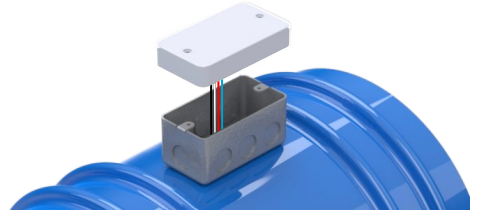


# Troubleshooting

## QA Deluxe Whole House Fan and RTMR Remote Control



RTMR Remote Control



FC3JTMR Fan Control  
installed in the junction  
box on the fan.

Your whole house fan installation includes an RTMR Wireless Remote Control and an FC3JTMR Fan Control installed in the junction box on the fan.

### Fan not turning on.

- If the fan does not turn on when first installed, make sure the ID numbers on the RTMR Remote and FC3JTMR Fan Control match. If not, contact us.
- Check the circuit breaker for the fan.
- Low batteries may be inhibiting wireless communication. Change the batteries. (See Remote is Blank for info on changing batteries).
- Test fan operation in both High and Low speed. If only one speed is working, please contact us.
- In the attic (bring your remote), check the status of the FC3JTMR. A red LED indicates the FC3JTMR is powered. No LED indicates that the FC3JTMR is not powered.
  - Red LED - Turn power off to the fan. Reapply power. Test fan operation. If the fan does not turn on, please contact us.

No LED - Check to make sure that the outlet that the fan is plugged into is working. You can do this by plugging in a lamp to verify that power is being supplied. If power is okay, contact us.

### Intermittent Communication

- Change the batteries (See Remote is Blank below). If intermittent communication is still an issue after changing the batteries, please contact us.

### Remote only displays high speed.

- Check the setting for number of fan speeds by accessing the options. Press the LITE key and while holding the LITE key press and hold the ON/OFF key until the fan speed option is displayed. If 1 is displayed, use the Up key to display 2 (H L). Option is saved when the backlight turns off.

### High or Low Speed is not working

- Contact us.

### Remote is Blank.

- Batteries likely need to be replaced. Change the batteries by removing the back cover and installing 2 new AAA batteries. Also, check for corrosion and clean if necessary. Make sure the display is lit before replacing the back cover. Contact us if the display is still blank.

### Remote is going through batteries quickly.

- You should expect batteries to last about a season. If your remote is going through batteries very quickly, please contact us.

### Backlight always stays on.

- Contact us.

### QA Deluxe 4800 - Delay When Changing Speeds

- This fan requires that the power source have earth ground. Plug the fan into a different circuit. If using an extension cord, make sure it's a 3-prong heavy duty cord. Test fan operation. Please contact us, if still having a problem.

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