



MODEL 550 & 780 INSTALLATION MANUAL

AirVolution^D
By MacroAir

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Caution & Safety

READ AND SAVE THE ENTIRE MANUAL BEFORE OPERATING THE FAN. Ensure that all safety practices and instructions are followed during the installation, operation and servicing of the fan. Failure to apply these safety practices could result in death or serious injury. If you do not understand the instructions please call our Technical Department for guidance [Technical Support contact information can be found on page 50].

The fan installation should follow the recommendations outlined in this manual. MacroAir is not responsible for any injury or damage to people or property as a result of the user and/or installer not complying with the recommendations outlined in this manual.

All fan controls and incoming power should only be installed by qualified technicians familiar with the requirements of the NEC and local codes. Refer to appropriate portions of this manual for other important requirements. Failure to follow these guidelines will void the manufacturer's warranty.

NOTICE: All electrical controls are configured at the factory and are ready to use. No user adjustments are available. Follow the included wiring schematics and installation instructions when installing this device to ensure proper operation. Do not make any changes to any part of the fan without first consulting MacroAir.

Installation is to be in accordance with the national electrical code, ANSI/NFPA 70-1999 and local codes.

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH.

Read and understand this manual before installing or operating a fan unit. Installation, adjustment, repair, or maintenance must be performed by qualified personnel.

The user is responsible for compliance with all international and national electrical code requirements with respect to grounding of all equipment.

Many of the parts of this unit operate at line voltage. **DO NOT TOUCH.**

Install all covers before applying power or starting and stopping the unit.

WARNING - TO REDUCE THE RISK OF ELECTRIC SHOCK OR INJURY TO PERSONS, OBSERVE THE FOLLOWING:

- a) Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer.
- b) Before servicing or cleaning the unit, switch power off at the service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten as prominent warning device, such as a tag, to the service panel.

DAMAGED EQUIPMENT

Do not operate or install any fans or fan accessories that appear to be damaged. Failure to follow this instruction can result in death, serious injury, or equipment damage.

SERVICE:

If the fan does not operate properly using the procedures in this manual, **BE CERTAIN TO REMOVE ALL POWER TO THE UNIT** and contact our technical department for further assistance.

Keep all body parts clear of moving part at all times. All electrical troubleshooting and repair must be done by a qualified technician and meet all applicable codes.

Caution & Safety

Key Safety System Components

MacroAir fans are engineered with key safety features to prevent pieces of the fan from falling in the unlikely event of a catastrophic failure. Used together, these systems and devices provide comprehensive protection of people, equipment and property. Follow the detailed instructions precisely when installing fans, including the following:

- Install Safety cable on EVERY fan. The Safety cable, if installed per MacroAir specifications, will prevent the fan from falling in the unlikely event that the mounting system should fail. A MacroAir fan should never be run without a properly installed Safety cable, which is supplied with every fan along with all required hardware. You must install a Safety cable for the warranty to be in effect. Refer to Step 3 on page 29.
- Install Guy wires on every fan, unless otherwise specified. Properly installing the Guy wires will keep the fan stable in case of earthquake or in "outdoor" installations where high wind conditions may occur. Refer to Step 4 on page 40.
- Install the complete set of extended airfoil safety links, which connect each airfoil to the adjacent airfoils and reinforce the area between the mounting holes. This is an important precautionary measure which will help prevent a airfoil from falling should one break off at the hub for any reason. Refer to Step 5 on page 44.

Mark the Floor to Alert Personnel

When mounting a fan in an area where materials may be elevated into its path, MacroAir recommends marking or painting the floor with a large crosshatched circle to alert personnel of the overhead location of fans.

Weight Considerations

We recommend that a building structure be capable of holding approximately twice the stated hanging weight of the fan. The maximum hanging weight for the Model 550 is 172 lbs and the maximum hanging weight for the Model 780 is 213 lbs. If there is any uncertainty in the strength of the building structure, a professional structural engineer should perform a thorough evaluation of the building prior to purchasing the fans. MacroAir provides guidelines for mounting fans; however, it is the sole responsibility of the building owner and installer to ensure the safety of the mounting system, that the building structure is sound and that the installation complies with all federal, state, and local codes.

Torque

The maximum torque (twisting force) that must be handled by the mounting system, including the building structure. For a Model 550, the maximum potential torque is 100 ft-lbs. For a Model 780, the maximum potential torque is 250 ft-lbs.

Check Federal, State, and Local Codes

Check all relevant codes to make sure that all product certifications, product listings, and building regulations are met. Code compliance is the responsibility of the installer.

Windy Conditions

Fans should not be operated when wind is present. Fans should not be installed in applications where it is frequently windy.

Fusing Chart

BRANCH CIRCUIT PROTECTION IS REQUIRED TO PROTECT THE ELECTRICAL COMPONENTS AND COMPLY WITH UL 507.

Use the tables below to select the correct **fast acting fuse** size for your application.

MODEL 550

Max Amp Draw / Fuse Size

Voltage and Phase	8ft	10ft	12ft	14ft	16ft	18ft
110 VAC 1-Phase	9.0A / 10	13.9A / 15	13.9A / 15	13.9A / 15	15.2A / 20	15.2A / 20
120 VAC 1-Phase	8.3A / 10	12.7 / 15	12.7A / 15	12.7A / 15	14.0A / 15	14.0A / 15
208-240 VAC 1-Phase	4.8A / 5	7.3A / 10	7.3A / 10	7.3A / 10	8.1A / 10	8.1A / 10
277 VAC 1-Phase	3.6A / 5	5.5A / 10	5.5A / 10	5.5A / 10	6.1A / 10	6.1A / 10
208-240 VAC 3-Phase	3.4A / 5	5.3A / 10	5.3A / 10	5.3A / 10	6.6A / 10	5.8A / 10
380 VAC 3-Phase	1.9A / 5	2.9A / 5	2.9A / 5	2.9A / 5	3.6A / 5	3.2A / 5
480 VAC 3-Phase	1.5A / 5	2.3A / 5	2.3A / 5	2.3A / 5	2.9A / 5	2.5A / 5
600 VAC 3-Phase	1.2A / 5	1.8A / 5	1.8A / 5	1.8A / 5	2.3A / 5	2.0A / 5

MODEL 780

Max Amp Draw / Fuse Size

Voltage and Phase	20ft	24ft
208-240 VAC 1-Phase	12.5A / 15	15.1A / 20
277 VAC 1-Phase	9.4A / 10	11.3A / 15
208-240 VAC 3-Phase	6.8A / 10	8.2A / 10
380 VAC 3-Phase	3.7A / 5	4.5A / 5
480 VAC 3-Phase	2.9A / 5	3.5A / 5
600 VAC 3-Phase	2.3A / 5	2.8A / 5

Fan Placement

Sprinkler Systems and Fan Placement

In any installation where fire sprinklers are in place, fan should not interfere with their correct operation. Fans should be located no less than 3 feet below a sprinkler, and placed central to each sprinkler quadrant. Our AirBrain motor controller can be connected to a fire suppression control system, which will emergency-stop fans in case of fire. Prior to installing fans, review all codes applicable to sprinkler systems and fans to ensure code compliance (refer to NFPA 13). Please call our Technical Department for guidance (Technical Support contact information can be found on page 50). However, it is your sole responsibility to see that the installation is completed to code and that it is correct.

Other Information on Placement and Spacing

If possible, avoid mounting fans directly below lights or skylights to avoid any strobe effect caused by moving airfoils. Note, a large fan, 20 – 24 feet in diameter, performs best at 20 to 30 feet above the floor, but acceptable performance has been demonstrated as low as 10 feet and as high as 50 feet.

If the building has a mezzanine, fans should be mounted so a person can not reach a fan in any way from the upper level/deck. Make certain that fans are positioned so that the airfoil tips are at least 3 feet away from any area where a person may be able to extend outward to reach them.

HVLS fans should not be located near to supply air outlets or exhausting inlets of other HVAC equipment. Supply air outlets can be configured to deliver air away from the HVLS fan or the fan location should be oriented such that the outlet is outside the swept area of the fan. Exhaust fan inlets or other return air points creating a negative pressure should not be within 1.5 times the diameter of the fan. These systems will diminish the capacity of the HVLS fan. Proper system orientation will provide an enhancement to the Indoor Air Quality (IAQ) and occupant comfort.

Fan Clearance - Universal Mount

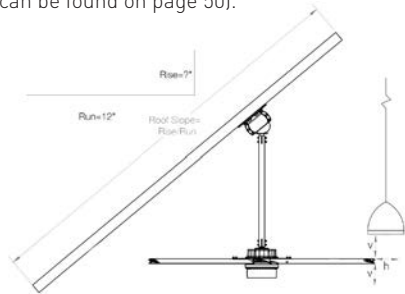
WARNING: FANS ARE NOT MEANT TO BE OPERATED IN WINDY CONDITIONS.

The Universal Mount can be used in any application but must always be used in windy conditions, applications where wind may sometimes be present or where the total clearance between the mount and the airfoils is greater than 10 feet. The minimum distance of a fan to a wall or similar obstruction should be no less than 1.5 times the diameter of the fan.

Maximum Angle for Mount (feet)

Slope (in)	0	2/12	4/12	6/12	8/12	10/12
Roof Angle	0	9.5°	18.4°	26.6°	33.7°	39.8°
Diameter	Recommended Total Drop (Mount to Airfoil) Length					
8 feet	3	3	3	3	3	4
10 feet	3	3	3	3	4	5
12 feet	3	3	3	4	5	6
14 feet	3	3	3	4	6	7
16 feet	3	3	4	5	6	8
18 feet	3	3	4	6	7	9
20 feet	3	3	4	6	8	10
24 feet	3	4	6	8	10	12

The drop lengths above are minimum recommendations only, based solely on roof pitch and fan diameter. Other factors, such as allowing for proper airflow into the fan must be evaluated when determining drop length requirements. In addition, MacroAir strongly recommends that the fan airfoils must be a minimum of 10 feet (3.05 meters) above the floor. Contact Technical Support for assistance with fan placement and drop length selection (technical support contact information can be found on page 50).



The table below shows the clearance needed from the fan to obstructions such as lighting, conduit, etc.

Minimum Clearance (Horizontal / Vertical inches):

Airfoil / Drop Length	2	3	4	5	6	7	8	9	10	11	12
8 feet	3 / 3	3 / 3	3 / 3	3 / 3	3 / 3	3 / 3	3 / 3	3 / 3	3 / 3	3 / 4	4 / 4
10 feet	3 / 3	3 / 4	3 / 4	3 / 4	3 / 4	3 / 4	3 / 4	3 / 4	3 / 4	3 / 4	4 / 4
12 feet	3 / 4	3 / 4	3 / 4	3 / 4	3 / 4	3 / 5	3 / 5	3 / 5	3 / 5	3 / 5	4 / 5
14 feet	3 / 5	3 / 5	3 / 5	3 / 5	3 / 5	3 / 5	3 / 6	3 / 6	3 / 6	3 / 6	4 / 6
16 feet	3 / 6	3 / 6	3 / 6	3 / 7	3 / 7	3 / 7	3 / 7	3 / 7	3 / 7	3 / 7	4 / 7
18 feet	3 / 8	3 / 8	3 / 8	3 / 8	3 / 8	3 / 8	3 / 8	3 / 9	3 / 9	3 / 9	4 / 9
20 feet	n/a	3 / 11	3 / 11	3 / 11	3 / 11	3 / 11	3 / 11	3 / 11	3 / 11	3 / 11	4 / 11
24 feet	n/a	3 / 15	3 / 15	3 / 15	3 / 15	3 / 16	3 / 16	3 / 16	3 / 16	3 / 16	4 / 16

Fan Clearance - Rapid Mount Industrial

WARNING: FANS ARE NOT MEANT TO BE OPERATED IN WINDY CONDITIONS.

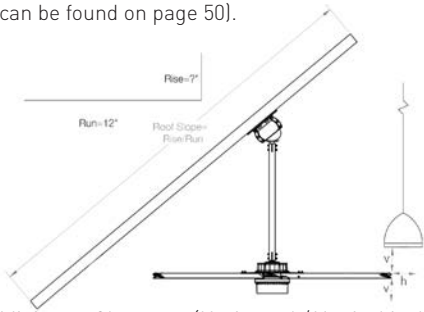
The Rapid Mount Industrial should only be used in applications where the total clearance between the mount and the airfoils is less than 10 feet. Otherwise use a Universal Mount with Guy wires (refer to page 6). The minimum distance of a fan to a wall or similar obstruction should be no less than 1.5 times the diameter of the fan.

Maximum Angle for Mount (feet)

Slope (in)	0	2/12	4/12	6/12	8/12	10/12
Roof Angle	0	9.5°	18.4°	26.6°	33.7°	39.8°
Diameter	Recommended Total Drop (Mount to Airfoil) Length					
8 feet	3	3	3	4	N/A*	N/A*
10 feet	3	3	3	4	N/A*	N/A*
12 feet	3	3	4	5	N/A*	N/A*
14 feet	3	3	4	6	N/A*	N/A*
16 feet	3	4	5	7	N/A*	N/A*
18 feet	3	4	6	7	N/A*	N/A*
20 feet	3	4	6	8	N/A*	N/A*
24 feet	3	6	8	10	N/A*	N/A*

*Need Universal Mount with Guy wires

The drop lengths above are minimum recommendations only, based solely on roof pitch and fan diameter. Other factors, such as allowing for proper airflow into the fan must be evaluated when determining drop length requirements. In addition, MacroAir strongly recommends that the fan airfoils must be a minimum of 10 feet (3.05 meters) above the floor. Contact Technical Support for assistance with fan placement and drop length selection (technical support contact information can be found on page 50).



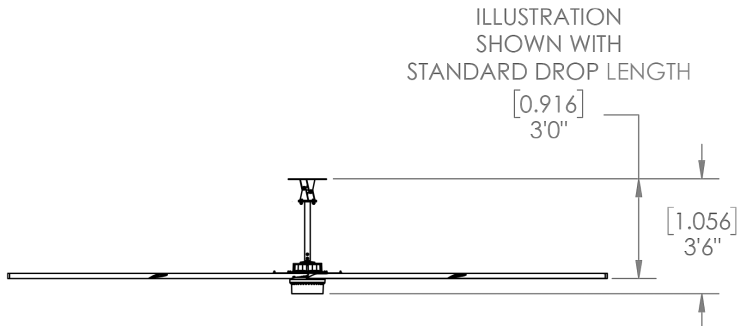
The table below shows the clearance needed from the fan to obstructions such as lighting, conduit, etc.

Minimum Clearance (Horizontal / Vertical inches):

Airfoil / Drop Length	2	3	4	5	6	7	8	9	10
8 feet	4 / 10	6 / 10	7 / 10	9 / 10	11 / 11	13 / 11	15 / 11	16 / 11	18 / 11
10 feet	4 / 12	6 / 12	7 / 12	9 / 12	11 / 13	13 / 13	15 / 13	16 / 13	18 / 13
12 feet	4 / 14	6 / 14	7 / 15	9 / 15	11 / 15	13 / 15	15 / 15	16 / 16	18 / 16
14 feet	4 / 17	6 / 17	7 / 17	9 / 17	11 / 18	13 / 18	15 / 18	16 / 18	18 / 19
16 feet	4 / 20	6 / 20	7 / 20	9 / 20	11 / 21	13 / 21	15 / 21	16 / 21	18 / 22
18 feet	4 / 23	6 / 23	7 / 23	9 / 24	11 / 24	13 / 24	15 / 24	16 / 25	18 / 25
20 feet	n/a	6 / 27	7 / 27	9 / 27	11 / 27	13 / 28	15 / 28	16 / 28	18 / 29
24 feet	n/a	6 / 35	7 / 35	9 / 36	11 / 36	13 / 36	15 / 37	16 / 37	18 / 37

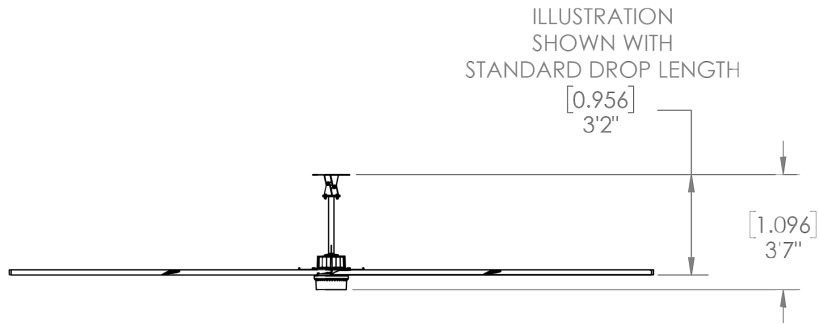
Fan Dimensions

Model 550



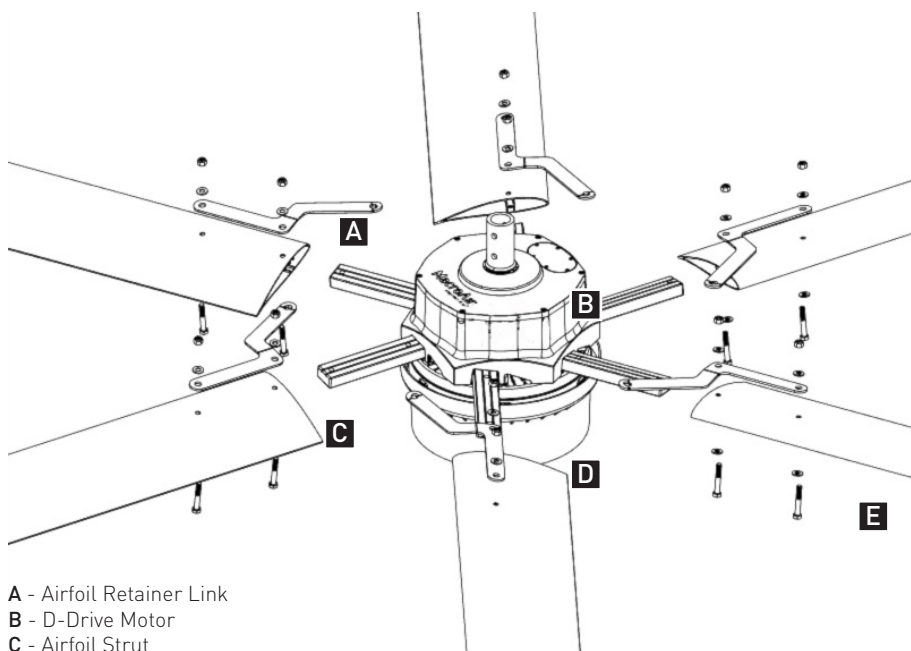
The Model 550 has a standard airfoil to mount clearance of 3 feet [0.916 m] with the Rapid Mount Industrial or Universal Mount. A clearance of 2 feet [0.6 m] is the minimum allowed for this fan model.

Model 780



The Model 780 has a standard airfoil to mount clearance of 3 feet - 2 inches [0.956 m] with the Rapid Mount industrial or Universal Mount. A clearance of less than this is not allowed.

Fan Components



- A - Airfoil Retainer Link
- B - D-Drive Motor
- C - Airfoil Strut
- D - AirBrain Processor, Heat Sink and Cover
- E - XL Airfoil

Note: Model numbers ending with an "H" are high voltage. Model numbers ending with an "L" are low voltage. Refer to pages 31 and 32 for applicable voltages.

Tools Required for Provided Hardware:

Mounting:

- 9/16" Socket
- 9/16" Combo Wrench
- 3/4" Socket
- 3/4" Combo Wrench

Extension Tube:

- 9/16" Socket
- 5/16" Allen Wrench

Cover:

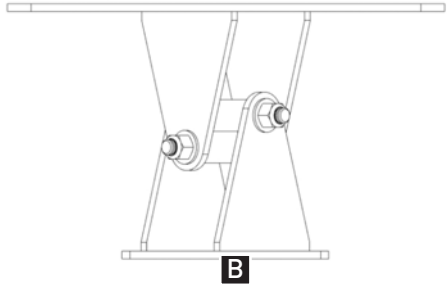
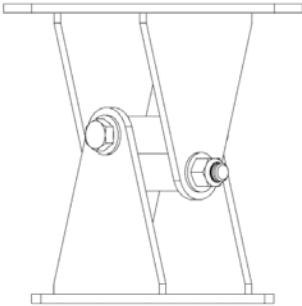
- 5/32" Allen Wrench

Airfoils:

- 1/2" Socket
- 1/2" Combo Wrench

Step 1A - Universal Mount Installation

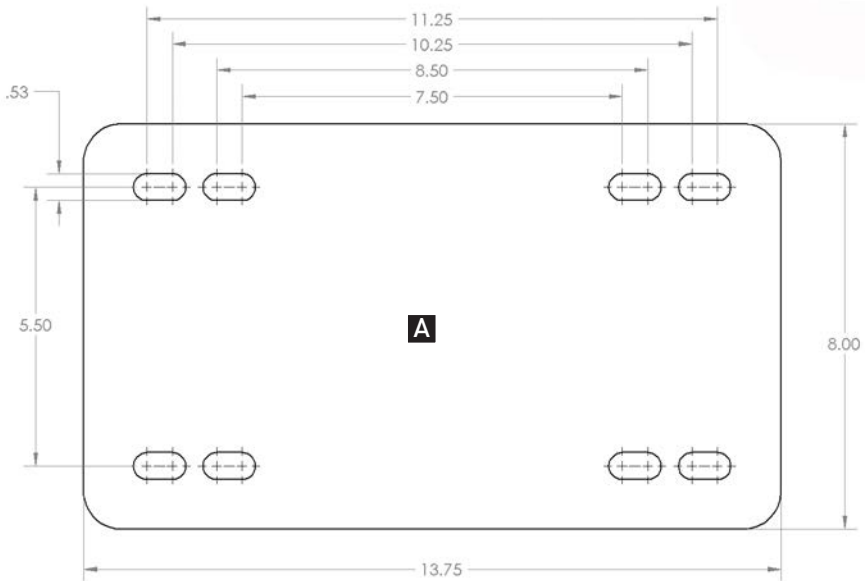
1A Universal Mount



Components:

A - Top Plate

B - Extension Tube Adapter Attachment Point

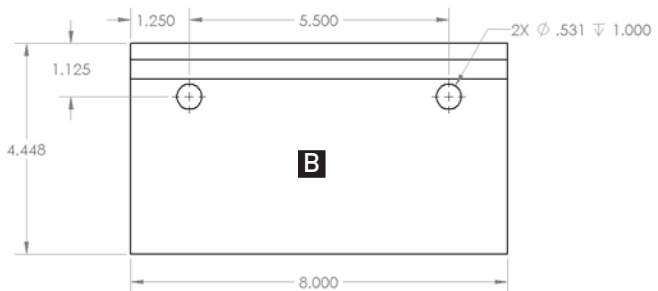
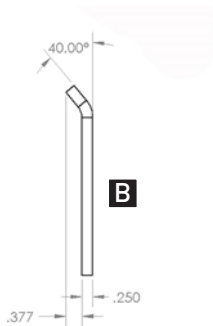
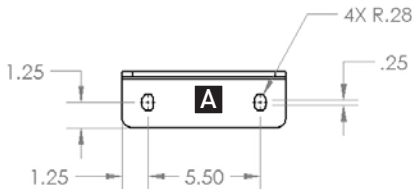
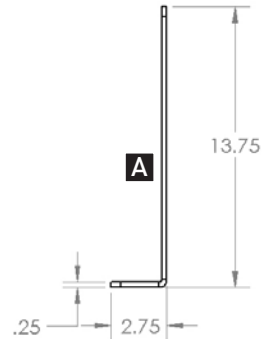
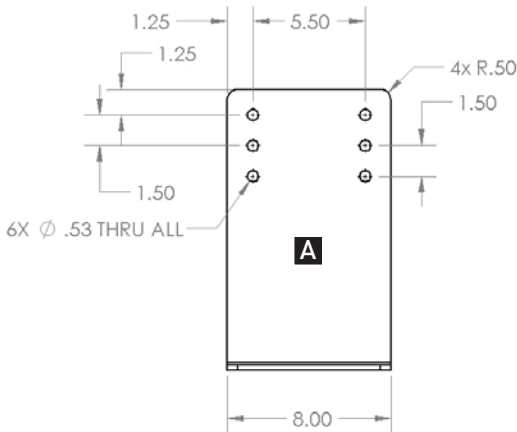


1A Universal Mount

Components:

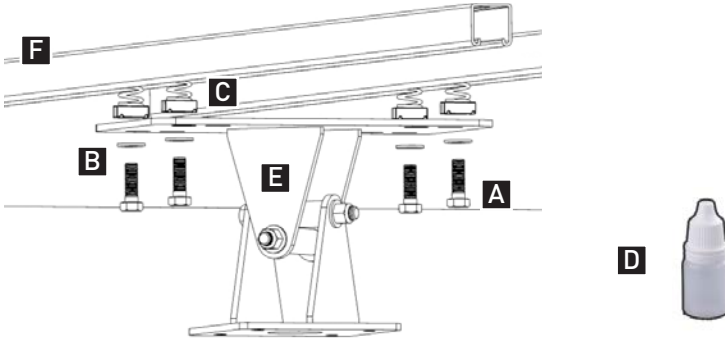
A - Glulam Bracket (Optional)

B - I-beam Clamps (Standard)



1.1A Unistrut Span Mounting

NOTE: Mounting to Z-purlins requires span mounting.



Components:

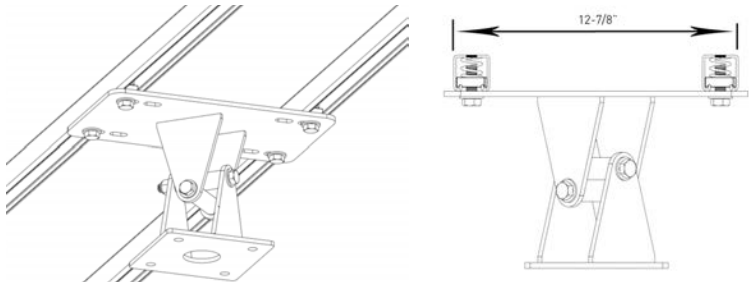
- A - 1/2"-13 x 1" Grade 5 Bolts (4)
- B - 1/2" Flat Washers
- C - 1/2"-13 Unistrut Spring Nuts (P1010) (4) - **not provided**
- D - Liquid Thread Lock - **not provided**
- E - Universal Mount
- F - 1-5/8" Unistrut Channels (2) - **not provided**

This method is used to span components of a building structure. The attachment point to the building structure can vary greatly and we recommend Unistrut be contacted so they may recommend the best method to attach the Unistrut to the building (www.unistrut.us). If the spanning distance is greater than 8 feet, please consult a Structural Engineer. Please refer to page 3 for the maximum torque and weight for both Model 550 and 780.

1.1.1A: Span two pieces of 1-5/8" Unistrut open side facing down and space apart so there is 12-7/8" from outside edge to outside edge (See illustration for example).

1.1.2A: Once the Unistrut is in place, apply liquid thread lock to the recommended bolts and use the remaining recommended hardware to attach the mount to the Unistrut. Torque the bolts to 50ft-lbs. Recommended torque is based on 1/2-13" hardware.

Final Results:

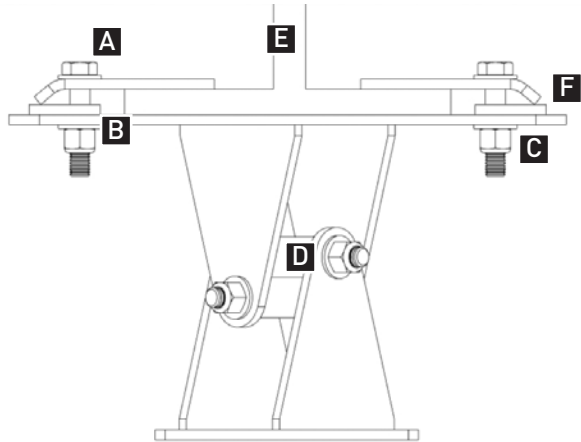


1.2A I-Beam Mounting

NOTE: Mounting to Z-purlins requires span mounting.

Components:

- A** - 1/2"-13 Grade 5 Bolts (4)
- B** - 1/2" Flat Washers (8)
- C** - 1/2" Nylon Locking Nuts (4)
- D** - Universal Mount
- E** - I-beam
- F** - Clamps and Shims

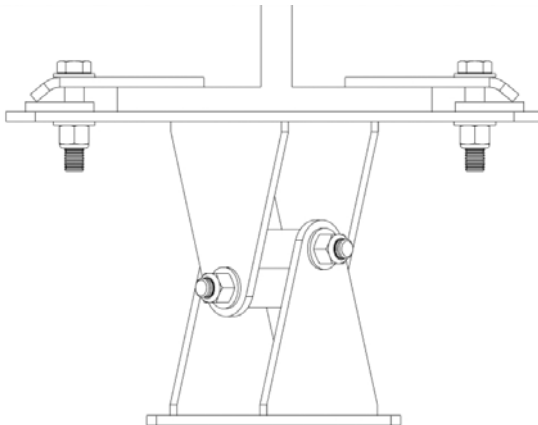


This method is used to install the Universal Mount to an I-beam.

1.2.1A: Assemble the mount with one shim and clamp and hand tighten the hardware. Hook the clamp on one side of the I-beam or purlin and tighten hardware until the mount is snug but can still be moved.

1.2.2A: Assemble the other shim and clamp on the other side and center the mount under the I-beam or purlin. Ensure the clamps have maximum engagement on both sides and torque the hardware to 75 ft-lbs.

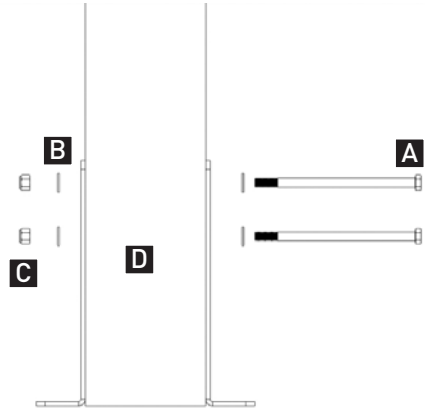
Final Results:



1.3A Glulam/Wood Beam Mounting (1 of 2)

Components:

- A** - 1/2" - 13 Grade 5 Bolts
[at least 2-1/2" longer than the beam
is wide] (4) - **not provided**
- B** - 1/2" Flat Washers (8)
- C** - 1/2" Nylon Locking Nuts (4)
- D** - Glulam



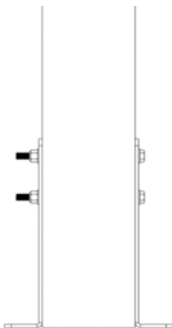
This method is recommended for Glulams or wood beams 5-1/8" or wider. For narrower attachment points please refer to the Unistrut mounting method to span across two or more beams to increase the structural integrity.

1.3.1A: Place a Glulam bracket against the beam and use a level or straight edge to line the bottom of the bracket up against the bottom of the beam. Trace the locations of four bolt holes and the two long sides of the Glulam bracket on the Glulam or wood beam.

1.3.2A: Once marked, flip the Glulam bracket over so the long side is against the bottom of the beam and line the short side up with the markings you previously made. Now mark the sides of the Glulam bracket along the bottom of the beam.

1.3.3A: Flip the Glulam bracket over to the other side of the beam and line the bottom of the bracket up with the marking along the bottom of the beam. Now mark the same four bolt hole locations and remove the bracket. Using a 1/2" wood bit drill out the four bolt holes from both sides.

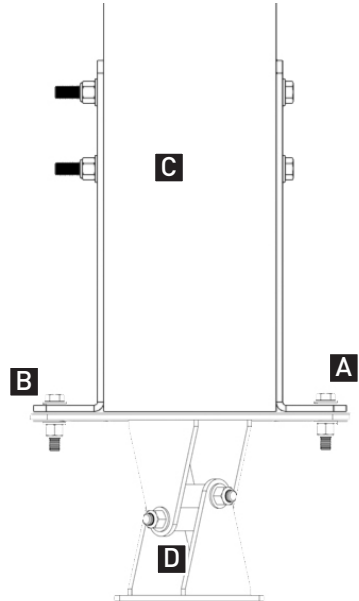
1.3.4A: Install both brackets with the recommended hardware and hand tighten so the brackets are left loose.



1.3A Glulam/Wood Beam Mounting (2 of 2)

Components:

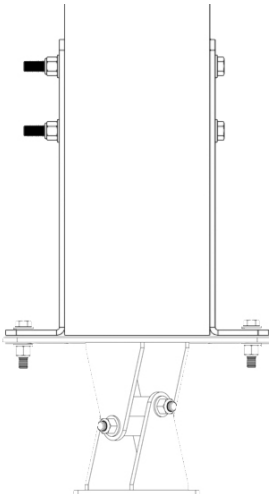
- A - 1/2"-13 Grade 5 Bolts (4)
- B - 1/2" Nylon Locking Nuts (4)
- C - Glulam
- D - Universal Mount



1.3.5A: Place the Universal Mount against the bottom of the brackets and use the provided bolt kit to assemble loosely.

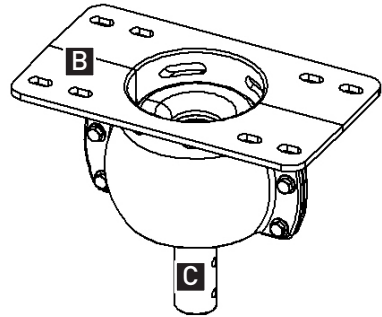
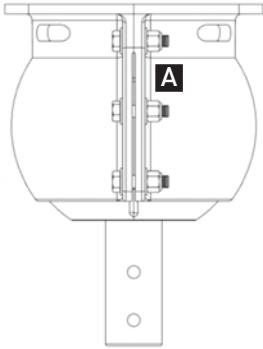
1.3.6A: Once the Universal Mount is attached, tighten the Glulam brackets and ensure they are flush against the beam from top to bottom.

Final Results:



Step 1B - Rapid Mount Industrial Installation

1B Rapid Mount Industrial



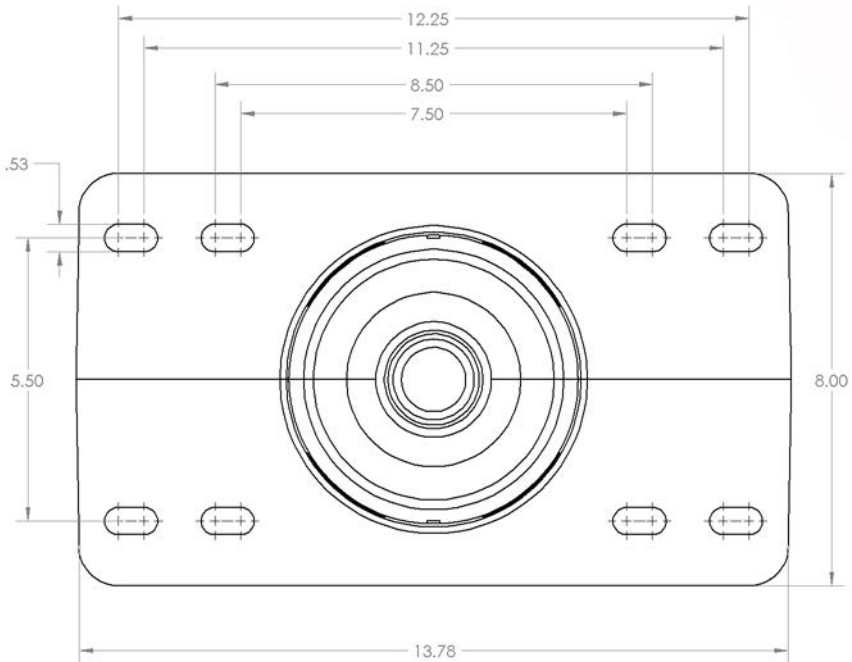
Components:

A - Locking Hardware

B - Top Plate

C - Extension Tube Attachment Point

WARNING: Do not disassemble the inner portion (ball) of the mount for any reason.

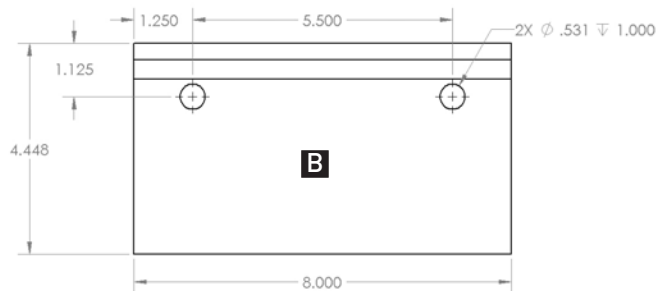
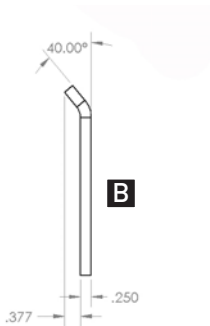
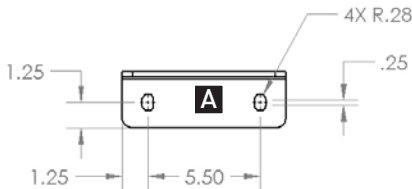
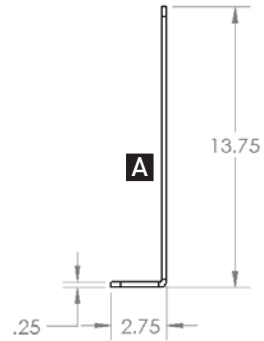
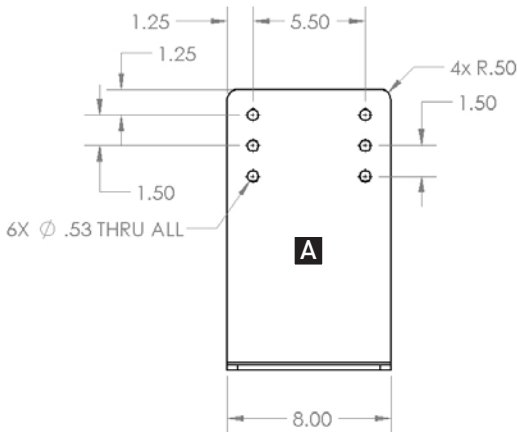


1B Rapid Mount Industrial

Components:

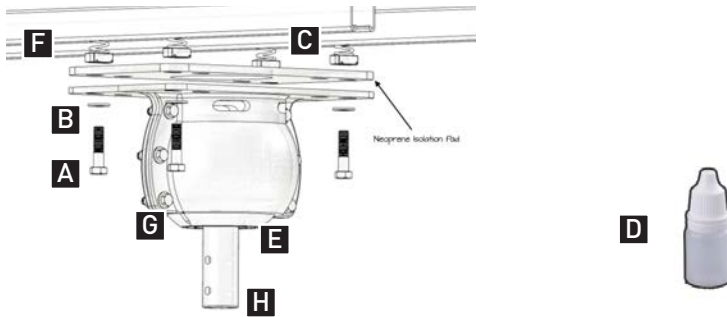
A - Glulam Bracket (Optional)

B - I-beam Clamps (Standard)



1.1B Unistrut Span Mounting

NOTE: Mounting to Z-purlins requires span mounting. Mounting to trusses requires two or more trusses to be linked with Unistrut or angle iron.



Components:

- A - 1/2"-13 x 1" Grade 5 Bolts (4)
- B - 1/2" Flat Washers
- C - 1/2"-13 Unistrut Spring Nuts (P1010) (4) - **not provided**
- D - Liquid Thread Lock - **not provided**
- E - Rapid Mount Industrial
- F - 1-5/8" Unistrut Unpierced Channels (P1000 or P1001B) (2) - **not provided**
- G - Locking Hardware (Locking Hardware is left loose from factory. Do not remove prior to installation.)
- H - Extension Tube Attachment Point

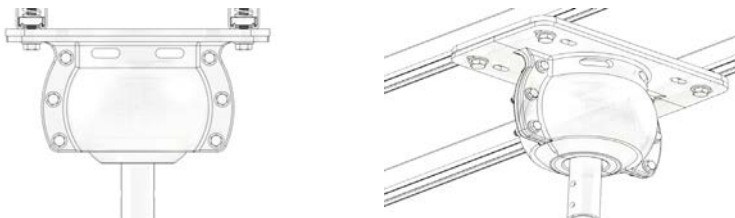
This method is used to span components of a building structure. The attachment point to the building structure can vary greatly and we recommend Unistrut be contacted so they may recommend the best method to attach the Unistrut to the building (www.unistrut.us). If the spanning distance is greater than 6 feet (P1000) or 10 feet (P1001B), please consult a Structural Engineer. Please refer to page 3 for the maximum torque and weight for both Model 550 and 780.

1.1.1B: Span two pieces of 1-5/8" Unistrut open side facing down and space apart so there is 12-7/8" from outside edge to outside edge (See illustration for example).

1.1.2B: Once the Unistrut is in place, apply liquid thread lock to the recommended bolts and use the remaining recommended hardware to attach the mount to the Unistrut. Torque the bolts to 50ft-lbs. Recommended torque is based on 1/2-13" hardware.

1.1.3B: Tighten the locking hardware on the rapid mount to 30 ft-lbs once the extension tube attachment point is level.

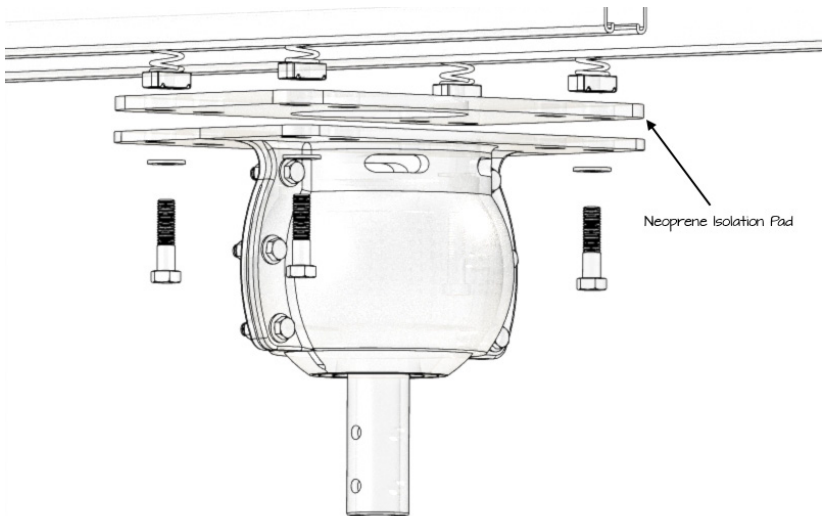
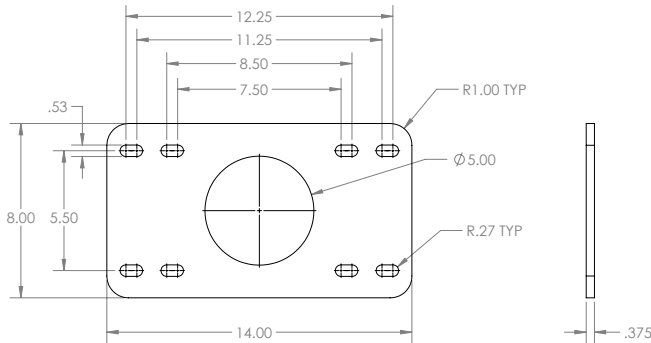
Final Results:



1.1B Unistrut Span Mounting (Cont)

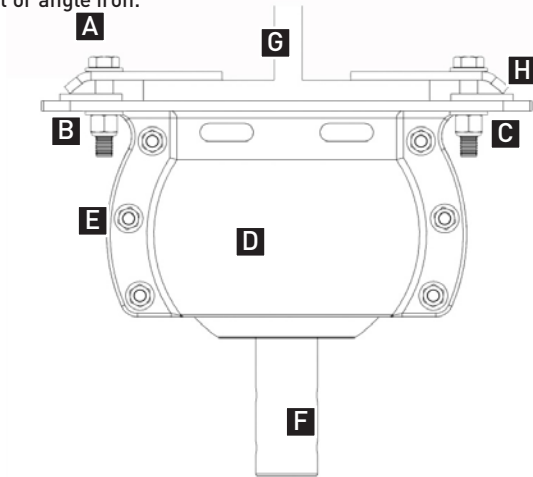
Isolation Pad for use with Rapid Mount Unistrut Mounting

The Isolation Pad provided will curtail the transfer of vibration from the fan system to structure. This will also dampen the noise level of the whole system. Refer to the illustration for proper placement and detail.



1.2B I-Beam Mounting

NOTE: Mounting to Z-purlins requires span mounting. Mounting to trusses requires two or more trusses to be linked with Unistrut or angle iron.



Components:

A - 1/2"-13 Grade 5 Bolts (4)

B - 1/2" Flat Washers (8)

C - 1/2" Nylon Locking Nuts (4)

D - Rapid Mount Industrial

E - 3/8" Locking Hardware (Locking Hardware is left loose from factory. Do not remove prior to installation.)

F - Extension Tube Attachment Point

G - I-beam

H - Clamps and Shims

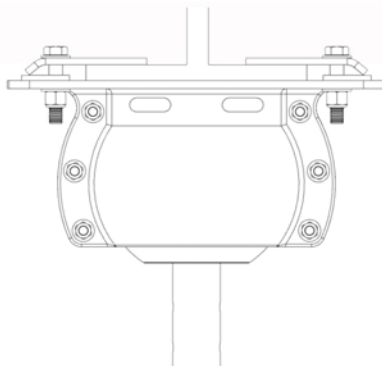
This method is used to install the Rapid Mount Industrial to an I-beam.

1.2.1B: Assemble the mount with one shim and clamp and hand tighten the hardware. Hook the clamp on one side of the I-beam or purlin and tighten hardware until the mount is snug but can still be moved.

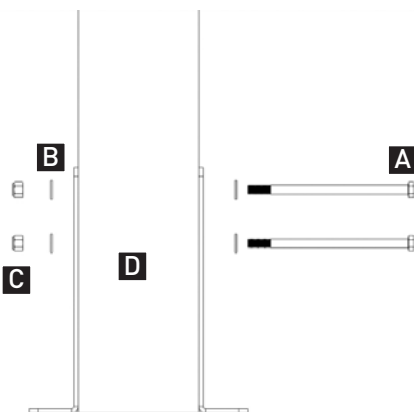
1.2.2B: Assemble the other shim and clamp on the other side and center the mount under the I-beam or purlin. Ensure the clamps have maximum engagement on both sides and torque the hardware to 75 ft-lbs.

1.2.3B: Tighten the locking hardware (E) on the mount to 30 ft-lbs once the fan is level.

Final Results:



1.3B Glulam/Wood Beam Mounting (1 of 2)



Components:

A - 1/2"-13 Grade 5 Bolts (at least 2-1/2" longer than the beam is wide) (4) - **not provided**

B - 1/2" Flat Washers (8) - **not provided**

C - 1/2" Nylon Locking Nuts (4) - **not provided**

D - Glulam

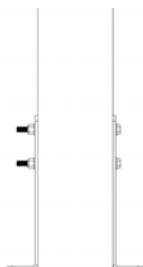
This method is recommended for Glulams or wood beams 5-1/8" or wider. For narrower attachment points please refer to the Unistrut mounting method to span across two or more beams to increase the structural integrity.

1.3.1B: Place a Glulam bracket against the beam and use a level or straight edge to line the bottom of the bracket up against the bottom of the beam. Trace the locations of four bolt holes and the two long sides of the Glulam bracket on the Glulam or wood beam.

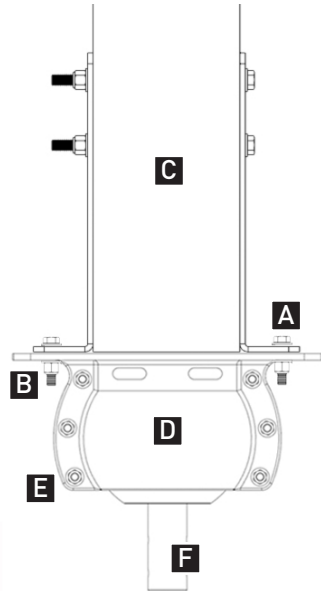
1.3.2B: Once marked, flip the Glulam bracket over so the long side is against the bottom of the beam and line the short side up with the markings you previously made. Now mark the sides of the Glulam bracket along the bottom of the beam.

1.3.3B: Flip the Glulam bracket over to the other side of the beam and line the bottom of the bracket up with the marking along the bottom of the beam. Now mark the same four bolt hole locations and remove the bracket. Using a 1/2" wood bit drill out the four bolt holes from both sides.

1.3.4B: Install both brackets with the recommended hardware and hand tighten so the brackets are left moveable



1.3B Glulam/Wood Beam Mounting (2 of 2)



Components:

A - 1/2"-13 Grade 5 Bolts (4)

B - 1/2" Nylon Locking Nuts (4)

C - Glulam

D - Rapid Mount Industrial

E - 3/8" Locking Hardware (Locking Hardware is left loose from factory. Do not remove prior to installation.)

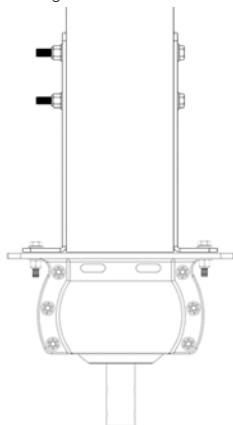
F - Extension Tube Attachment Point

1.3.5B: Place the Rapid Mount Industrial against the bottom of the brackets and use the provided bolt kit to assemble loosely.

1.3.6B: Once the Rapid Mount Industrial is attached, tighten the Glulam brackets and ensure they are flush against the beam from top to bottom.

1.3.5B: Tighten the locking hardware (E) on the mount to 30 ft-lbs once the fan is level.

Final Results:

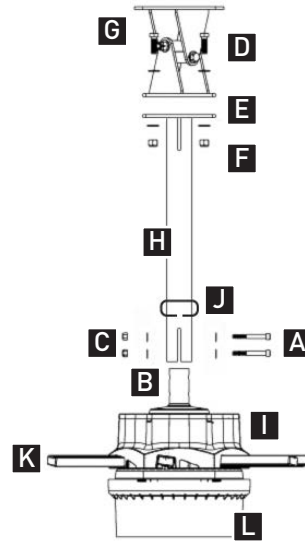


Step 2A - Extension Tube and Motor Unit Installation for Universal Mount

2.1A Extension Tube and Motor Unit Installation

Components:

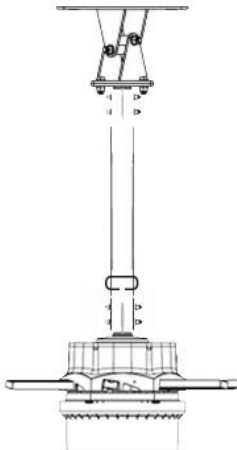
- A - 3/8"-16 Bolts (2)
- B - 3/8" Flat Washers (4)
- C - 3/8"-16 Nylon Locking Nuts (2)
- D - 1/2"-13 Bolts (2)
- E - 1/2" Flat Washers (4)
- F - 1/2"-13Nylon Locking Nuts (2)
- G - Universal Mount
- H - Extension Tube
- I - D-Drive Motor Unit
- J - Guy Wire Attachment Points (2)
- K - Blade Struts
- L - Plastic Cover
- M - Center Cap on Plastic Cover



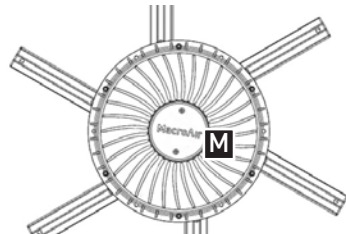
2.1.1A: Using the provided hardware attach the extension tube to the bottom of the mount.

2.1.2A: Using the provided hardware attach the motor to the extension tube. It is recommended that only two of the four bolts are installed until wiring is complete, one for the mount to extension tube side and one for the motor to extension tube side. Do not torque them until the wiring and safety cable are installed. It may be necessary to partially remove the bolts in order to get the wiring past. Once the wiring and safety cable are installed, torque the bolts to 30 ft-lbs.

Final Results:



IMPORTANT: Blade struts should be used to lift the fan during the mounting process. Do not remove the plastic cover until after the fan is mounted. The center cap on the plastic cover (L) may be removed to feed wires through the hollow motor shaft.

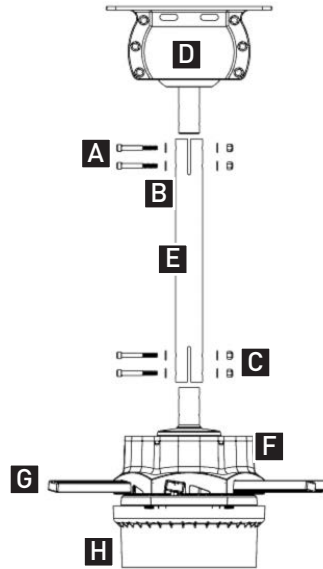


Step 2B - Extension Tube and Motor Unit Installation for Rapid Mount Industrial

2.1B Extension Tube and Motor Unit Installation

Components:

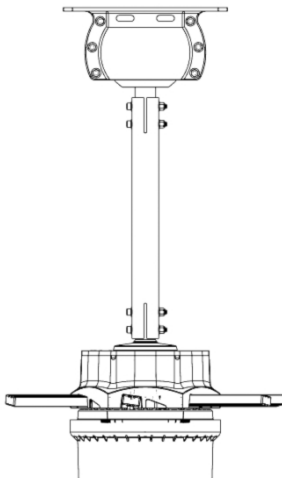
- A - 3/8"-16 Bolts (4)
- B - 3/8" Flat Washers (8)
- C - 3/8"-16 Nylon Locking Nuts (4)
- D - Rapid Mount Industrial
- E - Extension Tube
- F - D-Drive Motor Unit
- G - Blade Struts
- H - Plastic Cover
- I - Center Cap on Plastic Cover



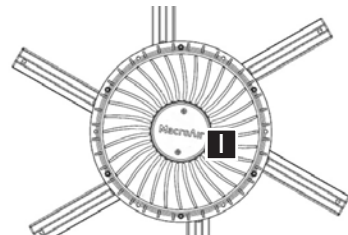
2.1.1B: Using the provided hardware, attach the extension tube to the mount and then, attach the motor to the extension tube. It is recommended that only two of the four bolts are installed at this time, one for the mount to extension tube side and one for the motor to extension tube side. This is in order to more easily install the wiring. Do not torque them until the wiring and safety cable are installed. It may be necessary to partially remove the bolts to get the wiring past. Once the wiring and safety cable are installed, torque all four bolts to 30 ft.-lbs.

DO NOT RUN THE FANS WITHOUT AIRFOILS. THE FAN IS NOT CONFIGURED TO OPERATE WITHOUT AIRFOILS ATTACHED.

Final Results:



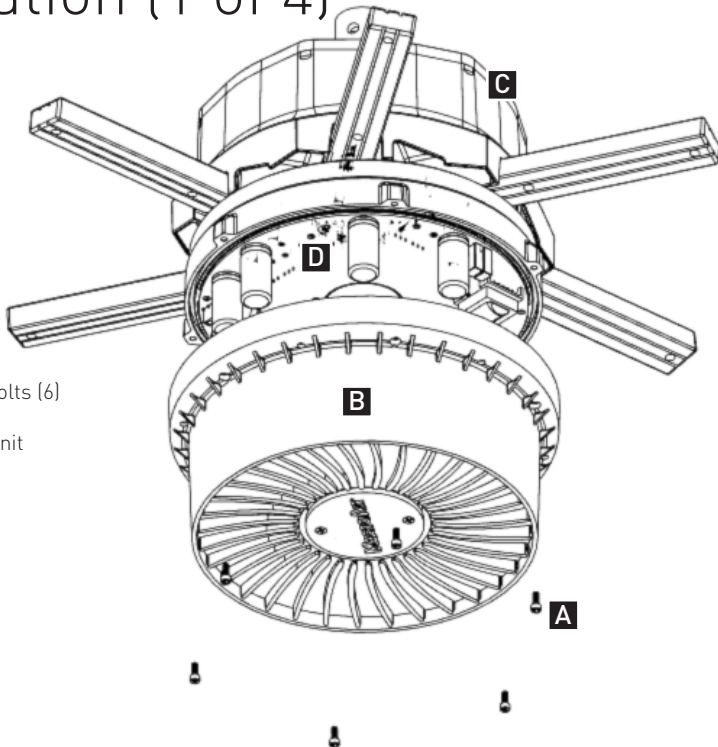
IMPORTANT: Blade struts should be used to lift the fan during the mounting process. Do not remove the plastic cover until after the fan is mounted. The center cap on the plastic cover (I) may be removed to feed wires through the hollow motor shaft.



Step 3 - Safety Cable and Electrical Installation

Follow one of the methods outlined in subsequent pages to install the safety cable.

3.1 Safety Cable & Electrical Installation (1 of 4)



Components:

- A - #10-32 x 1/2" Bolts (6)
- B - Bottom Cover
- C - D-Drive Motor Unit
- D - AirBrain

3.1.1: Remove the six bolts from the bottom cover to expose the on board controller. Be careful not to touch the electrical circuits or components on the board.

CAUTION: RISK OF ELECTRIC SHOCK. The bus capacitors discharge to a level below 50V DC in 1 minute.

Note: Make sure the fan is run only when the cover re-installed. The drive should only be operated in a pollution degree 2 environment.

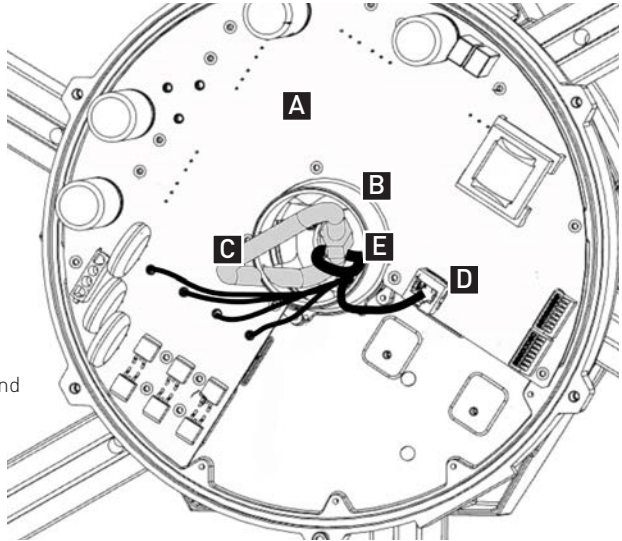


WHEN CYCLING INCOMING POWER TO THE FAN, WAIT 1 MINUTE BEFORE TURNING POWER BACK ON!

3.1 Safety Cable & Electrical Installation (2 of 4)

Components:

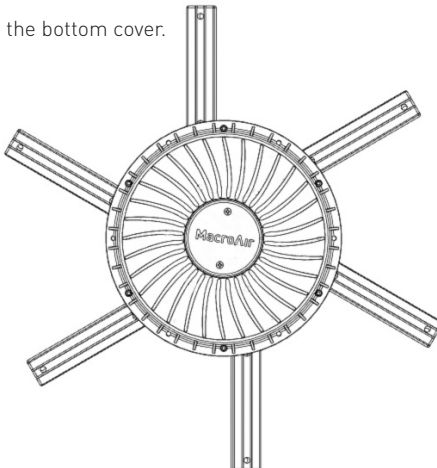
- A - AirBrain
- B - Rubber Boot
- C - Quick Link
- D - RJ45 Jack
- E - Safety Cable (Wrapped around Quick Link)



3.1.2: Once removed, locate the RJ45 jack and the input power terminals [refer to pages 31 and 32 for illustrations showing placement]. For analog remote wiring, refer to page 33. The shielded power cable or wires, shielded CAT5e remote cable, and steel braided safety cable are to be routed through the center of the motor, extension tube, and mount. The power cable or wires and shielded CAT5e remote cable can be routed up from the bottom together with the safety cable or down from the mount but the safety cable needs to be routed up from the bottom with the swaged end at the bottom. Secure this end to the triangle quick link that is attached to the rubber boot in the center of the drive / heat sink. Remove the slack in the safety cable by pulling the cable up slightly (refer to illustration above for reference). Use the provided ring terminal kit to terminate the ends of the power cable or wires and refer to NEC and local codes to ensure compliance.

3.1.3: Re-attach the bottom cover.

Final Results:



WARNING: Do Not create too much tension on the safety cable. This will deform the rubber boot and hinder the proper cooling of the motor.

3.1 Safety Cable & Electrical Installation (3 of 4)

LOW VOLTAGE DRIVE (shown in diagrams below):

This fan has broad range input power which allows it to accept various input powers within the ranges described below.

Components:

A - RJ45 Jack

FOR SINGLE PHASE:

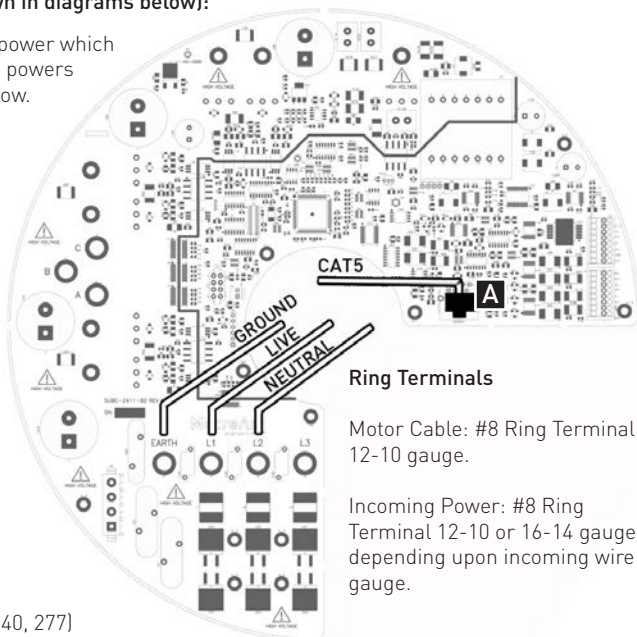
3.1.2A :Connect the wires to the appropriate terminals as pictured in the diagram to the right.

Model 550

Low Voltage:
120-277VAC (Typical Voltages:
120, 240, 277)

Model 780

Low Voltage:
208-277VAC (Typical Voltages: 240, 277)



Ring Terminals

Motor Cable: #8 Ring Terminal
12-10 gauge.

Incoming Power: #8 Ring
Terminal 12-10 or 16-14 gauge
depending upon incoming wire
gauge.

FOR THREE PHASE:

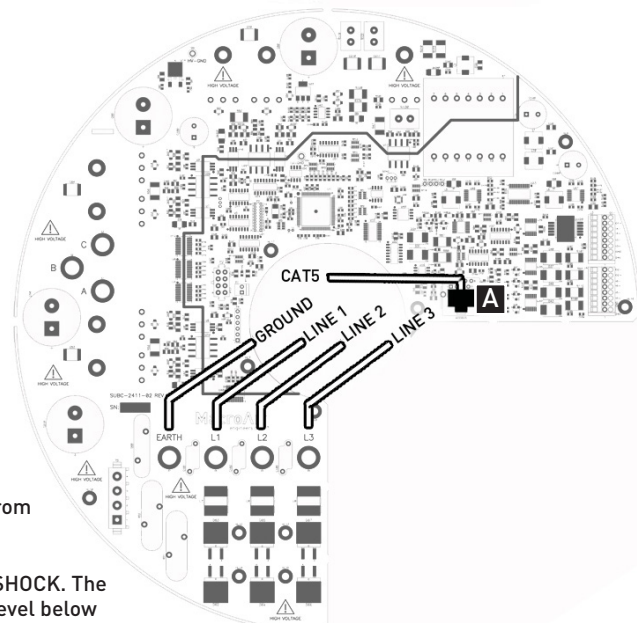
3.1.2B :Connect the wires to the appropriate terminals as pictured in the diagram to the right.

Model 550

Low Voltage:
208-240VAC (Typical Voltages:
208, 240)

Model 780

Low Voltage:
208-240VAC (Typical Voltages:
208, 240)



WARNING: Keep hands away from components.

CAUTION: RISK OF ELECTRIC SHOCK. The bus capacitors discharge to a level below 50V DC in 1 minute.

3.1 Safety Cable & Electrical Installation (4 of 4)

HIGH VOLTAGE DRIVE (shown in diagram below):

This fan has broad range input power which allows it to accept various input powers within the ranges described below.

Components:

A - RJ45 Jack

FOR THREE PHASE:

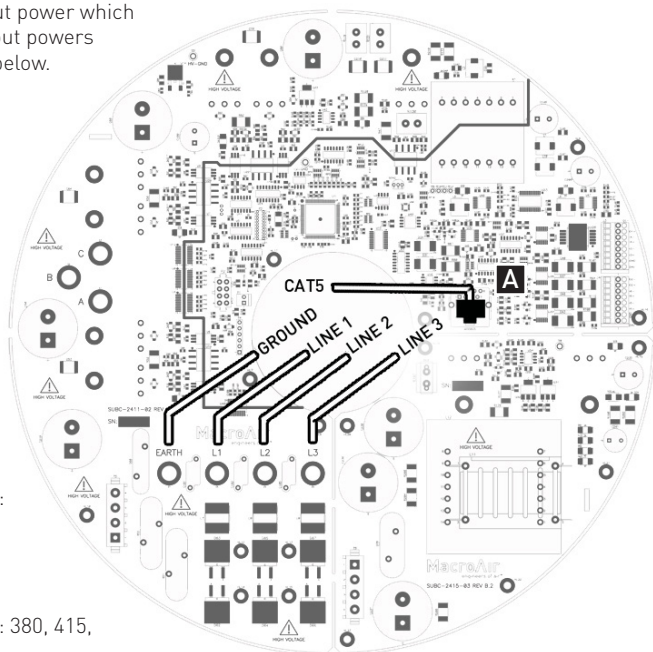
3.1.2B :Connect the wires to the appropriate terminals as pictured in the diagram to the right.

Model 550

High Voltage:
380-600VAC (Typical Voltages:
380, 415, 480, 600)

Model 780

High Voltage:
380-600VAC (Typical Voltages: 380, 415,
480, 600)



WARNING: Keep hands away from components.

CAUTION: RISK OF ELECTRIC SHOCK. The bus capacitors discharge to a level below 50V DC in 1 minute.

Ring Terminals

Motor Cable: #8 Ring Terminal 12-10 gauge.

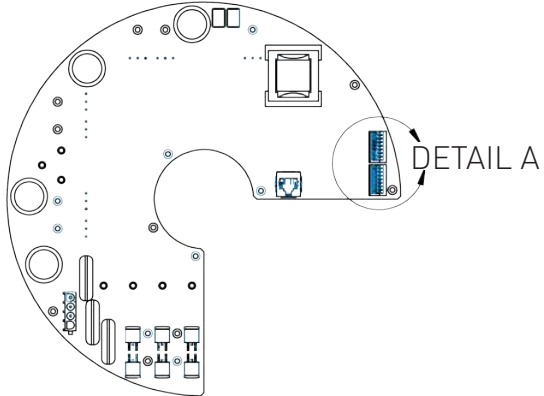
Incoming Power: #8 Ring Terminal 12-10 or 16-14 gauge depending upon incoming wire gauge.

3.2 Analog Control Wiring Schematic

Components:

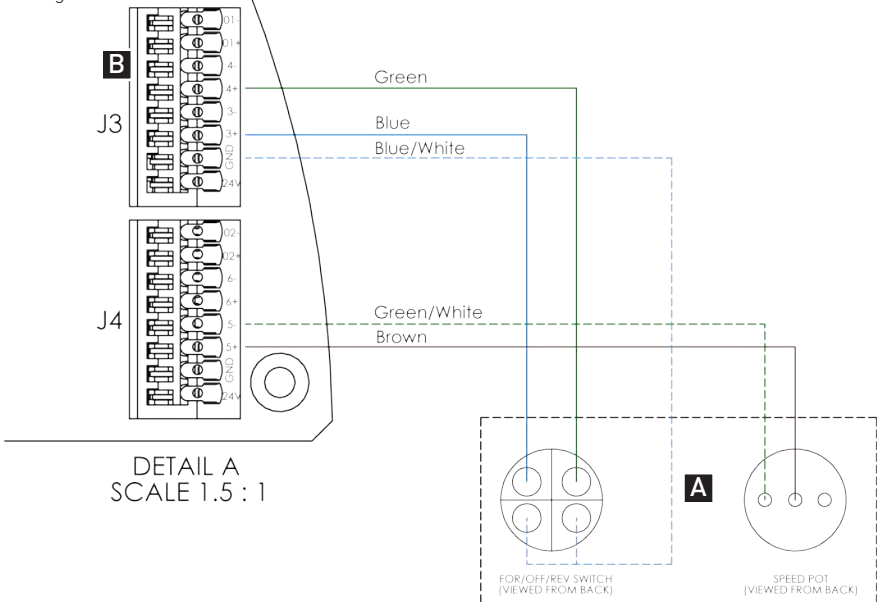
A - Remote Switchbox

B - Analog Terminal Blocks

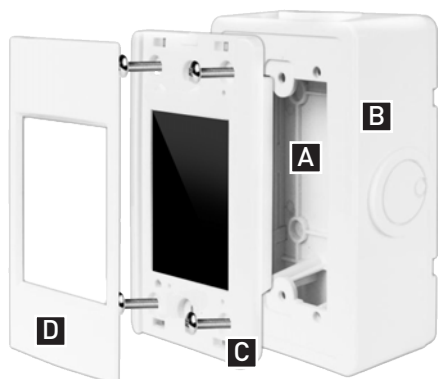


3.2.1: Cut the ends off of the 100ft shielded CAT5e cable and wire as shown in the schematic below. Do not daisy chain the analog remote wiring. Each fan must have its own analog control point.

Note: Fans must be ordered for analog control as they require network configuration to enable analog terminals.



3.3 Touchpad Remote Mounting



Components:

- A - Base Plate
- B - Front of Enclosure
- C - Touch Screen
- D - Bezel
- E - Single Gang Electrical Box (**not provided**)

3.3A Wall Mounting (Provided)

3.3.1A: Mount the base plate of the enclosure to the wall using the 4 provided wall anchors and screws.

3.3.2A: Snap the front of the enclosure to the base plate.

3.3.3A: Plug in the pre-wired shielded CAT5e cable from the screen into the RJ45 coupler inside the enclosure.

3.3.4A: Secure the touch screen to the enclosure using the 4 provided screws.

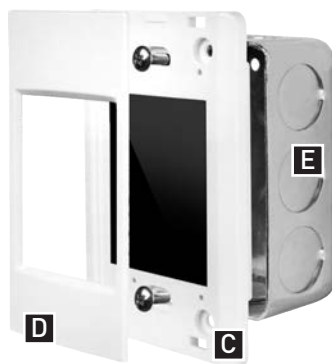
3.3.5A: Lock the provided bezel into place via the plastic tabs.

3.3.6A: Plug the provided shielded CAT5e cable from the fan into the RJ45 on the outside of the enclosure.

Note: The Touchpad Remote will automatically turn off after 30 seconds of inactivity. To turn the screen back on, simply touch anywhere on the screen. Always use shielded Cat5e or higher grade.

Note: 100 feet of shielded CAT5e cable is provided standard. Up to 400 feet of cable can be ordered and 400 feet is the maximum distance allowed.

Refer to the next page for dimensions.



3.3B Flush Mounting (Not Provided)

3.3.1B: Install the single gang electrical box (**not provided**).

3.3.2B: Run the provided shielded CAT5e cable from the fan into the single gang electrical box.

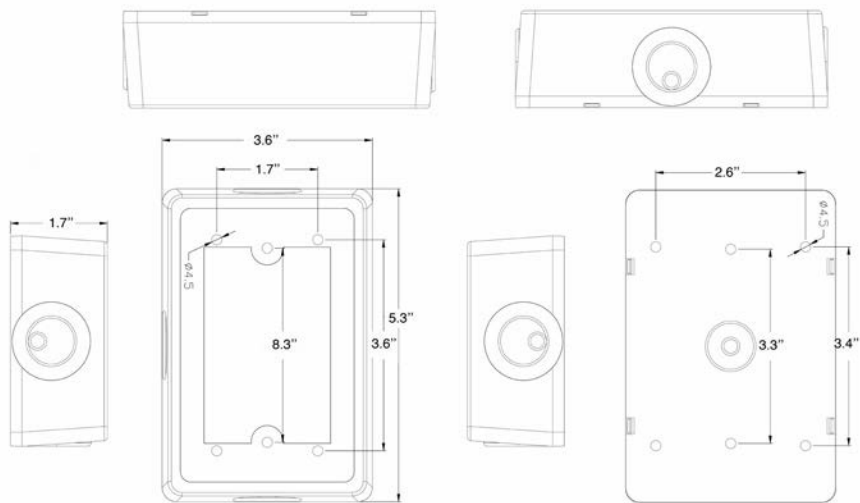
3.3.3B: Plug the remote cable into the pre-wired shielded CAT5e cable from the screen using the provided RJ45 coupler.

3.3.4B: Secure the touch screen to the enclosure using the 2 provided screws.

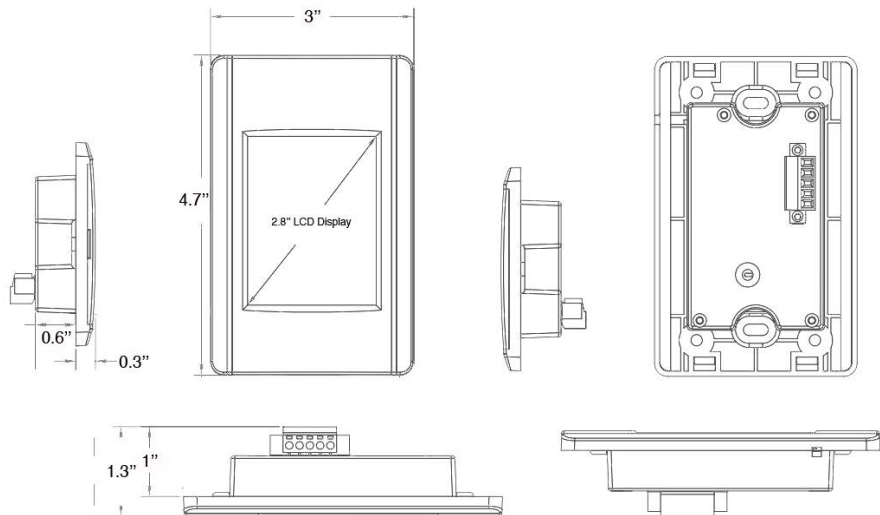
3.3.5B: Lock the provided bezel into place via the plastic tabs.

3.3 Touchpad Remote Dimensions

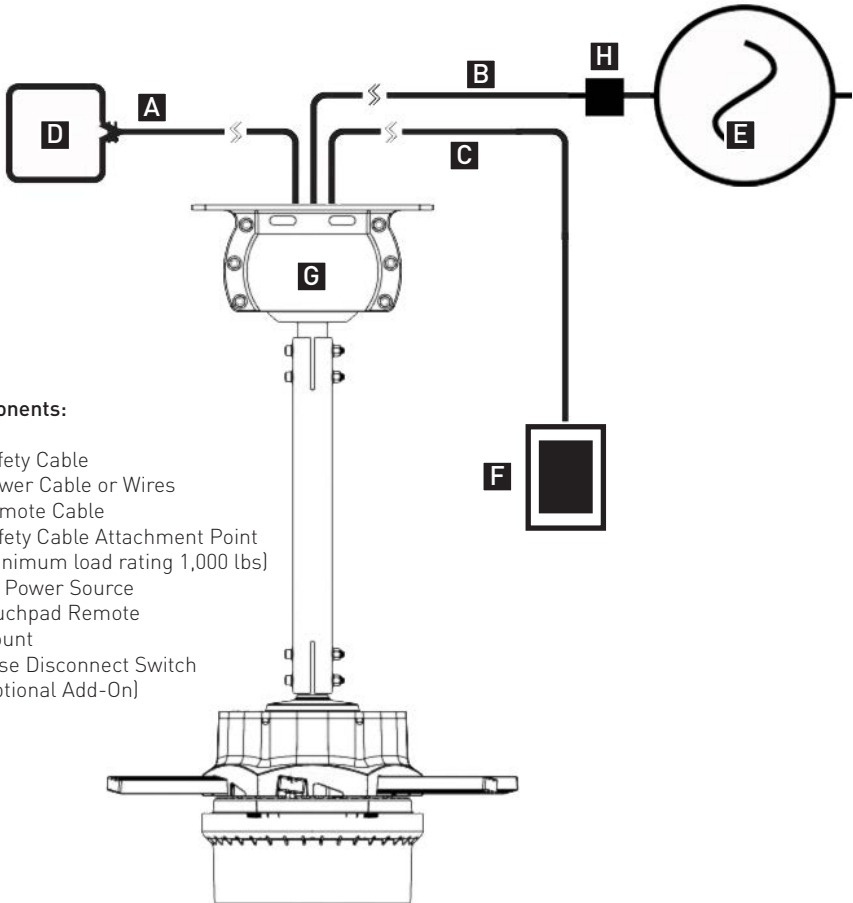
Remote Enclosure



Remote LCD Display



3.4 Safety Cable & Electrical Installation



Components:

- A - Safety Cable
- B - Power Cable or Wires
- C - Remote Cable
- D - Safety Cable Attachment Point
(Minimum load rating 1,000 lbs)
- E - AC Power Source
- F - Touchpad Remote
- G - Mount
- H - Fuse Disconnect Switch
(Optional Add-On)

3.4.1A: For Glulam or wood beam installation, drill a hole through the beam above the center line and route the safety cable in a loop and attach the cable to itself with the provided cable clamps. Make sure that there is little to no slack in the safety cable. Avoid sharp edges.

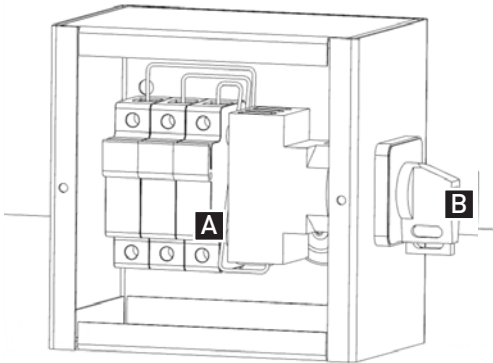
3.4.1B: For I-beam installation, beam clamps can be used with eye bolts. Attach the beam clamps on both sides of the beam and route the safety cable through the eye bolts. Attach the cable to itself using the provided cable clamps and make sure that there is no slack. Avoid sharp edges.

3.4.2: Run the remote cable to the remote location. The cable can be run in conduit or open if desired as the cable is low voltage and shielded. To attach to the touchpad remote, simply plug the end of the remote cable into the RJ45 jack on the touchpad remote.

3.4.3: Connect to power in compliance with local and state codes. This device may require a disconnect that is outside of the swept area of the airfoils to comply with OSHA (not provided).
Refer to the above illustration for the Final Results.

3.5 Fuse Disconnect Switch Installation

Optional Add-On - Service Disconnect (Required per NEC Code).



Components:

A - Fuse Block (Optional Add-On)

B - Disconnect Switch (Option Add-On)

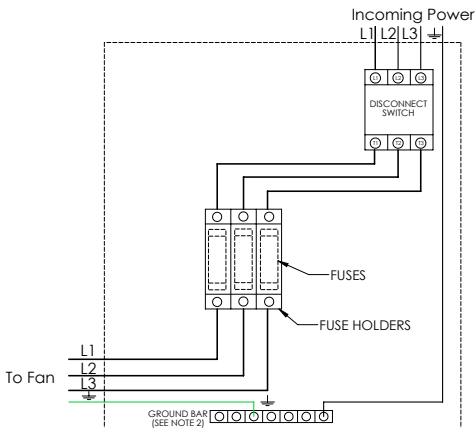
NOTE: Ensure that there is no power when installing this component.

The fuse disconnect switch is an optional component offered by MacroAir. Reference page 4 for fuse size based upon the incoming power and fan diameter.

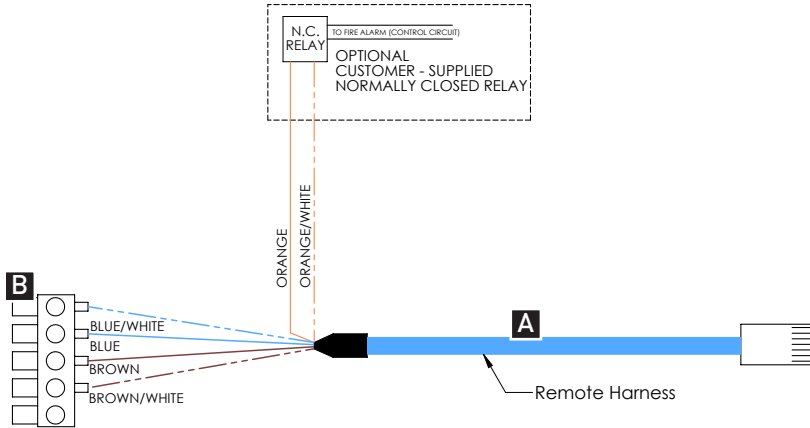
3.5.1: Mount the fuse disconnect switch outside of the swept area of the fan airfoils.

3.5.2: Wire the power cable from the fan to the bottom of the fuse block. Then, wire the incoming power source to the disconnect switch.

3.5.3: In the diagram below, a three phase system is shown. For a single phase system, phase 1 would be connected to L1, neutral would be connected to L2, and L3 would be left not terminated.



3.6 Emergency Disconnect Schematic

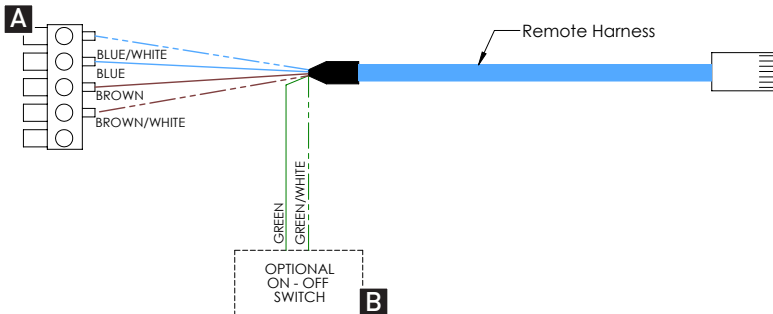


Components:

- A - Remote Harness (found in single fan remote enclosure)
- B - Terminal Block Connector

3.6.1: Use the schematic above to connect the fan(s) to an emergency stop (i.e. fire alarm system).

3.6A Enable (ON)/Disable (OFF) Schematic



- A - Terminal Block Connector
- B - Green/Greenwhite pair for remote on/off fan control

Use the schematic above to tie fan(s) to a remote set of supervisory contacts for fan control.

To enable this feature please contact MacroAir Technical Support.

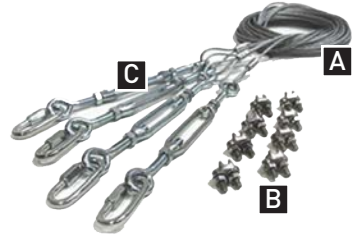
Step 4 - Guy Wire Installation

Install the Guy wires and Guy wire cord.

4.1 Guy Wire Installation (1 of 2)

Components:

- A - Guy Wires
- B - Cable Clamps
- C - Turnbuckles
- D - Guy Wire Attachment Points (2)

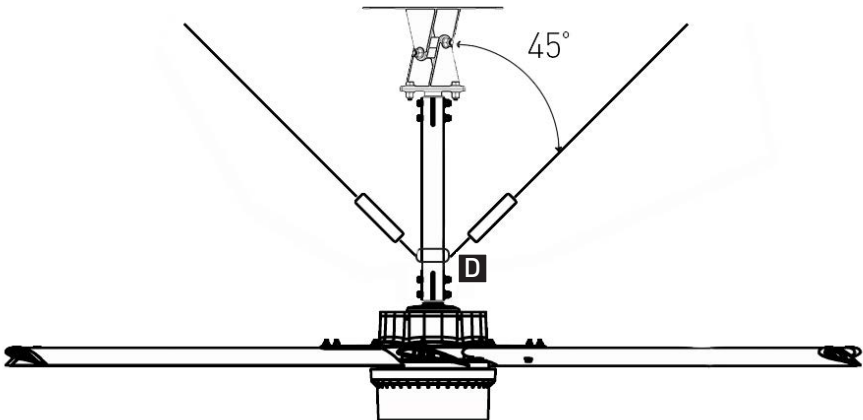


4.1.1: Attach the turnbuckle end of the Guy wires to the Guy wire loops located on the Guy wire brackets with the provided quick links.

4.1.2: When laying out the locations of the Guy wire mounting points, attempt to maintain a 45 degree angle between the ceiling and the Guy wires (as illustrated in the drawing below).

4.1.3: Avoid any sharp edges that may contact the Guy wire. Guy wires need to be attached to the building structure via 1/2" eye lags or bolts with the provided cable clamps.

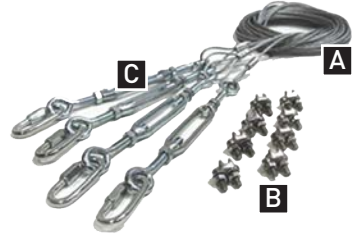
NOTE: Do not wrap the Guy wires around the building structure.



4.1 Guy Wire Installation (2 of 2)

Components:

- A - Guy Wires
- B - Cable Clamps
- C - Turnbuckles
- D - Guy Wire Attachment Points (2)



4.1.4: With the aid of a level placed against the extension tube, tighten the turnbuckles by hand in a crisscross pattern while periodically checking to ensure that the fan is level.

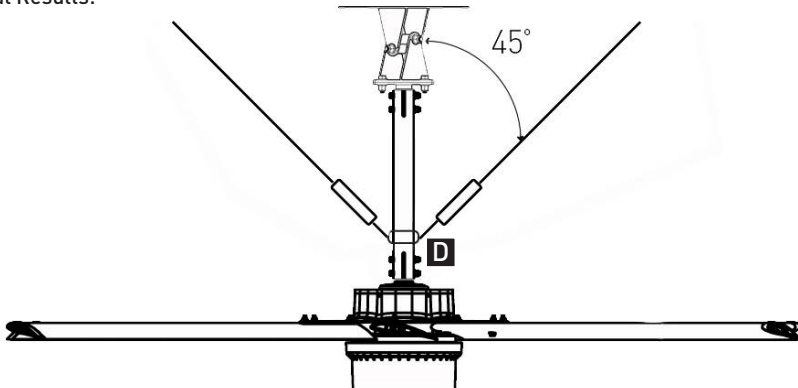
4.1.5: Tighten the turnbuckles until the fan unit is stable in the level position. Make sure to **not overtighten** the turnbuckles.

4.1.6: Once all of the Guy wires are snug and the fan unit is stable and level, tighten the jam nuts on the turnbuckles.

NOTE: Do not use tools to tighten the turnbuckles; only use tools to tighten the jam nuts.



Final Results:



4.2 Guy Wire Cord Installation

Components:

A - Guy Wire Cord

B - Eyelets

C - Cord Lock

4.2.1: Insert the elastic cord through the top eyelet of each of the 4 turnbuckles as shown in pictures 1 & 2.

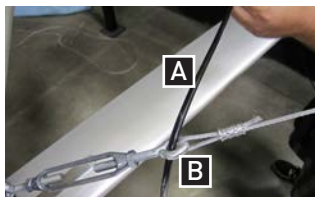
4.2.2: Pull one of the ends of the cord through one of the holes on the cord lock and then pull the end into the groove to lock it. Use pliers to properly secure the cord in the groove of the cord lock as shown in pictures 3 & 4.

4.2.3: Repeat step 4.2.2 for the second end of the cord using the opposite hole and groove on the cord lock.

4.2.4: The safety cord should be pulled tight and fastened as shown in picture 5.

NOTE: The Guy wire cord is a redundant safety system for our fans. The Guy Wire Cord Kit applies to our fans with turnbuckles installed on the Guy wires. The turnbuckles may have been supplied by the installer or factory supplied by MacroAir. This system utilizes a polymer cord to secure the ends of the turnbuckles. In the event that one or more comes loose due to stresses that exceed their capacity, the turnbuckles would be captive above the airfoils and prevent additional damages and down time to your fan.

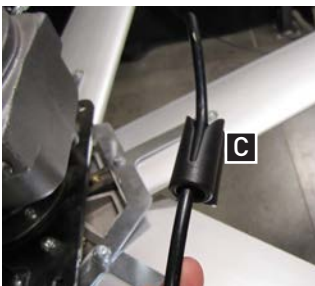
NOTE: The cord is cut to a predetermined length for proper tension. **DO NOT** excessively stretch the cord.



Picture 1



Picture 2



Picture 3



Picture 4



Picture 5

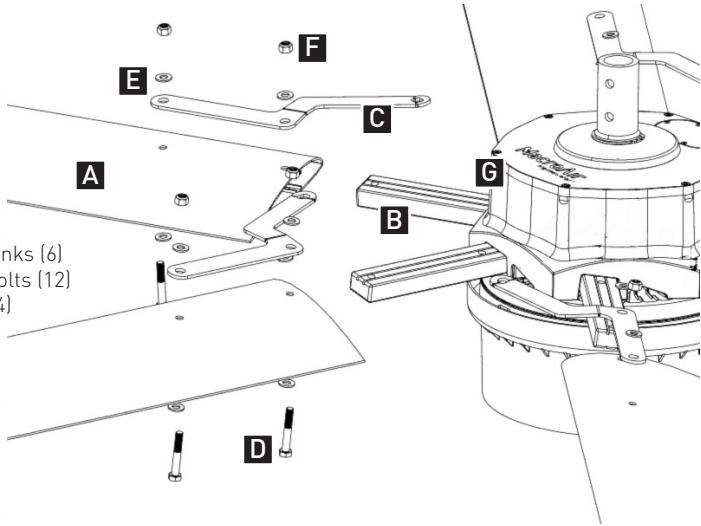
Step 5 - Airfoil Installation

Attach the airfoils and safety retainer links to the airfoil struts.

5.1 Airfoil Installation

Components:

- A - Airfoil
- B - Airfoil Strut
- C - Safety Retainer Links (6)
- D - 5/16"-24 x 1/2" Bolts (12)
- E - 5/16" Washers (24)
- F - 5/16" Nuts (12)
- G - Motor Unit

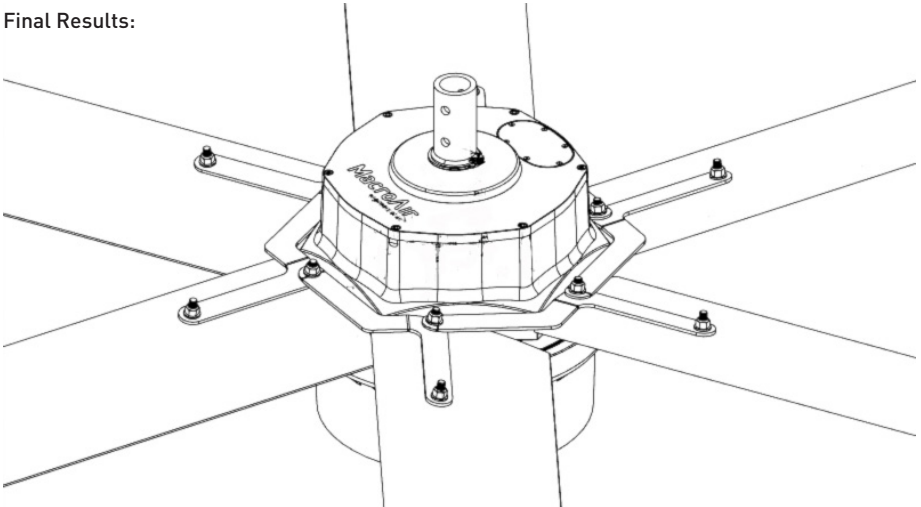


5.1.1: Slide an airfoil over an airfoil strut and place a safety link on top. Insert the airfoil bolts from the bottom up (nuts on top) with washers and hand tighten the nuts.

5.1.2: Repeat last step until all airfoils and safety links are installed. Once everything is in place, torque the bolts to 20 ft-lbs.

WARNING: To reduce the risk of personal injury, do not bend the airfoils or airfoil struts when installing the airfoils, balancing the airfoils, or cleaning the fan. Do not insert foreign objects in between rotating fan airfoils.

Final Results:



Step 6 - Touchpad Remote Navigation and Operation

Choose one of the two methods to mount the touchpad remote and configure the fan diameter for initial operation.

6.1 Touchpad Remote Navigation

Buttons:

A - Forward / Reverse: Alternate between forward and reverse operation

B - Power Button: Turn the fan off

C - Speed Up / Speed Down: Increase or decrease the speed of the fan

D - Speed Box: Real-time indication of fan speed

E - Navigation: Navigate to the next screen

F - Fan Diameter Selection: Hidden button to navigate back to the fan diameter selection screen



6.2 Touchpad Remote Operation

Screens:

A - Fan Diameter Selection Screen

B - Home Screen

C - Fault Code Screen

D - Operating Hours Screen

Instructions:

6.3.1: Upon initial power-up, the touchpad remote will default to the fan diameter auto detect screen. You will need to select "Start" to initiate the auto detect. While the auto detect is running you will not be able to leave the screen until the sequence is finished. Once Startup Sequence is completed you will be able to leave the screen by hitting the left arrows in the footer to navigate to the home screen.

6.3.2: Once on the home screen, test your fan by setting the speed to 100 in forward operation by increasing the speed and then clicking the forward button. Keep the fan's speed at 100 for a few minutes to ensure proper functionality.

6.3.3: If the fan stops operating unexpectedly, navigate to the fault code screen and record any fault codes (if present). Click the reset button until the display reads '0'. Then, attempt to run the fan again. If the fan is still not operating, navigate to the fault code screen via the navigation arrows at the bottom of the screen and document the code(s) displayed and call technical support at 866-668-3247.

6.3.4: To view your fan's operating hours, navigate from the home screen to the far right screen.



Maintenance Information

Guy Wire Check (if applicable): Checking a MacroAir fan's Guy wires (if applicable) for tension and inspecting for frayed sections could mitigate a problem before it occurs. Fan owners should confirm that the Guy wires are not wrapped around any sharp edges. MacroAir recommends attaching Guy wires to the building with eye bolts or eye lags. If they are not already installed with eye bolts or lags, we urge fan owners to install these in order to help keep the Guy wires from fraying. If Guy wires are installed with turnbuckles, jam nuts should periodically be checked to ensure tightness. If they are loose, the Guy wire cables may need to be re-tensioned.

Airfoil Cleaning: Depending on the type of commercial application the MacroAir fan is in, there can be quite a bit of dust or other particulates (including grease!) that cling to the fan's airfoils. While this may not affect fan performance, we recommend fan owners keep airfoils clean by having a maintenance person or skilled trade professional – who has experience using a lift – wipe the fan airfoils with a rag or sponge using hot water or regular cleaning solutions. Please do not use chlorine or any chemicals containing chlorine.

Safety Cable Check: Each MacroAir fan comes with a safety cable. Depending on the fan model, the safety cable either wraps around the building structure and the fan frame, or comes out of the top of the fan and wraps around the building structure. The safety cable is an important part of the safety system and acts as a last resort should an earthquake, collision, or similar catastrophic event occur. As such, it's vital for fan owners to ensure that it is intact and properly secured.

Reverse Operation: The beauty of MacroAir HVLS fans is that they are built to run in forward and reverse mode. However, changing the direction of your fan can put initial stress on the fan if it has not been properly checked. It is a good idea to make sure Guy wires, safety cables and all bolts and nuts are tight. Cleaning the fan before switching directions will prevent dust and other particles from falling off the fan airfoils that are now turning in the opposite direction.

Maintenance Plan:

Things to look for include: rust, cracked welds, unusual noise, hub migration/ movement, guy wire loosening or movement.

Years 1-5:

One inspection on lift in first year and one from the ground per year after one full year of service.

Years 6-10:

One inspection on lift per year.

Year 11 and beyond:

Annual inspections from a lift and seasonal inspections both before and after the busy season from the ground.

NOTE: If there are issues or concern discovered during an inspection, please contact the service and technical support department at MacroAir for help.

Troubleshooting

It is recommended to wire the fan and the touchpad remote prior to turning on the power to the fan. If the fan is not operable, but the touchpad remote is lighting up, cycle power to the fan.

If cycling the power did not resolve this issue, go to the fault code screen (reference page 47) and check to see if there is a code present.

Fault Code Causes and Possible Solutions

Code	Name	Code Type	Factory Setting	Description	Symptoms	Troubleshooting Tips
1000	Supply Voltage High Warning	Warning	425V DC	The controller monitors the bus voltage to verify it's below the threshold		Expected behavior when the fan is slowing to a stop
1001	Supply Voltage Low Warning	Warning	80V DC	The controller monitors the bus voltage to verify it's above the threshold		Verify incoming AC power
1002	Supply Voltage High Fault	Auto-Reset	450V DC	The controller monitors the bus voltage to verify it's below the threshold and will disable the fan if it is exceeded	Fan stops suddenly on deceleration	Verify incoming AC power Check wiring
1003	Supply Voltage Low Fault	Halt	40V DC	The controller monitors the bus voltage to verify it's above the threshold and will disable the fan if it is exceeded	Fan stops suddenly on acceleration	Verify incoming AC power Check wiring
1004	Phase Current A High Fault	Auto-Reset			Current not regulating Grunting, vibration sounds Sudden shutdown	Verify motor parameters Perform Power Calibration Return to Factory, damaged drive, motor short/bad wiring, drive in danger of permanent damage
1005	Phase Current B High Fault	Auto-Reset				
1006	Phase Current C High Fault	Auto-Reset				
1007	Motor Temperature High Warning	Warning	100C	The controller multiplies the current torque command by 0.5 when the motor reaches 100C. There is no hysteresis on this value. It goes back to full speed when the temperature falls below the warning value.	Fan runs slower	Operating Ambient temperature exceeded Motor thermistor out of spec. and/or damaged
1008	Motor Temperature High Fault	Auto-Reset	110C		Fan stops	

Troubleshooting

Code	Name	Code Type	Factory Setting	Description	Symptoms	Troubleshooting Tips
1009	Heatsink Temperature High Warning	Warning	75C	The controller multiplies the current torque command by 0.5 when the heatsink reaches 75C. There is no hysteresis on this value. It goes back to full speed when the temperature falls below the warning value.	Fan runs slower	Operating Ambient temperature exceeded Blade end caps have no/poor venting Gap between blade root and cover too big
1010	Heatsink Temperature High Fault	Auto-Reset	85C		Fan stops	
1011	Controller PCB Temperature High Warning	Warning	75C		Fan runs slower	Operating Ambient temperature exceeded
1012	Controller PCB Temperature High Fault	Auto-Reset	80C		Fan stops	
1013	Phase Current Following Error	Auto-Reset			Fan stops Groaning/grinding sounds	Verify blade setting Fan hits an obstruction Verify motor parameters Perform Power calibration (precursor to 1004-1006)
1014	Sudden Change of Speed	Auto-Reset	20% 10 rpm 0.1 sec.	The controller looks for a % change in speed bounded by a minimum RPM change in a certain amount of time. If both conditions are met, then the drive will disable.	Fan stops	Verify there are no possible obstructions in the path of the fan blades. Verify motor parameters Perform Power calibration - Could come from startup oscillation.
1015	Tilt Limit Exceeded	Auto-Reset	+/- 5 °		Back and forth oscillation at start-up Fan precessing on mount Fan vibrating	Verify the fan mount is secure and all bolts are tightened appropriately Verify all blades are serviceable and properly installed
1016	Vibration Limit Exceeded	Auto-Reset				Verify the fan mount is secure and all bolts are tightened appropriately Verify all blades are serviceable and properly installed Verify no blade roots are rubbing on the heatsink IGNORE for FW 7993, SFTC-2411-01 v1.0

Troubleshooting

Code	Name	Code Type	Factory Setting	Description	Symptoms	Troubleshooting Tips
1017	Keep-Alive Timeout	Auto-Reset	10s		Fan stops	Verify building automation settings Check time setting on the controller Intermittant wiring MODBUS transaction on analog control for FW 8599, SFTC-2411-01 v1.1 and earlier
1018	Fire Disconnect	Auto-Reset			Fan stops Fan does not start	Verify the fire disconnect is not asserted Verify the wiring is open or short as required Verify the correct value is loaded into the fire disconnect register Firmware update with no setting [blank NVM location]
1019	Overspeed Fault (Blades Too Short)	Auto-Reset	-		Fan stops at "high speed" Fan does not start Start-up issues	Verify the correct blades are installed Verify the correct number of blades are installed Verify the correct blade setting is selected Verify the minimum acceptable clearance is maintained between the fan blades and the structure Verify motor parameters
1020	Underspeed Fault (Blades Too Long)	Auto-Reset	-		Fan runs slowly	Verify the correct blades are installed Verify the correct number of blades are installed Verify the correct blade setting is selected
1021	Communication Buffer Full Warning	Warning			MODBUS unreliable	Verify MODBUS baud rate Verify MODBUS wiring Noise on the comms line
1022	Accelerometer Read Fault	Auto-Reset			Fan will not run	Power cycle the controller
1023						

Troubleshooting

Code	Name	Code Type	Factory Setting	Description	Symptoms	Troubleshooting Tips
1024	Blade Diameter Not Set	Auto-Reset			Fan will not start	
1025	Blade Detect Failed	Auto-Reset			Fan makes weird sounds Blade detect fails to complete	Verify motor was not moving at start of blade detection Verify correct number of blades setting Verify motor parameters
N/A	Fan Takes a long time to start / does not start				Back and forth oscillation at start-up greater than 15 seconds	Verify the correct blade setting is selected Verify motor parameters Perform Power calibration
N/A					Motor parameters are not in range	Something wrong with motor Something wrong with controller Something wrong with motor calibration routine at factory

For all other fault codes, please call Technical Support at (866) 668-3247.

Warranty and Technical Support

To register the installed fans for the 50,000 hour warranty, go to macroairfans.com/register.

What does the 50,000 hour warranty cover?

This warranty covers any part or component of the AirVolution-D shipped by MacroAir that is found to contain a manufacturing defect. MacroAir will repair or replace such part, component, or the entire fan free of charge.

How Long Does the Coverage Last?

This warranty covers the entire AirVolution-D fan and all its component parts for 50,000 hours of running time.

Do I Need to Pay Shipping, Removal and Re-Installation Costs?

You do NOT need to pay shipping, removal and installation costs if your AirVolution-D needs to be repaired or replaced due to a manufacturing defect within three years of the original purchase, and you will be reimbursed for those costs, upon approval of such costs by MacroAir. After three years, this warranty is still in full effect for the remainder of the 50,000 hours, but it just does not cover your cost to ship the fan to MacroAir, or removal or re-installation of the fan.

What is NOT covered under this warranty?

This warranty will not cover repairs or replacements caused by installation, operation or storage of the fan that is outside the specifications and limitations contained in the AirVolution-D installation and operation instructions.

Technical Support

For installation assistance, application questions, technical sales support & any other inquiries, please contact our technical support team at (866) 668-3247.



AirVolution^D
By MacroAir