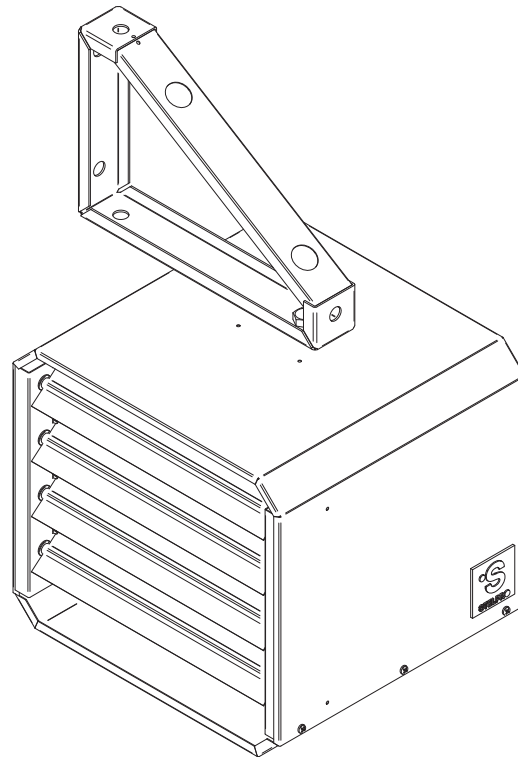


# USER'S GUIDE

## RUH SERIES COMMERCIAL & RESIDENTIAL UNIT HEATER

REPLACEMENT COMPONENT LIST INCLUDED



**OXFORD™**  
 SERIES | SÉRIE



This unit  
 complies  
 with CSA  
 standards



### **WARNING**

Before installing and operating this product, the user and/or installer must read, understand and follow these instructions and keep them handy for future reference. If these instructions are not followed, the warranty will be considered null and void and the manufacturer deems no further responsibility for this product.

This product must be installed by a qualified person and connected by a **certified electrician**, according to the **electrical and building codes** effective in your region.

The following instructions must be adhered to in order to avoid personal injuries or property damages, serious injuries and potentially fatal electric shocks.

Protect the heating unit with the appropriate circuit breaker or fuse, in accordance with the nameplate.

Make sure the line voltage (volt) is consistent with that indicated on the unit's nameplate.

This unit must be **grounded**.

Switch off the power at the circuit breaker/fuse before installing, repairing and cleaning the unit.

Make sure the unit is appropriate for the intended use (if needed, refer to the product catalog or a representative).

#### **RECOMMENDED HEATING CAPACITY:**

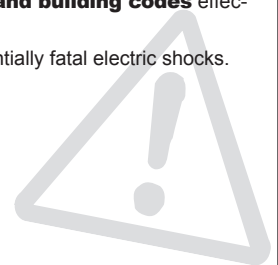
**1.25 W/cubic foot (0.03 m³).**

It corresponds to **10 W/square foot (0.09 m²)** based on a standard ceiling height of 8 feet (2.44 m). The recommended capacity is usually sufficient for normal heating needs. Please note that the insulation quality of walls and windows are some of the factors that influence heat losses, which modify the required capacity to heat a room. If needed, refer to a specialist (industrial and commercial buildings) who will be able to calculate these heat losses and optimize the required capacity or consult the "Online heating calculation" section of the Stelpro Design Web site (residential buildings). To heat a large room and to increase your comfort, it is recommended to install several units instead of one. For example, 2 X 1000 W rather than 1 X 2000 W.

Do not install the unit where objects or pieces of furniture could be heat damaged.

If the unit capacity is insufficient for the size of the room, it will be in operation continuously, and may become defective earlier and turn yellow.

**Respect distances and positions** indicated in the installation section.



## ⚠ WARNING

If the installer or the user modifies the unit, he will be held responsible for any damage resulting from this modification, and the CSA certification could be void. This unit must not come into contact with a water source such as, but not limited to, showers, bathtubs, sinks, toilets, etc. and must be protected from splashes. Do not use it if any part has been immersed.

When mounting the unit, make sure that the anchorage used can support the total weight of the unit with the mounting brackets.

When cutting or drilling into a wall or a ceiling, do not damage electrical wiring and other hidden utilities.

When starting up the unit for the first time or after a long period, it is normal that it produces some temporary odours and whitish smoke.

Because this unit is hot when in use, it may pose risks even in normal operation. Therefore, be **careful** and **responsible** when using it. To avoid burns, do not let bare skin touch hot surfaces. The unit must cool down for few minutes since it will stay warm for some time after shut-down.

This unit must be installed at least **6 inches (15 cm)** from the walls and between **6' (183 cm)** from the floor. However, make sure objects or pieces of furniture do not come into contact with the unit and keep them at least **12 inches (30 cm)** from the unit since they are more flammable than walls and floors. Failure to comply with this warning could lead to a fire. Some materials are more heat-sensitive than others, so make sure those near the unit can withstand heat.

Never block unit air vents. This obstruction could lead to overheating, which could result in a fire.

Do not insert or allow foreign objects to enter any air vent as this may cause electric shocks, fires, or damages to the unit.

This unit has hot and arcing or sparking parts inside. It is not designed to be used or stored in wet areas or areas containing flammable liquids, combustible materials or corrosive, abrasive, chemical, explosive and flammable substances such as, but not limited to, gasoline, paint, chlorine, sawdust and cleaning products.

Some areas are dustier than others. Thus, it is the user's responsibility to evaluate if the unit **must be cleaned** based on the amount of dirt accumulated on and inside air vents. Accumulated dirt can lead to a component malfunction or discoloration (yellow). It may cause a fire hazard if not installed and maintained in accordance with these instructions.

The thermal protection activation indicates that the unit has been subjected to abnormal operating conditions. If the thermal protection remains activated or activates and deactivates repeatedly, it is recommended that a qualified electrician or a certified repair centre examine the unit in order to make sure it is not damaged. (Refer to the limited warranty)

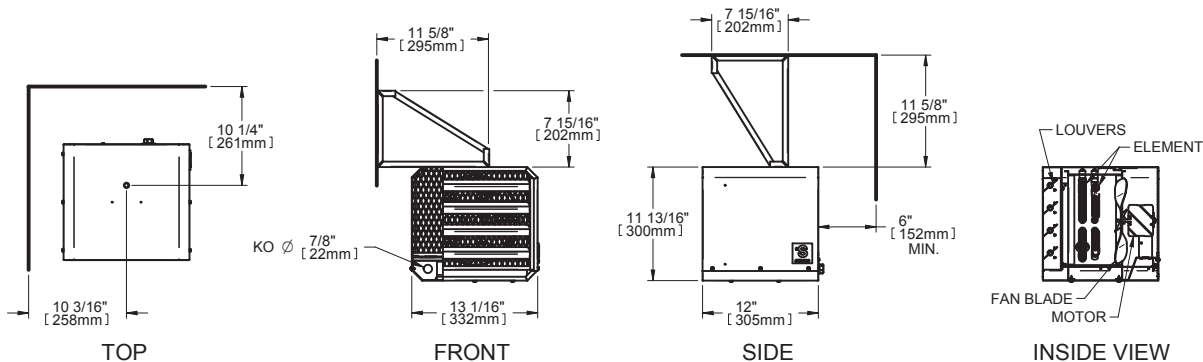
If the unit is damaged or defective, cut off power supply at circuit breaker and call a certified repair centre. (Refer to the limited warranty)

**Note:** When a part of the product specification must be changed to improve operability or other functions, priority is given to the product specification itself. In such instances, the instruction manual may not entirely match all the functions of the actual product. Therefore, the actual product and packaging, as well as the name and illustration, may differ from the manual. The screen/LCD display shown as an example in this manual may be different from the actual screen/LCD display.

## SPECIFICATIONS

ECONOMICAL UNIT HEATER							
TYPE	WATTS	VOLTS	PH.	CFM	BTU	KG	LB
RUH2CHAR	2000/1500	240/208	1	350	6826	9	20
RUH3CHAR	3000/2250	240/208	1	350	10239	9	20
RUH4CHAR	4000/3000	240/208	1	350	13652	9	20
RUH5CHAR	5000/3750	240/208	1	350	17065	9	20
RUH2TCHAR	2000/1500	240/208	1	350	6826	9	20
RUH3TCHAR	3000/2250	240/208	1	350	10239	9	20
RUH4TCHAR	4000/3000	240/208	1	350	13652	9	20
RUH5TCHAR	5000/3750	240/208	1	350	17065	9	20
RUH2C24CHAR	2000/1500	240/208	1	350	6826	9	20
RUH3C24CHAR	3000/2250	240/208	1	350	10239	9	20
RUH4C24CHAR	4000/3000	240/208	1	350	13652	9	20
RUH5C24CHAR	5000/3750	240/208	1	350	17065	9	20

## TECHNICAL DRAWINGS

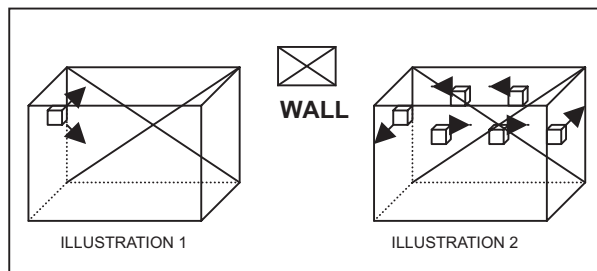


## INSTALLATION

**N.B. Cut off power supply at circuit breaker/fuse before proceeding to the installation.**

**Important – This unit must be installed at no less than 6” (15 cm) from adjacent walls and 6’ (183 cm) from the floor.**

- Avoid directing the airflow from the unit heater towards occupants of the room, beams, poles, machinery and/or against the walls. Instead, try to direct the airflow along the wall, preferably an exterior wall that is exposed to the wind.
- When using a wall-mounted thermostat, install the thermostat on an interior wall or beam, away from cold airflow, internal heat sources or the hot air discharge coming directly from the unit heater itself. Insulate the thermostat when installed on a steel beam.
- Smaller rooms will generally require only one unit heater. For larger rooms, install several unit heaters in such a way that will promote a peripheral air circulation, as demonstrated on the illustrations hereof.



## ELECTRICAL CONNECTION

The ground fault protection connection must be made by connecting the green wire coming from the circuit breaker panel to the green screw located inside the junction box of the heater.

**N.B. All electrical connections must be made by a qualified electrician, according to the electrical and building codes effective in your region.**

## OPERATION

This heater must be controlled using a 24 V or 240 V wall thermostat (sold separately) compatible with the supplied voltage or control circuit. It can also be controlled by its integrated thermostat (optional) : non-graduated adjustment range from 10 °C to 44 °C (55 °F to 110 °F).

## MAINTENANCE

**N.B. In order for the warranty to be valid, the unit must be cleaned regularly.**

Cut off power supply at circuit breaker/fuse before cleaning this heater. Use a soft rag for dusting. When cleaning, use only a damp rag and non-abrasive dish soap. Do not use abrasive or chemical cleaners because they may damage the finishing. If the unit is used in a very dusty location, use a vacuum brush to remove dust and other foreign objects from the grilles. Note that cigarette smoke could yellow the discharge grille and that the best way to prevent it is to clean the unit on a regular basis.

**Do not use cleaning products identified with these symbols:**



**N.B. Note that there is electrical current linked to the unit even if the thermostat is set off. This means that there is a risk of electric shock as long as the unit is energized.**

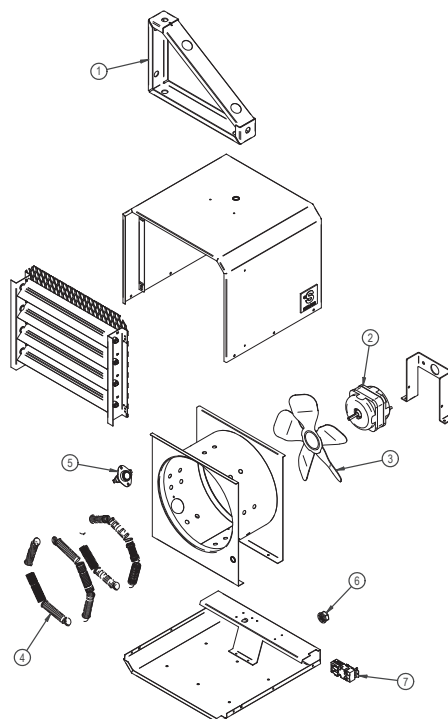
## TROUBLESHOOTING

PROBLEM	DEFECTIVE PART OR PART TO CHECK
The unit does not work	<ul style="list-style-type: none"> <li>• Defective thermostat or wrong thermostat setting</li> <li>• Open circuit breaker or fuse</li> <li>• The thermal protection has been activated</li> <li>• Faulty connections</li> </ul>
The unit runs continuously	<ul style="list-style-type: none"> <li>• Defective thermostat or wrong thermostat setting</li> <li>• Heat losses higher than the unit capacity</li> </ul>
The enclosure is extremely hot	<ul style="list-style-type: none"> <li>• Defective thermal protection</li> <li>• Blocked air vents</li> <li>• Defective motor</li> </ul>
The unit cycles under control of the thermal protection (overheat indicator)	<ul style="list-style-type: none"> <li>• Blocked air vents</li> <li>• Defective motor</li> </ul>
Overheating	<ul style="list-style-type: none"> <li>• Defective thermostat or wrong thermostat setting</li> <li>• Defective motor</li> </ul>
The breaker trips when the heater is turned on	<ul style="list-style-type: none"> <li>• Faulty connections</li> <li>• Voltage higher than that written on the nameplate</li> </ul>
Elements are on, but the motor does not work	<ul style="list-style-type: none"> <li>• Defective motor</li> </ul>

N.B. If you do not solve the problem after checking these points, cut off the power supply at the main electrical panel and contact our customer service (please refer to the limited warranty to obtain the phone numbers).

## REPLACEMENT COMPONENT LIST

REF. #	PART #	DESCRIPTION
1	RUHUMB	MOUNTING SUPPORT KIT (INCLUDING HARDWARE)
2	MO-016	ENCLOSED MOTOR (240 V)
3	BLA-005	FAN BLADE 9" 26° 5B
4	ELF-RUH2	ELEMENT (KIT) 2000 W-240 V
4	ELF-RUH3	ELEMENT (KIT) 3000 W-240 V
4	ELF-RUH4	ELEMENT (KIT) 4000 W-240 V
4	ELF-RUH5	ELEMENT (KIT) 5000 W-240 V
5	PROT-006	THERMAL PROTECTION (AUTO.) (L150)
6	BOUT-003	THERMOSTAT KNOB (BLACK)
7	ST-017	THERMOSTAT SP
7	ST-007	THERMOSTAT SP



LIMITED WARRANTY LIMITED WARRANTY LIMITED WARRANTY LIMITED WARRANTY LIMITED WARRANTY

## LIMITED WARRANTY

This limited warranty is offered by Stelpro Design inc. ("Stelpro") and applies to the following product made by Stelpro: model RUH. **Please read this limited warranty carefully. Subject to the terms of this warranty.** Stelpro warrants its products and their components against defects in workmanship and/or materials for the following periods from the date of purchase: **3 years**. This warranty applies only to the original purchaser; it is non-transferable and cannot be extended.

### CLAIM PROCEDURE

If at any time during the warranty period the unit becomes defective, you must cut off the power supply at the main electrical panel and contact 1) your installer or distributor, 2) your service center or 3) Stelpro's customer service department. In all cases, you must have a **copy of the invoice** and provide the **information written on the product nameplate**. Stelpro reserves the right to examine or to ask one of its representatives to examine the product itself or any part of it before honoring the warranty. Stelpro reserves the right to replace the entire unit, refund its purchase price or repair a defective part. Please note that repairs made within the warranty period must be authorized in advance in writing by Stelpro and carried out by persons authorized by Stelpro.

Before returning a product to Stelpro, you must have a Stelpro authorization number (RMA). To obtain it, call the customer service department at: **1-800-363-3414** (electricians and distributors - French), **1-800-343-1022** (electricians and distributors - English), or **1-866-766-6020** (consumers). The authorization number must be clearly written on the parcel or it will be refused.

### CONDITIONS, EXCLUSIONS AND DISCLAIMER OF LIABILITY

This warranty is exclusive and in lieu of all other representations and warranties (except of title), expressed or implied, and Stelpro expressly disclaims and excludes any implied warranty of merchantability or implied warranty of fitness for a particular purpose.

Stelpro's liability with respect to products is limited as provided above. Stelpro shall not be subject to any other obligations or liabilities whatsoever, whether based on contract, tort or other theories of law, with respect to goods or services furnished by it, or any undertakings, acts or omissions relating thereto. Without limiting the generality of the foregoing, Stelpro expressly disclaims any liability for property or personal injury damages, penalties, special or punitive damages, damages for lost profits, loss of use of equipment, cost of capital, cost of substitute products, facilities or services, shutdowns, slowdowns, or for other types of economic loss or for claims of a dealer's customers or any third party for such damages. Stelpro specifically disclaims all consequential, incidental and contingent damages whatsoever.

This warranty does not cover any damages or failures resulting from: 1) a faulty installation or improper storage; 2) an abusive or abnormal use, lack of maintenance, improper maintenance (other than that prescribed by Stelpro) or a use other than that for which the unit was designed; 3) a natural disaster or an event out of Stelpro's control, including, but not limited to, hurricanes, tornadoes, earthquakes, terrorist attacks, wars, overvoltage, flooding, water damages, etc. This warranty does not cover any accidental or intentional losses or damages nor does it cover damages caused by negligence of the user or owner of the product. Moreover, it does not cover the cost of disconnection, transport, and installation.

The warranty is limited to the repair or the replacement of the unit or the refund of its purchase price, **at the discretion of Stelpro**. Any parts replaced or repaired within the warranty period with the written authorization of Stelpro will be warranted for the remainder of the original warranty period. This warranty will be considered null and void and Stelpro will have the right to refuse any claims if **products have been altered** without the written authorization of Stelpro and if the nameplate numbers have been removed or modified. This warranty does not cover scratches, dents, corrosion or discoloration caused by excessive heat, chemical cleaning products and abrasive agents. It does not cover any damage that occurred during the shipping.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages and some of them do not allow limitations on how long an implied warranty lasts, so these exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state or from province to province.