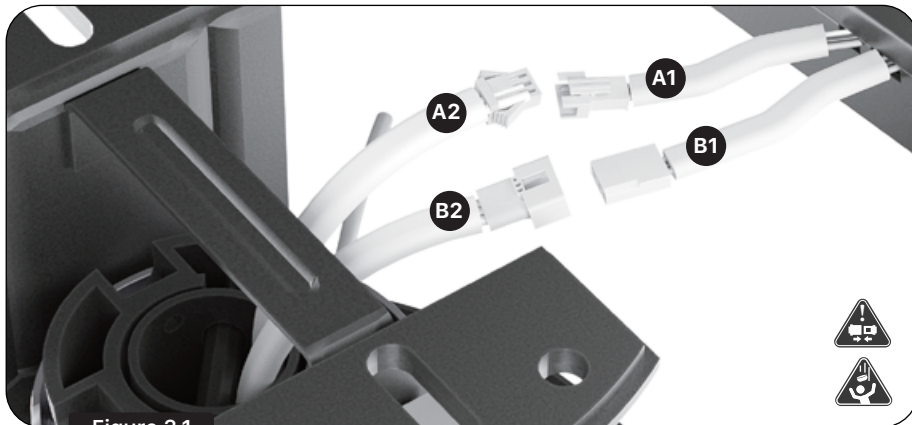


Figure 3.1

3.1

Plug the **A1** connector of the receiver to the **A2** connector from the motor. Plug the **B1** connector of the receiver to the **B2** connector from the motor. Please make sure all the connections are secured.

A1 & A2 for the light, **B1 & B2** for the fan.

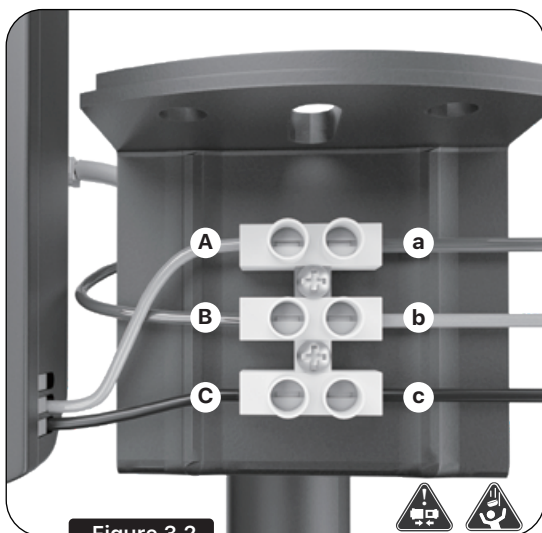


Figure 3.2

3.2

Take off the wire skins (already cut) of the yellow wire of the downrod. On the other side of the receiver, there is one black wire and one white wire. On the one side of the hanger bracket, there is a place for connecting the receiver with the household power supply from the outlet box (figure 3.2). Loosen all the 6 screws in there with a flat head screwdriver.

▼ Option 1

Plug the white wire of the receiver into A	Plug the neutral supply wire into a
Plug the yellow wire of the downrod into B	Plug the ground/earth supply wire into b
Plug the black wire of the receiver into C	Plug the live supply wire into c

▼ Option 2

Plug the white wire of the receiver into a	Plug the neutral supply wire into A
Plug the yellow wire of the downrod into b	Plug the ground/earth supply wire into B
Plug the black wire of the receiver into c	Plug the live supply wire into C

Screw all of them tight with a flat head screwdriver.

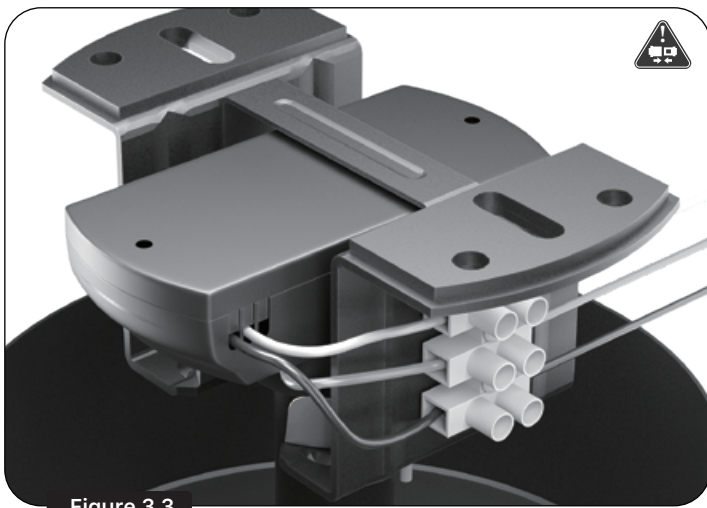


Figure 3.3

3.3 Put the receiver on the top of the hanging ball in the hanger bracket. Make sure all the connections are secured.



Figure 3.4

3.4 Loosen the two screws (Phillips round pan screws) on the hanger bracket. Raise canopy to hanger bracket, aligning the loosened screws with the keyhole slots in the canopy. Twist counterclockwise the canopy to lock and secure the screws tight with a Phillips screwdriver.

4. Attaching the Fan Blades

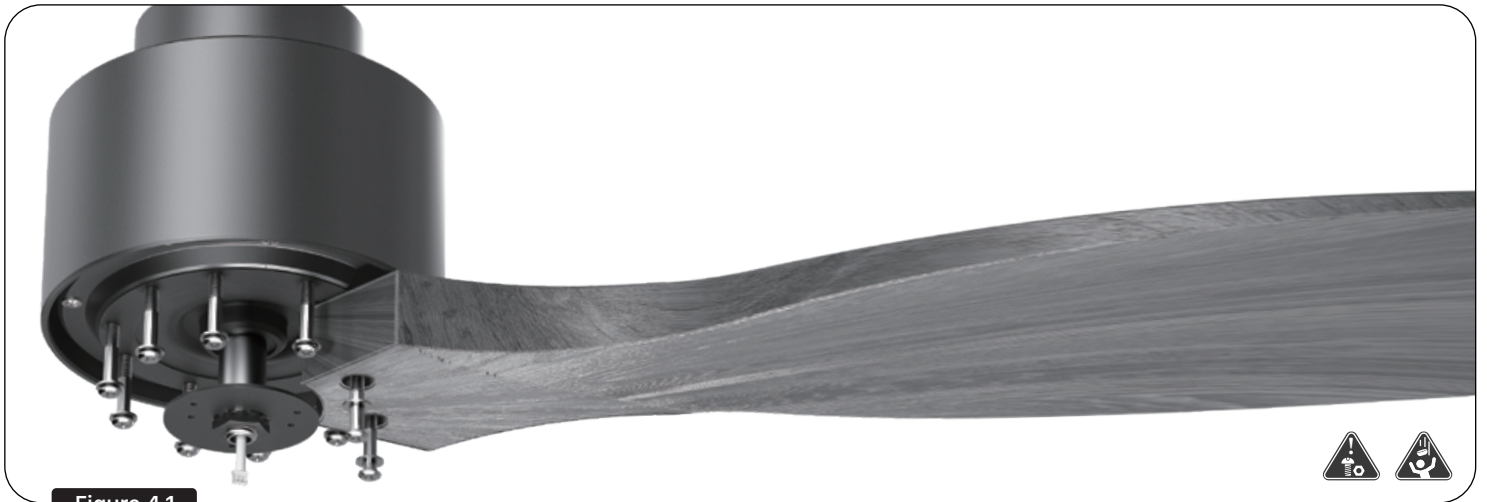


Figure 4.1

4.1 Locate blade screws and washers in the hardware pack. Make sure the labeled side of the blade is upwards. Insert blade screws (along with washers) into the hole of the blade with fingers first and then tighten the screws and washers a bit with a Phillips screwdriver (**Do not screw them tight first**). One blade needs two blade screws and two washers. Repeat this step for the remaining blades. After finishing installing all the blades in this way, secure all the screws tight.

5. Assembling the Light Kit



Figure 5.1

5.1 Remove one of the screws at the bottom of the motor, and loosen the other two. Thread the wire from the bottom of the motor through the center hole of the fitter plate for light. Align the keyhole slots of the fitter plate with the two loosened screws. Twist counterclockwise the fitter plate to lock and screw the two screws tight. Reinstall the other screw that was previously removed and screw it tight.

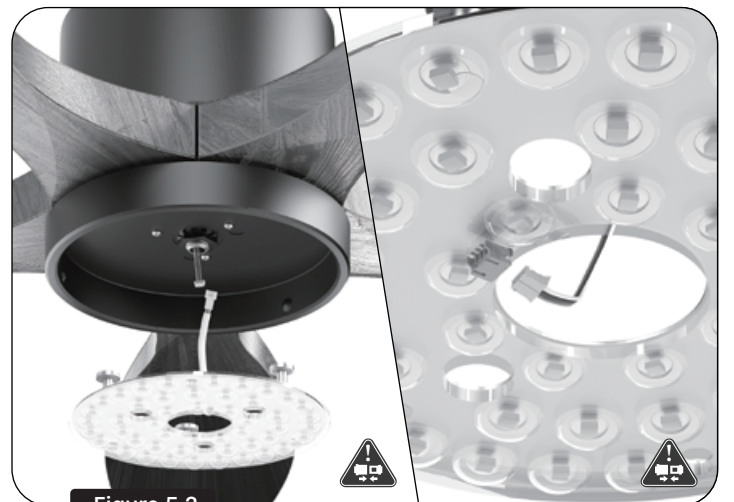


Figure 5.2

5.2 Plug the connector from the motor bottom into the LED light source. Directly attach the LED light source to the fitter plate as they have magnets for each other (make sure their centers are aligned). Choose one of the situations in Figure 5.2 that is the actual situation for you.



Figure 5.3

5.3 Lift the shade and align the notches in the shade with tabs in the fitter plate. Attach the shade to the fitter plate by twisting it clockwise until it is installed into place and cannot be twisted anymore.

Warning: Make sure the shade is installed securely, otherwise it may fall and cause injury.



Figure 5.4

5.4 Finish assembling the fixture.

6. Remote Control Instructions

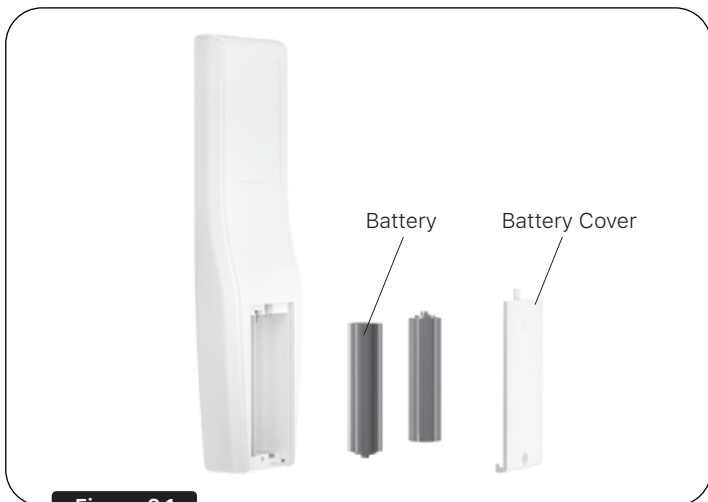


Figure 6.1

6.1 Remove the battery cover from the back of the remote and insert two AAA batteries (not included in the package), making sure positive (+) to positive (+) and negative (-) to negative (-). Reinstall the battery cover. If the batteries are installed correctly, the LED indicator at the top of the remote should illuminate red light when any button is pressed.

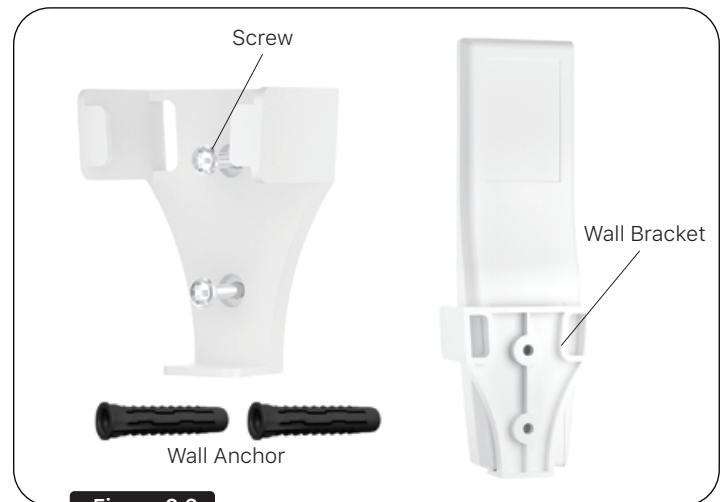


Figure 6.2

6.2 If desired, the wall bracket in the remote pack can be installed into a wall using the provided screws for wall bracket and wall anchors in the remote pack. The remote can be stored in the mounting bracket for easy access.



Figure 6.3

6.3 Make sure everything is installed correctly and securely. Turn on the power supply that was previously turned off. The remote is already paired for use.

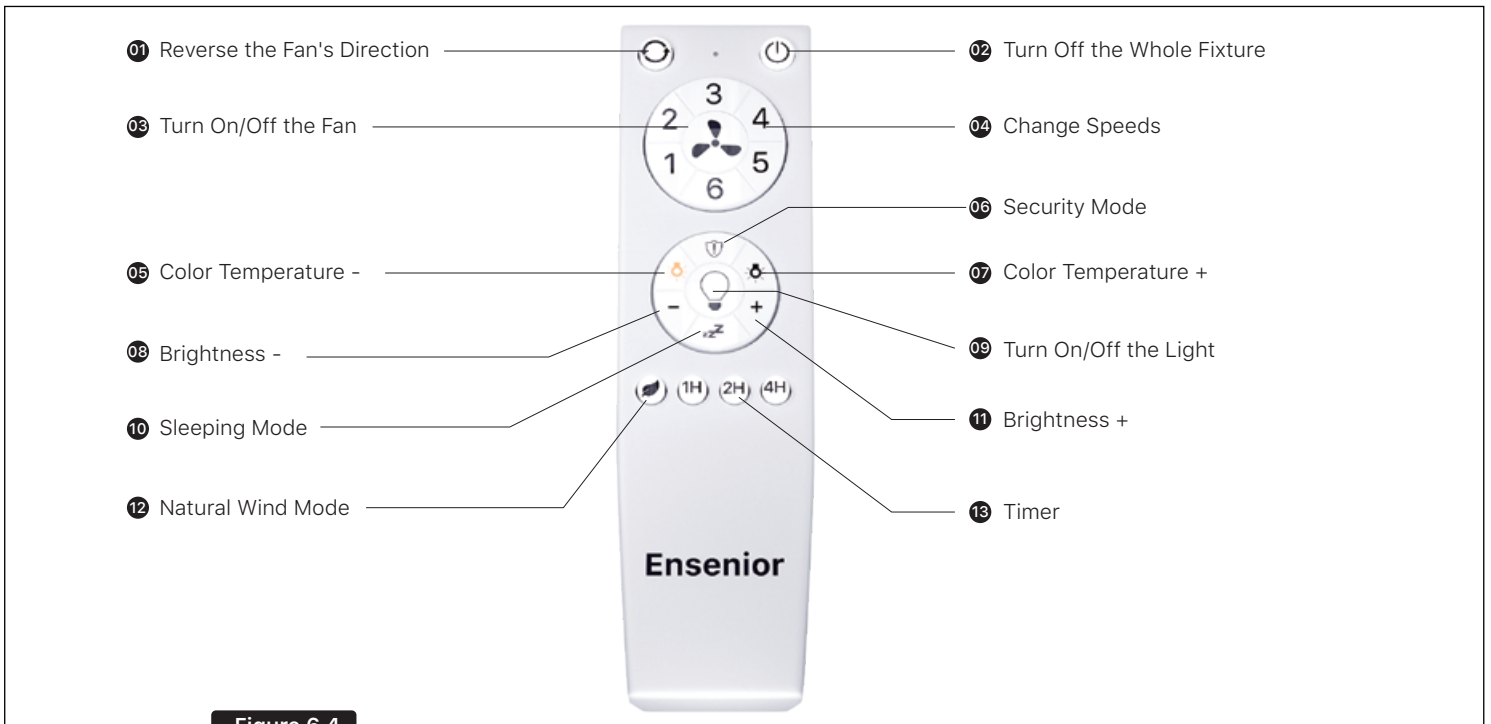


Figure 6.4

6.4 If the light at the top of the remote blinks red when you press any button, that is an effective press.

<p>01 Reverse the Fan's Direction</p>	<p>Press to change the direction of the running fan.</p> <ul style="list-style-type: none"> • Downdraft: making you feel cooler in warm or hot weather • Updraft: making you feel warmer in cool or cold weather <p>Notice: After pressing the button, wait no more than 10 seconds for the fan to reverse its direction.</p>
<p>02 Turn Off the Whole Fixture</p>	<p>Turn off both the fan and the light. Notice: It CANNOT TURN ON both the fan and the light.</p>
<p>03 Turn On/Off the Fan</p>	<p>Turn on/off the fan.</p>
<p>04 Change Speeds</p>	<p>Different speeds of the running fan. Speeds range from low (1) to high (6).</p>
<p>05 Color Temperature -</p>	<p>The lower the color temperature is, the warmer the lighting is.</p> <ul style="list-style-type: none"> • Press: adjust the color temperature level by level • Press and hold: adjust the color temperature successively
<p>06 Security Mode</p>	<p>Simulates occupancy while you are away from home. Press the button and the light is set to the brightest and the fan stops, and 10mins later the light turns off. And then the light will randomly turn on for 10mins at random intervals. Light will blink once to confirm the security mode is activated. Press any buttons except for Timer buttons and Security Mode button to cancel.</p>
<p>07 Color Temperatures +</p>	<p>The higher the color temperature is, the whiter the lighting is.</p> <ul style="list-style-type: none"> • Press: adjust the color temperature level by level • Press and hold: adjust the color temperature successively
<p>08 Brightness -</p>	<p>Make the lighting dimmer.</p> <ul style="list-style-type: none"> • Press: adjust the brightness level by level • Press and hold: adjust the brightness successively
<p>09 Turn On/Off the Light</p>	<p>Turn on/off the light.</p>
<p>10 Sleeping Mode</p>	<p>One minute after pressing the button, the light turns off and the fan stays the same. Press again to cancel.</p>
<p>11 Brightness +</p>	<p>Make the lighting brighter.</p> <ul style="list-style-type: none"> • Press: adjust the brightness level by level • Press and hold: adjust the brightness successively
<p>12 Natural Wind Mode</p>	<p>Simulate the effect of natural wind. Press any of the 6 buttons of fan speed to cancel.</p>
<p>13 Timer</p>	<p>Press 1H/2H/4H button, and 1 hour/2 hours/4 hours later, the whole fixture will stop. (Make sure the fan and light settings are what you want before pressing any timer buttons). Press any other buttons (except for the 3 timer buttons) to cancel.</p>

We have received feedback from more than 1000 customers every year. According to our statistics, 95% of customers' problems are related to the method of installation, which could be solved by customers themselves. To save your valuable time, please read the troubleshooting first to quickly identify the cause if you encounter any problems.

Remember: Always contact a certified electrician to do any necessary repairs, especially when wiring is involved! Make sure everything is installed correctly and securely every time.

If the problem still cannot be solved after troubleshooting, please contact Ensenior customer service: service@ensenor.net

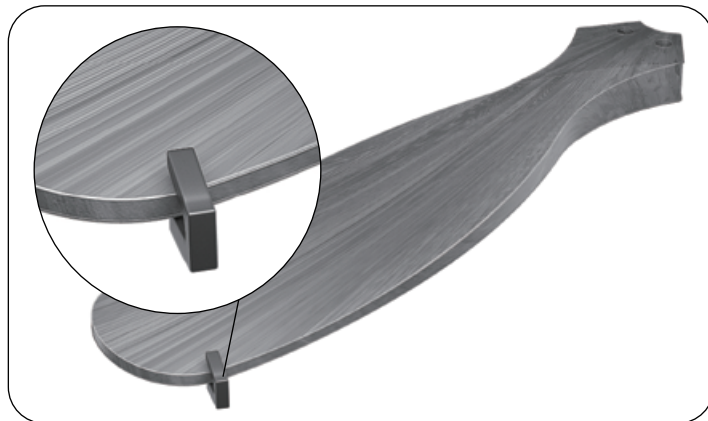
Problem and Solution

The fan has an odor	<ul style="list-style-type: none"> • A "new fan" smell is rare but can happen. The smell is in no way harmful. Please run your fan on high speed for 24 consecutive hours, and the smell will disappear. If you have any further questions, please do not hesitate to contact us.
The fan does not work/stops working	<ul style="list-style-type: none"> • Press the remote's "turn on/off the fan" buttons to ensure it is on. • Check the household power supply to ensure the power is turned on. • Make sure no one else has ever pressed the timer buttons, or accidentally pressed the security mode button. • Turn off the power supply, 1) Make sure the blades spin freely by hand; 2) Loosen the canopy and check all the connections.
The blades are not spinning	<ul style="list-style-type: none"> • If you can tell the fan is getting power because the motor is charged and the lights turn on, but the blades won't spin, it could be caused by a wiring issue.
The fixture is making a noise	<ul style="list-style-type: none"> • First of all, turn off the power. • Ensure the mounting bracket is secured to the building support structure and that the screws are tight. • Check to see if any of the blades are cracked. • Check to see if the fitter plate for light is securely installed. <p>Special noises</p> <ul style="list-style-type: none"> • Clicking Clicking noises in a fan are most often caused by loose blades. Check all the screws and screw them tight. • Crackling or sizzling If you notice crackling or sizzling around the fixture, you should turn off power to the fan immediately. If an odor like a popcorn-type smell is coming from the fixture or you hear a crackling noise, you will likely need to contact customer service to troubleshoot the source of the issue. • Electrical buzzing or humming <ul style="list-style-type: none"> ✓ Check that the LED light source receives the correct wattage. ✓ Check the receiver: a defective receiver can create a humming noise. ✓ If you've tracked the buzzing to an outlet or wiring, arrange for a certified, professional electrician to repair it. ✓ An electrical hum can come out of a circuit breaker if it is overloaded with current and not shutting off as it's meant to. Please contact a certified, professional electrician to investigate and repair the cause of the buzzing. ✓ A defective motor can potentially cause buzzing.
The fan wobbles excessively when running	<ul style="list-style-type: none"> • Turn off the fan and the power first. • Check all the blade screws. Make sure they are screwed tight and correctly. • Support the fan carefully and check that the hanging ball of the downrod is properly seated. • Loosen and lower the canopy cover to examine the hanger bracket and make sure the fan is mounted properly. If the bracket is loose, use a screwdriver to tighten it. The bracket must be flush without movement against the building support structure. • Lift up the yoke cover and tighten the set screws on the yoke until secure. • Look for warped blades. If even one blade is slightly distorted, it can create an imbalance. Check for warping by standing on a secure ladder and looking down the edge of the blade toward the motor. If there's any curvature, the blade is considered warped. • Switch one blade with a blade from the opposite side. • Balance the fan by using the blade balancing kit to even out the blade weight distribution. <u>If you are not sure about how to use the balancing kit correctly, please see the instructions shown at the end of this troubleshooting page.</u>
The fan operates correctly but the lights are not working	<ul style="list-style-type: none"> • Make sure no one else has ever pressed the sleeping mode button. • Turn off the power first, 1) Ensure the LED light source is securely connected to the motor; 2) Ensure the connector for the light from the motor is securely connected to the receiver; 3) Check all connections at the ceiling outlet box.
The light is flickering	<ul style="list-style-type: none"> • Turn off the power first, 1) Ensure the LED light source is securely connected to the motor; 2) Ensure the connector for the light from the motor is securely connected to the receiver.
The remote control does not work	<ul style="list-style-type: none"> • Make sure the batteries are installed correctly. • Insert new AAA batteries in the battery compartment of the remote to make sure the remote is powered. • If there are several fans in close proximity, turn power off to other fans and try the remote again. • Turn off the power and check the connections of the receiver.

How to use the balancing kit

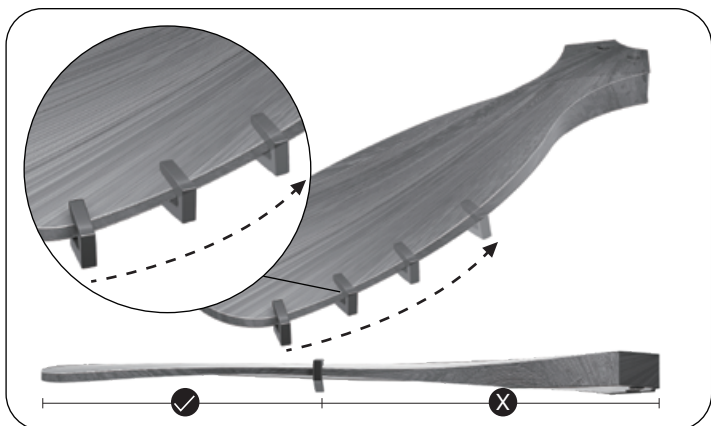


1. Make sure your fan is properly installed and all fasteners are secure. Running the fan at the highest speed is ideal for performing the following steps and confirming their testing results.



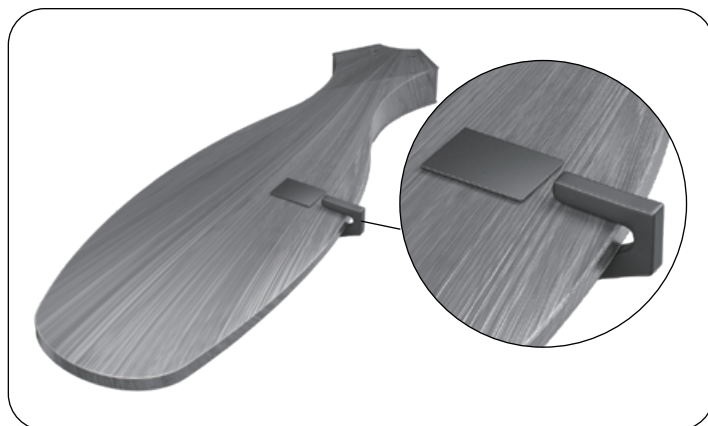
2. With your fan **stopped**, attach one clip to the edge of any blade. Run your fan and observe the wobble. Stop the fan and move the clip to the next blade. Repeat this process on all of the fan blades until you found the wobble is the least.

Notice: if there are two balancing clips in the pack, the other one is used as a spare.



3. Move the clip to the edge of the blade that caused the least wobble identified in the last step. Run your fan and observe the wobble. Adjust the clip in small increments along the edge of the blade until the least wobble is achieved.

Notice: the clip should be attached to places of uniform thickness (shown as the picture above)



4. At the location where you noticed the least wobble, firmly adhere the balance weight to the blade in line with the clip and remove the clip.

08 AFTER-SALES SERVICE

12
HOURS
Quick Response

12 HOURS QUICK RESPONSE

If there is any problem with our light, please refer to the Troubleshooting page on the back. If you still could not fix this, please contact us immediately. It doesn't matter if you have installed the product, we will respond **within 12 hours**.

The fastest way to help us confirm the problem is to send us a video of the problematic light to our official email box.

30
DAYS
Money Back

30-DAY MONEY-BACK

For 30 days after the date of purchase, return your Ensenior product and receive a full refund for ANY reason.



FRIENDLY REMINDER

We sincerely hope to solve the problem for you.

We do NOT recommend that you leave a product rating first, because we cannot obtain your contact information through the review/feedback, nor can we obtain your relevant information and provide you with compensation.

WARRANTY

1. The LED Light Source: Three-Year Limited Warranty

If any part of your LED Light Source (not including the fitter plate and the shade) fail at any time within three years of the date of purchase due to a defect in material or workmanship, as determined solely by Ensenior, Ensenior will provide the replacement free of charge.

2. 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 Ensenior, Ensenior will provide you with the replacement free of charge. The foregoing limited warranty applies only to the motor itself and does not apply to electronic controls – such as the remote, or the receiver. Such electronic control items are **INCLUDED IN THE ONE-YEAR LIMITED WARRANTY BELOW**.

3. Other: One-Year Limited Warranty

Except as otherwise indicated throughout this warranty, if any part of your Ensenior 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 Ensenior, Ensenior will provide the replacement free of charge.

The Warranty Does NOT Cover:

There is no warranty for

- Remote control batteries;
- 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;
- Fans that are damaged due to any of the following: improper installation, misuse, abuse, improper care, failure to follow Ensenior 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. ENSENIOR 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.

Please rest assured that our service aim is to make customers 100% satisfied. If there is any problem, please contact us as soon as possible, we will not let you down.

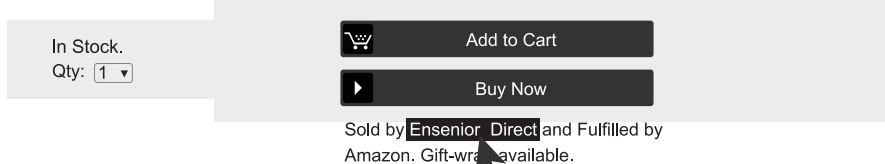
Contact Us

- 1 Contact by "Ask a question" on the "Ensenior" Seller Page.(7x24H)
Because Amazon's information system sometimes can't successfully receive and send information, in which case you may not receive our response. We will never be able to reply to your inquiry. If you find that we have not responded to you within 24 hours, please send us an e-mail.
- 2 Contact via Email: service@ensenior.net(7x24H)

- Sign into your Amazon account, search the product about Ensenior.



- Go to the product listir



- Click "Ask a Question" or "Contact the seller"

Have a question for Ensenior Direct ?

Ask a question



Rewarding

Scan the QR code to **fill the form**, you will get **1 FREE EXTRA YEAR** Warranty. You also get the chance of participating our **FREE PRODUCT TRIALS** and Coupon!

Ensenior

Perfect Lighting Solution to Enhance Your Life