

WOBBLY CEILING FAN ISSUES

If the ceiling fan was not installed by ON-LINE Electric, We urge customerS to call the installer, as they know best how the fan was installed and is responsible for addressing any issues that incur with the installation.

If the ceiling fan was improperly installed without a ceiling fan rated box, the original installer must replace the incorrect box for the ceiling fan rated one.

If the ceiling fan was properly installed with a ceiling fan box, ON-LINE Electric suggests that the customer install a ceiling fan balancer, which ON-LINE electric *does not do*, as it could take anywhere from 15 minutes to six hours or more; there is no way of knowing how long it could take;it would not make sense for a customer to pay any technician for possibly 6 hours of work.

Improper installation of celing fan boxes happens regardless of the installing company's boasts of reputation and professionalism.

On-Line Electric suggests that in the future, purchase the fan from Home Depot and installing with us, a licensed electrician for proper installation; if there *ARE* any issues with the fan wobbling and the proper installation measures have been taken, On-Line Electric will as a courtesy, take down the fan, return the fan for the customer in exchange for the same make and model fan, then reinstall it free of charge due to the fact that Home Depot will accept the return and we stand by our professional installation and provide excellent customer service to attain continued business with us.