



## Sofucor Ceiling Fan FAQ

### **1. Q: The light does not fully turn off and stays on all night.**

**A:** It is the grounding issue. Please try to loosen slightly the three screws connecting the light to the metal plate, leaving a small gap and avoiding the led light to touch the Light Panel.

If there is still a glowing issue, please provide us with your delivery address, and we can send a plastic gasket and three nylon screws to you. You just need to stick the plastic gasket to the back of the led light and change the three metal screws to the nylon screws. This method will fix the glowing issue.

### **2. Q: The remote seems not work**

**A:** Please check again whether there are loose wires and whether the receiver ports are connected well, and then pair the remote with the fan one more time. If the fan still can not work properly we suspect that there may be a problem with the receiver, which does not sense the remote control well. Please provide us with your Order ID and the delivery address and we will arrange to send you a new receiver for the replacement to see if can make the fan work properly.

### **3. Q: Noise come out with the fan.**

**A:** Pls contact the service email to provide a video of the noise. We will ship new motor to solve the problems of noise.

### **4. Q: Accessories damaged or not work.**

**A:** We have accessories like remote, receiver, blades, light shape, screw, light source, motor, downrod, bulbs. If you need any parts, please feel free to contact us [sofucor\\_service@163.com](mailto:sofucor_service@163.com)

### **5. Q: If you bought 2 or more fan, and try to use one remote to control all fans.**

**A:** Now we only allow to control the ceiling fan with its remote separately. If you want to control 2 ceiling fan with one remote, pls contact us. We will give you advice or operation video.

**If you have any questions, please contact us. We will help you solve any problem.**

**Email:sofucor\_service@163.com**

**Email:sofucorceilingfan@163.com**