

NORFOLK NOR-Downrods-24 Inch

NORFOLK 24-Inch Ceiling Fan Downrod Instruction Manual

INTRODUCTION

This manual provides essential instructions for the safe and proper installation, maintenance, and use of your NORFOLK 24-inch ceiling fan downrod. This downrod is designed to extend the mounting height of your ceiling fan, specifically compatible with NORFOLK ceiling fan model #GD162A, ensuring optimal air circulation and aesthetic integration in rooms with higher ceilings. Please read all instructions carefully before beginning installation.

SAFETY INFORMATION

- **WARNING:** Always disconnect power at the circuit breaker or fuse box before attempting any installation, cleaning, or maintenance. Failure to do so can result in electrical shock, injury, or death.
- Ensure all electrical connections comply with local codes and ordinances, as well as the National Electrical Code (NEC). If you are unfamiliar with electrical wiring, consult a qualified electrician.
- This downrod is designed for use with compatible NORFOLK ceiling fans, specifically model #GD162A. Do not attempt to use it with incompatible fan models or for purposes other than its intended use.
- Verify that the mounting structure can support the weight of the ceiling fan and downrod assembly.
- Do not bend or apply excessive force to the downrod during installation or operation.
- Keep children and pets away from the work area during installation.

PACKAGE CONTENTS

Carefully unpack your downrod and ensure all components are present and undamaged. If any parts are missing or damaged, do not proceed with installation and contact NORFOLK customer support.

- One (1) NORFOLK 24-Inch Ceiling Fan Downrod (Model: NOR-Downrods-24 Inch)



Image 1: The NORFOLK 24-inch black ceiling fan downrod. This image displays the single downrod component included in the package, which is a hollow metal rod designed to extend the mounting height of a ceiling fan.

SETUP AND INSTALLATION

This section outlines the general steps for installing the NORFOLK 24-inch downrod. Always refer to your specific ceiling fan's instruction manual for detailed wiring and assembly instructions, especially for the fan motor housing and blade attachment.

1. Prepare for Installation:

- Turn off power to the ceiling fan circuit at the main electrical panel.
- Ensure the existing ceiling fan (if applicable) is fully disassembled and removed from the mounting bracket.
- Gather necessary tools, which typically include a screwdriver set, pliers, and wire strippers (if wiring is involved).

2. Attach Downrod to Fan Motor:

- Carefully feed the electrical wires from the fan motor through the NORFOLK 24-inch downrod.
- Insert the downrod into the fan motor's coupling. Align the holes in the downrod with the holes in the coupling.
- Secure the downrod to the fan motor coupling using the provided pin and clevis pin (or screw and lock

washer, depending on your fan model). Ensure these are fully inserted and secured.

- Tighten any set screws on the fan motor coupling to firmly hold the downrod in place.

3. Install Canopy and Hanging Ball:

- Slide the decorative canopy (if not already attached to the fan) and the hanging ball onto the downrod in the correct orientation. The hanging ball should rest securely at the top of the downrod.

4. Mount Fan Assembly:

- Lift the fan assembly and place the hanging ball into the ceiling mounting bracket. Ensure the ball is seated correctly in the bracket's groove.
- Make all necessary electrical connections (ground, neutral, live) according to your ceiling fan's manual and local electrical codes.
- Carefully push the canopy up against the ceiling and secure it to the mounting bracket, typically with screws.

5. Final Checks:

- Double-check all connections and ensure the fan is securely mounted.
- Restore power at the circuit breaker and test the fan's operation.

OPERATING

The NORFOLK 24-inch downrod is a structural component and does not have operational controls. Its function is to provide the necessary extension for your ceiling fan. Once installed, the operation of your ceiling fan (e.g., speed, light, direction) will be controlled by the fan's integrated switches, remote control, or wall control, as detailed in your ceiling fan's specific instruction manual.

MAINTENANCE

- **Cleaning:** To maintain the finish of your downrod, wipe it periodically with a soft, damp cloth. Do not use abrasive cleaners or solvents, as these can damage the finish.
- **Connection Checks:** Annually, or if you notice any wobbling or unusual noise from the fan, inspect the downrod connections to the fan motor and the mounting bracket. Ensure all screws and pins are tight and secure.
- **Environmental Conditions:** Ensure the downrod is not exposed to excessive moisture or corrosive environments, which could lead to material degradation.

TROUBLESHOOTING

The downrod itself is a passive component, so most issues will stem from the ceiling fan or its installation. However, a poorly installed downrod can contribute to fan problems.

Problem	Possible Cause	Solution
Fan wobbles excessively	Loose downrod connection to fan motor or mounting bracket.	Turn off power. Check and tighten all screws and pins securing the downrod. Ensure the hanging ball is properly seated in the mounting bracket. Refer to your fan's manual for blade balancing instructions.
Fan does not operate after installation	Incorrect electrical wiring; power not restored.	Ensure power is turned on at the circuit breaker. Double-check all electrical connections according to your fan's manual. If issues persist, consult a qualified electrician.

Problem	Possible Cause	Solution
Downrod appears bent or damaged	Physical damage during shipping or installation.	Do not use a damaged downrod. Contact NORFOLK customer support for a replacement.

SPECIFICATIONS

Brand:	NORFOLK
Model Name:	NOR-Downrods-24 Inch
Compatible Fan Model:	#GD162A (NORFOLK Ceiling Fan)
Product Dimensions (D x W x H):	1.05" x 1.05" x 24"
Color:	Black
Included Components:	Downrod
Special Feature:	24 Inch length for extended fan mounting

WARRANTY AND SUPPORT

For warranty information or technical support regarding your NORFOLK 24-inch ceiling fan downrod, please refer to the documentation included with your NORFOLK ceiling fan or visit the official NORFOLK website. You may also contact NORFOLK customer service directly for assistance.

NORFOLK Customer Service: Please refer to your product packaging or the NORFOLK brand website for current contact information.