

# THE METRO CEILING FAN INSTALLATION INSTRUCTIONS

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Please read and save these instructions



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**These instructions are to be used in  
the installation of the following  
QUORUM INTERNATIONAL fans...**

The Metro

**Q**UORUM  
INTERNATIONAL

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# QUORUM'S UNIQUE LIMITED LIFETIME WARRANTY

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## WHAT IS COVERED-

Except as specified below, the manufacturer of this product warrants it to be free of all defects in workmanship and material.

## WHAT IS NOT COVERED BY THIS WARRANTY-

1. All costs of removal or reinstallation of the fan.
2. Damage resulting from failure to follow instructions contained herein.
3. Damage occurring during shipment of the product (claims must be presented to the carrier).
4. Damage resulting from accident, misuse, abuse, or neglect.
5. Damage resulting from the application of any exterior coating, or by the addition of any unapproved accessories.
6. Damage resulting from repair or attempted repair by anyone other than the manufacturer.
7. Damage resulting from causes other than product defects, including lack of

technical skill, competence, or experience of the user.

8. Light bulbs, glass or acrylic components or accessories.

9. Minor occurrences of wobble are accepted as normal and should not necessarily be considered a defect.

## WHO MAY ENFORCE WARRANTY-

This warranty may be enforced only by the original purchaser. The end user must possess a dated proof of purchase from an authorized Quorum dealer to establish a warranty claim.

## LENGTH OF THE WARRANTY -

1. For the fan motor - for the lifetime of the original purchaser.
2. For everything else, except blades and finish - one year from the date of purchase.
3. For fan blades and finish - 90 days from the date of purchase.

## WHAT WE WILL PAY FOR -

We agree to correct defects outlined in the warranty without charge, or at our option replace the fan with an equivalent or

superior product if the defective unit is returned prepaid to us.

## TO GET WARRANTY SERVICE -

To obtain warranty service, the product must be returned prepaid to Quorum. (This warranty is not enforceable outside the United States.) Details regarding return shipment are explained elsewhere in this manual. Whenever warranty service is required, ***you must present a copy of the original dated sales receipt as proof of coverage.***

***There is no other express warranty. Quorum hereby disclaims any and all implied warranties, including but not limited to those of merchantability of fitness for a particular purpose to the extent permitted by law. Quorum shall not be liable for incidental, consequential, or special damages arising out of or in connection with the product use or performance except as may otherwise be accorded by law. The duration of any implied warranty which cannot be disclaimed is limited to the periods specified above in the express warranty.***

# WARRANTY SERVICE

1. Most problems can be handled by our customer service agents over the telephone. Customers seeking warranty repair or replacement for any fan or component are encouraged to call us for assistance. All returns must be issued a Return Goods Authorization number (RGA) prior to returning the defective unit or part. Call (817) 626-5483 - Monday thru Friday 8:00 a.m. - 5:00 p.m. CST to obtain a RGA number.
2. Arriving shipments will be refused if they do not bear a valid RGA number on the outside packaging.

3. A dated proof of purchase must accompany any fan or component clearly indicating the name of the original purchaser.
4. To avoid damage in transit, the product should be returned in its original box and packaging. Quorum will not bear responsibility for any shipping damage.
5. Any return of a fan or component must be shipped freight and insurance prepaid.

## FOR YOUR RECORDS

Purchased From \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Fan Model No. \_\_\_\_\_  
Date Purchased \_\_\_\_\_

**Complete and mail the enclosed warranty card within 10 days to ensure your warranty is registered.**

**If you have any questions regarding the warranty, or the procedures for obtaining service, please call us at (817) 626-5483 - Monday thru Friday 8:00 a.m. - 5:00 p.m. CST.**

# 1. SAFETY RULES

Model #39525-xx: 17.82 lbs

1. To avoid possible electric shock, **turn off the electricity** at the main fuse box or circuit panel before you begin the fan installation or before servicing the fan or installing accessories.
2. Read all instructions and safety information carefully before installing your fan and **save these instructions**.
3. Make sure all electrical connections comply with local codes or ordinances as well as the National Electrical Code. If you are unfamiliar with electric wiring, please use a qualified and licensed electrician.
4. Make sure you have a location selected for your fan which allows clear space for the blades to rotate, and at least seven (7) feet of clearance between the floor and the fan blade tips.
5. The outlet box and ceiling support joist used must be securely mounted, and **capable of supporting at least 50 pounds**. To reduce the risk of fire, electric shock, or personal injury, use only an outlet box clearly labeled "**Acceptable For Fan Support**".
6. To reduce the risk of personal injury use only approved hanging brackets and screws supplied with the outlet box for mounting to the outlet box.
7. After installation is complete, check that all connections are absolutely secure.
8. Do not insert anything into the fan blades while they are rotating.
9. Do not operate the reverse switch until the fan has come to a complete stop.

10. Do not attempt to control the operation of the fan (or an optional light kit) from any wall control that is not approved by Quorum for use with its fans. Do not use solid state wall controls. The use of any unapproved control voids the fan's warranty.

11. Federal regulations require all ceiling fans with light kits manufactured or imported after January 1, 2009, to limit total wattage consumed by the light kit to 190W. Therefore, this fan is equipped with a wattage limiting device.

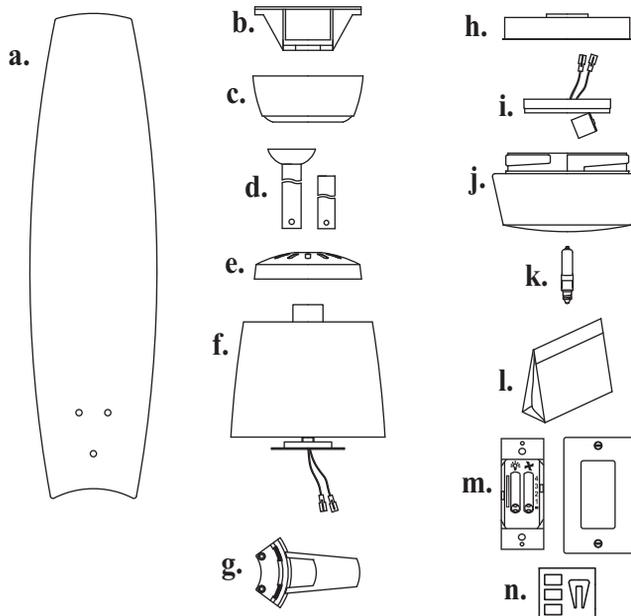
## TOOLS REQUIRED FOR INSTALLATION

Phillips Screwdriver  
Wire Cutters  
Electrical Tape  
Step Ladder

# 2. UNPACKING YOUR FAN

Unpack your fan and check the contents. Do not discard the carton. If warranty replacement or repair is ever necessary the fan should be returned in original packaging. Remove all parts and hardware. Do not lay motor housing on its side - because the decorative casing may shift. Check all visible screws, bolts and nuts for tightness. Examine all parts. The following parts should be included:

1. Set of blades (a)
2. Hanging bracket (b)
3. Canopy (c)
4. Downrod assembly (6"+4") (d)
5. Yoke cover (e)
6. Fan motor assembly (f)
7. Set of blade arms (g)
8. Mounting plate (h)
9. Light plate (i)
10. Glass shade (j)
11. 75 Watt halogen bulb (k)
12. Parts bags (l) containing:
  - Blade attachment hardware (Screws/washers, washers may be attached to screws, rubber washers.)
  - Mounting hardware (wire nuts, wood screws, machine screws, lock washers, spring washers, metal washers.)
  - Canopy cover
13. Wall switch. 2 mounting screws and 3 wire nuts, Wall plate w/2 mounting screws and 2 machine screws (m)
14. Blade balancing kit (n)



## NOTE:

Some Quorum fan models will have slightly different parts than what is shown here depending upon the design you have chosen. Basic installation procedures are similar for all models.

IF YOU FIND THAT PARTS ARE MISSING, CONTACT YOUR DEALER FOR REPLACEMENT, OR CALL QUORUM DIRECTLY AND WE WILL MAIL REPLACEMENTS TO YOU IMMEDIATELY.

# 3. MOUNTING OPTIONS

1. Disconnect the power by removing fuses or turning off circuit breakers.

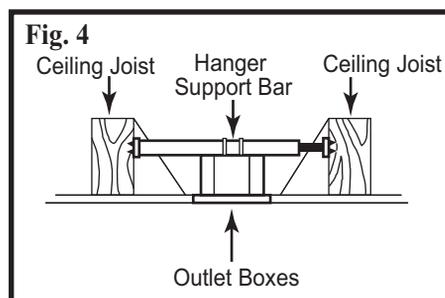
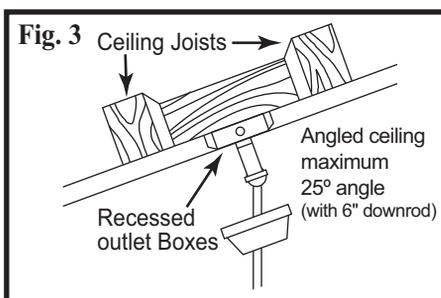
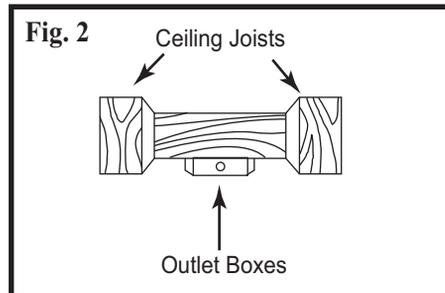
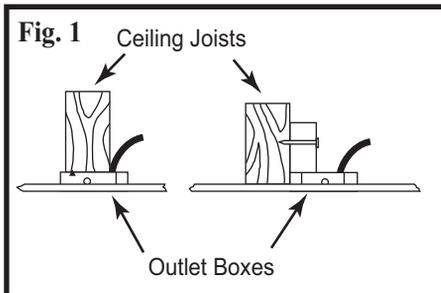
2. If there is an existing outlet box, ensure it is clearly marked "Suitable for Fan Support". If it is not so marked, it must be replaced with an approved one.

3. Secure the outlet box (or make sure the existing box is secured) directly to the building structure. Use appropriate fasteners and building materials.

4. Figures 1,2 and 3 are examples of different ways to mount the outlet box in different situations. A longer downrod may be required in sloped ceiling situations to maintain proper blade clearance.

5. To hang the fan in locations where no ceiling joist is available, a hanger support bar may be required (Figure 4). Quorum distributes approved hanger support bars and outlet boxes.

**WARNING:** TO REDUCE THE RISK OF ELECTRIC SHOCK, FIRE, OR PERSONAL INJURY, MOUNT THE FAN ONLY TO AN OUTLET MARKED ACCEPTABLE FOR FAN SUPPORT AND USE MOUNTING SCREWS PROVIDED WITH THE OUTLET BOX.



**CAUTION:** TO REDUCE THE RISK OF PERSONAL INJURY, INSTALL THE PRIMARY MOUNTING MEANS AND USE ONLY THE HARDWARE PROVIDED WITH THE FAN.

# 4. HANGING YOUR FAN

**WARNING** - Turn off the power!

**DO NOT** fasten the blades to the fan until it is assembled and hanging from the ceiling. To do so now will likely bend the blade arms and almost certainly cause wobble.

1. If not already affixed to the hanger bracket, place the rectangular rubber isolators between the hanger bracket and outlet box. Secure the hanger bracket to the outlet box using the 2 long steel screws supplied with the outlet box.

2. Remove the set pin and safety lock clip from the yoke on top of the motor assembly. Slide the downrod through the canopy and canopy cover. Slide the yoke cover onto the downrod (Fig. 5). Feed the wires from the fan motor through the downrod assembly.

3. (Fig. 6) Attach the downrod assembly by feeding the wires through the yoke cover, canopy cover, canopy and downrod assembly. Insert the downrod into the yoke. Slide the set pin through the yoke and downrod and secure with safety lock clip. Tighten the screws on yoke. Lower the yoke cover to conceal the yoke.

4. Lift the fan motor without the blades and place into the hanger bracket, rotating the ball until the groove engages the tab on the hanger bracket. This locks the ball mount and fan motor, preventing fan rotation during operation. (Fig. 7)

Fig. 5

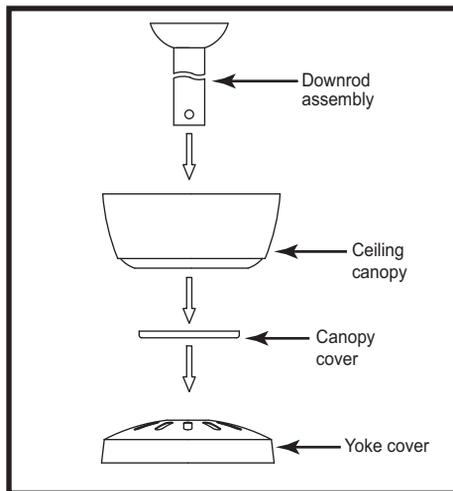


Fig. 7

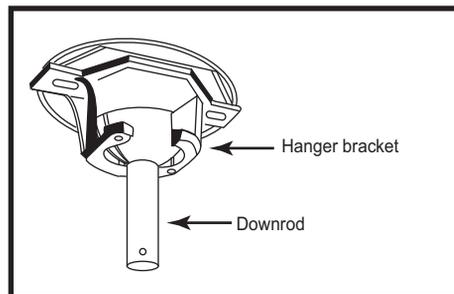
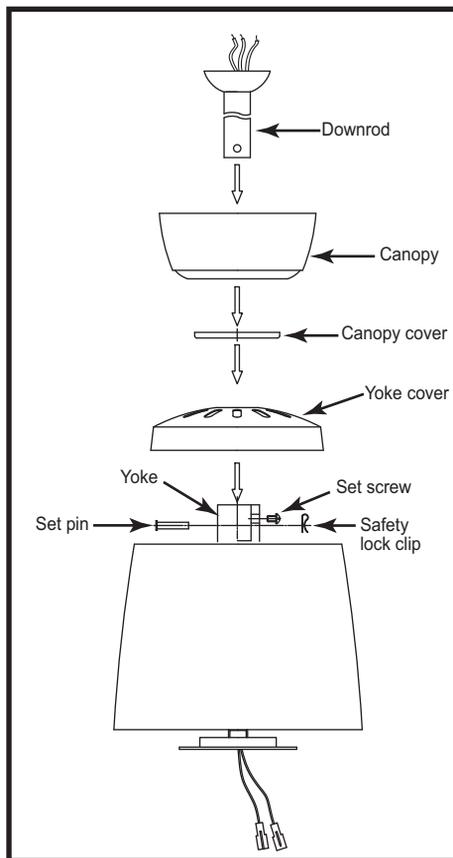


Fig. 6



# 5. ELECTRICAL CONNECTIONS

**REMEMBER** -Turn off the power!

Use the wire nuts supplied with your fan when making connections. Secure the connectors with electrical tape and make sure there are no loose connections or wire strands.

1. Spread the wires apart so that the black wire from the fan is on one side of the mounting bracket and the white wire and green ground wire are on the other side.
2. (Fig. 8) Connect the BLACK building supply wire to the BLACK fan wire. Connect the WHITE building neutral wire to the WHITE fan neutral wire. Connect the COPPER building ground wire to the GREEN fan ground wire.

3. Inside the ceiling junction box be sure to spread the wires apart so that the black connection is on one side of the outlet box and the white/white and green/copper connections are on the other side.

4. Connect the wiring from the wall switch receptacle to wall control unit.

- Remove the existing wall plate and switch from the wall junction box.
- Connect one BLACK wire from the wall to one BLACK wire (labeled "TO FAN") from the wall control.
- Connect the other BLACK wire (labeled "TO POWER SUPPLY") from the wall control to the remaining BLACK wire from the wall (A/C supply source).
- Connect the other BLUE wire (labeled "TO LIGHT") from the wall control to the remaining BLUE wire from the wall (A/C supply source).

- If your junction box has a ground wire (green or bare copper), connect the wall control's ground wire to it. Otherwise, connect the wall control ground wire directly to one of the screws from the outlet box.

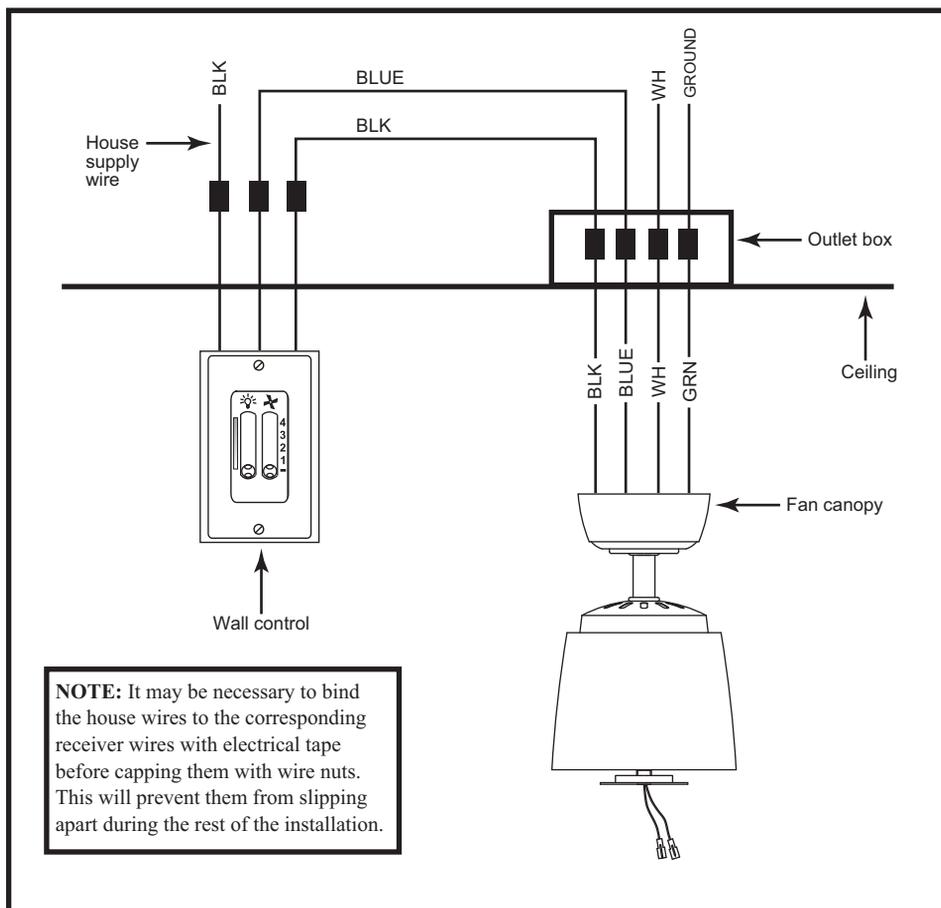
- Carefully tuck the connected wires inside the junction box. Secure the wall control with the two screws provided. Attach the face plate over the wall control with the two screws provided.

5. Inside the ceiling junction box be sure to spread the wires apart so that the black connection is on one side of the outlet box and the white/white and green/copper connections are on the other side.

Use **ONLY** wall controls approved by Quorum. Use of unapproved wall controls will cause unacceptable humming noise, and avoids the fan warranty.

Hook up in "series only" do **not** connect the hot and neutral wires of electric circuit to the wall control - damage to the wall control and possible fire could occur.

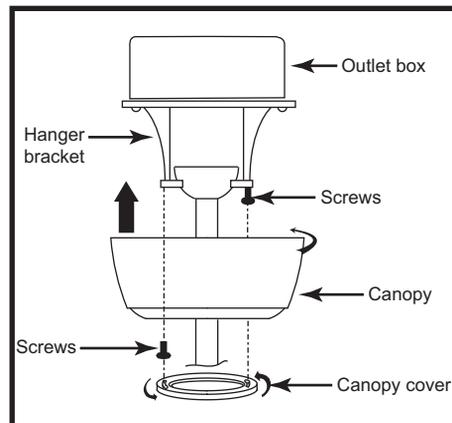
Fig. 8



# 6. COMPLETING THE INSTALLATION

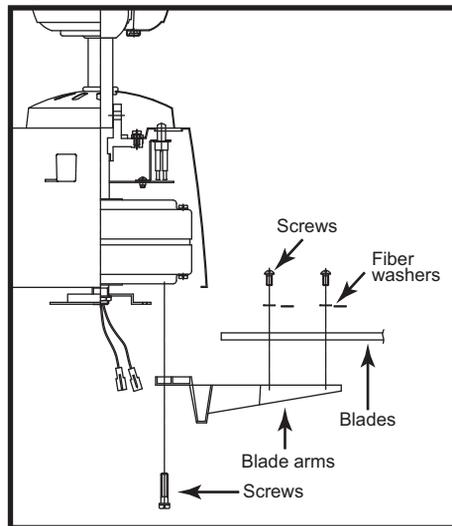
1. Make sure the wiring is safely inside the outlet box as instructed in **Step 5 - Electrical Connections**. To install the canopy, slide the canopy up to hanger bracket and place the key hole on the canopy over the screw on the hanger bracket, turn canopy until it locks in place at the narrow section of the key holes. (Fig. 9) Align the circular hole on canopy with the remaining hole on the hanger bracket, secure by tightening the two set screws, lift canopy cover and attach by turning clockwise. **Note:** Adjust the canopy screws as necessary until the canopy and canopy cover are snug. (Fig. 9)

Fig. 9



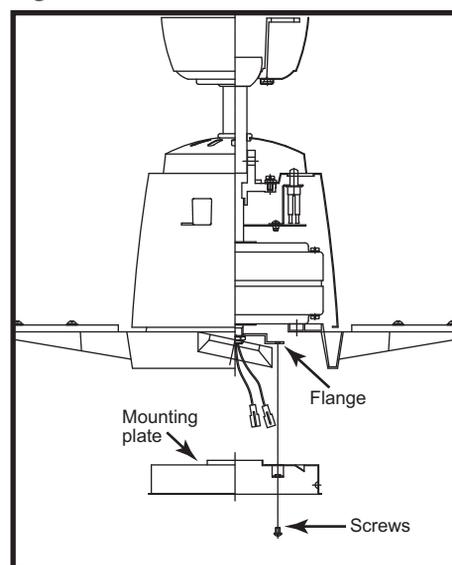
2. **Blade Assembly & Installation (Fig. 10)** Place the supplied rubber washers over the screw holes in blade arms. Using the supplied blade arm screws, attach the blades to the blade arms. In some cases the rubber washer is permanently fixed to the screw head. Ensure all screws are used for each blade. Next attach the blades to the motor assembly using the supplied screws. **DO NOT bend the blade arms when installing the blades.**

Fig. 10



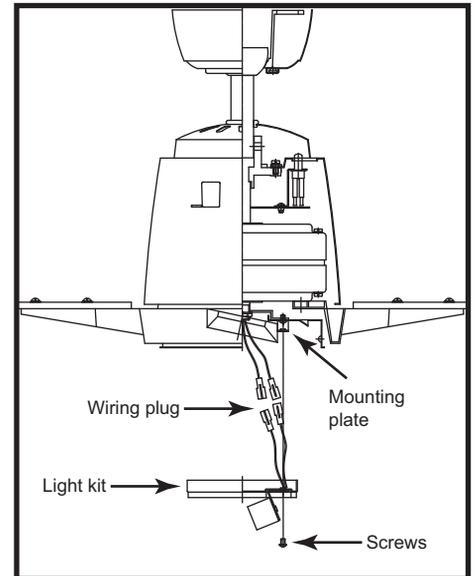
3. **Attaching the Mounting Plate (Fig. 11)** Attach the mounting plate to the flange of the motor by using the three (3) screws provided that are preinstalled on the flange.

Fig. 11



4. **Attaching the Light Kit (Fig. 12)** Connect the two wiring plugs from the motor assembly to the corresponding plugs in the light kit. Attach the light kit to the mounting plate by using the three (3) screws provided that are preinstalled on the mounting plate.

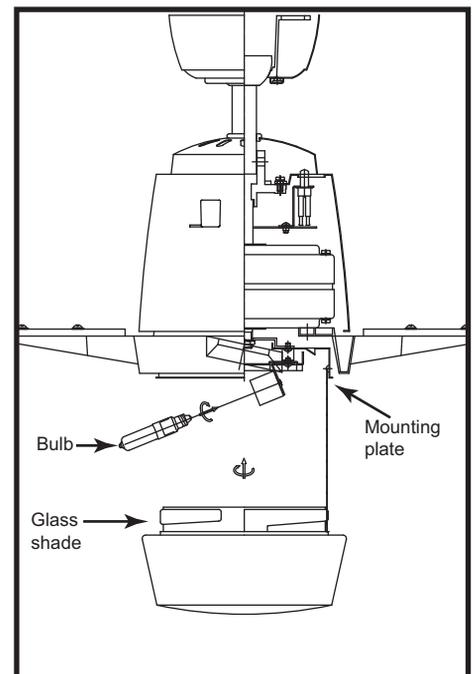
Fig. 12



5. **Attaching the light bulb and glass shade (Fig. 13)**

Install 1 x 75 Watt halogen bulb (included). Raise glass shade up against light plate and secure it to the fan by turning clockwise until snug. **DO NOT OVERTIGHTEN.**

Fig. 13



A certain amount of wobble may be considered normal, especially if the fan is on a downrod long than 12".

# 7. FAN OPERATION AND CARE

Restore power to ceiling fan and test for proper operation.

A. The fan 4-speed control knob is used to control the fan blade speed as follows:

- 0 = Turns the fan off
- 1 = High Speed
- 2 = Medium High Speed
- 3 = Medium Speed
- 4 = Low Speed

B.  Light Slide Switch: This Slider turns the light fixture ON or OFF and adjust the Brightness of the fixture. OFF is all the way down.

1. A ceiling fan is an environmentally smart choice to cool as well as to help warm your home or office. Adjust your HVAC thermostat during fan use to save additional energy and money on your air conditioning and heating utility bills. You should see a significant reduction in both your heating and cooling costs by regular use of your fan.

Do not hesitate to use your fan during summer and winter months. In summer, (Fig. 15) using the reverse switch, adjust the fan's direction so cool air is blown down, producing a cooling breeze. In winter, (Fig. 16) reverse the fan so that an upward airflow will push warm air off the ceiling and circulate it downwards into the living area. In winter months, use the fan at a lower speed than summer.

2. Periodically check tightness of all screws securing the blades to the blade arm attachment points. A clicking or a rattling noise is a sure indication of loosening screws. Since screws will invariably work loose over time, at least once a year, tighten all the screws attaching blades to blade arms. **Do not bend blade arms when cleaning or servicing the fan.**

3. Clean you fan periodically using only a cloth dampened with a mild detergent solution for all hardware - never use solvents. The finish plating is lacquered to prevent tarnishing. Use a lint-free cloth with clean water to clean blades.

4. You will never need to oil or lubricate your fan. Its permanently sealed bearings will provide trouble free, silent operation for many years.

5. If repairs or servicing are ever required, to avoid possible electric shock, **turn off the electricity** at the main fuse or circuit panel before you begin.

Fig. 14

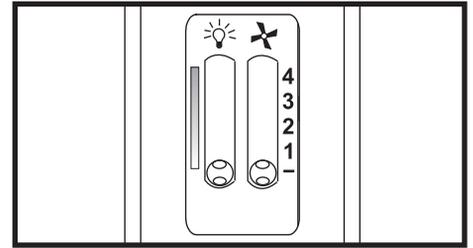


Fig. 15

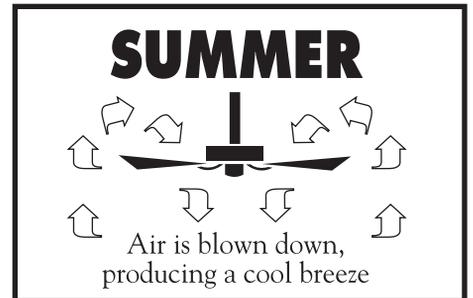
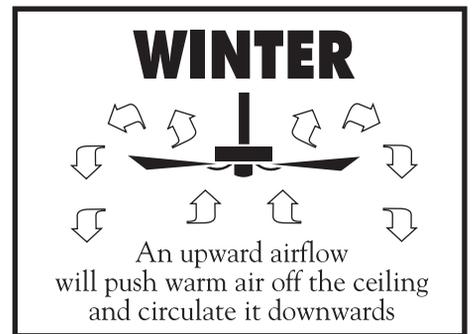


Fig. 16



# 8. TROUBLESHOOTING

## FAN WILL NOT START

1. Check that the electricity has been turned on at the circuit breaker which had probably been turned off during installation.
2. Turn off the electricity. Check all connections in the wiring of the fan at the ceiling and make sure it follows the wiring instructions outlined in this manual.

## NOISE

**Note:** Always allow a day or two "run-in" time for any new fan at medium or high speed. When attempting to diagnose noise, listen carefully from several sides to try and isolate the location of the noise (blade, upper end, motor, light kit, etc.)

1. Tighten all screws attaching blades to blade arms. Remember to tighten these screws at least once a year because they may loosen slowly over time and cause a clicking noise.
2. Turn off the power. Loosen the canopy and check that the wiring and/or wire nut connectors are not resting against the canopy, possibly vibrating while the fan is on.

3. Use of a standard light rheostat or an unapproved fan wall control to control the fan speed will always cause an annoying "hum". Many fan motors do not work quietly with solid state variable speed controls.

4. Check that the rubber gasket on the mounting bracket has been installed if called for in the installation instructions.

5. Check that the canopy is not touching the ceiling.

6. Check that all screws on the motor housing and the bottom housing are tight.

## FAN TURNS, BUT DOES NOT MOVE MUCH AIR

1. The fan may be running in reverse. The reverse switch located on the top of motor housing. (see Fig. 17)
2. The distance from the ceiling to the blades may be too small. For downrod fans, optimal placement would be 8-9 feet from the floor.
3. The room may contain items which obstruct the air flow.
4. The fan may be too small for the size of the room.

## EXCESSIVE WOBBLE

**Note:** A small amount of wobble is considered acceptable and should not be considered a defect.

1. Make certain all blades are tightly attached to each blades' respective blade arm.

### REPLACEMENT PARTS AVAILABLE

A full range of genuine replacement spare parts are available at reasonable cost directly from Quorum International. Please call us at (817) 626-5483. Monday through Friday from 8:00 A.M. to 5:00 P.M. CST.

Fig. 17

