

Frequently Asked Questions

1. How do I place an order?

Contact your nearest Retailer. Refer to the "Where to Buy" page on the www.solent.co.za for information on the retailer/s nearest to you. Or visit our online store www.solentonline.co.za and click on the "Shop Fans" button.

2. What are the delivery/courier lead times?

Johannesburg – 24 to 48 hours

Cape Town – 48 – 72 hours

Outlying Areas – 3 to 5 days

3. I live in an area/country where Solent does not have a Retailer nearby. How do I place an order?

Visit www.solentonline.co.za and click the "Buy Now" button at the bottom of the screen to be directed to our full range of fans. Click on a model that suits your requirements, select the components to customise the fan to your unique décor & lifestyle. Complete your order online, make payment and we will have your fan delivered to you within 10 working days or sooner.

4. How to return my fan or exchange it for another?

Take your ceiling fan together with all documentation such as invoices etc. back to your retailer to request an exchange/return.

5. How easy is the ceiling fan to install – is it something I can do myself or does it require a certified technician?

We do recommend that the ceiling fan be installed by a **certified technician/electrician**. Take note that the **warranty becomes void** and does not apply if the fan is installed by someone that is not a certified technician/electrician.

6. Are the fans intended for outdoor use?

- Solent fans can be used on verandas and patios; however the fan must be **completely under cover**. Exposure to water spray, rain or to coastal areas with high corrosive sea air will cause the ceiling fans to **rust and damage** sooner as they are **not waterproof** and exposure to wind will cause the **fan to sway** as they are free hanging.
- No fan is rust proof however some are more corrosive resistant

We recommend the following options:

- Wooden blade range because they are made up of either marine ply or solid maple which will not swell, sag or rust.
- Aluminium blade range in the antique or trend colours because a hardener has been applied in the paint which makes the blades more corrosive resistant than our standard epoxy coloured blades. NB Although the blades are corrosive resistant over time the paint on the leading edges of the blades will start to pit and cause the powder coating to peel away.
- That the blades be cleaned regularly to remove excessive moisture and dust to protect the blades from corroding quicker.

7. What speed regulators are supplied with the fans?

High Breeze and Senorita models are supplied with a standard wall mounted **4 speed regulator** complete with **one light switch**.

High Breeze 100, Brushed Aluminium and Whirlwind models are supplied with a standard wall mounted 4 speed regulator only NO light switch. See diagram.



8. Can I add more light switches and /or dimmer switches to the standard wall regulators?

Yes, many various options are available. They need to be ordered separately and are made up according to customer requirements. Note, you will NOT be supplied or charged for the standard regulators when ordering a customer specific regulator.



9. Can I operate more than one fan from the standard wall regulators?

- No, you cannot operate more than one fan with the standard Reg1F wall regulator.
- However selections of multiple wall regulators are available for 2 fans, 3 fans and for 4 to 15 fans.
- You will NOT be supplied or charged for the standard wall regulators when ordering a multiple wall regulator.

10. Will a "non-Solent" wall regulator or remote control work on a Solent ceiling fan?

- Solent does not test other manufacturer's speed regulators with Solent ceiling fans.
- If customers do use a "non-Solent" wall regulator or remote control, they must have "step up speeds" (transformers or capacitors) and NOT gradual/infinite (electronic) controls which may cause humming and other noises and cause the fan to work improperly.
- Solent will not be held responsible for any hum or damage caused.

11. Can all Solent ceiling fans be operated by a remote control?

Yes, all Solent ceiling fans can be operated by Solent remote controls. Note, you will NOT be supplied or charged for the standard wall regulators when ordering a remote control.



12. How to pair a remote (transmitter) with your fan?

Pairing 1 Transmitter to 1 Receiver (Single Fan)

- Switch ON the Isolator/Light Switch for the fan.
- Within 30 seconds of switching the Isolator/Light Switch ON, press the FAN OFF button until the fan starts rotating and the light on the fan flashes.
- Pairing is now complete.

Pairing 1 Transmitter to Multiple Receivers (Multiple Fans)

- Each fan must be paired individually and must have its own Receiver and own Isolator/Light Switch.
- Start pairing by switching the Isolators/Light Switches OFF for all the fans.
- Switch ON the Isolator/Light Switch for the fan you are pairing.
- Within 30 seconds of switching the Isolator/Light Switch ON, press the FAN OFF button until the fan starts rotating and the light on the fan flashes.
- Pairing is now complete for that fan.
- Switch OFF the Isolator/Light Switch for the fan you have just paired, this will store it to memory.
- Move to the next fan, using the same Transmitter, perform points 1 to 5 to pair the 2nd fan. Use this method to pair each fan until all fans are paired.

Important

- The Isolator/Light Switch for the fans that have already been paired must be in the OFF setting to retain the memory.
- Pairing of 1 Transmitter to Multiple Receivers cannot happen if all the fans are connected to one Isolator/Light Switch. In this scenario a multiple fan wall controller can be used instead of a Remote Control.

13. Why does my fan "hum" when I installed a gradual/infinite (electronic) regulator?

- Most quality ceiling fans are operated by transformers or capacitors. Certain electrical control systems called transformers or capacitors create distinct speed "steps" 1, 2, 3 & 4. Capacitors control the fan in a way that does not produce a hum.
- Gradual/infinite fan speed controls, which create a speed control "range" from low to high, are operated by solid state electronics. Electronic controls create a hum because they control the fan's speed in a different manner.

14. Which Solent ceiling fans are compatible with a light kit?

- The High Breeze, High Breeze100 and Senorita fan models are under light kit compatible.



15. Can the ceiling fan and the under-fan light kit be controlled from the same switch?

No, the ceiling fan and the under-fan light kit CANNOT be controlled from the same switch.

Normally a light switch only has two wires, a live and a load. The options here are:

- To install a second load wire and use the 5 speed regulator complete with one light switch.
- Do not go to the expense of installing another load wire, use the Solent Remote control with fan speed control with light on/off or dimmer function. See diagram on next page.



16. Is a down rod included with every Solent ceiling fan?

Yes, a standard 230mm down rod is included with every ceiling fan.

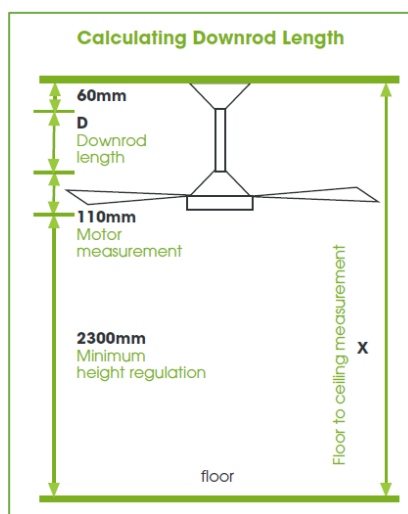
17. Can I have a longer down rod for an application with high ceiling or fixing point?

Yes, you can purchase separately, longer down rods up to 6 metres long.

Downrod	A (mm)	B (mm)
230	320	390
450	520	590
900	970	1 040

18. How do I calculate the length down rod required?

- For safety reasons the fan blades should **not be lower than 2300mm** above floor level. The fan blades can be higher than 2300mm.
- The general formula for calculating down rod length is: Floor to ceiling height – (2300mm (min blade height regulation from floor) + 110mm (dimension of the actual fan) + 60mm (hanging shackle) = Down rod length. See [Technical Specification – Downrod Length Calculation](#).
- If you require the fan to be higher than 2300mm above the floor substitute the 2300mm in the formula with the desired height: Floor to ceiling height – (3000mm(desired height from floor) + 110mm + 60mm) = Down Rod length. See *diagram*.

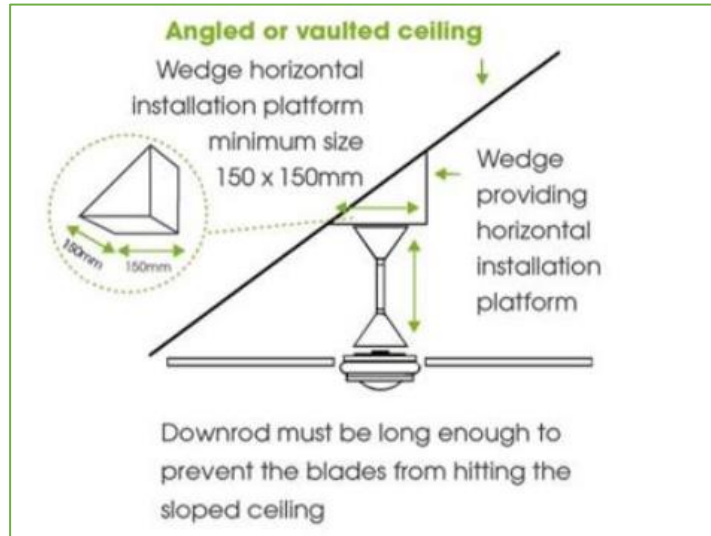


19. Will the fan be more prone to wobble if I use a longer down rod?

No the fan will not be prone to wobble. Weight and length combined, create stability.

20. Can a Solent ceiling fan be mounted on angled or vaulted ceilings?

- Yes, install a wedge that provides a horizontal surface for attaching the downrod.
- Downrod must be long enough to prevent the blades from hitting the sloped ceiling.

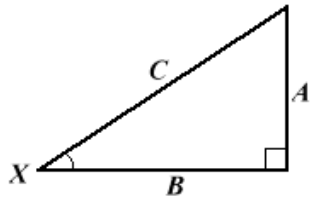


21. What Minimum Downrod length (A) must I use on a pitched ceiling (X degrees) for a fan with a B mm Sweep (half of the overall sweep)?

Go to <http://www.pagetutor.com/trigcalc/trig.html> and use the guide below to fill out the table on the website.

Right Triangle Trig Calculator

Fill in two values and press Calculate. The other two values will be filled in. You may adjust the accuracy of your results.



Side A =

Side B =

Side C =

Angle X = degrees

Accuracy =

Side A = Minimum Downrod Length = 433mm – Round length up (450mm).
 Side B = Sweep/2 = 1500mm/2 = 750mm
 Angle X = Pitch = 30°
 Thus minimum Downrod Length = 450mm

22. What is the blade sweep of a fan?

The blade sweep of a fan is generally the circular area that is covered by the fan’s blades whilst in rotation. The diameter of a fan’s blade sweep is measured by taking the distance from the edge of one blade to the edge of the opposite blade. See diagram on next page.



Blade Sweep Dimensions

Aluminium Blades	Wood Blades
BA90 900mm	BW90 900mm
BA120 1200mm	BW120 1200mm
BA140 1400mm	BW140 1400mm
BA165 1650mm	BW150 1500mm
BA210 2100mm	BW180 1800mm
	BW200 2000mm

Blade Sweep Selection

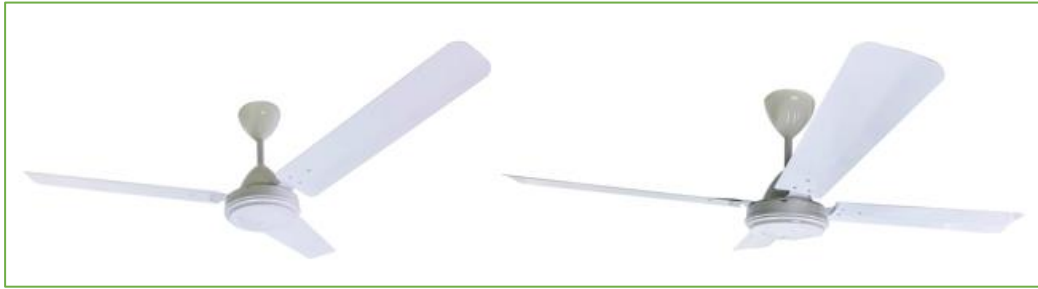
The rule of thumb below is a general guide for ceiling fan sizing based on your room’s dimensions. To achieve effective cooling in a room, ceiling fans must be strategically installed where people congregate.

Rule of Thumb

Blade Sweep	For rooms up to
900mm	9 Square Meters (3m x 3m)
1200mm	12-16 Square Meters (4m x 3m / 4m)
1400mm	20-25 Square Meters (5m x 4m / 5m)
1500mm-1650mm	30-36 Square Meters (6m x 5m / 6m)
1800mm	36-48 Square Meters (6m x 7m / 8m)
2000mm-2100mm	48-54 Square Meters (6m x 8m / 9m)

23.What is the difference between a three & four blade fan?

The difference is mainly aesthetics.



24.Does the number of blades affect the volume of air moved?

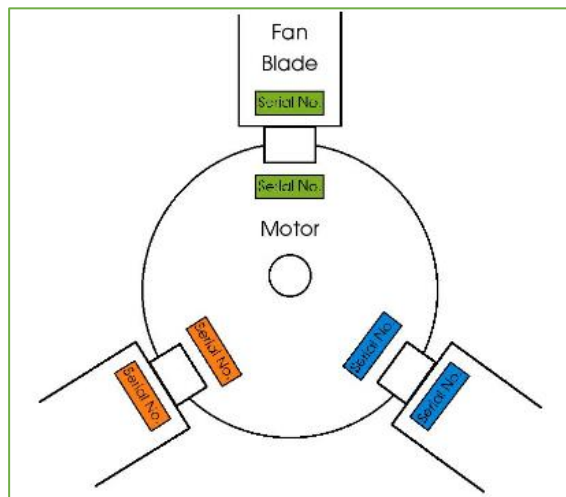
More blades do not necessarily mean more air delivery. More blades put additional drag on the motor, slowing down the RPM of the blades which decreases the air flow. All Solent ceiling fans are designed for optimal air delivery.

25.Which blade provides maximum air movement?

Both aluminium and wooden blades are designed for optimal air delivery, however the different blade materials affect the amount of air delivered by each type of blade. Aluminium blades are aerodynamically shaped, ensuring that they cut through air much more effectively. Wooden blades are heavier because of the material they are made from which results in more drag on the motor, causing the blades to spin at a slower speed.

26.What is the proper way to install wooden blades?

- It is recommended that you mount the ceiling fan motor to the fixing point before attaching the blades.
- Each motor is paired with its own set of wooden blades, be careful not to mix up the sets if you have purchased more than one set of wooden blades.
- Match the serial number on the blades with the serial number on the motor to ensure that you have paired the correct sets together.
- Match the colour on the blades with the colour on the motor. See diagram.



27.How should I clean the blades on my fan?

Dust them regularly with a feather duster or soft dusting brush. Because of their coating and durability blades can also be cleaned with a damp cloth.

28.What is the RPM (revolutions per minute) for my fan?

The RPM varies greatly, depending on the blade size and material (aluminium or wood). Smaller blades as well as blades of lighter material increase the RPM rate.

29. How do I know what size fan to purchase?

- You need to choose the right size fan for a room to get optimum comfort. Solent recommends the following rule of thumb

Blade Sweep Selection		
The rule of thumb below is a general guide for ceiling fan sizing based on your room's dimensions. To achieve effective cooling in a room, ceiling fans must be strategically installed where people congregate.		
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900mm	9 Square Meters	(3m x 3m)
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- You need to choose the right size fan for a room to ensure safety.
- Solent recommends that it should be taken into account that the fan:
 - Will clear open cupboard doors
 - Point of installation is safe and secure
 - Is not within reach from bunk beds
 - Blades do not cross over any lighting which causes flickering.

30. How do ceiling fans cool a room, do they actually lower the temperature?

A ceiling fan **doesn't cool a home, it cools people**. It does so without changing indoor temperature one degree! How? By moving air. A ceiling fan creates a 'wind chill effect'. It does not decrease the room temperature but the wind chill effect makes you feel cooler by accelerating the evaporation of perspiration on your skin.

31. Can I reverse the direction of the Solent ceiling fans with my handheld remote control or wall regulator?

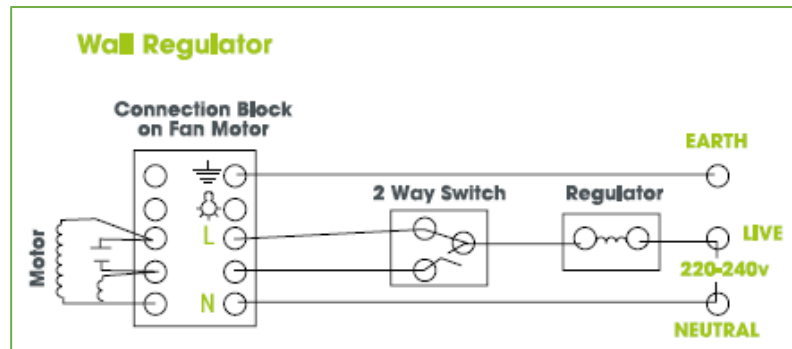
Yes you can. The High Breeze, High Breeze100 and Senorita fan models have the reverse option.

32. Can I reverse the direction of the Solent ceiling fans with my handheld remote control or wall regulator?

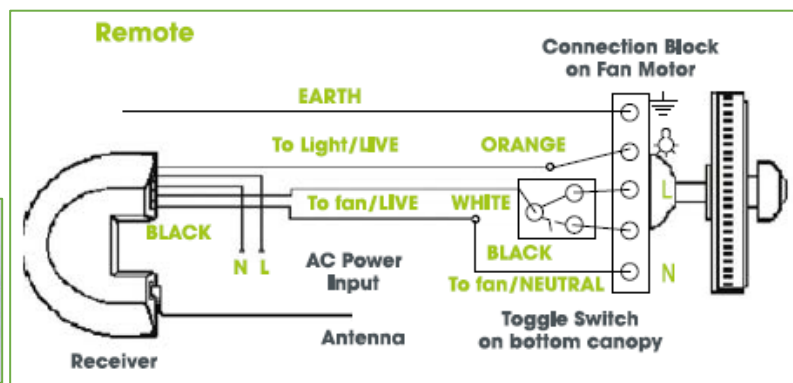
Yes you can. The High Breeze, High Breeze100, Brushed Aluminium and Senorita fan models have a connection point on the connection block at the motor for the reverse option. **NB** Additional wiring and switching must be done for the reverse option. Please read below on how to connect the reverse option with a wall regulator or Remote control.

33. How can I reverse the direction of my Solent ceiling fan?

Via a wall regulator - Additional wiring and switch options will have to be used for this function. The electrician will need to connect a 2nd wire from the regulator wall box to the fan to enable the reverse option. The 1st wire will provide the forward function and the 2nd wire will offer the reverse function. A 2 way switch will have to be used to switch between the directions. **NB** It is advisable to request the reverse option at time of order so that we can provide the wall regulator with a 2 way light switch. Alternatively the qualified installer can replace the one way light switch with a two way switch at time of installation. See wiring and connection diagram below.

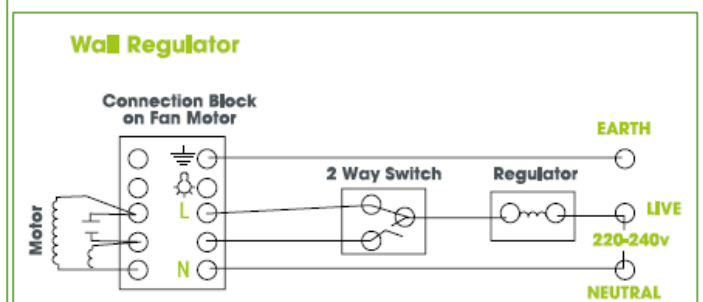
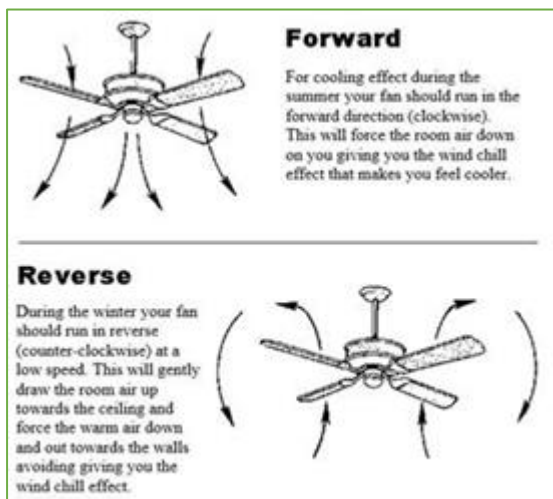


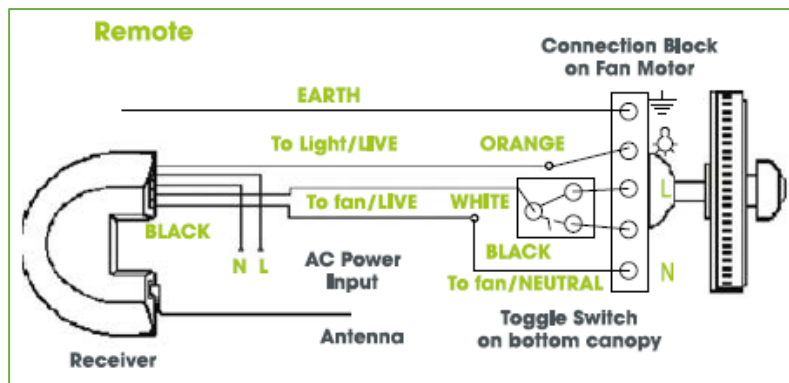
Via a remote control – Additional wiring will NOT be required but a two way toggle switch will be required. The toggle switch must be installed on the motor cup. Wiring is required from the remote receiver, which is housed in the ceiling cup, to the two toggle switch and from the toggle switch to the connection point on the connection block at the motor. **NB** It is advisable to request the reverse option at time of order so that we can provide and install the toggle switch on the motor cup. See picture of toggle switch and wiring and connection diagram below.



34. Can the ceiling fan be used in winter for any beneficial purposes?

- A ceiling fan can help lower energy consumption in the winter and help gently re-circulate the warm air without creating a cooling wind chill effect.
- The temperature in a heated room varies in layers; the air near the ceiling is warmer than the air near the floor, because warm air rises. A ceiling fan can help push the warm air that is trapped near the ceiling back down into the room.
- As a result, the warm air is circulated where it is needed, and the heating system does not overwork to warm the room, to do this the ceiling fan must have the forward/reverse option installed.
- Additional wiring and switch options will have to be used for this function. See diagrams on next page.





35. Do ceiling fans help repel mosquitoes and insects?

- Mosquitoes and most flying insects are poor flyers and studies have found that wind is an effective method to deter mosquitoes and other airborne pests.
- However their poor flying skills is not the only reason why a ceiling fan keeps them away, a ceiling fan dilutes and disperses the carbon dioxide you exhale. Carbon dioxide is one of the major chemicals that attracts mosquitoes.
- The wind from a fan also cools your body reducing the sweat created by the body, reducing the lactic acid and body heat generated, which all attract mosquitoes.

36. Can spare parts be purchased for Solent fans?

Yes, Solent ceiling fans are sold in component form therefore all parts are readily available and can be purchased separately.



37. How much electricity will a Solent ceiling fan use?

- A Solent ceiling fan running on high speed will consume less power than a 100-watt bulb.

Motor Models	Number of Blades	Reverse Option	Light Kit Option	Colour Finishes	Power Input	Current Amps
Whirlwind	3	No	No	Standard only	60w	0,30
High Breeze	3, 4 & 5	Yes	Yes	Standard, Antique & Trend	80w	0,33
High Breeze 100	3 & 4	Yes	Yes	Standard, Antique & Trend	100w	0,50
Senorita	3	Yes	Yes	Standard, Antique & Trend	80w	0,33
Brushed Aluminium	3 & 4	Yes	No	Standard & Trend	80w	0,33

38. Can a fan be used in conjunction with an air conditioner?

Yes, when a ceiling fan is used in conjunction with an air conditioner, it can lower energy costs because you can now set the thermostat of your air conditioner at a higher temperature and run it for a shorter period of time.

39. Are Solent ceiling fans available in a 110-volt version for international use?

- There are certain fans and finishes that are available with a 110-volt motor. [Contact Us](#) for further information.

Troubleshooting Tips

1. How to fix noises related to the motor.

- The **bottom canopy** could possibly be sitting directly on top of the Motor, this will **cause a scraping sound**, ensure that there is an **8mm gap** between the motor and of the canopy.
- If the fan has a light kit, it is possible that the **base of the light kit could be bent** on one side and this would touch the bottom of the motor casing some noise. Using both hands, with a gentle pulling and pushing motion up and down, **bend the light kit back to its correct position**.

2. Possible reasons for a ticking sound.

- The blade fastening **screws have not been tightened enough**, tighten the screws and the noise should stop.
- If you have a fan without a light kit, **remove the brown/blue wires that are in the shaft**, at the bottom end shield of the motor.

3. The glass shade is vibrating.

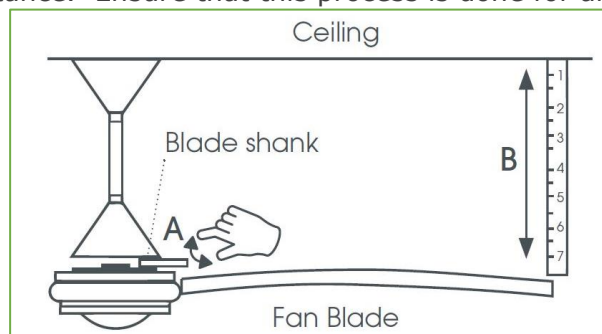
The **rubber gasket** supplied with the light kit has not been used. To fix this problem, **ensure that the gasket supplied is used** in between the fixing nut and glass shade.

4. I hear a scraping sound.

Check that the **capacitor is fixed** on the motor shaft and not hanging out of its housing onto the motor.

5. How to fix an unbalanced fan.

- Ensure that all the **blades are in equal distance** from the Ceiling.
- To do this, use a tape measure to measure the **distance between each blade and the ceiling**, once you have the distance of the first blade (Eg. 300mm) move the next blade to that point to ascertain if the distance is the same.
- If it's not, then **bend the shank** (the bracket that fixes the blades to the motor) up or down to achieve the correct distance. Ensure that this process is done for all blades.



Contact us if you were not able to find an answer to your problem in the FAQs