CRAFTMADE™

Alexis

Installation Guide
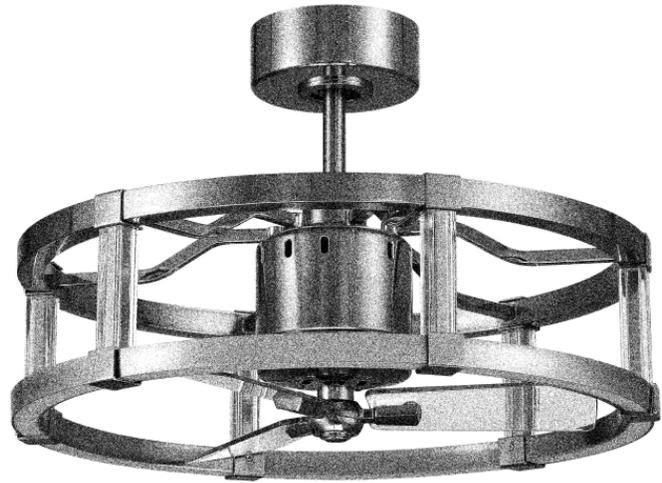
For Model:
ALS24

Table of Contents:

UL CERTIFIED

E192641

net weight of fan: 17.81 lb (8.08 kg)

Activating Your New Smart Fan; Downloading the Bond Home App

- Using your smart device, navigate to the application store (Apple App store or Google Play), download the free **Bond Home** app and create account.
- Ensure the fan and receiver are receiving power from the house supply using the remote control to turn the fan and light ON and OFF.
- Open the **Bond Home App** on your smart device and follow step-by-step instructions included in the app to add your fan.
- Enjoy fan features and functionality that you can only get from activating the fan through the app.

⚠ SAFETY TIPS.

READ ALL INSTRUCTIONS AND SAFETY INFORMATION CAREFULLY BEFORE INSTALLING YOUR FAN AND SAVE THESE INSTRUCTIONS.

⚠ WARNING

• To reduce the risk of electrical shock, turn off the electricity to the fan at the main fuse box or circuit panel before you begin fan installation or before servicing the fan or installing accessories.
• To reduce the risk of fire, electrical shock, or personal injury, mount to the outlet box marked "Acceptable for Fan Support of 15.9 kg (35 lb) or less," and use the 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.
• To reduce the risk of fire, electrical shock, or personal injury, wire connectors provided with this fan are designed to accept only one 12-gauge house wire and two lead wires from the fan. If your house wire is larger than 12-gauge or there is more than one house wire to connect to the corresponding fan lead wires, consult an electrician for the proper size wire connectors to use.
• To reduce the risk of fire or electrical shock, do not use this fan with any solid state speed control device or control fan speed with a full range dimmer switch. [Using a full range dimmer switch to control fan speed will cause a loud humming noise from fan.]
• To reduce the risk of personal injury, do not bend the blade arms during assembly or after installation.
• To reduce the risk of personal injury or damage to the fan, do not insert anything between the fan blades while they are rotating.
• To reduce the risk of serious bodily injury, DO NOT use power tools to assemble any part of the fan.
• To avoid personal injury or damage to the fan and other items, be cautious when working around or cleaning the fan.
• This fan MUST be installed with the safety cable provided with the fan. Failure to use the safety cable provided may result in personal injury, damage to the fan or damage to other property.
• To reduce the risk of personal injury, use only parts provided with this fan. **The use of parts *OTHER* than those provided with this fan will void the warranty.**

⚠ CAUTION

• To avoid personal injury, the use of gloves may be necessary while handling fan parts with sharp edges.
• Do NOT tamper with or attempt to repair LED component of fixture. The light source is designed for this specific application and should not be serviced by untrained personnel. If any servicing is required, call our customer service department.
• Changes or modifications not approved by the party responsible for compliance could void the user's authority to operate the equipment. [The equipment refers to the remote and/or wall control and/or LED light kit.]
  NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
    * Reorient or relocate the receiving antenna.
    * Increase the separation between the equipment and receiver.
    * Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  Consult the dealer or an experienced radio/TV technician for help.
• The LED light kit complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this LED light kit may not cause harmful interference, (2) this LED light kit must accept any interference received, including interference that may cause undesired operation.

1. Make sure all electrical connections comply with Local Codes or Ordinances, the National Electrical Code, and ANSI/NFPA 70-1999. If you are unfamiliar with electrical wiring or if the house/building wires are different colors than those referred to in the instructions, please use a qualified electrician.
2. Make sure you have a location selected for your fan that allows clear space for the blades to rotate and at least seven (7) feet (2.13 meters) of clearance between the floor and the fan blade tips. The fan should be mounted so that the tips of the blades are at least thirty (30) inches (76 centimeters) from walls or other upright structures.
3. The outlet box and ceiling support joist used must be securely mounted, and capable of supporting at least 35 pounds (16 kilograms). The outlet box must be supported directly by the building structure. Use only CUL in Canada or UL in USA listed outlet boxes marked "FOR FAN SUPPORT."
4. Electrical diagrams are for reference only.
5. After installation is complete, check that all connections are absolutely secure.
6. After making electrical connections, spliced conductors should be turned upward and pushed carefully up into the outlet box. The wires should be spread apart with the grounded conductor and the equipment-grounding conductor on opposite sides of the outlet box.
7. Do not operate the reverse switch until the fan has come to a complete stop.
8. 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.
9. Light kit is dimmable to 10% with the wall control included.

Distributed by: Craftmade, 3901 S. 20th Avenue, DFW Airport, TX, 75261; 1-800-486-4892

NOTE: The important safety precautions and instructions appearing in the manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense and caution are necessary factors in the installation and operation of this fan.

1. Unpacking Your Fan.

Carefully open the packaging. Remove items from Styrofoam inserts. Remove motor assembly and place on carpet or Styrofoam to avoid damage to finish. Do not discard fan carton or Styrofoam inserts should this fan need to be returned for repairs.
Check against parts inventory that all parts have been included.
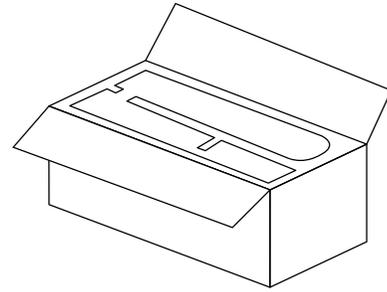
2. Parts Inventory.

a. canopy. 1 piece

b. hanging bracket. 1 piece

c. downrod and hanging ball. 1 piece

d. remote control receiver. 1 piece

e. wall plate.1 piece

f. remote control cover. 1 piece

g. wall control. 2 pieces

h. yoke cover. 1 pieces

i. canopy cover.1 piece

j. faceplate. 3 pieces

k. motor assembly. 1 piece

l. hardware packs

w/wall controls
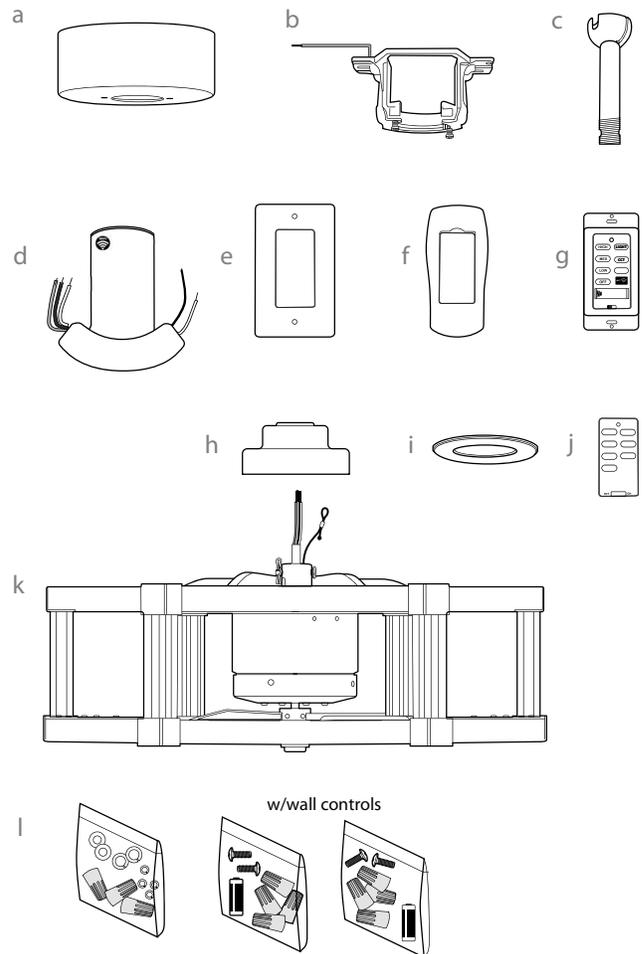
⚠ **IMPORTANT REMINDER**: You must use the parts provided with this fan for proper installation and safety. ⚠
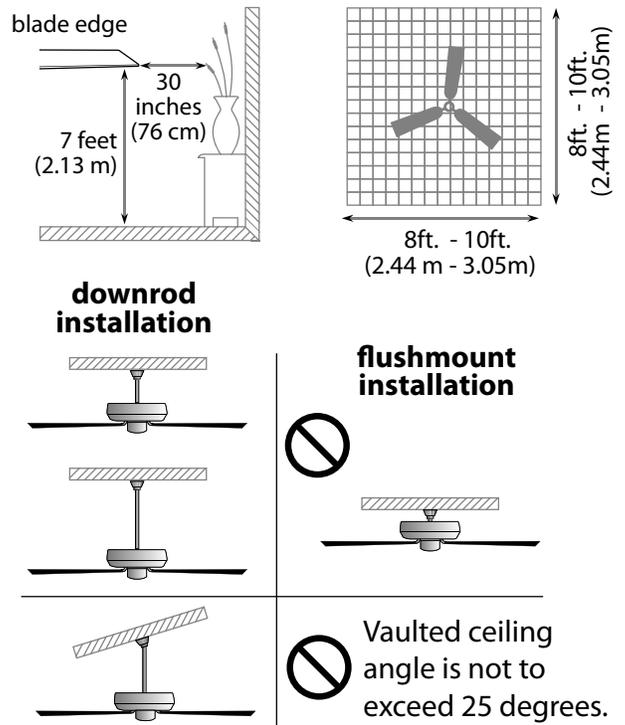
3. Installation Preparation.

To prevent personal injury and damage, ensure that the hanging location allows the blades a clearance of 7 feet (2.13m) from the floor and 30in. (76cm) from any wall or obstruction.
This fan is suitable for room sizes up to 100 square feet (9.3 square meters).

This fan can be mounted with a **downrod** on a regular (no-slope) or vaulted ceiling. The hanging length can be extended by purchasing a longer downrod (0.5in./1.27cm diameter). Other installation, such as **flushmount**, is *NOT* available for this fan.

Installation requires these tools:
Phillips screwdriver, flathead screwdriver, adjustable pliers or wrench, stepladder, wire cutters, and rated electrical tape

blade edge

30 inches (76 cm)

7 feet (2.13 m)

8ft. - 10ft. (2.44m - 3.05m)

8ft. - 10ft. (2.44 m - 3.05m)

downrod installation

flushmount installation

Vaulted ceiling angle is not to exceed 25 degrees.

4. Hanging Bracket Installation.

Turn off circuit breakers to current fixture from breaker panel and be sure operating light switch is turned to the OFF position.
⚠ *WARNING: Failure to disconnect power supply prior to installation may result in serious injury.*

Remove existing fixture.
⚠ *WARNING: When using an existing outlet box, be sure the outlet box is securely attached to the building structure and can support the full weight of the fan. Ensure outlet box is clearly marked "Suitable for Fan Support." If not, it must be replaced with an approved outlet box. Failure to do so can result in serious injury.*

⚠ *CAUTION: Be sure outlet box is grounded properly and that a ground wire (**GREEN** or bare) is present.*

Install hanging bracket to outlet box using original screws, spring washers and flat washers provided with new or original outlet box.* Arrange electrical wiring around the back of the hanging bracket and away from the hanging bracket opening.

***Note**: It is very important that you use the proper hardware when installing the hanging bracket as this will support the fan.*

hanging bracket
flat washers
spring washers
outlet box screws
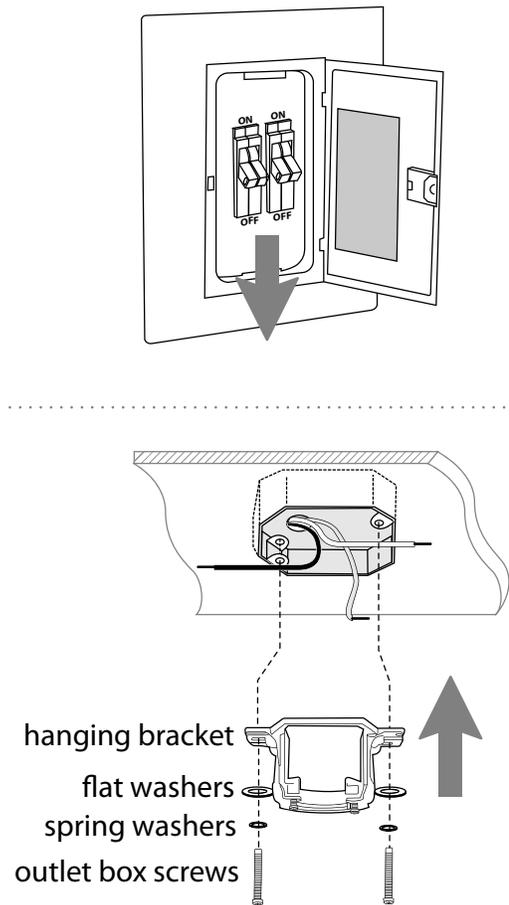
5. Fan Assembly.

Remove hanging ball from downrod provided by loosening set screw on hanging ball. Lower hanging ball and remove stop pin and then slide hanging ball off of the downrod. [*Refer to **diagram 1**.*]

Loosen yoke set screws at top of motor assembly. Remove pin and clip from motor assembly yoke. [*Refer to **diagram 2**.*]

Tip: To prepare for threading electrical wires through downrod, apply a small piece of electrical tape to the ends of the electrical wires--this will keep the wires together when threading them through the downrod. [*Refer to **diagram 2**.*]

Determine the length of downrod you wish to use. Thread safety cable and electrical wires through threaded end of downrod and pull extra wire slack from the upper end of the downrod. [*Refer to **diagram 2**.*]

Thread downrod into the motor assembly yoke until holes for pin and clip in downrod align with holes in yoke--*make sure wires do not get twisted*. Re-insert pin and clip that were previously removed. Tighten yoke set screws securely. [*Refer to **diagram 2**.*]
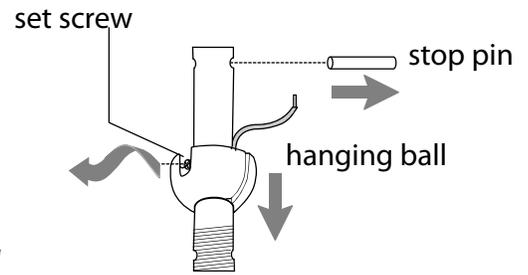
Slide yoke cover, canopy cover and canopy over downrod. [*Refer to **diagram 3**.*] (**Note**: Canopy cover must be turned with smooth side *toward* motor assembly.)

Thread safety cable and wires through hanging ball; then slide hanging ball over downrod--the top of the downrod should be noted as having a set screw hole; use this hole when setting the set screw. Insert stop pin into top of downrod and raise hanging ball. Be sure stop pin aligns with slots on the inside of the hanging ball. Tighten set screw securely. [*Refer to **diagram 4**.*]
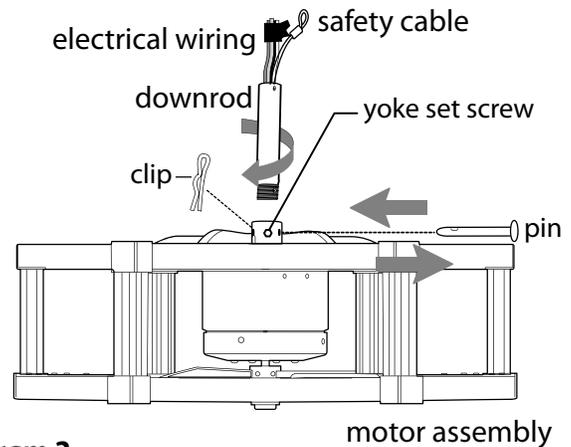
⚠ **WARNING**: Failure to tighten set screw (on hanging ball) completely could result in the fan becoming loose and possibly falling.

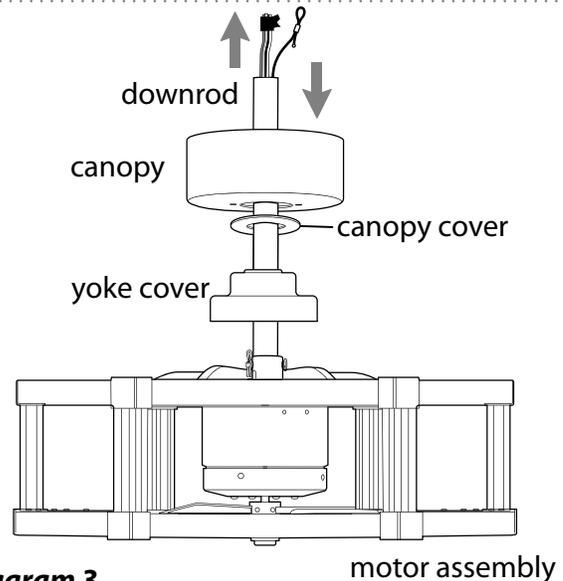**["Fan Assembly" continued on next page.]**

NOTE: *The important safety precautions and instructions appearing in the manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense and caution are necessary factors in the installation and operation of this fan.*

set screw

stop pin

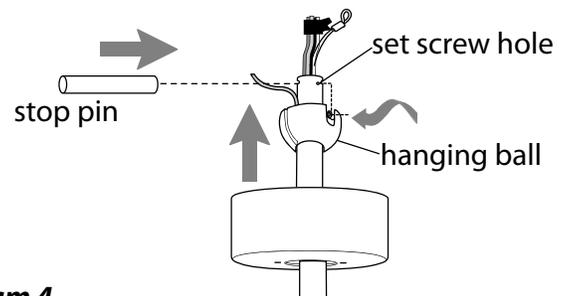hanging ball

diagram 1

electrical wiring — safety cable

downrod

yoke set screw

clip

pin

motor assembly

diagram 2

downrod

canopy

canopy cover

yoke cover

motor assembly

diagram 3
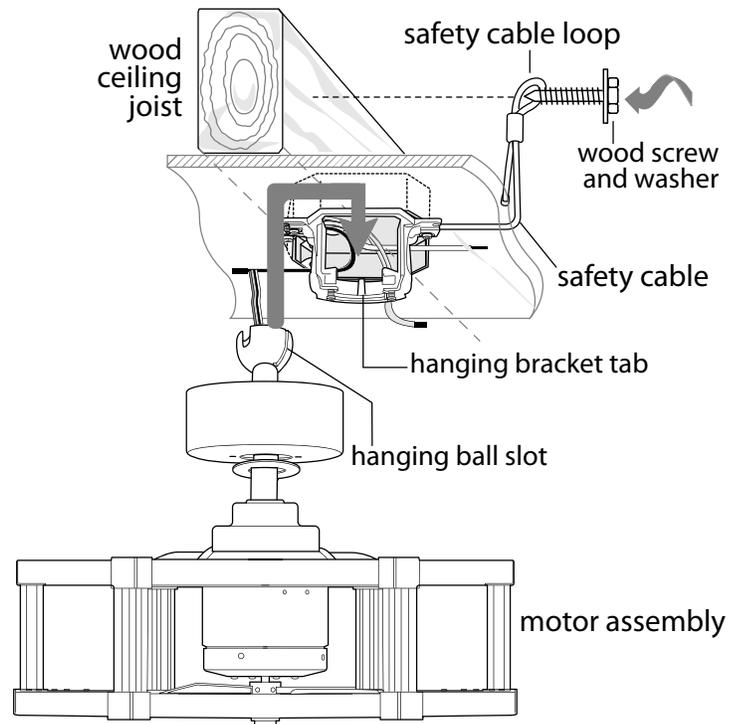
set screw hole

stop pin

hanging ball

diagram 4

5. Fan Assembly. (cont.)

With the hanging bracket secured to the outlet box and able to support the fan, you are now ready to hang your fan. Grab the fan firmly with two hands. Slide downrod through opening in hanging bracket and let hanging ball rest on the hanging bracket. Turn the hanging ball slot until it lines up with the hanging bracket tab.

⚠ **WARNING**: Failure to align slot in hanging ball with tab in hanging bracket may result in serious injury or death.

⚠ **CAUTION**: Due to the size (circumference) of this fan, it is advisable to seek the help of another person to hold the stepladder in place and to then help lift the fan up to you once you are set on the ladder.

Find a secure attachment point (wood ceiling joist highly recommended) and secure safety cable. It will be necessary to use a heavy duty wood screw, washer and lock washer (not supplied) with the safety cable loop. If necessary, adjust the loop at the end of the safety cable. The loop at the end of the safety cable should just fit over the threads on the wood screw. *Test safety cable by pulling on loose end of cable with pliers. If the safety cable slips, the loop must be adjusted tighter.* Extra cable slack can be left in ceiling area.

wood ceiling joist

safety cable loop

wood screw and washer

safety cable

hanging bracket tab

hanging ball slot

motor assembly

6. Wiring.

⚠️ **WARNING**: Turn off circuit breakers to current fixture from breaker panel and be sure switch is turned to the OFF position.

⚠️ **CAUTION**: *Be sure outlet box is properly grounded and that a ground wire (**GREEN** or Bare) is present.*

Make sure all electrical connections comply with Local Codes or Ordinances and the National Electrical Code (or Canadian Electrical Code). If you are unfamiliar with electrical wiring or if the house/building wires are different colors than those referred to in the diagram to the right, please use a qualified electrician.

When downrod is secured in place on the hanging bracket, wire the **RECEIVER** with wire connectors provided as shown in *diagram at right*.
Tip: While you are wiring, keep in mind that wires must not obstruct receiver from sliding into hanging bracket.

* Wrap each wire connector separately with electrical tape as an extra safety measure.

Gently insert receiver (flat side up) into hanging bracket and carefully push wires and taped wire connectors into outlet box. Let antenna rest *outside* of hanging bracket.

[**PLEASE NOTE**: Wall and/or handheld remote control must be used for fan to operate. *If you do **not** wish to use the wall control, please proceed to Section 7 on the following page to continue with fan installation.*]

To install wall control, remove existing wall switch. Wire one of the wall controls with wire connectors provided ***as shown in diagram at right***.

*Wrap each wire connector separately with electrical tape as an extra safety measure. Gently push wires and taped wire connectors into outlet box.

Install one 12-volt battery (included) in wall control.
IMPORTANT: Wall control will not function unless battery is installed.

⚠️ **WARNING**: Battery is to be inserted with the correct polarity.

Select a faceplate (almond or white) and press firmly onto front of wall control. Attach wall control to outlet box and secure with screws from original wall switch. Attach wall plate (included) to wall control using 2 screws provided with the wall control.
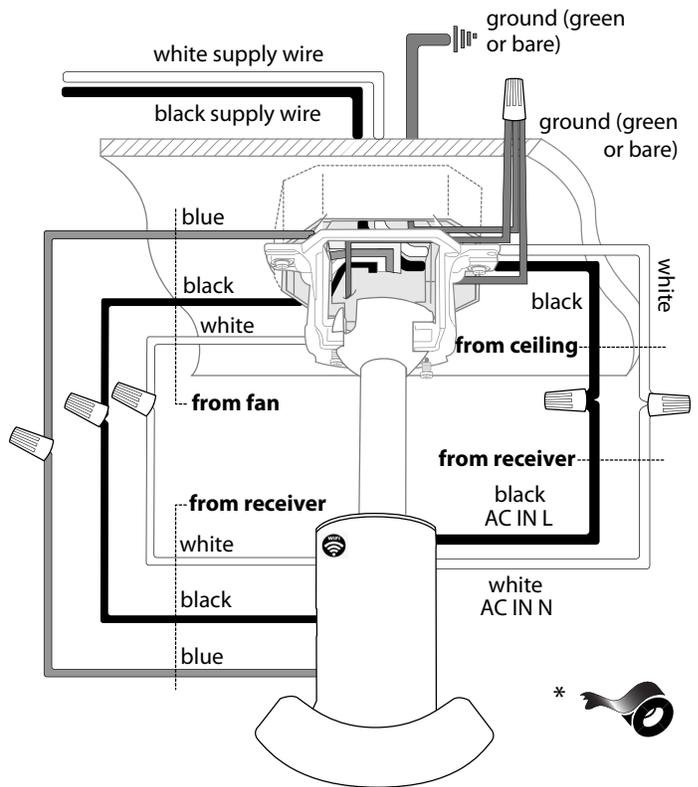

(wiring for receiver)
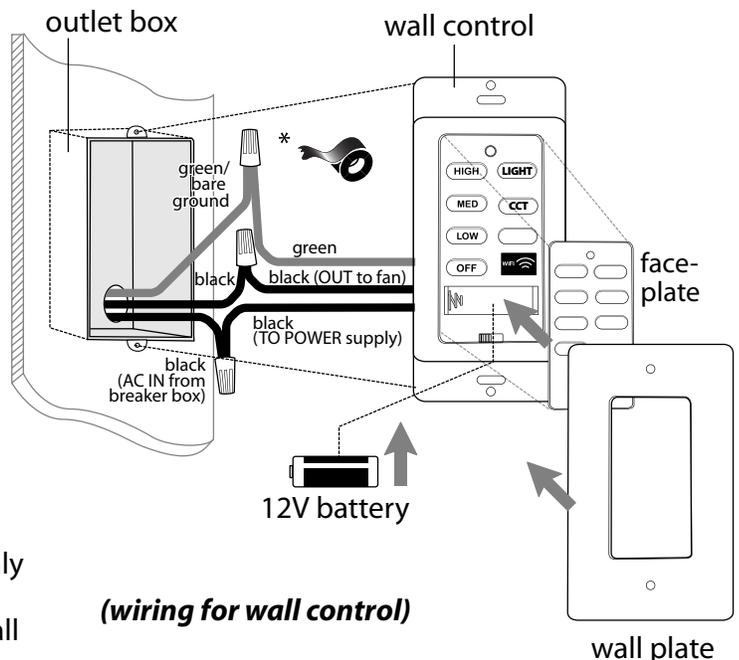
(wiring for wall control)

7. Canopy Assembly.

Locate 2 screws on underside of hanging bracket and remove screw closest to the open end of the hanging bracket. Partially loosen the other screw. Lift canopy to hanging bracket. Place rounded part of slotted hole in canopy over loosened screw in hanging bracket and push up. Twist canopy to lock. Re-insert screw that was removed and then tighten both screws securely.

Slide canopy cover up to canopy, aligning rounded part of slotted holes in canopy cover with screwheads in bottom of canopy. Turn canopy cover to the right (clockwise) until it stops.

hanging bracket

screw

canopy

screw

canopy cover
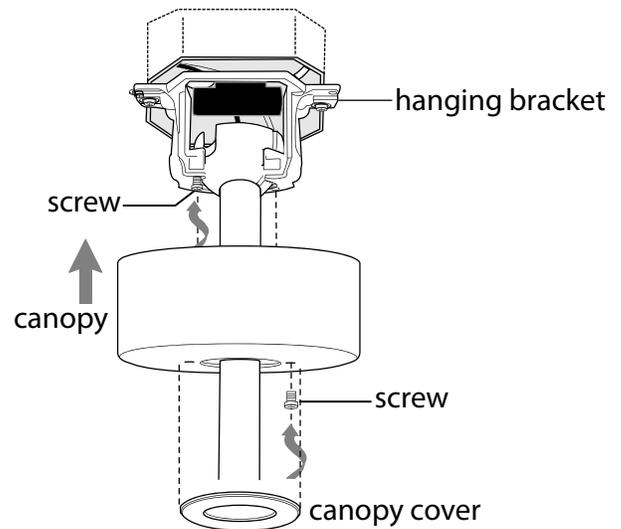
8. Assembly of Handheld Remote Control.

*IN ORDER TO USE THE HANDHELD REMOTE CONTROL, PLEASE CONTINUE WITH SECTION 8 for remote control assembly instructions. If you have already installed the wall control but do **not** wish to use the handheld remote control, please proceed to Section 9 on the following page.*
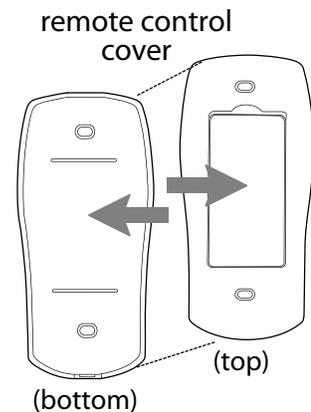
Gently pull on remote control cover to separate top and bottom parts. [*Refer to **diagram 1**.*]

In order to use wall control as a handheld remote control, cut each wire on wall control (that was not previously used)--use wire cutters to cut off each wire as close to the wall control as possible. [*Refer to **diagram 2**.*]
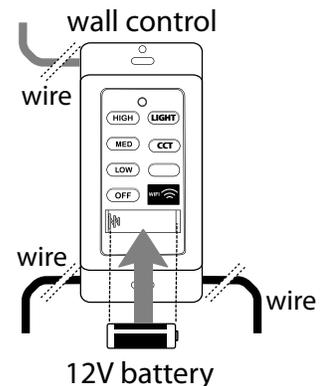
Install one 12-volt battery (included) in wall control. [*Refer to **diagram 2**.*]
⚠ **WARNING**: Battery is to be inserted with the correct polarity.

["Assembly of Handheld Remote Control" continued on next page.]

remote control cover

(top)

(bottom)

diagram 1

wall control

wire

HIGH LIGHT
MED CCT
LOW
OFF WIFI

wire

wire

12V battery

diagram 2

8. Assembly of Handheld Remote Control. (cont.)

Attach **black faceplate** to front of wall control; press down firmly. [*Refer to **diagram 3**.*]

Align holes in wall control with posts located on *inside* of TOP part of remote control cover and press together firmly. Place wall control into BOTTOM part of remote control cover, aligning posts in top of remote control cover with post holes in the bottom. [*Refer to **diagram 3**.*] (**NOTE**: Make sure to align narrower ends of remote control cover before closing.) Squeeze top and bottom of remote control cover together until you hear a click at each end, indicating that the remote control cover has closed completely.

IMPORTANT: Store the handheld remote control away from excess heat or humidity. To prevent damage to handheld remote control, remove the battery if handheld remote control will not be used for long periods.

post hole   hole   post

HIGH   LIGHT
MED   CCT
LOW
OFF   wifi

faceplate

wall control

remote control cover, **BOTTOM**

remote control cover, **TOP**

diagram 3

NOTE: Remove batteries with low or no charge and dispose of properly

⚠ **CAUTION**: "DO NOT DISPOSE OF BATTERIES IN FIRE, BATTERIES MAY EXPLODE OR LEAK." - When disposing of household alkaline batteries, it is best to check with your local and state recycling or household hazardous waste coordinators concerning the specifics of the program in your area. You may also locate a recycling center by calling 1-800-8-BATTERY or 1-877-2-RECYCLE or visit www.epa.gov/epawaste/index.htm or www.earth911.org for more information.

⚠ **WARNING**: *Choking Hazard* - Small parts. Keep battery away from children.

⚠ **WARNING**: Batteries are NOT rechargeable. Non-rechargeable batteries are not to be recharged.
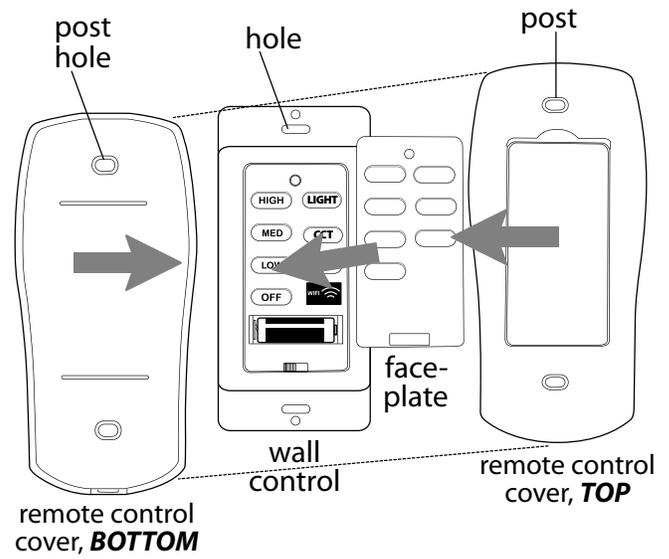
9. Automated Learning Process./Activating Code.

⚠ ***CAUTION***: *The wall and/or handheld remote control can be programmed to multiple receivers or fans. If this is not desired, turn wall switch off to any other programmable receiver or fan.*

Restore electrical power and then, if using wall control, set slider switch on wall control to the ON position. Within 60 seconds of turning on the <u>wall control</u>, press and hold the fan **OFF** button on the wall control for 5 seconds (or until light blinks twice or fan blades begin to turn.)

Turn power off again for at least 5 seconds and then turn power back on. Within 60 seconds of restoring the power, press and hold the fan **OFF** button on the <u>handheld remote control</u> for 5 seconds (or until light blinks twice or fan blades begin to turn.)

Test the light and fan functions to confirm the learning process is complete--*see Section 12 on page 12.*

10. Remote Control Operation.

ON/OFF slider switch - turns *wall control* ON or OFF
    (switch not functional on
    handheld remote)
HIGH button - turns *fan* to HIGH speed
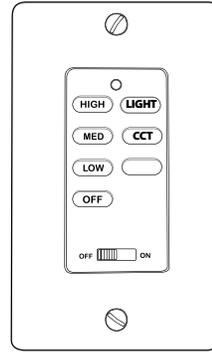**MED** button - turns *fan* to MEDIUM speed
LOW button - turns *fan* to LOW speed
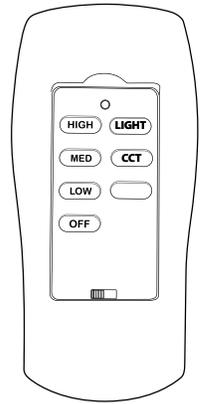**OFF** button - turns *fan* OFF
LIGHT button - turns *light* ON/OFF
CCT button - to *change/select* color mode:
        – warm white
        – bright white
        – daylight

wall control   handheld
                    remote control

11. Smart Ceiling Fan Wi-Fi Control. (Optional)
Without Wi-Fi activation, you will not enjoy the expanded features and functionality of your ceiling fan: Breeze speed setting, Creating Schedules and Voice Activation.

To enjoy all the potential of your new device, refer to the following steps to complete Smart setup.

1. Download the **Bond Home App**, available on the Google Play Store and Apple App Store, or use the QR code to download the app.
2. Open the **Bond** application.
3. If you already have a **Bond** account, simply log in and continue to Step 4. If you do not have a **Bond** account, press "**Create Account**" and enter your name, email and create a password.
4. Select "**+**" to add a device.
5. Select "**Smart By Bond**" (SBB).
6. Select this smart ceiling fan.
7. Once the **Bond** application connects to the fan, select "**CONTINUE**" to proceed.
8. Test the fan functions:
    - You have the option to disable the light function if your fan does not have a light.
9. Select "**YES, IT WORKS**."
10. Specific information about your fan:
    -Select "**Location**" and choose from one of the predefined entries or add your own by selecting "**OTHER**". When finished, select "**Save**".
    - Select device name and enter the name for your device. When finished, select "**OK**" to save.
    PLEASE NOTE: This name will be used for integrations so a simple, easy-to-remember name is best.

["Smart Ceiling Fan Wi-Fi Control" continued on next page.]

11. Smart Ceiling Fan Wi-Fi Control. (cont.) (Optional)

Without Wi-Fi activation, you will not enjoy the expanded features and functionality of your ceiling fan: Breeze speed setting, Creating Schedules and Voice Activation.

11. Select "**Continue**".

12. Select the Wi-Fi network you would like to connect the SBB to.

13. Enter the Wi-Fi password and select "**OK**".

14. If there is an issue with the connection or wrong password is entered, you will receive an error message. Select "**OK, I've Got It**".

15. Once the connection is made, select "**DONE**".

16. If the SBB fan is not displayed in the Bond application, swipe down to refresh.

For assistance at any time during this process, go to the "**Help**" section of the app:
- Tap on "**Settings**"
- Tap on "**Help Center**"
- Choose "**Open a Ticket**" or "**Live Chat**"

12. Testing Your Fan.

It is recommended that you test fan before finalizing installation. Restore power from circuit box and light switch (if applicable). Test wall control (optional installation) by locating ON/OFF slider switch on wall control, then set to the ON position. Test light and then test fan speeds. Next, locate handheld remote control. Test the light ON/OFF function by pressing the LIGHT button. Test fan speeds with the different fan speed buttons. If the wall and/or handheld remote control operate(s) all of the functions of the fan and light, battery/batteries has (have) been installed correctly. If the wall and/or handheld remote control do (does) not operate all of the fan/light functions, refer to "Troubleshooting" section to solve any issues before contacting Customer Service.

Turn fan completely off *before* moving the reverse switch (located on top of motor housing). Set reverse switch to recirculate air depending on the season:
- LEFT position in summer (***diagram 1***)
- RIGHT position in winter (***diagram 2***)

A ceiling fan will allow you to raise your thermostat setting in summer and lower your thermostat setting in winter without feeling a difference in your comfort.

Important: Reverse switch must be set either *completely LEFT* or *completely RIGHT* for fan to function. If the reverse switch is set in the *middle* position (***diagram 3***), fan will not operate.

NOTE: If the wall control/handheld remote control interferes with other appliances, ***turn off power first*** and then go back to the instructions in Section 9, Page10.

reverse switch

motor housing
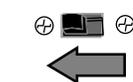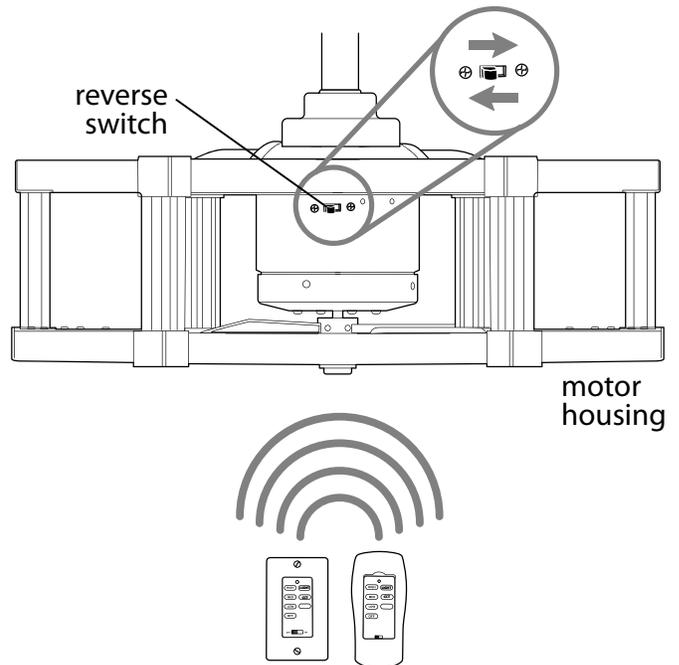
diagram 1   diagram 2   diagram 3

Troubleshooting.

⚠️ **WARNING:** *Failure to disconnect power supply prior to troubleshooting any wiring issues may result in serious injury.*

Problem: Fan fails to operate.
Solutions:
1. Check wall switch to fan/wall control.
2. Check to be sure wall control (optional use) is wired properly.
3. Check to be sure fan is wired properly.
4. Learning process between fan, handheld remote control and, if applicable, wall control may not have been successful and code was not activated. Turn off power and repeat instructions in Section 9, page 10.
5. Check that red light on handheld remote control turns on when a button is pressed indicating that the battery is good.
6. Verify that reverse switch is set completely in either direction.

Problem: Light not lighting.
Solutions:
1. Check wall switch to fan/wall control.
2. Check that wires in canopy are wired properly.
3. Learning process between fan, handheld remote control and, if applicable, wall control may not have been successful and code was not activated. Turn off power and repeat instructions in Section 9, page 10.

Problem: Fan operates but light fails.
Solutions:
1. Check that wires in canopy are wired properly.

Problem: Fan and light fail to operate with wall control (optional) and/or handheld remote control.
Solutions:
1. Check battery power in handheld remote control.
2. Learning process between fan, handheld remote control and, if applicable, wall control may not have been successful and code was not activated. Turn off power and repeat instructions in Section 9, page 10.
3. If using optional wall control, check that battery in wall control is still good.

Problem: Fan wobbles.
Solutions:
1. Check to be sure set screw(s) on motor assembly yoke is (are) tightened securely.
2. Check to be sure set screw on hanging ball is tightened securely.

Warranty.

CRAFTMADE LIMITED LIFETIME WARRANTY: CRAFTMADE warrants this fan for use as intended under the following provision: CRAFTMADE will replace any fan which has faulty performance due to a defect in material or workmanship or fails to operate satisfactorily when failure results from normal use. Contact Craftmade Customer Service at **1-800-486-4892, Option 1** or via email at **customerservice@craftmade.com**.

In the event a product is no longer available, CRAFTMADE will make best efforts to offer a comparable product or credit towards another CRAFTMADE fan.

The purchaser shall be responsible for all costs incurred in the removal and reinstallation.

This warranty does not apply when damage from mechanical, physical, electrical or water abuse results in causing the malfunction. Deterioration of finishes or other parts due to time or exposure to salt air is specifically exempted under this warranty. Shades and light bulbs are not covered by this warranty but will be replaced if found broken at time of purchase.

Neither CRAFTMADE nor the manufacturer will assume any liability resulting from improper installation or use of this product. In no case shall the company be liable for any consequential damages for breach of this, or any other warranty expressed or implied whatsoever. This limitation as to consequential damages shall not apply in states where prohibited.

Parts, Replacement or Technical Assistance.

For parts, replacement, technical assistance or additional information, please have the fan model number, name or picture available and contact Craftmade in one of the following ways
Customer Support:
    1-800-486-4892, Option 1
Technical Support:
    1-800-486-4892, Option 2
Email:
    customerservice@craftmade.com
www.craftmade.com

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