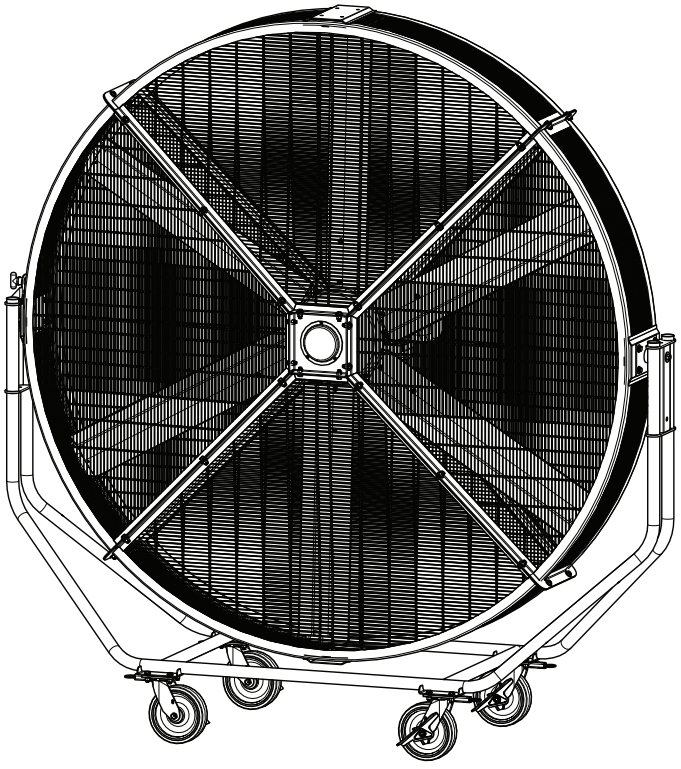
BIG ASS FANS
No Equal®

INSTALLATION GUIDE

AirGo®



For help, call 1-877-BIG-FANS
or visit www.bigassfans.com

Installation Checklist

☐ **Will the fan be installed so that it is not subjected to high winds, such as from an HVAC system?** Install the fan so that it is ≥1x fan diameter away from a diffuser if the fan is at same level or above diffuser. If the fan is below a diffuser, install the fan so that it is ≥2x fan diameter from the diffuser.

☐ **Do you have the correct power circuit for the fan controller?** See page 7 for information on selecting the correct circuit/fuse for the fan controller.

Customer Service: 1-877-BIG-FANS
(International: +1 859 233 1271)

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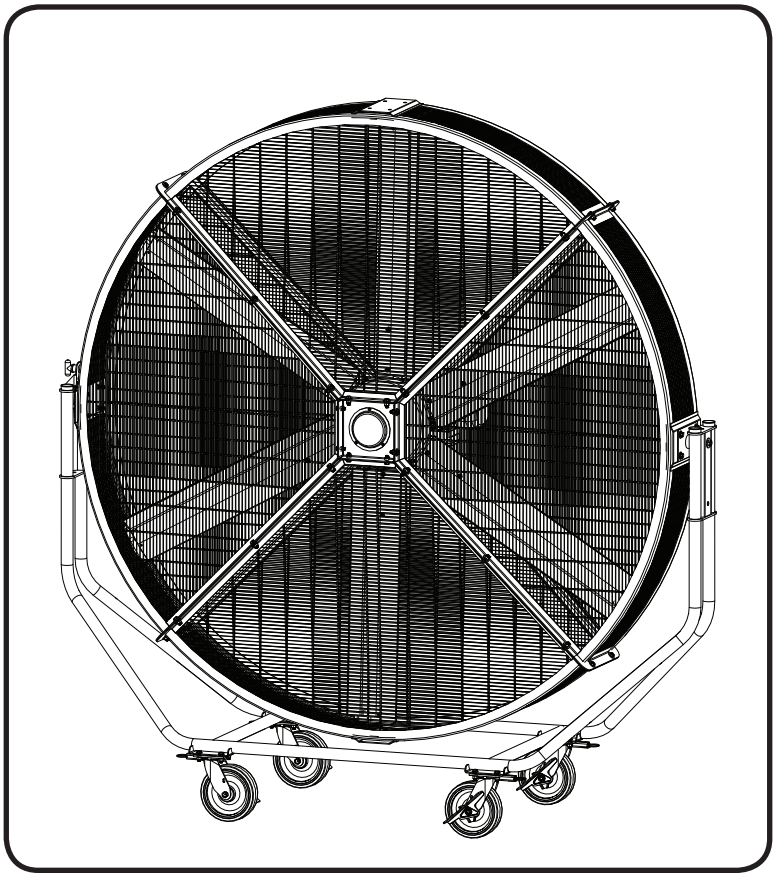
Installation Guide
AIRGO®



Installation Guide:
Apr. 2015
Rev. K

This product was manufactured in a plant whose Management System is certified as being in conformity with ISO 9001:2008.

Conforms to ANSI/UL STD 507: Electric Fans
Certified to CAN/CSA C22.2 No.113: Fans & Ventilators

Contact Information

Manufacturing
2425 Merchant Street
Lexington, KY 40511
1-877-BIG-FANS
www.bigassfans.com

Customer Service
2348 Innovation Drive
Lexington, KY 40511
1-877-BIG-FANS
www.bigassfans.com

Warranty Returns
800 Winchester Road
Lexington, KY 40505
1-877-BIG-FANS
www.bigassfans.com

Australia Office
Unit 22, 1029 Manly Road
Tingalpa QLD 4173, Australia
(07) 3292 0100
www.bigassfans.com/au

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www.bigasssolutions.com/patents

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IMPORTANT SAFETY INSTRUCTIONS
READ AND SAVE THESE INSTRUCTIONS

WARNING—TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

a. **The fan must be installed with mounting hardware that is marked to indicate suitability with this model. Other mounting hardware cannot be substituted.**
b. **Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards.**
c. **Use this unit only in the manner intended by Big Ass Fans.**
d. **Before servicing or cleaning unit, switch power off at service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.**

CAUTION: The installation of a Big Ass Fan must be in accordance with the requirements specified in this installation manual and with any additional requirements set forth by the national electric code (NEC) and all local codes. Code compliance is ultimately YOUR responsibility!

WARNING: The fan controllers contain high voltage capacitors which take time to discharge after removal of mains supply. Before working on the fan controller, ensure isolation of mains supply from line inputs at the fan controller. Wait three minutes for capacitors to discharge to safe voltage levels. Failure to do so may result in personal injury or death. Note: Darkened display LEDs are not an indication of safe voltage levels.

CAUTION: Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged or hazardous power source. Do not attempt to resolve electrical malfunctions or failures on your own. Contact Big Ass Fans if you have any questions regarding the electrical installation of this fan.

WARNING: To reduce the risk of fire, electric shock, and injury to persons, Big Ass Fans must be installed with Big Ass Fan supplied controllers. Other parts cannot be substituted.

CAUTION: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.

WARNING: Risk of fire, electric shock, or injury to persons during cleaning and user-maintenance! Disconnect the fan from the power supply before servicing.

CAUTION: Do not bend the airfoils when installing, adjusting, or cleaning the fan. Do not insert foreign objects between rotating fan airfoils.

WARNING: Stay alert, watch what you are doing, and use common sense when installing fans. Do not install fans if tired or under the influence of drugs, alcohol, or medication. A moment of inattention while installing fans may result in serious personal injury.

CAUTION: The Big Ass Fans product warranty will not cover equipment damage or failure that is caused by improper installation.

CAUTION: Do not operate fan with a damaged cord or plug. Return fan to an authorized service facility for examination or repair.

CAUTION: Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area where it will not be tripped over.

WARNING: To reduce the risk of electric shock, do not expose to water or rain.

CAUTION: If you are using the misting system accessory with the AirGo® fan, the fan and misting system will require a dedicated 15A circuit to operate; however, Big Ass Fans recommends operating on a dedicated 20A circuit. If operating the fan and misting system on a 15A circuit, you may need to reduce the fan speed.

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Contents

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Notes

Introduction 1

Thank you and congratulations on your purchase of a Big Ass Fan, an efficient and cost-effective way to stay cool in the summer and warm in the winter. The revolutionary design of our fans combines the best of both form and function to bring power performance and a sleek look to any setting. More importantly, you have purchased a product that is backed by extensive research, thorough testing, and quality manufacturing. We're ready to answer any questions or comments at 1-877-BIG-FANS or visit our Web site at www.bigassfans.com.

Who we are and what we do

Big Ass Fans has been the preeminent manufacturer of large-diameter, low-speed fans since 1999. With a worldwide presence and located in beautiful Lexington, KY, we research, design, and manufacture the most effective air movement solutions on the market. Our never-ending commitment to quality and innovation keeps us at the leading edge of a burgeoning industry. With an eye to helping customers satisfy their needs, and a strong sense of corporate responsibility to the community, Big Ass Fans has redefined the way business is done.

About this fan

AirGo® specifications

Airfoil diameter	85.5" (2.17 m)
Airfoil design	Wickerbill
Fan height (with casters)	101" (257 cm)
Fan weight	450 lbs (204 kg)
Motor size	0.5 HP (0.37 kW)
Minimum required supply circuit size	15A @ 100–125V 1Φ
Maximum output current at full RPM	3.4A @ 200–250V 3Φ
Maximum RPM	180 RPM

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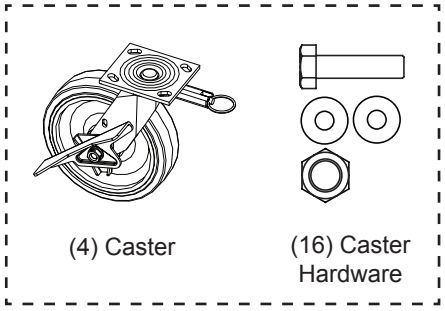
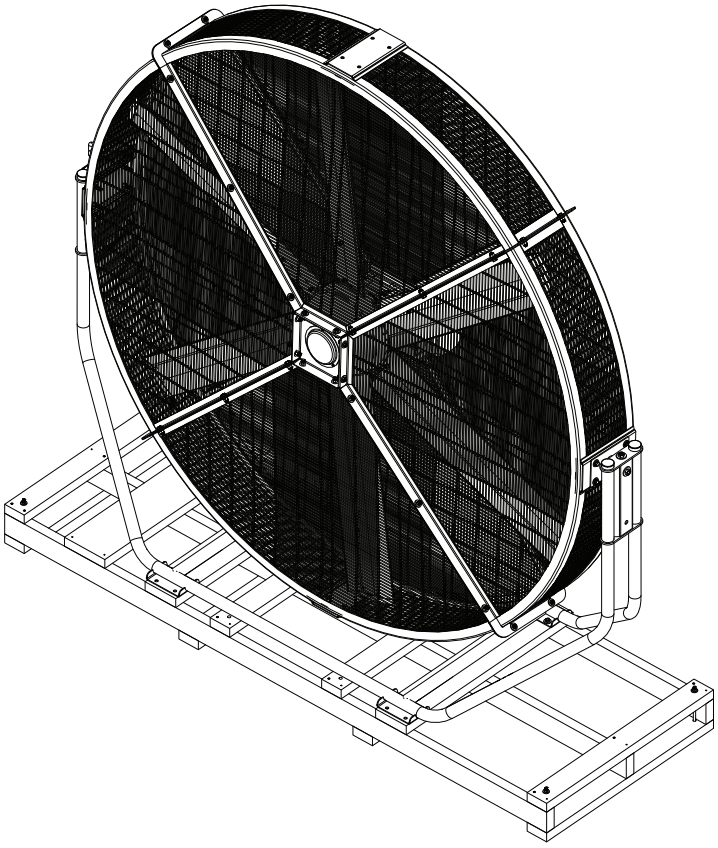
2 Pre-Installation

What's in the box

The fan is secured to a pallet and wrapped for protection during shipping. The casters, caster hardware, and controller manual are attached to the pallet in a separate box. To remove the fan from the pallet, use an electric impact wrench or socket wrench to unfasten the bolts securing the fan to the pallet. If you are missing any components required for fan assembly or operation, contact Big Ass Fans.

Note: Dashed lines indicate boxes. Drawings below are not to scale.

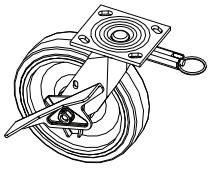
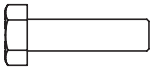




Parts included

Note: Drawings below are not to scale.

Casters and hardware

			
(4) Caster	(32) 3/8" Flat Washer	(16) 3/8" Nylock Nut	(16) 3/8" Hex Bolt

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Fan diagram

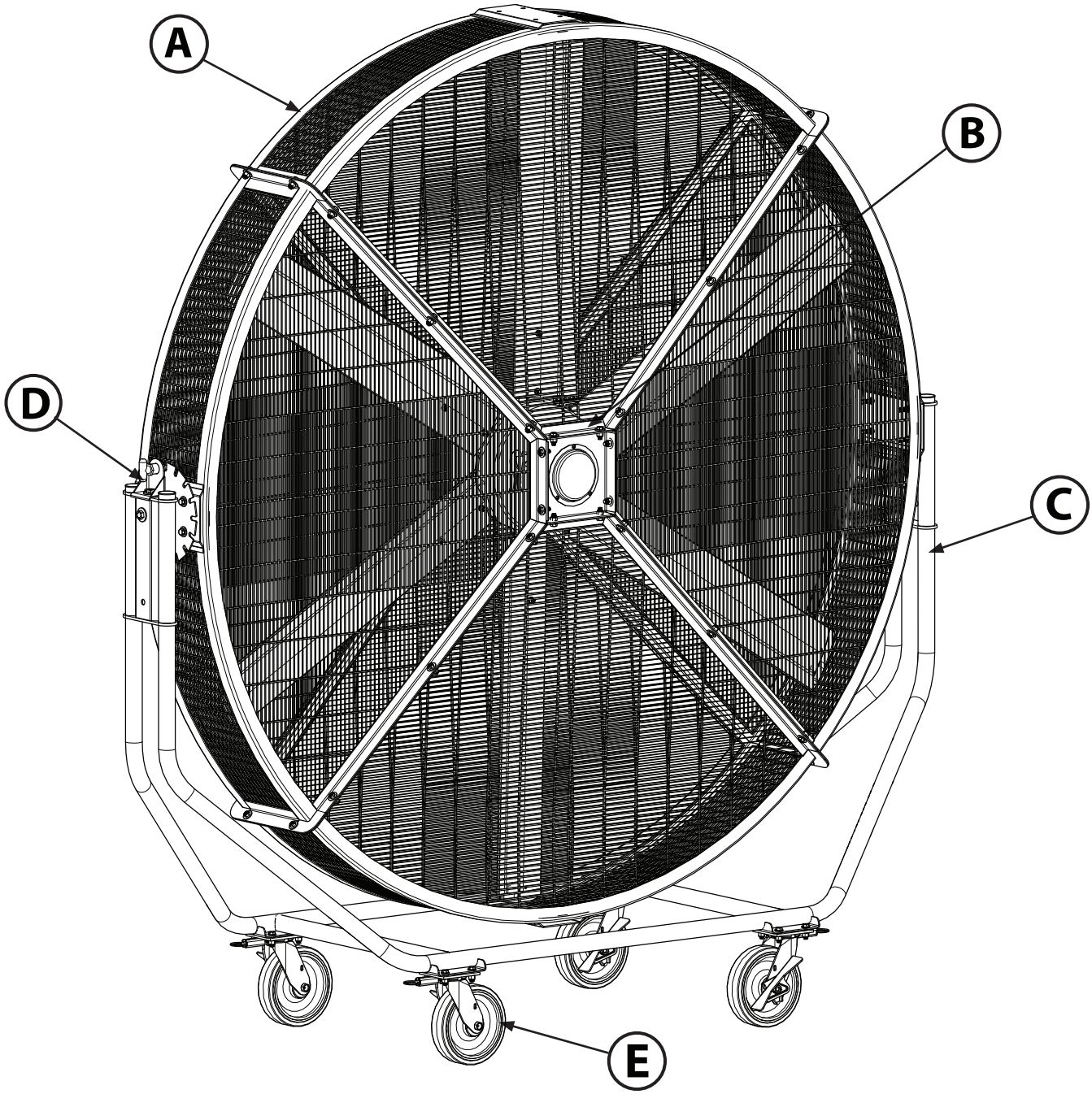
A. Protective Cage. The steel cage that protects both the fan and users during operation.

B. Fan Controller (not pictured). The fan controller powers the fan and controls the fan's speed, and is located on the back side of the fan cage.

C. Support Frame. The support frame includes lockable casters to position the fan where it is needed most.

D. Position Locking Mechanism. The position locking mechanism secures the protective fan cage in the desired vertical position.

E. Casters. The casters include both locking brakes and swivel locks.



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Preparing the work site

Mechanical installation

- AirGo weighs, at maximum, 450 lbs (204 kg). At least two installation personnel will be required.
- Do not situate the fan where it will be continuously subjected to high winds, e.g., under a high velocity HVAC system.

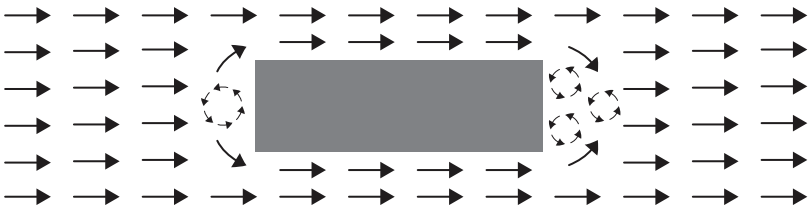
Electrical installation

- The installation of a Big Ass Fan must be in accordance with the National Electrical Code, ANSI/NFPA 70-2011, and all local codes.
- If required, a local disconnect should be installed per NEC and all local codes.
- Refer to specifications on p. 7 for appropriate circuit requirements.
- Each fan requires dedicated branch circuit protection.
- The fan may begin to operate upon connection to power source. Do not apply AC supply power to the fan until the fan is fully assembled and in an acceptable upright position with the caster brakes, swivel locks, and position locking mechanism applied.

Understanding airflow patterns

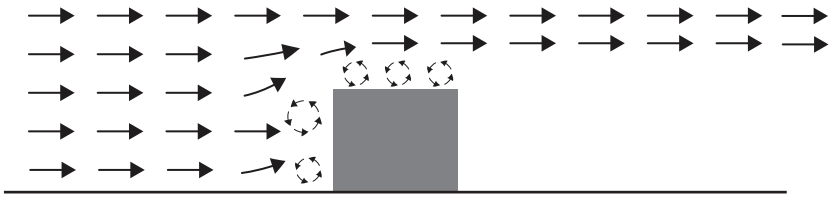
Airflow pattern with streamlined obstruction

Obstructions on the floor tend to block the horizontally moving air. Thin or streamlined obstructions do not block much airflow, regardless of size. The air tends to flow smoothly around these obstructions, losing little momentum, and leaving only a small stagnant area behind the obstruction.



Airflow pattern with wide, blunt obstructions

A wide, blunt, or flat-faced obstruction forces the air to change direction, turning upward and outward. These obstructions create a stagnant area behind them that is wider and higher than the obstruction itself.



Tips

Below are some techniques that can make a dramatic difference in congested areas of your facility. You can treat air like water and scoop, direct, and channel it right where you need it most.

- Make sure people are not hidden behind structures that would block airflow. This may seem obvious, but work areas are routinely blocked by shelving, crates, and machinery.
- Position large obstructions so that their smallest profile is perpendicular to the direction of air movement. For example, a sheet metal press brake might have five times the frontal area if it is facing the airflow rather than if it is turned sideways.
- Wherever possible, position welding curtains, partitions, sheet materials, etc. in such a way as to scoop air into the work area rather than deflect it.
- Take advantage of the air moving near the floor by creating ground level openings in the work area. It is better to have a work area blocked by materials stacked to the ceiling with an opening below than to have low stacks 3 ft (0.9 m) to 6 ft (1.8 m) high sitting on the floor.

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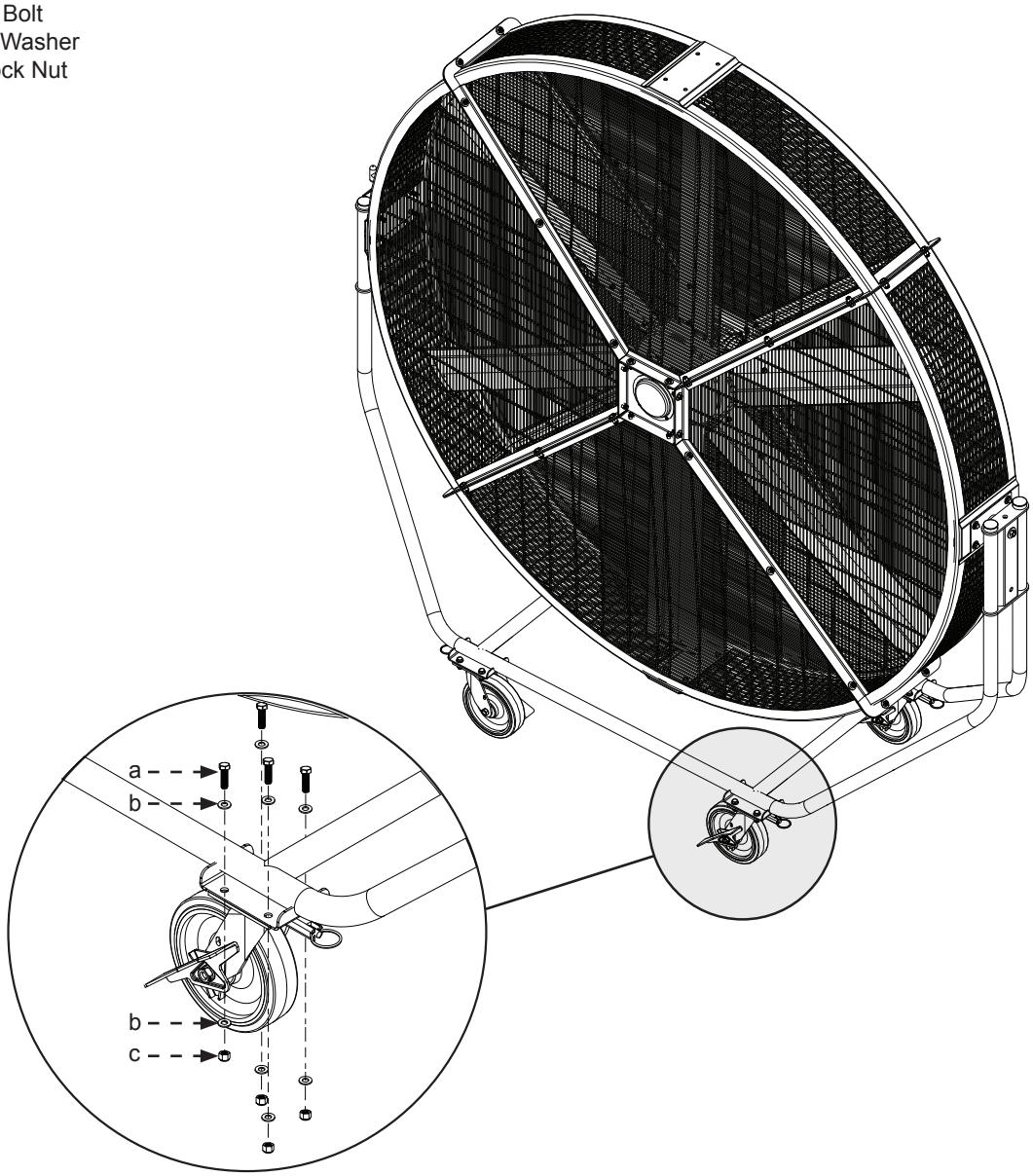
Assembling the Fan 5

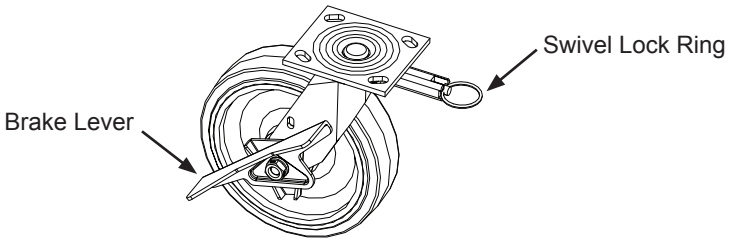
Attach casters

⚠ **WARNING: To reduce the risk of fire, electric shock, and injury to persons, the fan must be installed with the included mounting hardware. Other mounting hardware cannot be substituted.**

Elevate the cage. Attach the casters with the Caster Hardware as shown below. Be sure to install each caster with the swivel lock facing outward. Tighten the nuts securely.

Caster Hardware:
a. (16) 3/8” Hex Bolt
b. (32) 3/8” Flat Washer
c. (16) 3/8” Nylock Nut





Once installed, the casters can be locked in place to prevent the fan from moving during operation. To lock the casters, pull the swivel lock rings outward and turn them clockwise. To apply the caster brakes, press down on the brake levers.

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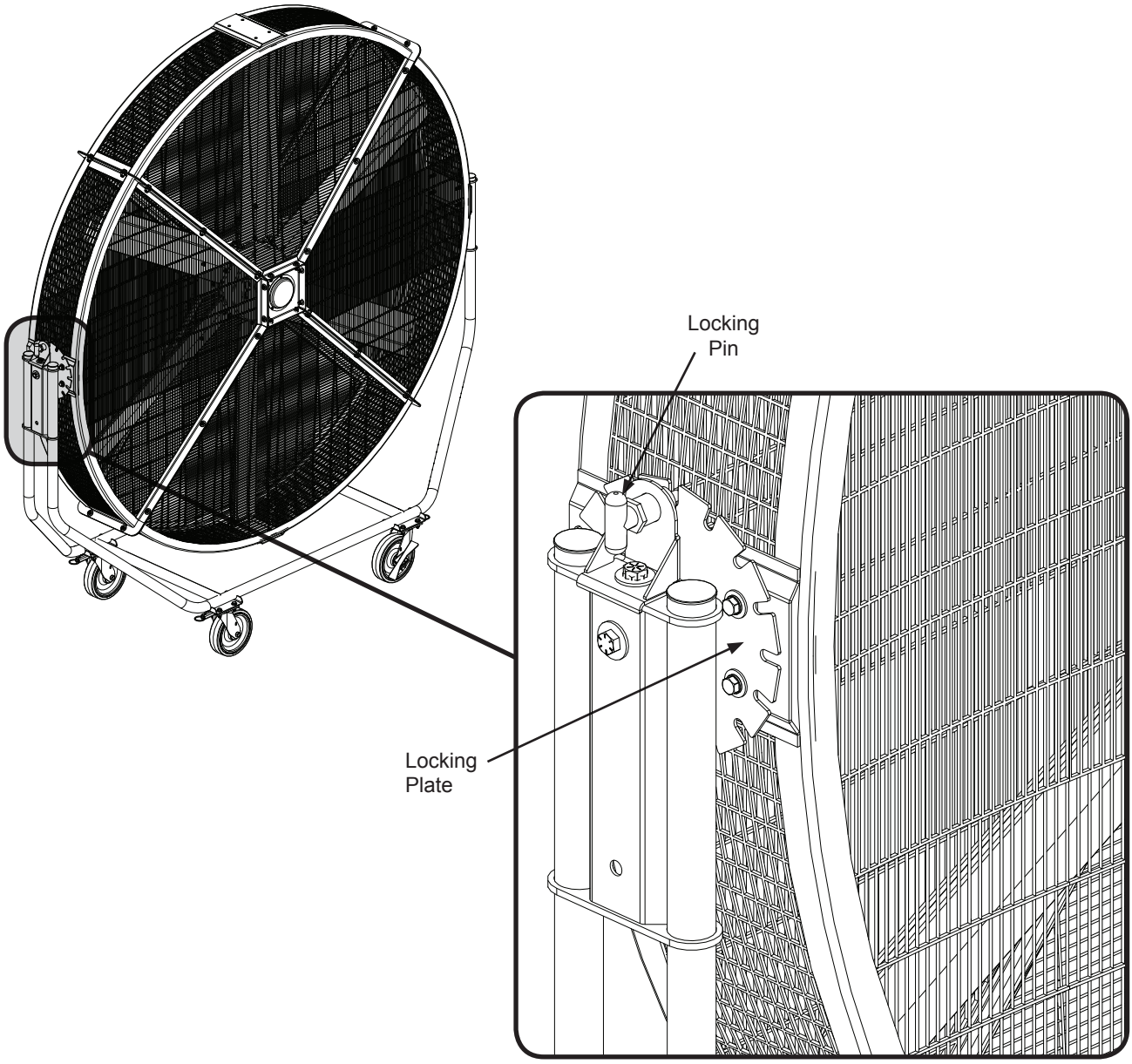
6 Positioning the Fan

Setting the vertical position

By setting the vertical position of the fan cage, AirGo® can effectively control the direction of airflow. To lock the vertical position of the cage, pull the locking pin from the locking plate, tilt the cage to the desired position, and then reinsert the pin into the notch on the locking plate. Refer to the illustration below.



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Electrical Installation 7

WARNING: To reduce the risk of electric shock, wiring should be performed by a qualified electrician! Incorrect assembly can cause electric shock or damage the motor and the controller! Hazard of electrical shock!

WARNING: The installation of a Big Ass Fan must be in accordance with the requirements specified in this installation manual and with any additional requirements set forth by the national electric code (NEC) and all local codes. Code compliance is ultimately YOUR responsibility! Failure to comply with these codes could result in personal injury or property damage.

WARNING: The fan controllers contain high voltage capacitors which take time to discharge after removal of mains supply. Before working on the fan controller, ensure isolation of mains supply from line inputs at the fan controller's disconnect (L1, L2, L3). Wait three minutes for capacitors to discharge to safe voltage levels. Failure to do so may result in personal injury or death. Note: Darkened display LEDs are not an indication of safe voltage levels.

CAUTION: An incorrectly installed controller can result in component damage or reduction in the fan's life. Wiring or application errors such as under-sizing the controller, incorrect or inadequate AC supply, or excessive ambient temperatures may result in a malfunction of the fan system. Verify correct voltage, phase, and horsepower before beginning installation!

WARNING: Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged or hazardous power source. Do not attempt to resolve electrical malfunctions or failures on your own. Contact Big Ass Fans if you have any questions regarding the electrical installation of this fan.

CAUTION: For use with manufacturer supplied variable frequency drive only. Not for use with other speed control devices!

CAUTION: To avoid a short circuit, be very careful not to get metal chips in the control!

CAUTION: The Big Ass Fans product warranty will not cover equipment damage or failure that is caused by improper installation.

CAUTION: Do not operate the fan with a damaged cord or plug. Return fan to authorized service facility for examination or repair.

CAUTION: Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.

Power requirements

Note: If you are using the misting system accessory with the AirGo® fan, the fan and misting system will require a dedicated 15A circuit to operate; however, Big Ass Fans recommends operating on a dedicated 20A circuit. If operating the fan and misting system on a 15A circuit, you may need to reduce the fan speed.

Controller HP (kW)	Minimum required supply circuit size	Maximum continuous input current	Maximum output current at full RPM	Maximum RPM
0.5 (0.37)	15A @ 100–125V 1Φ 10A @ 200–250V 1Φ	25A @ 100–125V 1Φ 15A @ 200–250V 1Φ	3.4A @ 200–250V 3Φ	180

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115V to 230V 1Φ conversion

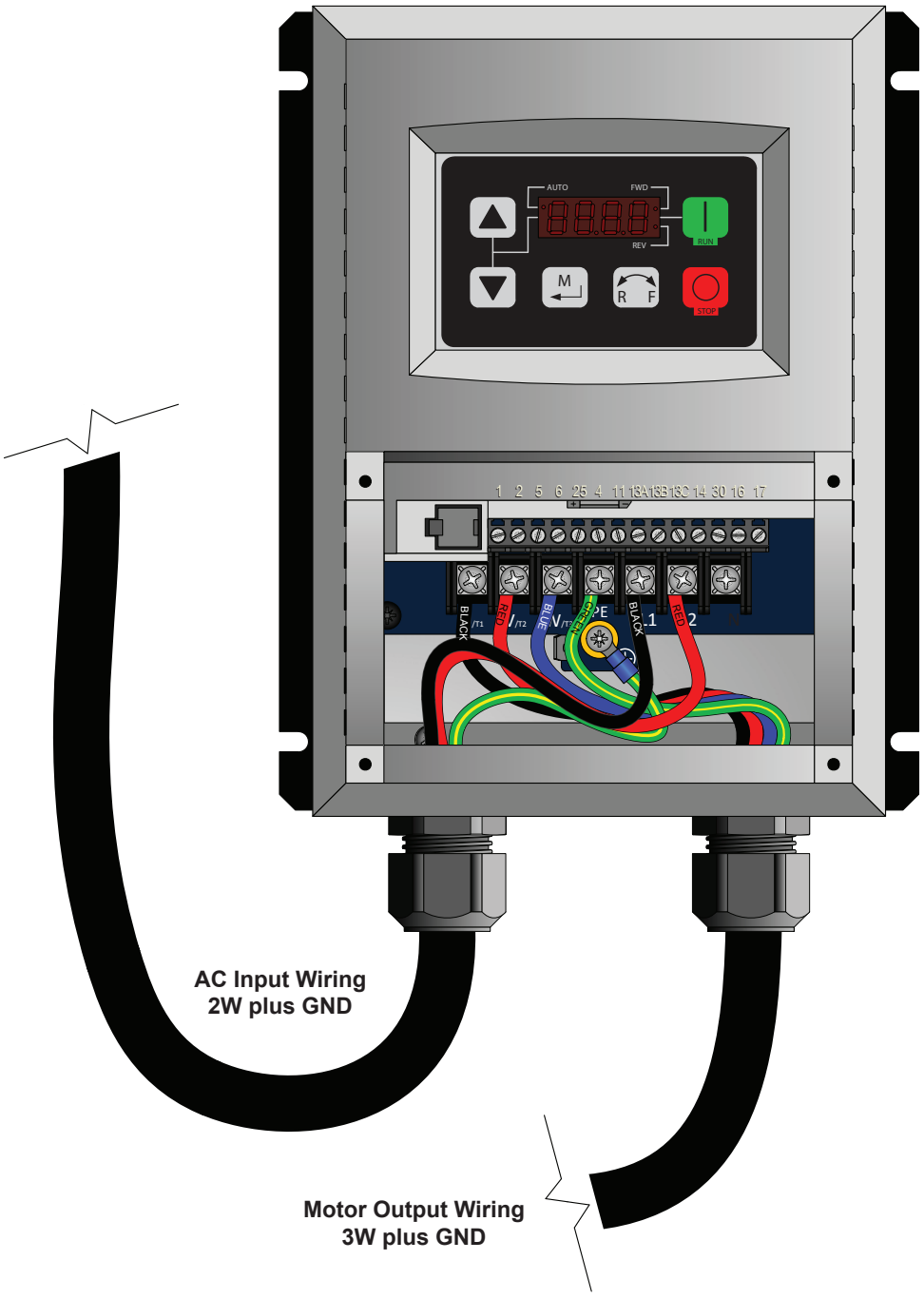
⚠ **WARNING: Wait three minutes after disconnecting before servicing!**

⚠ **WARNING: Improper installation can cause electric shock or damage to the motor and controller. A qualified electrician should perform the installation.**

The diagram below shows wiring for a 200–250V 1Φ, 50/60Hz fan controller. The neutral terminal is not used when wiring the fan controller for 200–250V 1Φ. This fan controller does not include a disconnect.

Note: This fan controller does not contain fusing! Power must be supplied to this controller via a dedicated circuit breaker or properly fused disconnect!

AirGo® Controller wired for 230V 1Φ



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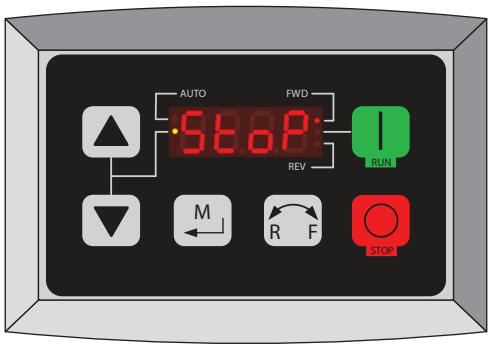
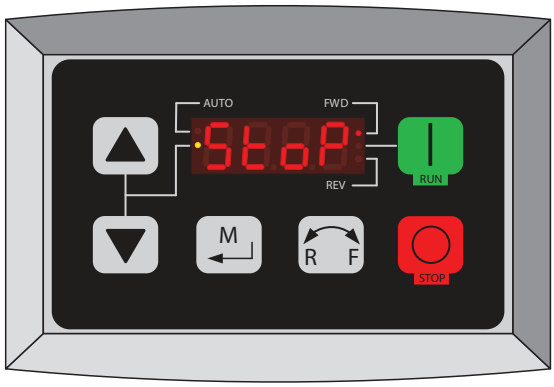
Fan Control Operation

⚠ **CAUTION: The fan may begin to operate upon connection to power source. Do not apply AC supply power to the fan until the fan is fully assembled and in an acceptable upright position with the caster brakes, swivel locks, and position locking mechanism applied.**



When power is applied to the fan when it is idle, the main LED display flashes “Stop.” When the fan is running, the main LED display indicates the fan’s running RPM.

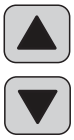
Starting, stopping, and adjusting fan speed



Drive Idle/Stopped Screen

Starting and stopping the fan

The RUN and STOP buttons control the fan start and stop functions. **To start the fan,** press the green RUN button. **To stop the fan,** press the red STOP button.



Adjusting fan speed

The Arrow buttons control speed adjustment. **To adjust fan speed,** press the Up or Down Arrow button. Single presses will increase or decrease the speed in 1–2% increments. Pressing and holding the Up or Down Arrow button will slowly and continuously adjust fan speed until the button is released.

Inactive buttons on the fan controller

The following buttons are not enabled in the controller programming for AirGo®:

Motor Direction. AirGo is tested for proper rotation prior to shipment, so the fan controller will only operate in the FWD direction.

Memory/Enter. This button is only used during programming or troubleshooting the fan controller.

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Fan error codes

Some controller issues can be resolved before requesting service. Review the warning and fault messages before contacting Customer Service for support.

Status and warning messages

Message	Description
cE	**EPM Contains Earlier Firmware Version** *This error will appear when you try to change a VFD parameter and the EPM firmware is older than the VFD's firmware.* **To correct this condition**, press the STOP button, and then press the Memory/Enter button. Use the UP/DOWN button to scroll to **P199**. Press the Memory/Enter button. Use the UP/DOWN button to scroll to a setting of **5**. Press the Memory/Enter button to save the change. The VFD is now able to read/write the EPM properly.
CL	**Current Limit** Verify proper motor wiring and HP. Check for short circuits. Increase acceleration time.
dEC	**Decel Override** *Fan is stopping too fast, causing a DC Buss overvoltage. Drive is backing off the deceleration rate to prevent HP (Over-voltage) fault.*
Err	**Error** *Invalid data or invalid command entered.*
FCL	**Fast Current Limit** *Overload* Check for short circuits throughout the load. Increase acceleration time.
FSt	**Flying Restart Attempt after Fault**
GE	**Program Attempt Made in OEM Settings Mode** *(P199=1)* Parameter changes are not permitted.
GF	**Reset EPM to OEM Defaults Failure** *The EPM's OEM dataset is missing or corrupt.*
LC	**Fault Lockout** *Auto restart failure after five unsuccessful restart attempts.*
SP	**Start Pending** *The drive has tripped and is waiting to restart.*
StoP	**Fan Stopped** *Output frequency is 0 Hz*

Fault messages

Message	Description
F_AF	**High Temperature fault** Check for excessive load or a dirty heatsink. Improve the drive cooling ability.
F_AL	**Assertion Level fault** Check the assertion level switch relative to P120.
F_bF	**Personality fault** *Drive hardware error* Cycle power, and then reprogram EPM. If the fault will not clear, replace the drive and EPM.
F_CF	**Control fault** *Drive hardware error* Cycle power, and then reprogram EPM. If the fault will not clear, replace the drive and EPM.

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Fault messages (cont.)

Message	Description
	**Incompatible EPM fault** *Drive hardware error* Cycle power, and then reprogram EPM. If the fault will not clear, replace the drive and EPM.
	**External fault** Digital input programmed for this feature has been energized/de-energized depending on programming. P121-P124
	**EPM fault** *EPM is missing or defective.* Replace the EPM.
 to 	**Hardware Failure** Replace the drive.
	**4–20 mA Signal Loss** Check signal source and wiring
	**OEM Defaults Data Fault** *The OEM parameters in the EPM module do not match the anticipated defaults according to the VFD. This fault may appear immediately upon VFD power-up.* **To correct this condition**, press the STOP button, and then press the Memory/Enter button. Use the UP/DOWN button to scroll to **P199**. Press the Memory/Enter button. Use the UP/DOWN button to scroll to a setting of **0**. Press the Memory/Enter button to save the change. The VFD is now able to read/write the EPM properly.
	**High Voltage fault** Check AC incoming power or increase fan deceleration time.
	**Low Voltage fault** Check AC incoming power
	**Output Transistor fault** *Short circuit, excessive load, excessive cable charging current* Verify correct load (motor HP, motor wiring, cable length, cable type).
	**Motor Short to Ground**
	**Motor Thermal OL** Check actual motor current against FLA (P108).
	**Flying Restart fault** *Failed motor speed sync attempt*
	**Single Phase fault** *Incoming AC line phase loss* Check supply power.
	**Start fault** *Start command was present on powerup.* Cycle start command.

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179 diagnostics running display options

Review the diagnostics below before contacting Customer Service for support.

Setting	Run screen display
P500	**Fault History** *(n.xxx)* N = 1–8 xxx = Fault code
P501	**Software Version**
P502	**Drive ID**
P503	**Internal Code (x.yz)**
P505	**DC Buss Voltage** *(divided by 1.414 = approximate line input voltage)*
P506	**RMS Equivalent Motor Voltage at Drive Output Terminals**
P507	**Motor Load** *(% of drive output rating)*
P508	**Actual Motor Current in Amperes**
P509	**Torque as a Percentage of Motor Rated Torque** *(vector mode only)*
P510	**Drive Output Power in kW**
P511	**Total kWH for Drive Lifetime**
P512	**Heatsink Temperature Degrees Celsius**
P520	**0–10VDC Input Voltage (VDC)**
P521	**4–20mA Input Current (mA)**
P525	**Analog Output Level (VDC)**
P527	**Actual Drive Output Frequency (Hz)**
P528	**Network Speed Command (Hz)**
P540	**Total Runtime (hours)**
P541	**Total Powered-On Time (hours)**
P500	**Fault History** *(n.xxx)* n = 1–8 xxx = fault code

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Preventive Maintenance 13

⚠ **WARNING: Risk of fire, electric shock, or injury to persons during cleaning and user-maintenance! Disconnect the appliance from the power supply before servicing.**

⚠ **WARNING: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.**

Please take a few moments each year to perform the following preventive maintenance inspection on your fan to ensure its safe and efficient operation. If you have any questions or require assistance, please contact Customer Service.

Annual preventive maintenance

The following are to be performed annually (see “Annual Maintenance Checklist”):

1. Check the fan, including mount supports, for bolts and nuts to make sure they are tight and show no wear and tear.
2. Inspect motor terminations inside junction box and tighten if necessary.
3. Check all connections in the fan controller and tighten as needed.
4. Check gear reducer for oil leakage. If leakage is present, contact Customer Service.
5. Verify all bolts on the fan cage and casters are tight and secure.

Ask about Big Ass Fans’ preventive maintenance service package by calling Customer Service.

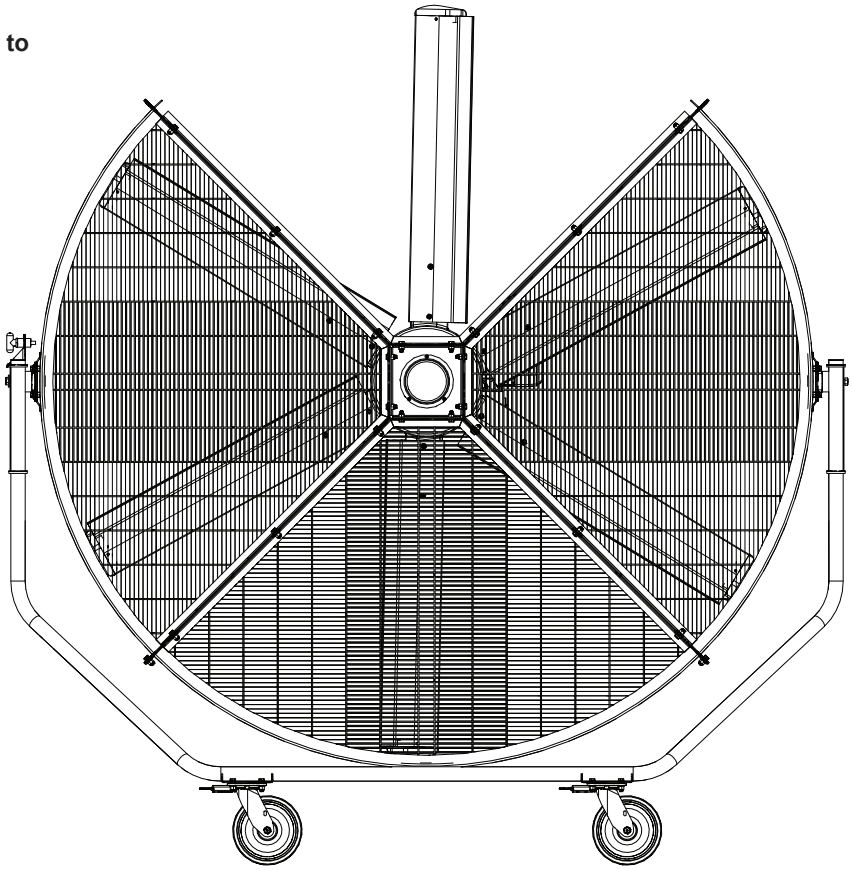
General preventive maintenance

- Verify proper fan rotation. The fan should be turning counter-clockwise when viewed from the front.
- Dust the motor, motor housing, and airfoils. If desired, use a gentle cleaner or degreasing agent to polish the foils. Do not use Clorox® or other chlorine based cleaners! This could result in the release of toxic/fatal fumes.

⚠ **WARNING: Do not operate a fan with missing or damaged components. Please contact Customer Service.**

To access the airfoils, gear motor, and fan mount for maintenance, remove the upper section of the fan cage.

⚠ **WARNING: Disconnect fan from power prior to disassembly.**



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14 Troubleshooting

⚠ **WARNING: Risk of fire, electric shock, or injury to persons during cleaning and user-maintenance! Disconnect the appliance from the power supply before servicing.**

⚠ **WARNING: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device is to be reinstalled or remounted as previously installed.**

For questions about your product or customer service inquiries, please call our toll free number (877-BIG-FANS) or visit www.bigassfans.com/service.

Some issues can be resolved before requesting service. Review the following troubleshooting tips before contacting Customer Service for support.

Symptom	Possible solution(s)
A popping noise is coming from the fan. Airfoil noise is a result of airfoils that are not tightened to the specified torque.	Unplug fan and disassemble cage. Tighten the airfoil fasteners to 29 ft·lb (39.3 N·m). If the popping still occurs, verify that the airfoils are not contacting each other. If they are, contact Big Ass Fans Customer Service.
The fan will not start.	Verify the following: • Make sure that all wires are securely connected. • Verify that supply power is adequate and functional. If the fan still does not start, contact Customer Service.
The fan controller generates radio frequency noise (RF). Fan controllers generate RF noise in many ways, but this can be prevented by following the proper electrical practices outlined in “Electrical Installation” (p. 7).	Verify the following: • Do not run your controller and sensitive equipment on the same power line. • Ensure proper grounding at the motor, controller, and from the controller to the utility. If the noise is still present, contact Customer Service.
The motor makes noise when the fan speed is increased.	Audible high frequency carrier noise may be an indicator of a stall condition. Verify motor currents are within limits per the fan specifications on page 1.

Note: Some motor, gearbox, or drive noise is to be expected and is normal.

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Annual Maintenance Checklist

Fan Model:

Serial #:

Location:

Date	Initials

Fan Model:

Serial #:

Location:

Date	Initials

Fan Model:

Serial #:

Location:

Date	Initials

Warranty Return Instructions 17

Congratulations on your purchase of a Big Ass Fan! We are delighted that you have chosen our product to improve the quality of your indoor environment, and hope you'll have much pleasure using the fan for years to come.

Replacement of products under warranty acknowledgment & return instructions

We have received your request for replacement of a part that failed during normal use and which you believe to be covered under warranty. We are shipping this replacement part to you pursuant to your notice that you will be replacing the original part within 10 days.

This replacement part is being shipped to you prior to our receipt of the item that failed, and prior to our evaluation of this part to determine the reasons for its failure and whether it is covered under warranty.

In order to evaluate the cause of the product failure, we need you to return the original part to our offices within 10 working days of receipt of the replacement part. Should the part be covered under warranty, you will not be charged for the replacement item. However, you will be charged for the replacement part plus shipping if (1) the part is not under warranty because the source of failure is outside the scope of the warranty, or (2) the warranty period has expired. If there is no warranty coverage, we will send you a detailed letter of explanation.

We also will charge you for the replacement item plus shipping and handling if you do not return the original item within 10 days of the receipt of the replacement item.

Instructions for returning the original item

1. Please use the return label that is included in the box containing the replacement part. The return shipment address is:

   Big Ass Fan Company
   ATTN: RMA#_____
   800 Winchester Road
   Lexington, KY 40505

2. Use the packaging for the replacement part to return the original part.
3. Include the packing list we have provided which includes the RMA#.
4. If the part weighs over 50 lbs., you will be provided a prepaid Bill Of Lading. To schedule a freight pick up, please contact Customer Service. We will only charge back the freight costs if the original part is not under warranty, or if you do not return the original component within 10 days of receipt of the replacement.
5. If the part weighs 50 lbs. or less, please use the provided prepaid UPS Ground shipping label and drop off at your nearest UPS pickup location.

We apologize for the inconvenience, and appreciate your assistance and cooperation.

If you have questions, please contact us at 1-877-BIG-FANS.

Thank you,
Big Ass Fan Company

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Warranty claim form instructions

1. Complete Warranty Claim Form (see following pages) and Responsibility Agreement (see following pages) and fax them to 859-967-1695, Attn: Customer Service. These pages will be faxed back to you for your records. The Warranty Claim Form will include our acknowledgment and a Return Materials Authorization (RMA) number. **Note: Do not return any item without first being assigned an RMA# by Big Ass Fan Company Customer Service.**

2. No more than 10 days prior to the date you have made arrangements to replace the component part, call Customer Service at 1-877-BIG-FANS to arrange for replacement component delivery and original component pickup. At that time, we will fax you a written acknowledgment of your call that includes a reminder of the return instructions. **Note**: Even if you are not able to replace the component immediately following your initial notice to us, returning the Warranty Claim Form and Responsibility Agreement will effectively stop the warranty clock from running. You can then make the product exchange when you are prepared to do so. However, the warranty period will continue to run until we receive these completed pages back from you, and no warranty will be honored without receipt of these pages within the warranty period. We will not send out any replacement part until you have called to let us know that you have scheduled installation of the replacement. This ensures that the replacement part is not lost or damaged while awaiting installation, and that you are not billed for the replacement because you have waited too long to return the original component (see Responsibility Agreement).

3. When you receive the replacement part, you have 10 working days to remove and replace the existing component and return it to us at **800 Winchester Road, Lexington, KY 40505**.
   a. Upon receiving the replacement part, verify that replacement part order is correct. If order is incorrect or damaged, notify Big Ass Fan Company within 24 hours after receiving order.
   b. Use care unpacking the replacement component, as you will need to use BOTH the packaging from the replacement part AND the packing list and a return address label included inside this packaging to return the original part. If the original packaging and return documents are not used, you will be responsible for any damage incurred in transit as well as any additional costs involved. **Note: The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.**
   c. Use the delivery service or one of the truck lines specified in the acknowledgement for return of the part. We will refuse receipt of any shipment that is returned via an unauthorized carrier. If you prefer, we can make all arrangements for delivery and pickup.
   d. Fax a copy of the bill of lading or other tracking information to 859-967-1695 when the item has been shipped so that we know to expect delivery of the original part.

4. If we do not receive the original part back within 15 working days from the date you receive delivery of the replacement, you will be invoiced for the cost of the replacement part, plus freight, on Net 15 terms (see Responsibility Agreement), and this invoice will be due and payable. If you subsequently return the replacement part to us after payment has been made, we will refund any payment made for the replacement part, unless we subsequently determine that the part is not covered under warranty.

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800 Winchester Road
Lexington, KY 40505
Phone: 1-877-BIG-FANS
Fax: (859) 967-1695
www.bigassfans.com

Warranty Claim Form

Name (print):_____ **Signature:**_____

Company:_____

Shipping Address:_____

City/State/ZIP:_____

Phone:_____ **Fax:**_____

Items Returned:_____ **Date of Purchase:**_____

Reason(s) for Returning Item (please provide detail, including length of time after fan had been in operation that problem was noticed, nature of problem, any attempts you made to remedy the problem, etc.):

ATTENTION: Do not return any item without first being assigned an RMA# by Big Ass Fan Company Customer Service Department. The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.

Date Replacement Parts Should Be Shipped (if known):_____ (Please do not request shipment until you are prepared to install; you may call us at 1-877-BIG-FANS to arrange shipment when you have scheduled installation.)

Acknowledgment of Receipt of Warranty Return Notification
(to be completed by Big Ass Fan Company)

Acknowledged By:_____ **Date:**_____

RMA#:_____

Authorized Truck Line(s):_____

800 Winchester Road
Lexington, KY 40505
Phone: 1-877-BIG-FANS
Fax: (859) 967-1695
www.bigassfans.com

Responsibility Agreement

To: Big Ass Fan Company

The undersigned understands and acknowledges receipt of the Warranty Claim Form and Instructions and agrees that Big Ass Fan Company ("Big Ass Fan Company") has the right, upon receipt of returned merchandise, to make final determination as to whether this merchandise should be replaced at no cost under Big Ass Fan Company's stated warranty policy.

The undersigned further agrees that if Big Ass Fan Company determines that this merchandise does not qualify under its stated warranty policy, Big Ass Fan Company can invoice for the replacement merchandise, plus shipping and handling for the original part and all replacements, and such invoice will be paid within 15 days of receipt of the same.

The undersigned agrees to ship to Big Ass Fan Company's location at 800 Winchester Road, Lexington, KY 40505 all of the merchandise replaced by Big Ass Fan Company, including, but not necessarily limited to, defective or failed components, within 10 working days of the receipt of the any replacements.

The undersigned further agrees that if said replaced merchandise has not been shipped to Big Ass Fan Company within 10 working days, Big Ass Fan Company can invoice for the replacement merchandise plus shipping and handling, and the invoice will be paid within 15 days of receipt.

Signed:_____

Title:_____

For:_____
(Name of Company)

Date:_____

2348 Innovation Drive
Lexington, KY 40511
Phone: 1-859-233-1271
www.bigasssolutions.com

Check-In Procedure

(for Big Ass Fans Certified Installers Only)

ATTENTION: These items must be completed prior to any additional installation crew members entering jobsite or any installation material being unloaded.

Date:_____

Company:_____ **Job Name:**_____

Address:_____ **Purchase Order No.:**_____

City/State/ZIP:_____

Contact Name:_____ **Phone:**_____

E-mail:_____

SEE THE FOLLOWING PAGE FOR NFPA 13 REGULATIONS

☐	Fan placement is to be in accordance with agreed upon original Scope of Work and Layout. If this is to change, please note change and consult Field Service Manager for approval.
☐	Installation techniques have been discussed (type of conduit, L-brackets if required, mounting technique explained). If the extension tubes exceed 4 ft (1.2 m), guy wires are explained and fully understood.
☐	Times in/out, duration, and schedule presented and accepted.
☐	Time (please list the number of employees and total duration of jobs):
☐	Safety rules and regulations have been brought to installer's attention (e.g., badges, safety harnesses, vests, hard hats, footwear, lock out/tag out, certification processes, work area free of trash and debris, etc.). If there are any areas that are forbidden or secure, they are brought to the supervisor's attention and instructed not to enter. If there are any special site conditions (i.e., open areas and operating machinery to be avoided), they are also brought to the supervisor's attention and instructed how to bypass the area if required. Safety Rules and Regulations listed:
☐	The facility manager understands all electrical requirements, i.e., breaker size, voltage, brand, main panel space, and they are in accordance with original Scope of Work and Layout.
	Additional comments:

Check-In Procedure (cont.)

(for Big Ass Fans Certified Installers Only)

National Fire Protection Association Standard

In accordance with NFPA 13 Standard from the National Fire Prevention Association as referenced in sections 12.1.4 and 11.1.7: High Volume Low Speed (HVLS) Fans:

The installation of HVLS fans in buildings equipped with sprinklers, including ESFR sprinklers, shall comply with the following:

- The maximum fan diameter shall be 24 feet (7.3 m).
- The fan shall be approximately centered between four adjacent sprinklers.
- The vertical clearance from the fan to sprinkler deflector shall be a minimum of 3 feet (0.9 m).
- All fans shall be interlocked to shut down immediately upon receiving a water flow signal from the alarm system in accordance with the requirements of NFPA 72- National Fire Alarm and Signaling Code.

WARNING: The fan should not be installed unless the structure on which the fan is to be mounted is of sound construction, undamaged, and capable of supporting the loads of the fan and its method of mounting. Verifying the stability of the mounting structure is the sole responsibility of the customer and/or end user, and Big Ass Fans hereby expressly disclaims any liability arising therefrom, or arising from the use of any materials or hardware other than those supplied by Big Ass Fans or otherwise specified in the installation instructions.

If this installation will be performed outside the scope of work or not within the specifications of Big Ass Fans by customer's request, please provide specific details:

_____

_____

_____

_____

Please sign below if both parties agree that all aspects of this installation have been thoroughly explained and are of clear understanding and agreement of the installation to be completed.

Customer Signature:_____

Printed Name:_____ **Date:**_____

Contractor Signature: _____

Printed Name:_____ **Date:**_____

The supervisor is to hold all documents until the job is complete and send all forms back to Field Service Manager. This will consist of the service/work order, Check-In document, and Close-Out document. The installation crew will not receive payment until all forms are signed by the facility manager and the supervisor. These documents will then be forwarded to the Field Service Manager at Big Ass Fans.

2348 Innovation Drive
Lexington, KY 40511
Phone: 1-859-233-1271
www.bigasssolutions.com

Close-Out Procedure

(for Big Ass Fans Certified Installers Only)

Date:_____

Company:_____ **Job Name:**_____

Address:_____ **Purchase Order No.:**_____

City/State/ZIP:_____

Contact Name:_____ **Phone:**_____

E-mail:_____

SEE THE FOLLOWING PAGE FOR NFPA 13 REGULATIONS

The field crew supervisor and facility manager are to walk through the completed installation.

☐	The installation is complete and on time in accordance with the original Check-In document. If not, explain:
☐	Conduit runs are installed in accordance with the Check-In document, Scope of Work, and Layout. If not, explain:
☐	The fans are correctly placed in accordance with both the Check-In document, Scope of Work, and Layout. If not, explain:
☐	Breaker size and wire type are in accordance with the Check-In document, Scope of Work, and Layout. If not, explain:
☐	All safety rules and regulations met in accordance with the Check-In document, Scope of Work, and Layout. If not, explain:
☐	Fans have been running for over an hour and operate without visible defect or issue.
☐	The fan is spinning in the correct direction (counterclockwise when viewed from floor).
☐	Angle irons are securely fastened and are without any apparent problems in accordance with installation techniques discussed at check-in.
☐	If extension tube is 4 ft (1.2 m) or longer, guy wires are in place and there is no evidence of a wobble.
☐	Supervisor or contractor has supplied and explained the Installation Guide. If not, explain:
☐	The supervisor or contractor has explained and I understand how to operate fan including starting/stopping, speed operation, and power disconnect. If not, explain:
☐	Time in/out and duration are in accordance with Check-In document.
	Additional comments:

Close-Out Procedure (cont.)

(for Big Ass Fans Certified Installers Only)

National Fire Protection Association Standard

In accordance with NFPA 13 Standard from the National Fire Prevention Association as referenced in sections 12.1.4 and 11.1.7: High Volume Low Speed (HVLS) Fans:

The installation of HVLS fans in buildings equipped with sprinklers, including ESFR sprinklers, shall comply with the following:

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- The fan shall be approximately centered between four adjacent sprinklers.
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- All fans shall be interlocked to shut down immediately upon receiving a water flow signal from the alarm system in accordance with the requirements of NFPA 72- National Fire Alarm and Signaling Code.

WARNING: The fan should not be installed unless the structure on which the fan is to be mounted is of sound construction, undamaged, and capable of supporting the loads of the fan and its method of mounting. Verifying the stability of the mounting structure is the sole responsibility of the customer and/or end user, and Big Ass Fans hereby expressly disclaims any liability arising therefrom, or arising from the use of any materials or hardware other than those supplied by Big Ass Fans or otherwise specified in the installation instructions.

NOTE: The customer's initials are <u>required</u> as acknowledgement for the following instances:

____ Return Trip Required – Additional Charges Apply (Customer not Ready/Lift Issues)
____ Work Completed Outside Scope of Work (if applicable)
____ Installation Not Performed Per BAF Recommendations or Specifications For Any Reason
____ Customer Understands and Approves Additional Charges As Explained in amount of $_____ (if applicable)
____ Other (Please Explain Below)

If any portion of this installation was performed outside the scope of work or not within the specifications of Big Ass Fans at any capacity or for any reason, please provide specific details below:

_____

_____

_____

_____

Signatures of both parties are **<u>required</u>** below to acknowledge that this installation has been completed to customer's satisfaction, to activate fan(s) warranty, and to issue payment to contractor (with required documentation):

Customer Signature:_____

Printed Name:_____ **Date:**_____

Contractor Signature: _____

Printed Name:_____ **Date:**_____

The supervisor is to hold all documents until the job is complete and send all forms back to Field Service Manager. This will consist of the service/work order, Check-In document, and Close-Out document. The installation crew will not receive payment until all forms are signed by the facility manager and the supervisor. These documents will then be forwarded to the Field Service Manager at Big Ass Fans.

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BIG ASS FANS

2425 Merchant St., Lexington, KY 40511
1 (877) BIG-FANS | WWW.BIGASSFANS.COM