

IMPORTANT SAFETY NOTICE: Modern Fan Co. PENSI Fan Recall

The Modern Fan Co. has become aware of a quality control issue which poses a serious safety risk. An internal coupler that connects the down rod assembly to the motor can break and cause the fan to fall from the ceiling, posing an injury hazard to anyone standing below.

Modern Fan has received four reports of fans falling as a result of broken couplers. No injuries have been reported.

A free, reinforced replacement part is available with installation instructions. Consumers who believe they may have an affected product should proceed as follows:

(1) Identify your fan using one or more of these methods.

- a) Check the original installation instructions, packing list or invoice for the model name "PENSI" or for an item number that begins with (or includes) "PEN-AA" or "PEN-GW".
- b) Refer to a Company catalog or the Company web site (www.modernfan.com) for images of the fan.
- c) Refer to the images below. Keep in mind that your fan may have a longer or shorter down rod than pictured.
- d) Contact customer service on Monday through Friday, between 8am and 4pm P.S.T. for assistance.

(2) Stop use immediately and do not allow anyone underneath the fan. In the event that a fan falls, immediately turn off the circuit breaker due to the possibility of exposed electrical wires.

(3) Order a free replacement part by:

- a) Completing and faxing the attached form to The Modern Fan Co. at 541-482-8418.
- b) Emailing a scanned copy of the completed form to recall@modernfan.com.
- c) Sending an email to recall@modernfan.com with as much information as possible from the a attached form.
- d) Mail completed form to: The Modern Fan Co. - Attn: Recall - 709 Washington St. - Ashland, OR 97520
- e) Calling 888-588-3267 or 541-482-8545, Mon-Fri between 8am and 4pm PST.

(4) Follow the installation instructions included with your replacement part.



- Aluminum/Anthracite Finish



- Gloss White Finish

MODERN FAN REPLACEMENT PART REQUEST FORM

RE: PENSI Internal Coupler

Requester Information:

Name of person completing this form: _____

Daytime phone number: _____

Email address: _____

Fan Information:

Is the ceiling fan currently installed: YES ____ NO ____

Are you aware of any evidence that the original coupler has failed: YES ____ NO ____

- If YES, please describe: _____

Fan location: Street Address _____

City _____ State _____ Zip Code _____

Quantity of replacement parts needed (one per fan): _____

Ship To Information:

Ship replacement coupler(s) to: Company/Business (if applicable): _____

Name/Attn: _____

Street Address _____

City _____ State _____ Zip Code _____

Please email UPS shipment notification to: _____

Additional Information:

Name of retailer/distributor who sold fan: _____

Approximate date fan was purchased? _____

Approximate date fan was installed? _____

If available, please provide "Invoice #" from original Modern Fan Co. packing slip: _____

Submittal Options:

- Fax completed form to The Modern Fan Co. at 1-541-482-8418.
- The completed form can be scanned and emailed to recall@modernfan.com.
- Enter the requested information from this form into an email and send to recall@modernfan.com.
- Mail completed form to: The Modern Fan Co. - Attn: Recall - 709 Washington St. - Ashland, OR 97520
- Call customer service Monday-Friday, between 8am and 4pm. Toll Free 1-888-588-3267 or 1-541-482-8545.