

FAN FREQUENTLY ASKED QUESTIONS AND TROUBLESHOOTING GUIDE

1. Where can I find wiring diagrams?

All the wiring diagrams are on the Woods website - www.woodsairmovement.com/downloads

2. Where can I find the O&M manual?

All the O&M manuals are on the Woods website - www.woodsairmovement.com/downloads

3. The fan has stopped working and I would like to buy a new one, where can I get one from?

Kitchen extract fans and accessories are available from our Network of distributors, please check on our website for your nearest stockist. All other enquiries please fill out the enquiry form on our website.

4. Why is my fan not running but has power?

Check the wiring is correct inline with the circuit diagrams available in the back of the O&M, check connection at the fan terminals and the power supply, EC motored fans may require an enable link & a DC speed control signal separate from the power supply.

5. Why is the airflow in the wrong direction?

Check the fan is installed the correct way round - airflow direction & rotational arrows are indicated in the middle of the fan nameplate and on the impeller blades. If the fan is installed incorrectly it must be removed and rotated to the correct position.

Do not remove the impeller to change impeller rotation.

6. Why is my fan current high?

High fan currents can be caused by several things;

1. Check the impeller is rotating the correct way and the wiring is configured correctly.
2. Check there are no obstructions restricting the impeller from spinning.
3. If speed control is by inverter drive check the fan speed is correct - the fan RPM is shown on the fan nameplate.
4. Check the supply voltage is correct and the supply cable is not excessively long.

7. Why is my single phase fan running at a constant speed?

When using a single-phase speed controller check the regulated neutral "U" is connected to "U" in the fan and the link wire in the fan terminal box between "U" & "P" is removed. When using two wire speed control method leave the link wire between "U" & "P" in.

8. Why does my fan intermittently stop and restart?

This is most likely caused by grease or dirt build up on the motor casing making the motor run hot. Check & clean the motor and consider increasing fan speed to aid motor cooling from the airflow.

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9. Why is my fan vibrating while in use?

Inspect the impeller for damaged blades, loose or missing hub bolts or balance weights, excessive shaft play and build-up of dirt.

10. Why is my fan running noisy?

Mechanical noise with a fan is generally caused by two components knocking together;

1. Check the impeller spins freely and is not catching on the outer case.
2. Check the fixings, brackets, guards and anti-vibration mounts are tight.
3. Check for loose or damaged ducting.
4. Check the ductwork is in good condition
5. Ensure the system is clear of any debris.

11. Why is there is a rattling noise coming from the fan?

It is likely something has come loose or has made its way into the fan or ductwork;

1. Check for loose fixings around the fan, fan guard and ductwork.
2. Check for damage to the ductwork or any debris in the system.
3. Check the hangers, support feet or Unistrut frame.

12. Why does my fan have a high pitch whining?

Fans that are run through an inverter drive can sometimes produce a high pitch whine which can be caused by electrical interference within the system;

1. Ensure a good quality shielded cable is used between the drive and fan terminals.
2. Check the cable between the drive and the fan is correctly installed and grounded. If the noise is still present increase the switching frequency through parameter 14.01 in the drive.

13. Why is my fan tripping a fuse or circuit breaker?

1. Ensure suitable motor rated fuses or correctly set overload is being used and sized correctly, details are on the fan nameplate.
2. Check for damaged cable or loose/damaged terminals.
3. Check motor winding resistance is correct.

14. Why does my fan run, but airflow is low?

1. Ensure that any dampers in the system are fully open and check the ductwork for blockages or debris caught on the impeller.
2. Check the correct voltage is applied to the fan and if running from a speed controller or frequency drive that the correct rated unit is being used.

15. Can I change the angle of the fan blades to give more airflow?

No, this will invalidate the warranty and could cause serious injury. Please fill in the enquiry form on our website to get a quote for this work to be done by Woods Air Movement professionals.

For further technical support please send an image of the fan nameplate with a description of the problem to woodsuk.technical@flaktgroup.com