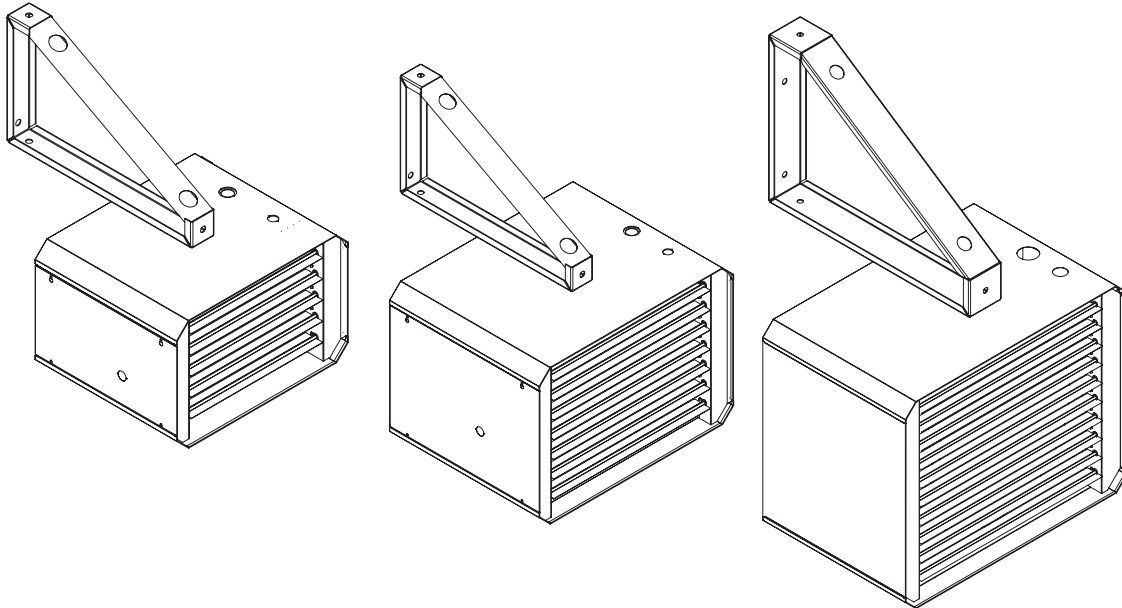


# USER'S GUIDE

## ASHU SERIES COMMERCIAL INDUSTRIAL UNIT HEATER

REPLACEMENT COMPONENT LIST INCLUDED



This unit  
complies with  
the CSA and  
UL standards



### WARNING

### IMPORTANT INSTRUCTIONS

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.

Make sure that all screws and electrical terminal connections are tightly secured before operating the unit in case they would have loosened during transportation.

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). Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons. Do not use outdoors.

#### RECOMMENDED HEATING CAPACITY:

**1.25 W/cubic foot (0.03 m<sup>3</sup>).**

It corresponds to **10 W/square foot (0.09 m<sup>2</sup>)** 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.

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.

# SPECIFICATIONS AND TECHNICAL DRAWINGS

## ⚠ WARNING

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

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

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 and must be protected from splashes. Do not use it if any part has been immersed. Moreover, do not turn it on or off when standing in water or if your hands are wet.

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.

Do not install this product on walls made of synthetic material such as, but not limited to, carpet and wallpaper.

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. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

Keep the front and upper sides of the unit at least **3 feet (91 cm)** from any adjacent surfaces. Moreover, make sure objects or pieces of furniture such as, but not limited to, blankets, towels, beds, laundry baskets, clothing, papers, electric wires and other flammable items, do not come into contact with the unit and keep them at least 3 feet (91 cm) from the unit. 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 air vents (with objects or other items). You risk damaging the heater and the obstruction could lead to electric shock or 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).

Before unplugging the unit, all controls must be in the "OFF" position and the current from the main breaker panel should be cut. (The general switch may be used also, if included).

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

## SAVE THESE INSTRUCTIONS

**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.

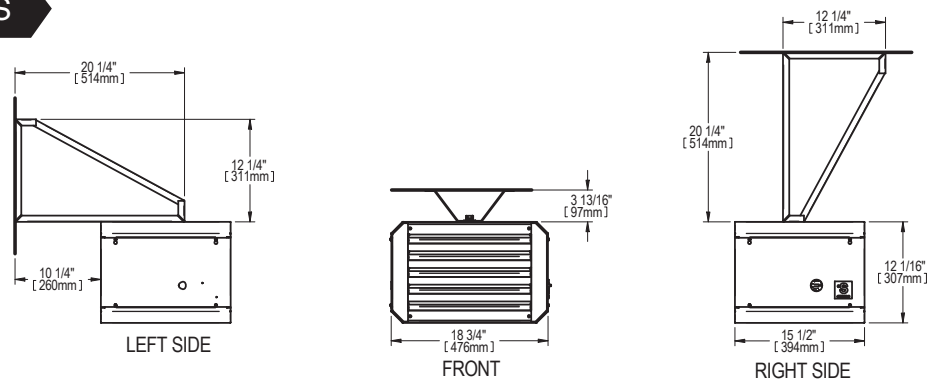
## SPECIFICATIONS

### COMMERCIAL INDUSTRIAL UNIT HEATER – ASHU

WATTS	2 TO 10 kW	15 TO 30 kW	40 TO 60 kW
WEIGHT	32 LB / 15 KG	60 LB / 27 KG	95 LB / 44 KG
LENGTH	15" / 394 MM	17 5/8" / 448 MM	17 3/4" / 451 MM
WIDTH	18 3/4" / 476 MM	22 7/8" / 581 MM	27 1/2" / 698 MM
HEIGHT	12" / 305 MM	16" / 405 MM	22 1/4" / 565 MM

## TECHNICAL DRAWINGS

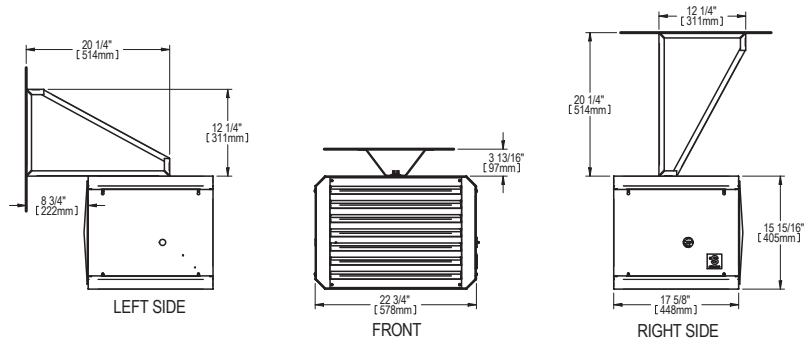
2 TO 10 kW



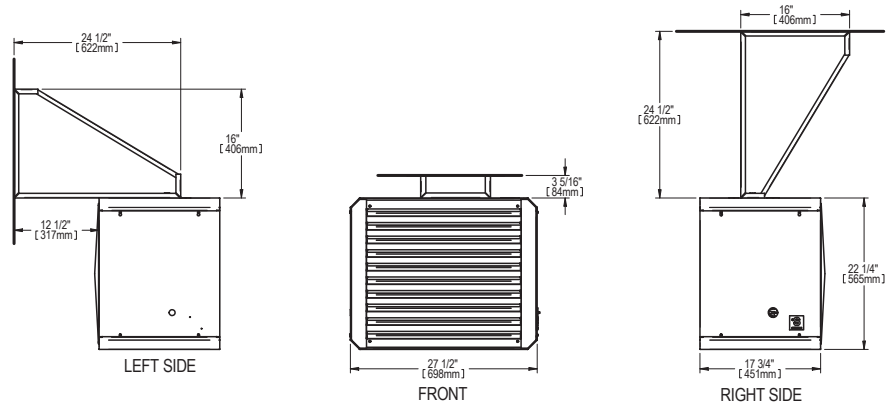
# TECHNICAL DRAWINGS AND INSTALLATION

## TECHNICAL DRAWINGS

### 15 TO 30 kW



### 40 TO 60 kW



## INSTALLATION

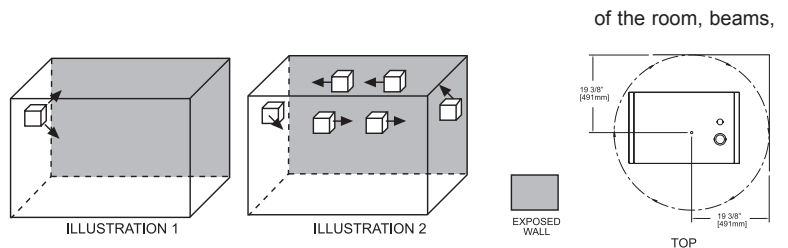
**N.B. Cut off power supply at circuit breaker/fuse before proceeding to the installation. To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the heater. Do not mount in contact with combustible material. Do not mount in close proximity to another unit.**

Keep the front and upper sides of the unit at least 3 feet (91 cm) from any adjacent surfaces. Moreover, make sure objects or pieces of furniture such as, but not limited to, blankets, towels, beds, laundry baskets, clothing, papers, electric wires and other flammable items, do not come into contact with the unit and keep them at least 3 feet (91 cm) from the unit. 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.

**For best results, the following distances shall be respected when installing these unit heaters.**

	MAXIMUM HEIGHT FROM THE FLOOR	MINIMUM DISTANCE FROM THE FLOOR	MINIMUM DISTANCE FROM THE WALL
2-10 KW MODELS	8 FT (2.4 M)	2 FT (0.6 M)	6 IN. (15 CM)
15-30 KW MODELS	10 FT (3.0 M)	2 FT (0.6 M)	6 IN. (15 CM)
40-60 KW MODELS	15 FT (4.6 M)	6 FT (1.8 M)	12 IN. (30 CM)

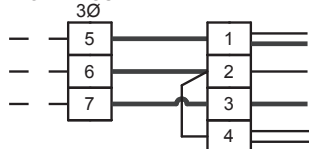
1. Avoid directing the airflow from the unit heater towards occupants poles, machinery and/or against the walls. Instead, try to direct it along the walls, preferably an exterior wall exposed to the wind.
2. When using a wall-mounted thermostat, install it on an interior wall or beam, away from cold airflow, other internal heat sources or the hot air discharge coming directly from the unit heater itself. Make sure to insulate the thermostat when installed on a steel beam.
3. Smaller rooms will generally require one unit heater only. For larger rooms, install several unit heaters in such a way that will promote a peripheral air circulation, as demonstrated on illustrations 1 and 2.



## ELECTRICAL CONNECTION

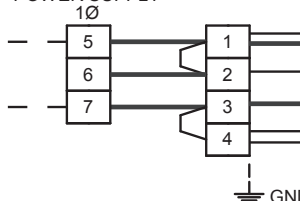
**N.B. Cut off power supply at circuit breaker/fuse before proceeding to the installation and wiring connections. This product must be connected by a certified electrician, according to the electrical and building codes effective in your region. Consult the wiring plan found on the unit.**

### POWER SUPPLY



**Default configuration for 3 / 1 phase unit**  
 • Unit in 3 phases by default

### POWER SUPPLY



**To transform the unit in 1 phase unit remove jumper between terminal #2 and #4**

- Put a jumper between terminal #1 and #2
- Put a jumper between terminal #3 and #4

# MAINTENANCE, OPERATION AND REPLACEMENT COMPONENT LIST

## MAINTENANCE



**N.B. In order for the warranty to be valid, the unit must be cleaned regularly. All other repairs and maintenance other than those described in this guide should be performed by qualified service personnel. In order for the warranty to be valid, the unit must be cleaned regularly. Cut off power supply at circuit breaker/fuse and wait for the unit to cool down before cleaning.**

If the heater operates under normal conditions, it is not necessary to lubricate the motor since it has been permanently lubricated.

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.**

## OPERATION

**Warning: the heater must be properly installed before it is used.**

Built-in thermostat: temperature setting ranges from 10°C to 32°C (50°F to 90°F).

## REPLACEMENT COMPONENT LIST

REF. #	PART #	DESCRIPTION
1	BLA-008	BLADE 10° 20° 5B (2-5 KW)
1	BLA-010	BLADE 10° 32° 4B (7,5-10 KW)
1	BLA-011	BLADE 14° 32° 4B (15-25 KW)
1	BLA-012	BLADE 14° 40° 4B (30 KW)
1	BLA-013	BLADE 18° 32° 4B (40-60 KW)
2	BOU-008	THERMOSTAT KNOB (BLACK)
3	CONT-3002	CONTACTOR 30 A 2 POLES 24 V
3	CONT-3022	CONTACTOR 30 A 2 POLES 240-208 V
3	CONT-3503	CONTACTOR 35 A 3 POLES 24 V
3	CONT-3512	CONTACTOR 35 A 2 POLES 120 V
3	CONT-4013	CONTACTOR 40 A 3 POLES 120 V
3	CONT-4023	CONTACTOR 40 A 3 POLES 240-208 V
4	ELF-SHU1021	ELEMENT (KIT) 10 KW 240 V 1 PH
4	ELF-SHU1023	ELEMENT (KIT) 10 KW 240 V 3 PH
4	ELF-SHU1031	ELEMENT (KIT) 10 KW 347 V 1 PH
4	ELF-SHU1051	ELEMENT (KIT) 10 KW 480W 1 PH
4	ELF-SHU1053	ELEMENT (KIT) 10 KW 480 V 3 PH
4	ELF-SHU1061	ELEMENT (KIT) 10 KW 600 V 1 PH
4	ELF-SHU1063	ELEMENT (KIT) 10 KW 600 V 3 PH
4	ELF-SHU1081	ELEMENT (KIT) 10 KW 208 V 1 PH
4	ELF-SHU1083	ELEMENT (KIT) 10 KW 208 V 3 PH
4	ELF-SHU1521	ELEMENT (KIT) 15 KW 240 V 1 PH
4	ELF-SHU1523	ELEMENT (KIT) 15 KW 240 V 3 PH
4	ELF-SHU1531	ELEMENT (KIT) 15 KW 347 V 1 PH
4	ELF-SHU1551	ELEMENT (KIT) 15 KW 480 V 1 PH
4	ELF-SHU1553	ELEMENT (KIT) 15 KW 480 V 3 PH
4	ELF-SHU1561	ELEMENT (KIT) 15 KW 600 V 1 PH
4	ELF-SHU1563	ELEMENT (KIT) 15 KW 600 V 3 PH
4	ELF-SHU1581	ELEMENT (KIT) 15 KW 208 V 1 PH
4	ELF-SHU1583	ELEMENT (KIT) 15 KW 208 V 3 PH
4	ELF-SHU2021	ELEMENT (KIT) 20 KW 240 V 1 PH
4	ELF-SHU2031	ELEMENT (KIT) 20 KW 347 V 1 PH
4	ELF-SHU2051	ELEMENT (KIT) 20 KW 480 V 1 PH

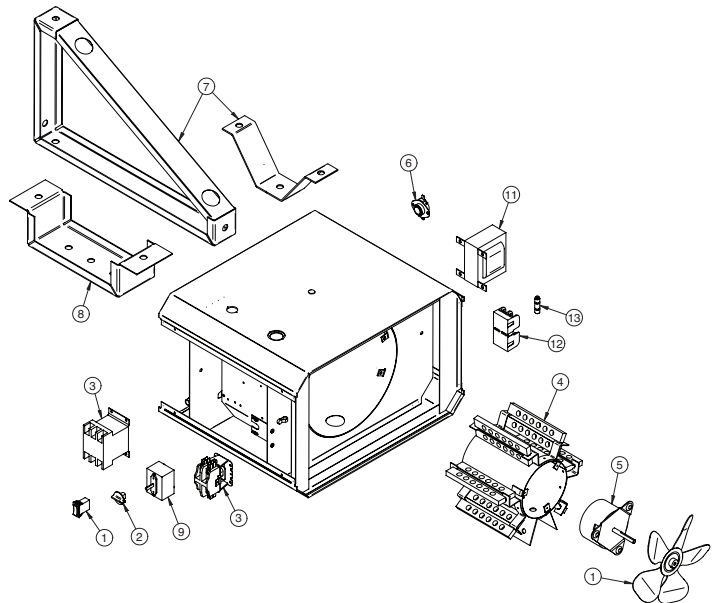
REF. #	PART #	DESCRIPTION
4	ELF-SHU2053	ELEMENT (KIT) 20 KW 480 V 3 PH
4	ELF-SHU2061	ELEMENT (KIT) 20 KW 600 V 1 PH
4	ELF-SHU2063	ELEMENT (KIT) 20 KW 600 V 3 PH
4	ELF-SHU2081	ELEMENT (KIT) 20 KW 208 V 1 PH
4	ELF-SHU2083	ELEMENT (KIT) 20 KW 208 V 3 PH
4	ELF-SHU221	ELEMENT (KIT) 2 KW 240 V 1 PH
4	ELF-SHU223	ELEMENT (KIT) 2 KW 240 V 3 PH
4	ELF-SHU231	ELEMENT (KIT) 2 KW 347 V 1 PH
4	ELF-SHU251	ELEMENT (KIT) 2 KW 480 V 1 PH
4	ELF-SHU253	ELEMENT (KIT) 2 KW 480 V 3 PH
4	ELF-SHU2531	ELEMENT (KIT) 25 KW 347 V 1 PH
4	ELF-SHU2551	ELEMENT (KIT) 25 KW 480 V 1 PH
4	ELF-SHU2553	ELEMENT (KIT) 25 KW 480 V 3 PH
4	ELF-SHU2561	ELEMENT (KIT) 25 KW 600 V 1 PH
4	ELF-SHU2563	ELEMENT (KIT) 25 KW 600 V 3 PH
4	ELF-SHU2581	ELEMENT (KIT) 25 KW 208 V 1 PH
4	ELF-SHU2583	ELEMENT (KIT) 25 KW 208 V 3 PH
4	ELF-SHU261	ELEMENT (KIT) 2 KW 600 V 1 PH
4	ELF-SHU263	ELEMENT (KIT) 2 KW 600 V 3 PH
4	ELF-SHU281	ELEMENT (KIT) 2 KW 208 V 1 PH
4	ELF-SHU283	ELEMENT (KIT) 2 KW 208 V 3 PH
4	ELF-SHU3053	ELEMENT (KIT) 30 KW 480 V 3 PH
4	ELF-SHU3063	ELEMENT (KIT) 30 KW 600 V 3 PH
4	ELF-SHU3083	ELEMENT (KIT) 30 KW 208 V 3 PH
4	ELF-SHU321	ELEMENT (KIT) 3 KW 240 V 1 PH
4	ELF-SHU323	ELEMENT (KIT) 3 KW 240 V 3 PH
4	ELF-SHU331	ELEMENT (KIT) 3 KW 347 V 1 PH
4	ELF-SHU351	ELEMENT (KIT) 3 KW 480 V 1 PH
4	ELF-SHU353	ELEMENT (KIT) 3 KW 480 V 3 PH
4	ELF-SHU361	ELEMENT (KIT) 3 KW 600 V 1 PH
4	ELF-SHU363	ELEMENT (KIT) 3 KW 600 V 3 PH
4	ELF-SHU371	ELEMENT (KIT) 3 KW 277 V 1 PH
4	ELF-SHU381	ELEMENT (KIT) 3 KW 208 V 1 PH

# REPLACEMENT COMPONENT LIST

## REPLACEMENT COMPONENT LIST

REF. #	PART #	DESCRIPTION
4	ELF-SHU383	ELEMENT (KIT) 3 KW 208 V 3 PH
4	ELF-SHU421	ELEMENT (KIT) 4 KW 240 V 1 PH
4	ELF-SHU423	ELEMENT (KIT) 4 KW 240 V 3 PH
4	ELF-SHU431	ELEMENT (KIT) 4 KW 347 V 1 PH
4	ELF-SHU451	ELEMENT (KIT) 4 KW 480 V 1 PH
4	ELF-SHU453	ELEMENT (KIT) 4 KW 480 V 3 PH
4	ELF-SHU461	ELEMENT (KIT) 4 KW 600 V 1 PH
4	ELF-SHU463	ELEMENT (KIT) 4 KW 600 V 3 PH
4	ELF-SHU471	ELEMENT (KIT) 4 KW 277 V 1 PH
4	ELF-SHU481	ELEMENT (KIT) 4 KW 208 V 1 PH
4	ELF-SHU483	ELEMENT (KIT) 4 KW 208 V 3 PH
4	ELF-SHU521	ELEMENT (KIT) 5 KW 240 V 1 PH
4	ELF-SHU523	ELEMENT (KIT) 5 KW 240 V 3 PH
4	ELF-SHU531	ELEMENT (KIT) 5 KW 347 V 1 PH
4	ELF-SHU551	ELEMENT (KIT) 5 KW 480 V 1 PH
4	ELF-SHU553	ELEMENT (KIT) 5 KW 480 V 3 PH
4	ELF-SHU561	ELEMENT (KIT) 5 KW 600 V 1 PH
4	ELF-SHU563	ELEMENT (KIT) 5 KW 600 V 3 PH
4	ELF-SHU571	ELEMENT (KIT) 5 KW 277 V 1 PH
4	ELF-SHU581	ELEMENT (KIT) 5 KW 208 V 1 PH
4	ELF-SHU583	ELEMENT (KIT) 5 KW 208 V 3 PH
4	ELF-SHU721	ELEMENT (KIT) 7,5 KW 240 V 1 PH
4	ELF-SHU723	ELEMENT (KIT) 7,5 KW 240 V 3 PH
4	ELF-SHU731	ELEMENT (KIT) 7,5 KW 347 V 1 PH
4	ELF-SHU751	ELEMENT (KIT) 7,5 KW 480 V 1 PH
4	ELF-SHU753	ELEMENT (KIT) 7,5 KW 480 V 3 PH
4	ELF-SHU761	ELEMENT (KIT) 7,5 KW 600 V 1 PH
4	ELF-SHU763	ELEMENT (KIT) 7,5 KW 600 V 3 PH
4	ELF-SHU781	ELEMENT (KIT) 7,5 KW 208 V 1 PH
4	ELF-SHU783	ELEMENT (KIT) 7,5 KW 208 V 3 PH
5	MO-017	MOTOR 240 V (2-4 KW)
5	MO-019	MOTOR 240 V (5-10 KW)
5	MO-021	MOTOR 240 V (15-30 KW)
5	MO-022	MOTOR 600 V/3 PH (40-60 KW)
5	MO-023	MOTOR 460 V (15-25 KW)
5	MO-024	MOTOR 600 V/3 PH (15-30 KW)
6	PROT-005	THERMAL PROTECTION (AUTO.) (L175) 15-30 KW
6	PROT-006	THERMAL PROTECTION (AUTO.) (L150) 40-60 KW
6	PROT-013	THERMAL PROTECTION (AUTO.) (L193) 2-10 KW
7	SHUUMB	MOUNTING SUPPORT KIT (2-30 KW) (INCLUDING HARDWARE)
8	SHUUMB3	MOUNTING SUPPORT KIT(40-60 KW) (INCLUDING HARDWARE)
9	ST-001	THERMOSTAT SP (WITH BULB)
9	ST-012	THERMOSTAT DP (WITH BULB)

REF. #	PART #	DESCRIPTION
10	SWI-005	SWITCH (SPDT)
11	TRF200025	TRANSFORMER 240/24/25 VA
11	TRF200040D	TRANSFORMER 240-480/120-240/25 VA
11	TRF210025D	TRANSFORMER 347/24/25 VA
11	TRF300025	TRANSFORMER 347/240/100 VA
11	TRF320100	TRANSFORMER 347-380/120-240/500 VA
11	TRF320500D	TRANSFORMER 347/240/200 VA
11	TRF410200D	TRANSFORMER 240-480/12-24/25 VA
11	TRF500025D	TRANSFORMER 240-480/120-240/100 VA
11	TRF510100D	TRANSFORMER 480/240/25 VA
11	TRF520025	TRANSFORMER 208-240/24/40VA, CL.2 CL.B
11	TRF520200D	TRANSFORMER 240-480/120-240/200 VA
11	TRF520500D	TRANSFORMER 240-480/120-240/500 VA
11	TRF600025	TRANSFORMER 600/24/25 VA
11	TRF600100	TRANSFORMER 600/12-24/100 VA
11	TRF610025D	TRANSFORMER 480-600/120-240/25 VA
11	TRF620025	TRANSFORMER 600/240/25 VA
11	TRF620100	TRANSFORMER 600/240/100 VA
11	TRF620200	TRANSFORMER 600/240/200 VA
11	TRF620500	TRANSFORMER 600/240/500 VA
11	TRF720250	TRANSFORMER 277/240/250 VA
11	TRF810025D	TRANSFORMER 208-416/120-240/25 VA
11	TRF810350D	TRANSFORMER 208-416/120-240/350 VA
12	HOLD-005	FUSE HOLDER 2 POLES 600V
12	HOLD-009	FUSE HOLDER 1 POLE 600 V
12	HOLD-010	FUSE HOLDER 2 POLES 600 V
12	HOLD-011	FUSE HOLDER 3 POLES 600 V
13	FS-005	FUSE 15A CLASS CC 600V T.D.
13	FS-016	FUSE 40A CLASS J 600V T.D.
13	FS-017	FUSE 50A CLASS J 600V T.D.
13	FS-018	FUSE 60A CLASS J 600V T.D.
13	FS-023	FUSE 20A CLASS CC 600V T.D.
13	FS-024	FUSE 25A CLASS CC 600V T.D.
13	FS-025	FUSE 30A CLASS CC 600V T.D.
13	FS-026	FUSE 35A CLASS J 600V T.D.
13	FS-027	FUSE 45A CLASS J 600V T.D.



# TROUBLESHOOTING

## 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>
The desired room temperature cannot be reached	<ul style="list-style-type: none"> <li>One or more elements are defective</li> <li>Defective thermostat or wrong thermostat setting</li> <li>Voltage lower than that written on the nameplate</li> <li>Heat losses higher than the unit capacity</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 (see the "Limited warranty" section to obtain the phone numbers).

## LIMITED WARRANTY

This limited warranty is offered by Stelpro Design inc. ("Stelpro") and applies to the following product made by Stelpro: model ASHU. **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: **1-844-STELPRO**. 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, over voltage, 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.