

For Quick Answers, Check Out The FAQ's

HAMPTON BAY CEILING FANS

What is the warranty on Hampton Bay ceiling fans?

Hampton Bay ceiling fans have a lifetime warranty on the motor and one (1) year warranty on all other parts (except the glass). For warranty parts replacement, you may be asked for a copy of your receipt.

What information do I need when calling for support?

In order for our team to best provide support for your fan, you will need to provide the product specific UPC. This information can be found in one of the following ways: on the product box, on your Home Depot store receipt, on the sticker on top of the motor housing, or in the product user manual.

What if I don't have the receipt, box or manual? Where can you find the UPC?

The UPC can be found on a sticker on the top of your ceiling fan motor (the part closest to the ceiling). If you cannot locate this, the Hampton Bay support team will ask you to provide a photograph of your fan so they can identify the product.

What is a UPC?

A UPC is a 12 digit number that you will find on a sticker on the top of your ceiling fan motor housing (the part closest to the ceiling). If difficult to view, try using a mirror or photographing the sticker.

What is wrong if my remote doesn't work?

If the light on your remote comes on, you will most likely need to replace your receiver. If the light does not come on, first check your batteries. If this does not resolve the problem, you may need to replace your remote.

What if the motor doesn't turn?

If the motor does not turn, a variety of problems could exist. Most frequently, it is not actually a defective motor. Please contact Hampton Bay for support.

Why does my fan wobble?

If this is a new install or the fan has recently been moved, the most common solution for wobbling is to make sure the hanger ball has been "seated" into the groove slot of the hanger bracket.

Other recommendations to help fix wobbling problems include checking and tightening screws in the junction box, blades and bracket screws, as well as the set screws on a down rod. If these recommendations do not correct the issue, please contact Hampton Bay for support.

What if my bulb is too big for my light kit?

If you are using candelabra bulbs and they are too big to fit in the light kit, ensure you are using the recommended size bulbs in the user manual.

Where can I get additional technical or warranty information?

Check homedepot.com for product specifications and user manuals or contact Hampton Bay for support.

HAMPTON BAY LIGHTING

What is the warranty on Hampton Bay light fixtures?

The warranty varies by product. Refer to your user manual for specific warranty coverage. For warranty parts replacement, you may be asked for a copy of your receipt.

What information do I need when calling for support?

In order for our team to best provide support for your light fixture, please provide the product specific UPC or SKU. This information can be found in one of the following ways: on the product box, on your Home Depot store receipt, on the product, or in the product user manual.

What if I don't have the receipt, box or manual?

The Hampton Bay support team will ask you to provide a photograph of your light fixture so they can identify the product.

Can I put interior lighting outside?

No. Exterior lights have a moisture barrier and are designed to endure the elements. Placing an interior fixture outside could create an electrical or fire hazard. However, you can place an exterior fixture indoors.

Can I use any kind of light bulb for my Hampton Bay fixture?

You should use the type of bulbs compatible with your fixture as specified in your user manual.

Where can I get additional technical or warranty information?

Check homedepot.com for product specifications and user manuals or contact Hampton Bay for support.

HAMPTON BAY PATIO FURNITURE

What is the warranty on Hampton Bay patio furniture?

Each patio set has a unique warranty. In addition, the warranty may vary by piece, i.e. cushion vs frame. For warranty parts replacement, you may be asked for a copy of your receipt. Please contact the Hampton Bay support team for specific details of the warranty on your patio set.

What damages are covered under warranty?

Please contact the Hampton Bay support team for details.

What information do I need when calling for support?

In order for our team to best provide support for your patio furniture, please provide the product specific SKU or the name and style of your set. This information can be found in one of the following ways: on the product hang tag, on a label on the product, or on your Home Depot store receipt.

What if I don't have the SKU or name of my set?

If you cannot locate this, the Hampton Bay support team will ask you to provide a photograph of your patio furniture so they can identify the product.

What can I do to preserve the life of my patio furniture?

To best preserve your patio set, keep your furniture out of extreme weather conditions. Also, follow any care instructions in your user manual.

Where can I locate replacement cushions for my Hampton Bay patio furniture?

Check homedepot.com for our patio cushion selection or contact Hampton Bay for support.

If you still have questions, please call us at 855-434-2678 Monday-Friday 8am-7pm EST and Saturday 9am-6pm EST and our customer care team will help you!