

# SkyPlug Troubleshooting

As a suggested start, please make sure you have watched the [SkyPlug Installation Video](#). If the Video, Instruction Manual or below steps do not resolve your issue, please contact our Customer Service Team to assist you.

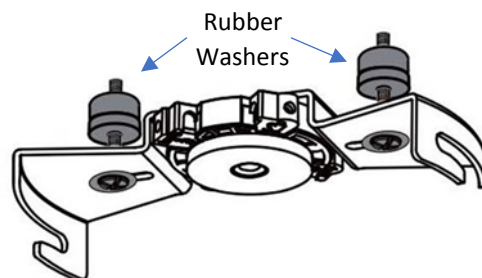
[CustomerService@skyplug.com](mailto:CustomerService@skyplug.com) • 866-885-4649

**⚠ CAUTION: Switch off power supply before carrying out any of these checks.**

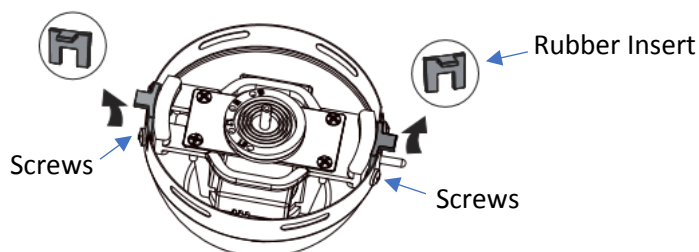
## 1. SkyPlug connection issues:

**NOTE:** The SkyPlug on the fan canopy must be fully inserted into the receptacle. There are 2 levels of ball bearings on the plug stem. The lower set of ball bearings must be fully inserted into the SkyReceptacle for it to operate. If you are having difficulty, we recommend the following:

- **Very Important!** Add included rubber washers (see illustration) between the J-box and SkyReceptacle, even if your J-box appears flush. (This will fix most issues.) Refer to the Instruction Manual on how to add rubber washers. **SEE DEMO VIDEO HERE**



- Make sure you removed the disposable rubber inserts.

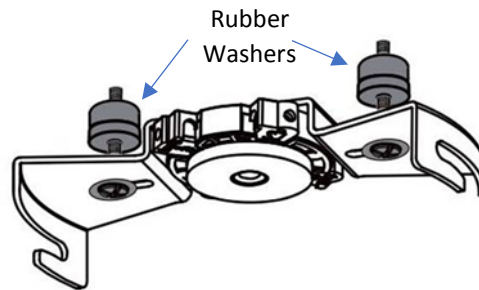


- Slightly loosen the 4 screws on the sides of the canopy, allowing the SkyPlug ample room to engage into the slot.

## 2. Fan will not operate:

- Check main and branch circuit fuses or breakers and ensure the wall switch is in the "ON" position.
- Ensure you inserted the wires correctly into the SkyReceptacle. Black (live) wire into L1, White (neutral) wire into W, Ground into G. (See instruction manual.) If you have a non-standard wire configuration, please contact a qualified electrician or Customer Service for further assistance.
- Check remote control operation. (Resync remote according to instructions.)

- Make sure the SkyPlug on the fan canopy is fully inserted into the receptacle. There are 2 levels of ball bearings on the plug stem. The lower set of ball bearing needs to be fully inserted into the SkyReceptacle for it to operate. [SEE DEMO VIDEO HERE](#)
- Make sure the 4mm (or combination of rubber washers) was used when installing the SkyReceptacle on the ceiling. (Even if your J-box appears flush.) This will fix most issues. The SkyPlug must fully insert into the receptacle to make the electrical connection. Refer to the Instruction Manual on how to add rubber washers. [SEE DEMO VIDEO HERE](#)



### 3. Fan sounds noisy:

- Make sure all motor housing screws are snug.
- Make sure all screws that attach the fan blade bracket to the motor hub (flywheel) is tight.
- Allow a 24-hour “breaking-in” period. Most noises associated with a new fan disappear during this time.
- If using a ceiling fan light kit, make sure the screws securing the glassware are tight. Check that the light kit is also secure.
- Make sure any excess wire from the light kit is secured.
- Make sure your ceiling box is secure and rubber washers are used between the mounting bracket and the outlet box. (See Troubleshooting #1 for more information and Video Demonstration.)

### 4. The LED will not light:

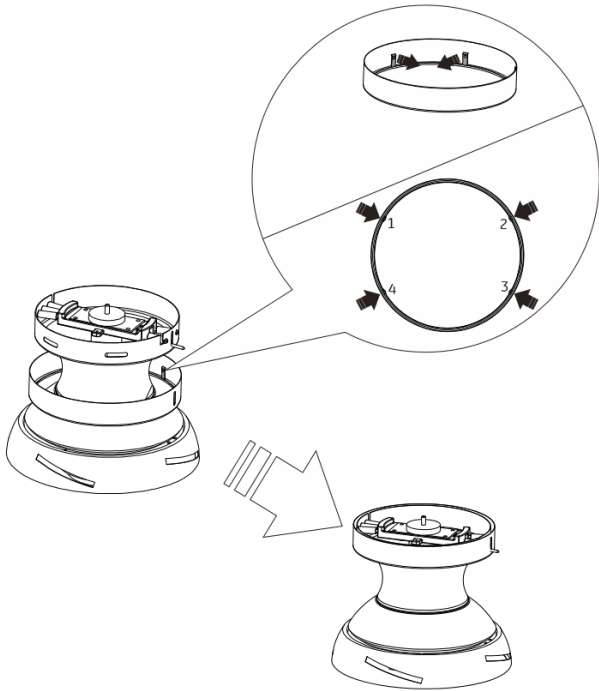
- Ensure the 2-pin connector is attached/inserted correctly.
- Ensure the power supply is turned on.
- Ensure the circuit breaker is set to “ON” position.
- Resync remote by turning off circuit breaker.

### 5. Remote control will not function:

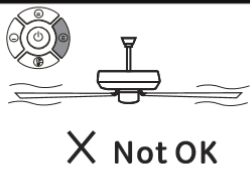
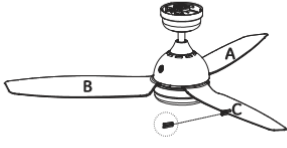
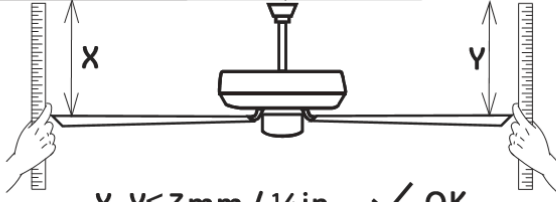
- Ensure batteries are new and installed correctly.
- Pair the remote control by following the pairing procedure found in the Instruction Manual.
- Reset the remote control by turning the circuit breaker on and off. For best results, reset the remote within 30 seconds of turning the breaker back on. (Refer to the Remote Control Pairing Instructions in the fans Instruction Manual.)

**6. The trim ring on the Hugger Fans will not stay in place:**

- Bend the tabs out on the trim ring to make a tighter fit.



**7. The blades are wobbling:**

Blade Wobble Balancing	
	
	
<p><math>X - Y \leq 3\text{mm} / \frac{1}{8}\text{in.}</math> ✓ OK <math>X - Y &gt; 3\text{mm} / \frac{1}{8}\text{in.}</math> ✗ Not OK</p>	
