**Fan Customer Service Booklet**

**Welcome to Fan Customer Care**

Thank you for choosing our fan. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure smooth performance and longevity of your appliance.

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**1. Getting Started**

* **Types of Fans:** Ceiling Fan, Table Fan, Pedestal Fan, Wall-Mounted Fan, Exhaust Fan
* **Key Features:** Speed settings, remote control, energy efficiency, noise reduction, anti-dust coating
* **Common Brands:** Havells, Crompton, Usha, Bajaj, Orient, Panasonic, Atomberg

**2. Installation & Setup**

* Ensure the **mounting surface is stable** and can support the fan.
* Follow the **manufacturer’s instructions** for installation.
* Secure all **screws and connections** properly.
* For ceiling fans, maintain a **safe distance from the ceiling** (at least 7 feet from the ground).
* Plug into a **proper power socket** with grounding.

**3. Usage Instructions**

* Use the correct **speed setting** based on your comfort.
* For remote-controlled models, ensure the **batteries are working**.
* Avoid running the fan at **maximum speed continuously** for long hours.
* Turn off the fan when not in use to **save energy**.
* Keep children away from the **blades while in motion**.

**4. Maintenance & Cleaning Tips**

* **Dust the blades** regularly to maintain efficiency.
* Use a **soft, damp cloth** to clean the motor housing.
* For ceiling fans, clean with a **long-handled brush**.
* Lubricate the **motor bearings** if required (refer to the user manual).
* Ensure **all screws and bolts** are tightened periodically.

**5. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Fan not turning on | Power issue | Check power supply, reset circuit breaker |
| Fan making noise | Loose screws or dust buildup | Tighten screws, clean fan blades |
| Speed fluctuation | Faulty capacitor | Replace the capacitor |
| Remote not working | Battery drained | Replace remote batteries |
| Blades not rotating properly | Obstruction in motor | Inspect and remove blockage |

**6. Energy Efficiency & Safety**

* Use **energy-efficient fans** (BLDC models) to save power.
* Turn off the fan when not in use.
* Ensure **proper wiring** to avoid electrical hazards.
* Do not use the fan near **water sources** to prevent short circuits.
* Install **stabilizers** for voltage fluctuations in high-power fans.

**7. Warranty & Support**

* **Warranty Period:** Typically 1-2 years (varies by brand).
* Covers **manufacturing defects** but excludes physical damage or unauthorized repairs.
* Keep the original invoice for warranty claims.

**8. Customer Care Contact Details**

For brand-specific support, contact your fan manufacturer:

* **Havells:** 1800-103-1313
* **Crompton:** 1800-419-0505
* **Usha:** 1800-103-1111
* **Bajaj:** 1800-102-9144
* **Orient:** 1800-103-7574
* **Panasonic:** 1800-103-1333
* **Atomberg:** 1800-103-4915

For additional assistance, visit the official website of your fan brand.