

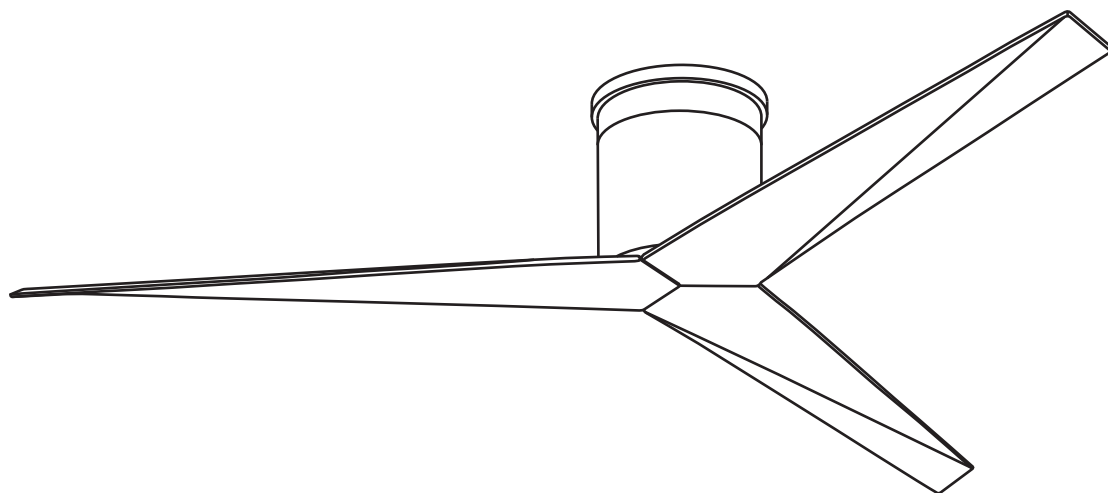


# Eliza-H

## 56" CEILING FAN

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**READ AND SAVE THESE INSTRUCTIONS**



**Intertek**

For Damp Location

**FAN RATING AC 120V. 60Hz**

**QUICK ASSEMBLY NOTES:**

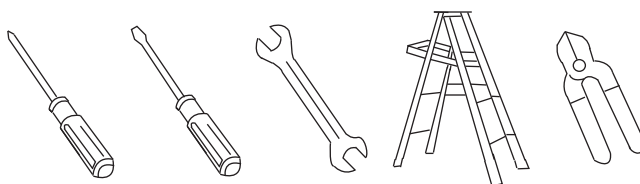
- \* Do not wire in fan while house wires are Live. Turn power off at breaker before installation begins.
- \* Do not use any controls, wall or remote, other than those provided by Matthews Fan Company.
- \* Please do not use any electric or battery powered tools in the assembly and installation of this or any other Matthews Fan Company product.
- \* Fan should be assembled and mounted by two people.

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# 1. TOOLS AND MATERIALS REQUIRED

- Philips screwdriver
- Blade screwdriver
- 11 mm wrench
- Step ladder
- Wire cutters

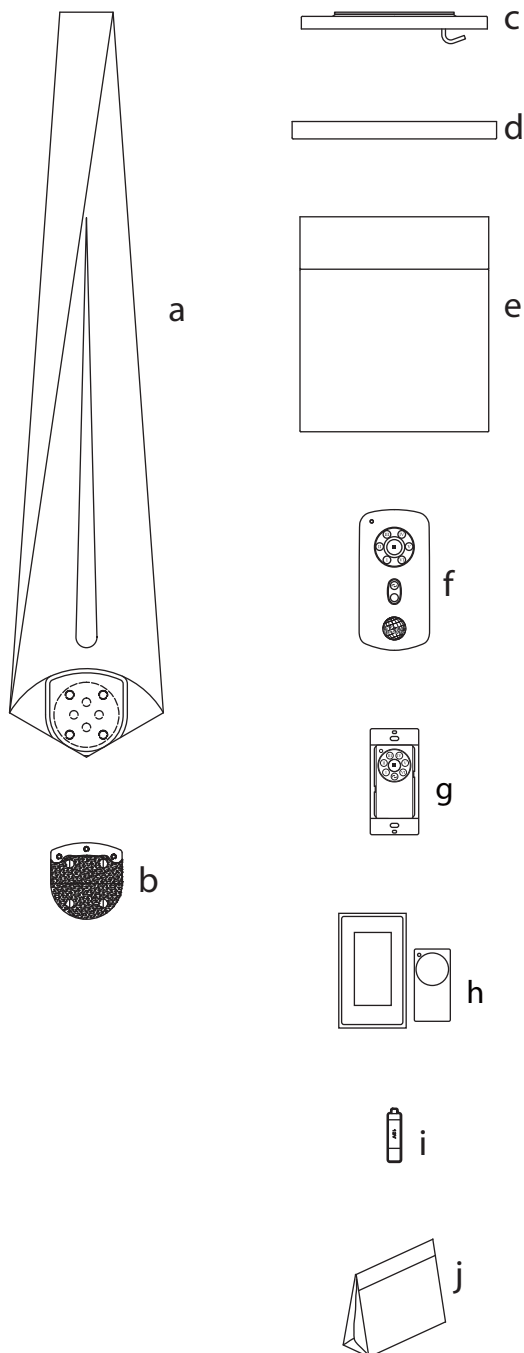


# 2. PACKAGE CONTENTS

Unpack your fan and check the contents. You should have the following items:

- a. Blade set (3)
- b. Blade holders (3)
- c. Mounting bracket (preassembled with fan motor assembly)
- d. Decorative ring
- e. Fan motor assembly
- f. Hand held transmitter+holder+2 mounting screws
- g. Wall transmitter incl. 2 mounting screws and 3 wire nuts
- h. Wall plate incl. 1 face plate and 2 mounting screws
- i. 12V batteries (2)
- j. Package hardware
  - 1) Mounting hardware:
    - wood screws (2), screws (2),
    - lock washers (2), washers (2),
    - star washers (2), wire nuts (3)
  - 2) Blade holders attachment hardware:
    - screws+spring washers (10)
  - 3) Blade attachment hardware:
    - screws (13), fiber washers (13)

Please do not use any electric or battery powered tools in the assembly and installation of this or any Matthews Fan Company product.



### 3. SAFETY RULES

1. To reduce the risk of electric shock, insure electricity has been turned off at the circuit breaker or fuse box before beginning.
2. All wiring must be in accordance with the National Electrical Code and local electrical codes. Electrical installation should be performed by a qualified licensed electrician.
3. **WARNING:** To reduce the risk of electrical shock and fire, do not use this fan with any solid-state fan speed control device.
4. **WARNING:** To Reduce The Risk Of Fire, Electric Shock, Or Personal Injury, Mount To Outlet Box Marked Acceptable for Fan Support of 15.9 kg (35 lbs) or less And Use Mounting Screws Provided With The Outlet Box. Most outlet boxes commonly used for the support of lighting fixtures are not acceptable for fan support and may need to be replaced, consult a qualified electrician if in doubt.
5. The fan must be mounted with a minimum of 7 feet clearance from the trailing edge of the blades to the floor.
6. To operate the reverse function on this fan, press the reverse button while the fan is running.
7. Avoid placing objects in the path of the blades.
8. To avoid personal injury or damage to the fan and other items, be cautious when working around or cleaning the fan.
9. Do not use water or detergents when cleaning the fan or fan blades. A dry dust cloth or lightly dampened cloth will be suitable for most cleaning.
10. After marking electrical connections, spliced conductors should be turned upward and pushed carefully up into outlet box. The wires should be spread apart with the grounded conductor and the equipment-grounding conductor on one side of the outlet box.
11. Electrical diagrams are reference only. Light kit that are not packed with the fan must be UL Listed and marked suitable for use with the model fan you are installing. Switches must be CUL General Use Switches. Refer to the Instructions packaged with the light kits and switches for proper assembly.

**WARNING**  
TO REDUCE THE RISK OF PERSONAL INJURY, DO NOT BEND THE BLADE BRACKETS (ALSO REFERRED TO AS FLANGES) DURING ASSEMBLY OR AFTER INSTALLATION. DO NOT INSERT OBJECTS IN THE PATH OF THE BLADES.

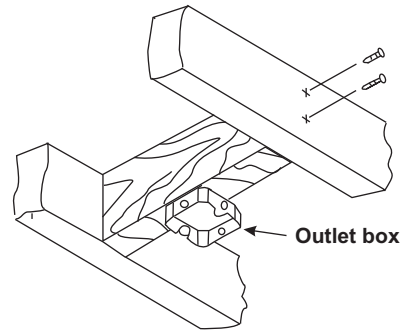
## 4. MOUNTING OPTIONS

If there isn't an existing UL listed mounting box, then read the following instructions. Disconnect the power by removing fuses or turning off circuit breakers.

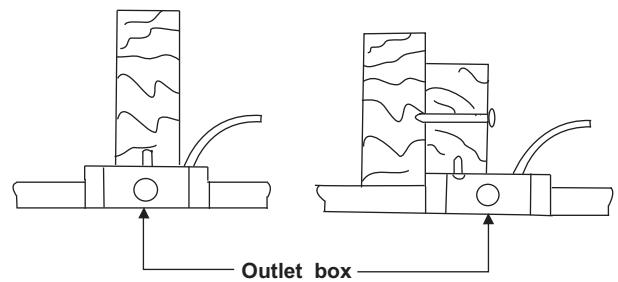
Secure the outlet box directly to the building structure. Use appropriate fasteners and building materials. The outlet box and its support must be able to fully support the moving weight of the fan (at least 35 lbs). Do not use plastic outlet boxes.

Figures 1 and 2 are examples of different ways to mount the outlet box.

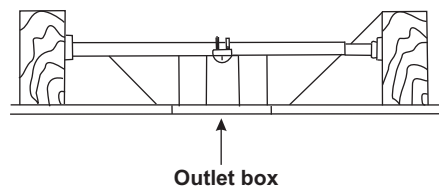
To hang your fan where there is an existing fixture but no ceiling joist, you may need an installation hanger bar as shown in Figure 3.



**Figure 1**



**Figure 2**



**Figure 3**

## 5. ATTACHING THE FAN BLADES

1. Remove the motor housing from the fan motor by removing the six screws from the rim of motor housing. (Fig. 4)
2. Attach the blade holder to the blades using the screws provided. Repeat process with other blades. (Fig. 5)
3. Fasten the blade assembly to the fan motor using the blade screws supplied. Repeat process with other blades. Tighten each screw and make sure the blade is straight. (Fig. 6)

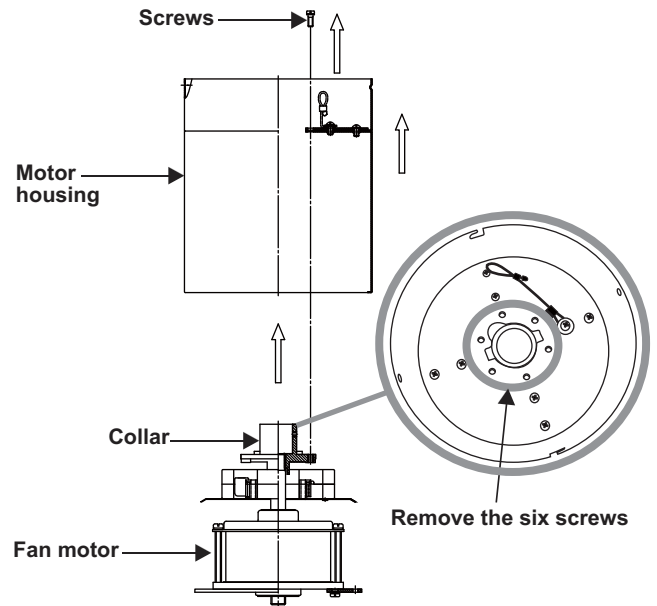


Figure 4

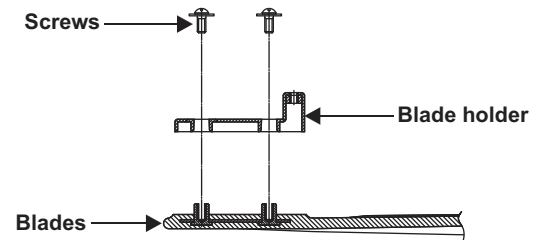


Figure 5

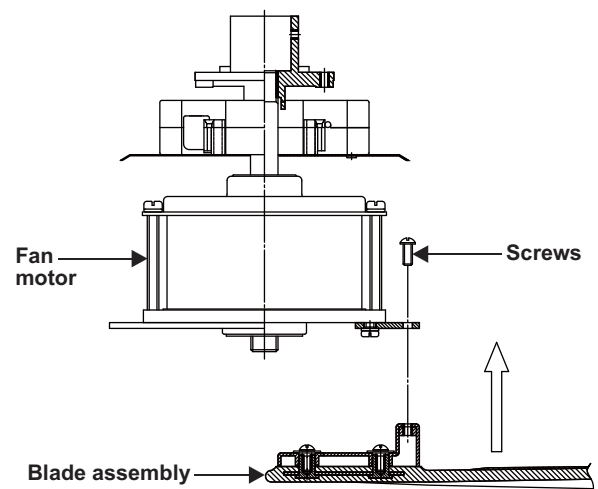


Figure 6

## 6. HANGING THE FAN

REMEMBER to turn off the power. Follow the steps below to hang your fan properly:

Step 1. Replace the motor housing to the fan motor by using the screws previously removed. Slide the decorative ring down and through the motor housing. (Fig. 7)

Step 2. Attach the mounting bracket to the outlet box using the two screws and washers provided with the outlet box. For best performance be sure the mounting bracket is level and secured firmly against the ceiling. You may need to insert additional washers (not provided) between the outlet box and mounting bracket to make it level. (Fig. 8).

Step 3. Lift fan into position by hanging the motor assembly onto the hook from the mounting bracket allowing it to hang freely (Fig. 9).

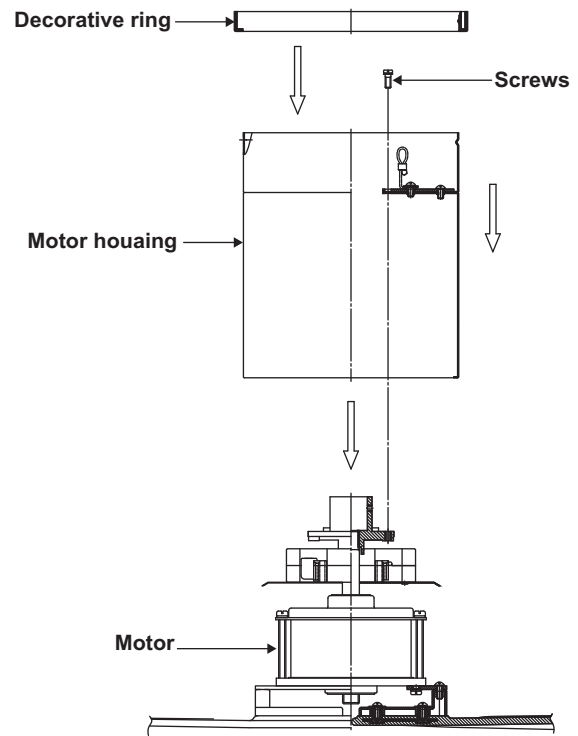


Figure 7

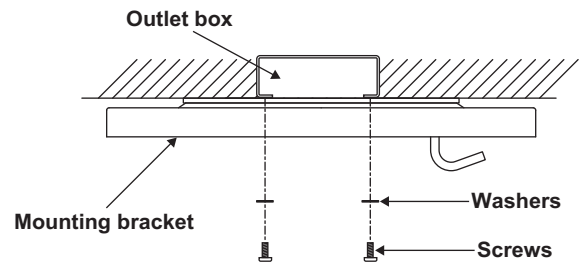


Figure 8

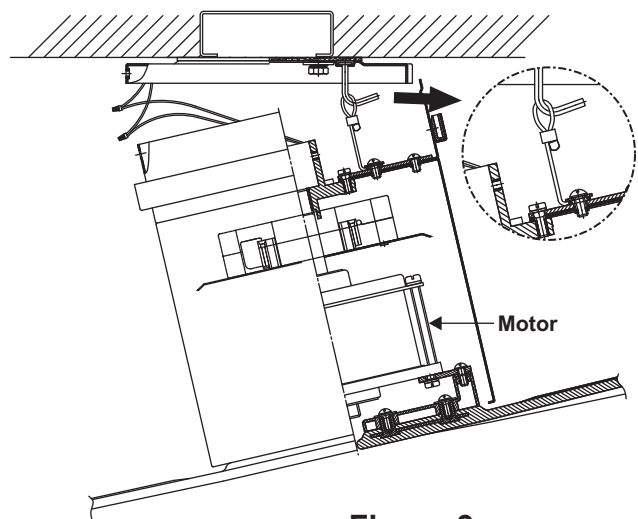


Figure 9

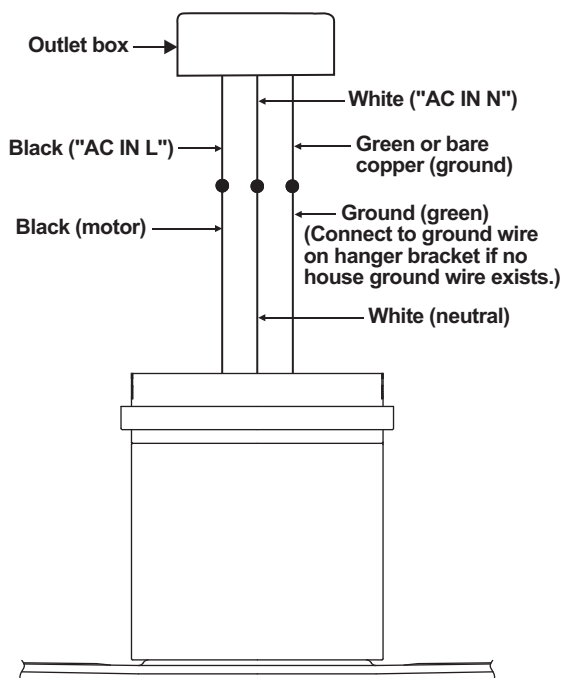
## 7. MAKE THE ELECTRIC CONNECTIONS

**NOTE:** Your fan has included as standard equipment two types of controls: a hand held remote control and a wall mounted wall control. You may use both as long as the dip switches are calibrated the same. Select one of the controls at this moment for installation and programming of your fan.

Disconnect the power at the electrical box. Follow the steps below to connect the fan to your household wiring. Use the wire connecting nuts supplied with your fan. Secure the connectors with electrical tape. Make sure there are no loose strands or connections.

### A. Hand held remote control

1. Connect the fan supply (black) wire to the black household supply wire as shown in Figure 10.
2. Connect the neutral fan (white) wire to the white neutral household wire. (Fig. 10)
3. Connect the fan ground wire (green) to the household ground wire.
4. Check that the two plugs, large and small are making proper contact. One plug is small with only a single wire connection. The second plug is larger and connects multiple colored wires.
5. After all splices are made, check to make sure there are no loose strands. As an additional precaution we suggest to secure the plastic wire connectors to the wires with electrical tape.



**Figure 10**



## B. Wall mount remote control

### a. Fan wire connection

1. Connect the fan supply (black) wire to the black household supply wire (Conductor cable between ceiling and wall outlet box). (Fig. 11)
2. Connect the neutral fan (white) wire to the white neutral household wire.
3. Connect the fan ground wire (green) to the household ground wire.
4. Check that the two plugs, large and small are making proper contact. One plug is small with only a single wire connection. The second plug is larger and connects multiple colored wires.
5. After all connections are made, check to make sure there are no loose strands. As an additional precaution we suggest to secure the plastic wire connectors to the wires with electrical tape.

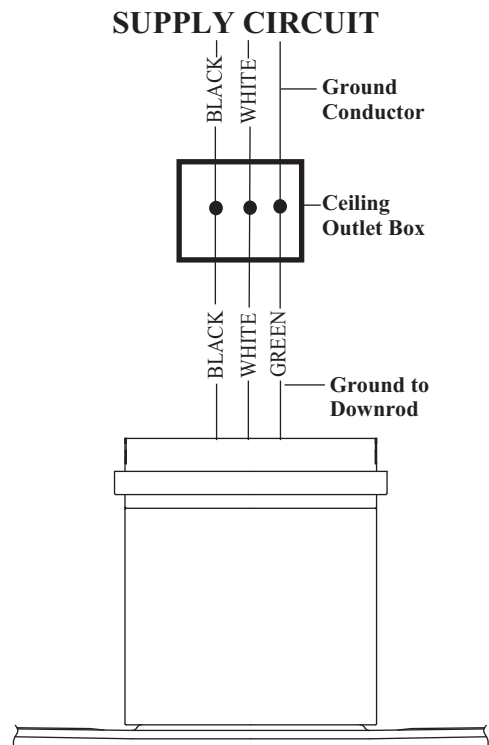


Figure 11

### b. Installing the wall control

1. Remove the existing wall plate and the old switch from the wall outlet box. Wire nut the BLACK leads (hot) together and push back inside the outlet box.
2. Carefully tuck the wire connections inside the outlet box. Secure the wall control with the two wall switch screws provided. (Fig. 12)
3. Attach the wall plate over the wall control and secure with the two wall plate screws provided.

**Disclaimer:** If a wall switch is to be used, for warranty to be valid, our included wall control needs to be installed to operate this fan.

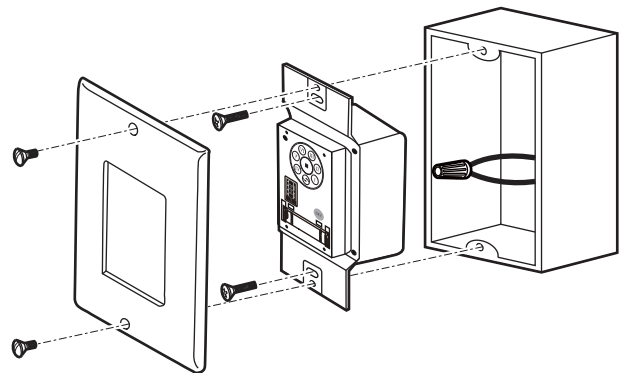


Figure 12

## 8. FINISHING THE INSTALLATION

Step 1. Move fan motor into position over the four mounting holes and secure with the four screws provided. The safety support is provided to prevent the fan from falling. Secure the safety cable securely onto the hook. (Fig. 13)

Step 2. Raise up decorative ring and line up the four tabs with the four grooves on the motor housing. Once lined up, slide the decorative ring up to the motor housing until snug. (Fig. 14)

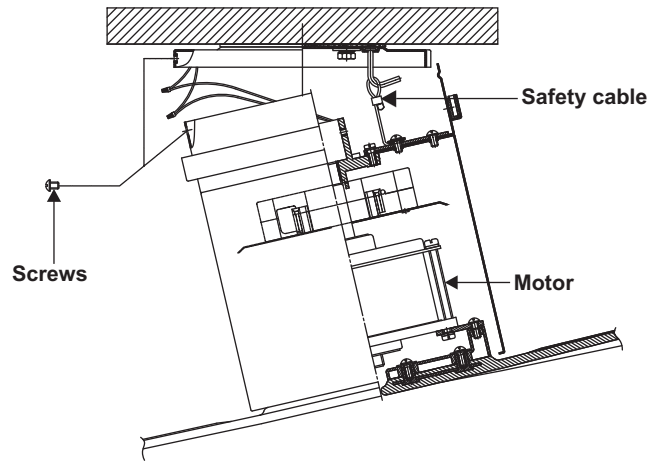


Figure 13

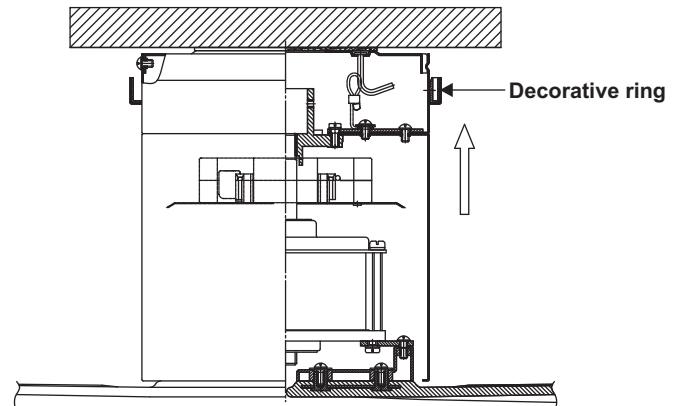


Figure 14

## 9. PROGRAMMING YOUR FAN AND OPERATING THE REMOTE CONTROL AND WALL CONTROL

Before programming takes place, fan must be fully assembled and mounted to the ceiling with blades attached. You must also choose which control you will be using for programming the fan, the remote or the wall control. No other wall control should be used with this fan but that which was included. Using another wall control other than ours will damage your fan and void your warranty.

Install one 23A/12V battery (included). To prevent damage to transmitter, remove the battery if not used for long periods of time (Fig. 15 & 16).

a) Select desired frequency from the transmitter.

Follow the below steps to set the remote control:  
The auto learning function will only mandate within 60 seconds when turning the fan's AC power ON.

b) From the wall or remote transmitter, Press and hold "SET" button for about 5 seconds and release. If optional light kit is installed, the signal light on the wall control will come on when the button is pressed. The fan has completed the pairing process with the wall control and is ready for use.

A. I, II, III, IV, V and VI button:

These six buttons are used to set the fan speed as follows:

- I = minimum speed
- II = low speed
- III = medium low speed
- IV = medium speed
- V = medium high speed
- VI = high speed

B. ■ button:

This button turns the fan off.

C. ↻ Reverse button:

This button is to control fan direction

D. SET code setting button:

Your DC brushless motor is equipped with automatically learned type remote control and a wall control. If two fans or more in a house, it is recommended that you not use the factory code settings. Change codes setting to any other combination of dip switch setting to avoid fan interference issues. Please refer the "D" "SET" code setting button section.

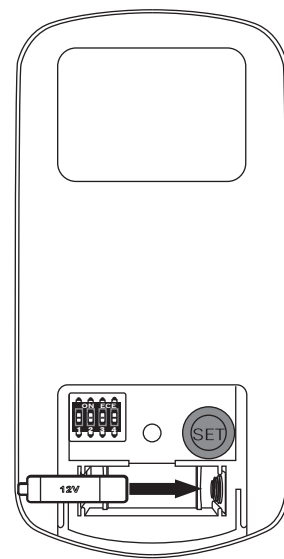


Figure 15

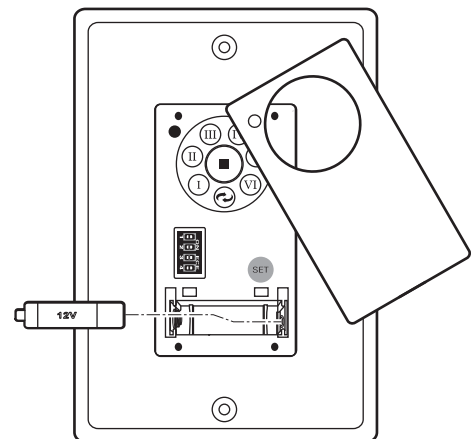


Figure 16

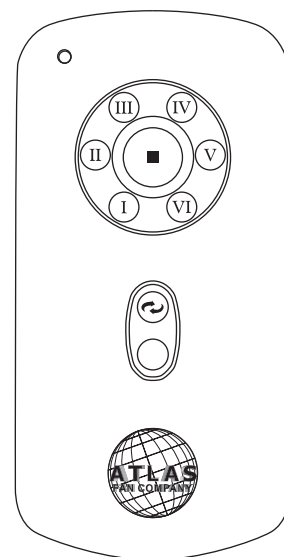


Figure 17

**NOTE:** If the self calibration test failed, turn the AC power off; restore power and process the self calibration test again.

**NOTE:** During self calibration test, the remote and the wall control are non-functional.

**NOTE:** The learning frequency function and self calibration test will continue to retain the last set frequency and calibration set even when the AC power is shut off. If the frequency is changed the self calibration test will occur again.

This receiver provides the following protective function:

1. Lock Rotor Position: The DC motor has a built-in safety against a stalled or locked rotor condition (stalled blade rotation). If there is an obstruction or fault with the motor, the current monitoring function will automatically turn power off to the motor after 30 seconds. Remove the obstruction and turn the AC power off. Restore power and re-start fan motor.

2. Over 80W protection: When the receiver detects motor power consumption which is greater than 80W, the receiver power will be stopped and operation will immediately discontinue. Wait for 5 seconds and then turn the receiver power back on.

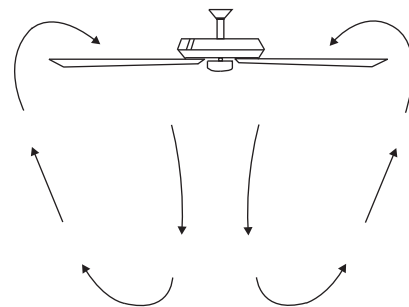
## 10. OPERATING YOUR FAN

Speed settings for warm or cool weather depend on factors such as the room size, ceiling height, number of fans and so on.

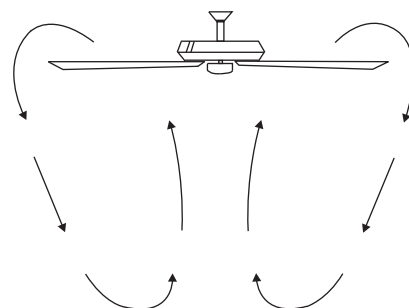
**NOTE:** To operate the reverse function on this fan, press the reverse button while the fan is running.

Warm weather - (Forward) A downward airflow creates a cooling effect as shown in Fig. 18. This allows you to set your air conditioner on a warmer setting without affecting your comfort.

Cool weather - (Reverse) An upward airflow moves warm air off the ceiling area as shown in Fig. 19. This allows you to set your heating unit on a cooler setting without affecting your comfort.



**Figure 18**



**Figure 19**

# 11. CARE OF YOUR FAN

Here are some suggestions to help you maintain your fan

1. Because of the fan's natural movement, some connections may become loose. Check the support connections, brackets, and blade attachments twice a year. Make sure they are secure. (It is not necessary to remove fan from ceiling.)
2. Clean your fan periodically to help maintain its new appearance over the years. Use only a soft brush or lint-free cloth to avoid scratching the finish. The plating is sealed with a lacquer to minimize discoloration or tarnishing. Do not use water when cleaning. This could damage the motor, or the wood, or possibly cause an electrical shock.
3. You can apply a light coat of furniture polish to the wood blades for additional protection and enhanced beauty. Cover small scratches with a light application of shoe polish.
4. There is no need to oil your fan. The motor has permanently lubricated bearings.

**IMPORTANT:** MAKE SURE THE POWER IS OFF AT THE ELECTRICAL PANEL BOX BEFORE YOU ATTEMPT ANY REPAIRS. REFER TO THE SECTION "MAKING ELECTRICAL CONNECTIONS".

# 12. TROUBLESHOOTING

Problem	Solution
Fan will not start.	<ol style="list-style-type: none"><li>1. Check circuit fuses or breakers.</li><li>2. Check line wire connections to the fan and switch wire connections in the switch housing. <b>CAUTION:</b> Make sure main power is off.</li><li>3. Check that the battery of the remote is functional.</li><li>4. Check to make sure all receiver plugs are connected at top of motor.</li><li>5. Re-do steps for programming on page 6.</li></ol>
Fan is noisy.	<ol style="list-style-type: none"><li>1. Make sure all motor housing screws are snug.</li><li>2. Make sure the screws that attach the fan blade bracket to the motor hub is tight.</li><li>3. Make sure wire nut connections are not rubbing against each other or the interior wall of the switch housing. <b>CAUTION:</b> Make sure main power is off.</li><li>4. Allow a 24-hour "breaking-in" period. Most noise associated with a new fan disappear during this time.</li><li>5. Some fan motors are sensitive to signals from solid-state variable speed controls. If you have installed this type of control, choose and install another type of control.</li><li>6. Make sure the upper canopy is a short distance from the ceiling. It should not touch the ceiling.</li></ol>
Remote control malfunction.	<ol style="list-style-type: none"><li>1. Do not connect the fan to a wall mounted variable speed control. Use our proprietary provided wall control.</li><li>2. Make sure the dip switches are set correctly.</li></ol>
Fan wobble.	<ol style="list-style-type: none"><li>1. Check that all blade and blade arm screws are secure.</li><li>2. Most fan wobbling problems are caused when blade levels are unequal. Check this level by selecting a point on the ceiling above the tip of one of the blades. Measure this distance. Rotate the fan until the next blade is positioned for measurement. Repeat for each blade. The distance deviation should be equal within 1/8".</li><li>3. If the blade wobble is still noticeable, interchanging two adjacent (side by side) blades can redistribute the weight and possibly result in smoother operation. <b>WARNING:</b> TO REDUCE THE RISK OF PERSONAL INJURY, DO NOT BEND THE BLADE ARM WHILE INSTALLING, BALANCING THE BLADES, OR CLEANING THE FAN. DO NOT INSERT FOREIGN OBJECTS BETWEEN ROTATING FAN BLADES.</li></ol>
Fan has jerky movement	<ol style="list-style-type: none"><li>1. Turn the AC power off to fan, and re-do steps for programming on page 9.</li><li>2. If fan still has jerky movement, verify that both motor wire plugs are properly connected.</li></ol>
Fan has lost its programming repeatedly	<ol style="list-style-type: none"><li>1. Turn the AC power off to fan, and re-do steps for programming on page 9.</li><li>2. Do not turn off fan from wall switch. Use only remote to regulate fan.</li></ol>

## **INSTRUCTIONS ON HOW TO PROGRAM MULTIPLE FANS ON SINGLE CIRCUIT BREAKER.**

1. Turn the power off at the breaker/service box.
2. Hang all fans by convenience cable located in top of motor to hook in ceiling bracket. This will allow you to easily access the leads from house and the leads of the fan. Do not connect house and fan leads, yet.
3. Make house lead connections to those of first fan, but do not install blades or motor cover.
4. Turn the breaker on.
5. Hold down the “set” button in battery compartment of one of the remote controls in close proximity to fan to be programmed first.
6. Let the first fan fully program. It will run forward and backward for about 5 minutes.
7. Once first fan is fully programmed, turn the power off from the breaker and disconnect the leads from the house to the fan just programmed.
8. Make house lead connections to second fan, but do not install blades or motor cover.
9. Change the dip switch positions on the second remote to a different position/frequency than those of the first fan’s remote.
10. Repeat steps 4 to 6.
11. Now, fully reconnect the leads of the first fan and fully install the blades and motor covers on both fans. Turn the breaker back on.
12. All your fans should now be installed and programmed to different remotes on the same circuit breaker.
13. Finally, with each remote and for each fan, hold down the “VI” button and let the fans program themselves again, but to the weight of the blades.

**Please Call Matthews Fan Company for questions: 847-680-9043**

# **LIMITED LIFETIME WARRANTY**

**MATTHEWS-GERBAR, LTD. DBA MATTHEWS FAN COMPANY LIFETIME LIMITED WARRANTY.** warranted by Matthews-Gerbar, Ltd. to the original user against defects in workmanship or materials under normal use and inside or outside damp location installation for: Motors: Lifetime of original purchaser: Labor & Component parts: (lights, finish, blades, etc...): one year after date of purchase, Light Bulbs: no warranty. Any part, which is determined by Matthews-Gerbar, Ltd. to be defective in material or workmanship and returned to an authorized service location, as Matthews-Gerbar, Ltd. designates, shipping costs prepaid, will be, as the exclusive remedy, repaired or replaced at Matthews-Gerbar Ltd.'s option providing that proof of purchase is provided. For limited warranty claim procedures, see PROMPT DISPOSITION below. This limited warranty gives purchasers specific legal rights, which may vary from state to state.

**LIMITATION OF LIABILITY.** To the extent allowable under law, Matthews-Gerbar, Ltd.'s liability for consequential and incidental damages is expressly disclaimed. Matthews-Gerbar, Ltd.'s liability in all events is limited to, and shall not exceed, the purchase price paid.

**WARRANTY DISCLAIMER.** Matthews-Gerbar, Ltd. has made a diligent effort to illustrate and describe the products in this literature accurately: however, such illustrations and descriptions are for the sole purpose of identification, and do not express or imply that the products will necessarily conform to the illustrations or descriptions. **Furthermore, there is no express warranty derived from any viewed sample or model. Matthews-Gerbar, Ltd. disclaims any expressed warranty and implied warranty of merchantability and fitness for a particular use.**

Except as provided below, no warranty or affirmation of fact, expressed or implied, other than as stated in "Limited Lifetime Warranty" above is made or authorized by Matthews-Gerbar, Ltd.

**PRODUCT SUITABILITY.** Many states and localities have codes and regulations governing sales, construction, installation and/or use of products for certain purposes, which may vary from those in neighboring areas. While Matthews-Gerbar, Ltd. attempts to assure that its products comply with such codes, it cannot guarantee compliance and cannot be responsible for how the product is installed or used. Before purchase and use of a product, please review the product application and national and local codes and regulations, and be sure that the product, installation, and use will comply with them. **Matthews-Gerbar, Ltd. disclaims any expressed warranty and implied warranty of merchantability and fitness for a particular use if any modifications are made to the original manufacturer's product.**

Certain aspects of disclaimers are not applicable to consumer products: e.g. (a) 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: (b) also, some states do not allow limitations on how long an implied warranty lasts, consequently the above limitation may not apply to you.

**OTHER EXCLUSIONS.** This warranty does not cover defects caused by: exposure to extremes of heat and humidity, neglect, modification, alteration, repair or service of the enclosed product by anyone other than an authorized Matthews-Gerbar, Ltd. service center; physical abuse to, or misuse of, the product or operation of it in a manner contrary to the accompanying instructions; or shipment of the product to a Matthews-Gerbar, Ltd. dealer or service center for service. This warranty also excludes all costs arising from adjustment of user controls, products purchased outside of the U.S.A., and costs for initial technical adjustments (set-up). Matthews-Gerbar assumes no liability for labor costs, installation costs or other losses. Consult the operating instructions included with the product for information regarding user controls.

**PROMPT DISPOSITION.** Matthews-Gerbar, Ltd. will make a good faith effort for prompt correction respect to any product, which proves to be defective within limited lifetime warranty. For any product believed to be defective within limited lifetime warranty, first call or write dealer from whom the product was purchased. Dealer will give additional directions. If unable to resolve satisfactorily, call Matthews-Gerbar, Ltd. at the phone number below, giving the dealer's name, address, date and number of dealer's invoice, and describe the nature of the defect.

**MATTHEWS-GERBAR, LTD**  
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