

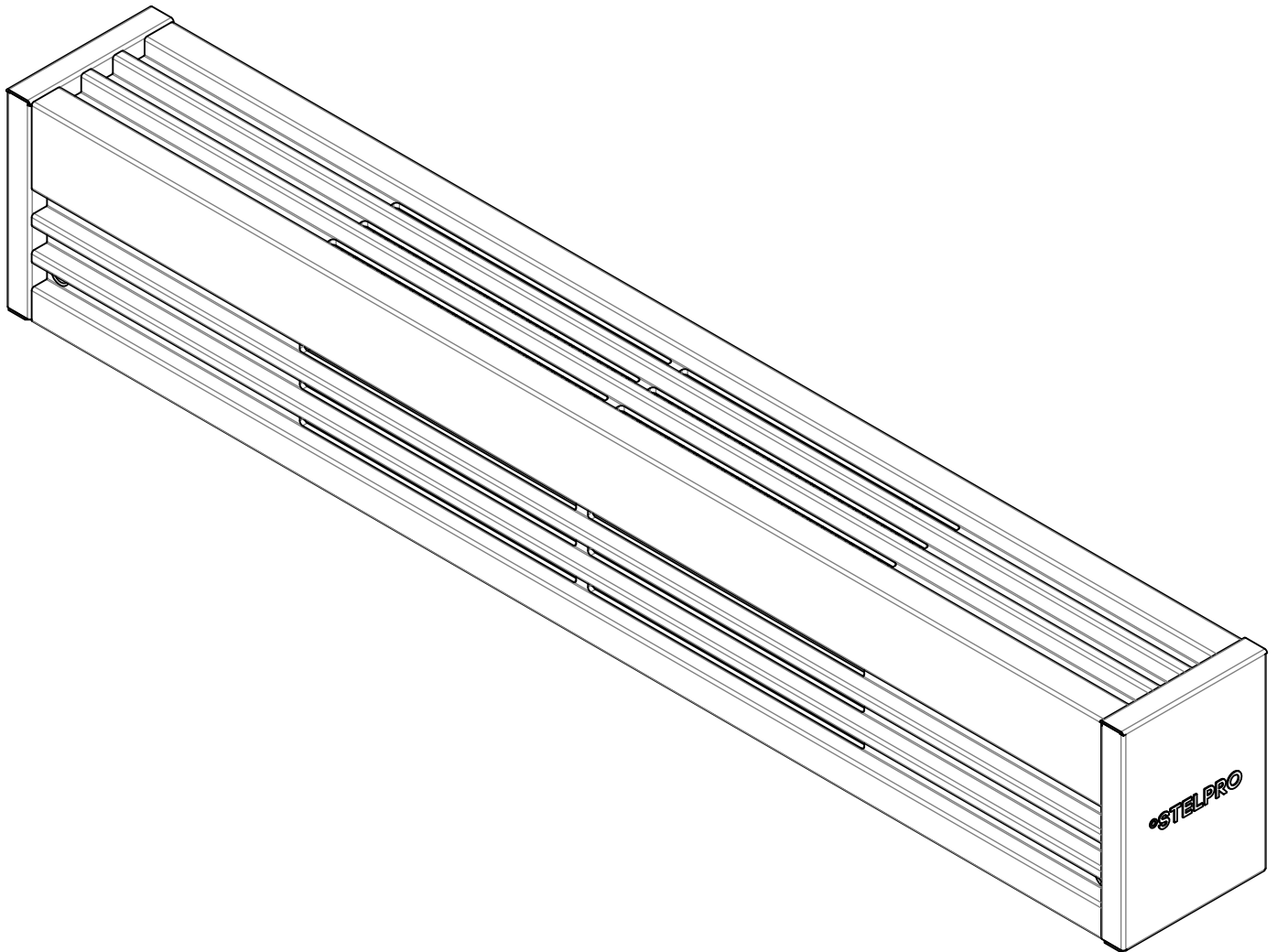


# USER'S GUIDE

ALUX3 SERIES

ALUMINUM ARCHITECTURAL BASEBOARD

REPLACEMENT COMPONENT LIST INCLUDED



This unit  
complies  
with the CSA  
standards



## WARNING

# IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using this heater.
2. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
3. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains away from heater.
4. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
5. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
6. 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 and NEC.

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

7. Protect the heating unit with the appropriate circuit breaker or fuse, in accordance with the nameplate.
8. Make sure the line voltage (volt) is consistent with that indicated on the unit's nameplate.
9. This unit must be grounded.
10. Switch off the power at the circuit breaker/fuse before installing, repairing and cleaning the unit.
11. Make sure the unit is appropriate for the intended use (if needed, refer to the product catalog or a representative).
12. Do not install the unit where objects or furniture could be damaged by the heat.
13. Respect distances and positions indicated in the installation section.
14. If the installer or user modifies the unit, they will be held responsible for any damage resulting from this modification, and the CSA/UL certification could be void.
15. 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.
16. Do not install on a wall behind a door.
17. Make sure the electrical connections are sturdy and have been executed correctly. Failure to comply with this directive could result in a fire.
18. Leave at least **3 inches (7.5 cm)** between the front of the unit and objects such as, but not limited to, beds, tables, armchairs, curtains, etc. Leave at least **6 inches (15 cm)** of space between the top of the unit and objects such as, but not limited to furniture, pillows, curtains, blankets, towels, laundry baskets, clothing, papers, etc. Furthermore, certain materials are more sensitive to heat than others, you must assure that these materials are located at a proper proximity where they can handle the heat released. For "air inlet from below/output from the top models", installation must be at least **3 inches (7.5 cm)** from the floor.

### 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 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.

## 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 & TECHNICAL DRAWINGS

## SPECIFICATIONS

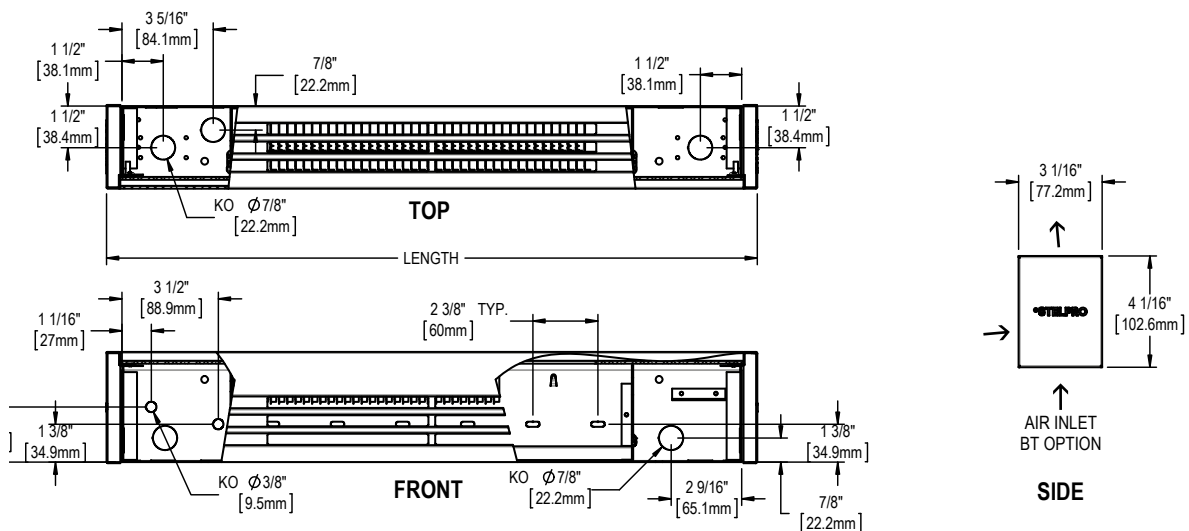
DENSITY 250 W PER LINEAR FOOT		DENSITY 200 W PER LINEAR FOOT		DENSITY 150 W PER LINEAR FOOT		VOLTAGE	LENGTH		WEIGHT	
CODE	WATTS	CODE	WATTS	CODE	WATTS	VOLTS	MM	IN	KG	LB
ALUX30605x	500	ALUX30604x	400	ALUX30603x	300	X	600	23 5/8	3.1	6.7
ALUX30907x	750	ALUX30906x	600	ALUX30904x	450	X	900	35 7/16	4.6	10.1
ALUX31210x	1000	ALUX31208x	800	ALUX31206x	600	X	1200	47 1/4	6.8	13.4
ALUX31512x	1250	ALUX31510x	1000	ALUX31507x	750	X	1500	59 1/16	7.6	16.8
ALUX31815x	1500	ALUX31812x	1200	ALUX31809x	900	X	1800	70 7/8	9.1	20.1
ALUX32117x	1750	ALUX32114x	1400	ALUX32110x	1050	X	2100	82 11/16	10.6	23.4
ALUX32420x	2000	ALUX32416x	1600	ALUX32412x	1200	X	2400	94 1/2	12.2	26.8
ALUX32722x	2250	ALUX32718x	1800	ALUX32713x	1350	X	2700	105 5/16	13.6	30.1
ALUX32725x	2500	ALUX32720x	2000	ALUX32715x	1500	X	2700	105 5/16	13.6	30.1

Add W for white, SW for soft white or CA for anodized aluminum.

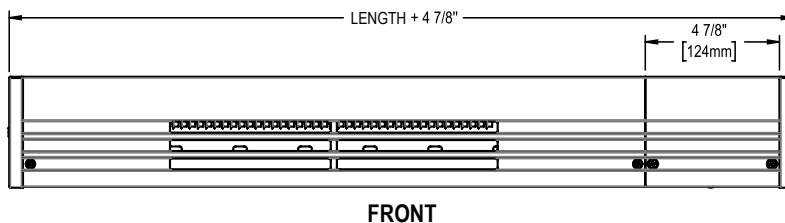
x = 1 (120 V)    2 (240 V)    3 (347 V)    5 (480 V)    6 (600 V)    7 (277 V)    8 (208 V)

For a complete model list, consult our online product catalog at [stelpro.com](http://stelpro.com)

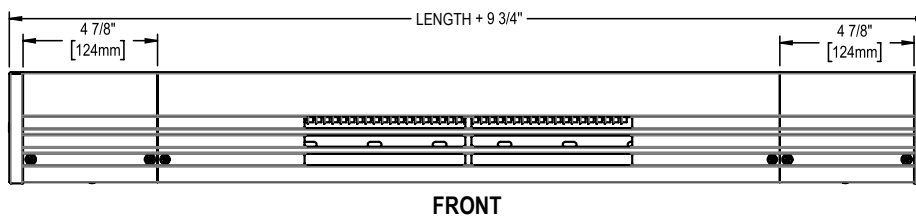
## TECHNICAL DRAWINGS



### OPTION WITH 1 EXTENSION BOX



### OPTION WITH 2 EXTENSION BOXES



# INSTALLATION, OPERATION & MAINTENANCE

## INSTALLATION



**CAUTION – HIGH TEMPERATURE, KEEP ELECTRICAL CORDS, DRAPES, AND OTHER FURNISHINGS AWAY FROM UNIT.**

Keep drapes at a distance of at least 6 inches (15 cm) from unit.

Do not install unit against combustible low-density cellulose fiberboard surfaces or below an electrical convenience receptacle.

To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the unit. Do not install unit in contact with combustible materials.

**Cut off power supply at circuit breaker/fuse before proceeding with the installation.**

This product is for surface mounting only. Optional blank sections and fillers are available for a continuous effect. To install accessories (built-in thermostat or relay), refer to the appropriate installation guide. For "air inlet from below/output from the top models", installation must be at least 3 inches (7.5 cm) from the floor.

1. Remove cover.
2. Secure unit on the wall using screws.
3. Put back cover.

**When cutting or drilling into a wall, be careful not to damage electrical wiring and other hidden utilities.**

### BUILT-IN THERMOSTAT (FACTORY INSTALLED)

**Unscrew the thermostat bracket inside the unit and remove in or to gain access to the ground screw. Once the connections are made, reposition the thermostat bracket in its original position.**

## ELECTRICAL CONNECTION

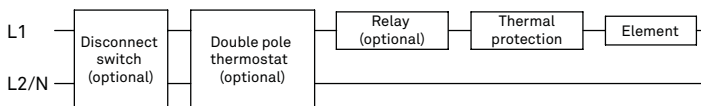
**Cut off power supply at circuit breaker/fuse before proceeding with the connection.**

Using a connector (marette), connect the bare wire (ground) to the green wire of the unit. Connect wires from the electrical box to the unit's supply leads in the same way.

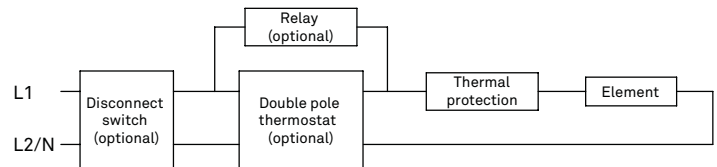
**N.B. This unit must be connected by a qualified electrician, according to the electrical and building codes effective in your region.**

## ELECTRICAL DIAGRAM

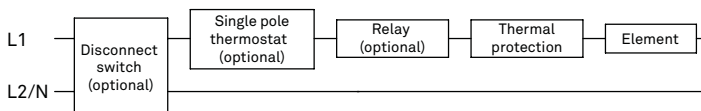
### Double pole thermostat with series relay



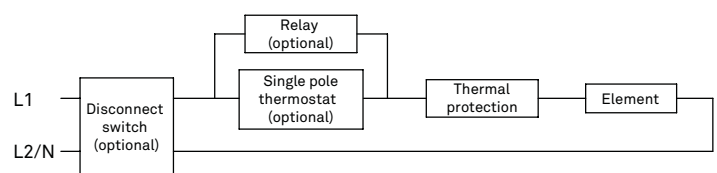
### Double pole thermostat with parallel relay



### Single pole thermostat with series relay



### Single pole thermostat with parallel relay



## OPERATION

**WARNING : the unit must be properly installed before being used.**

## MAINTENANCE



**N.B. The unit should be cleaned at least once a year. All other servicing is to be done by qualified service personnel. This unit must be cleaned regularly in order for the warranty to be valid. Make sure the power has been turned off at the circuit breaker panel and that the heating element has cooled before cleaning the unit or before removing grill for cleaning and lubrication. WARNING: if the unit is equipped with a circuit breaker, the power supply at the main breaker must be turned off before removing the cover of the junction box or to open or close the unit's circuit breaker.**

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.

Don't forget to replace front grille (with the screws that were removed) if it was removed for cleaning.

Restore the power when cleaning or lubrication work is complete.

**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.**

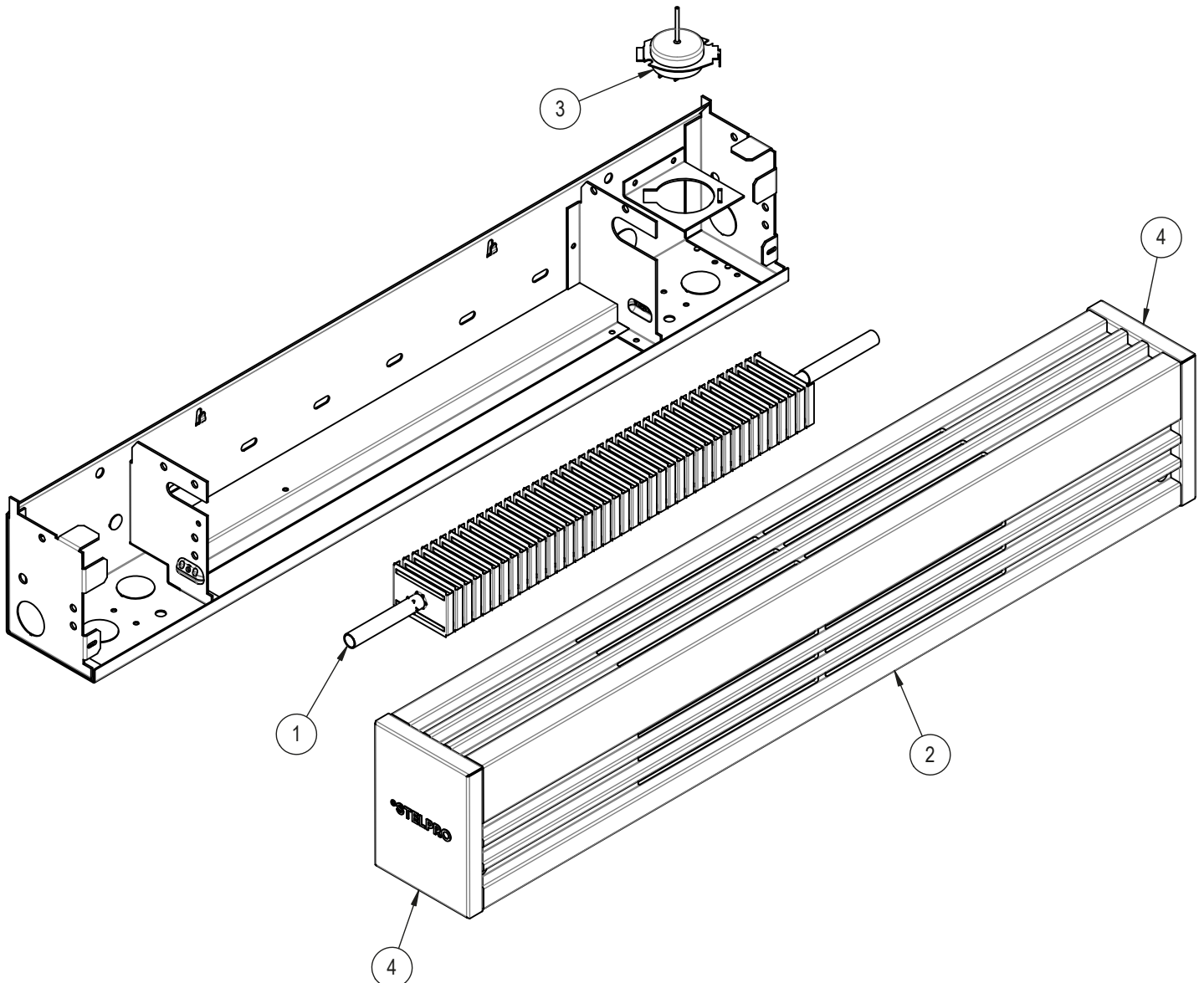
# REPLACEMENT COMPONENT LIST

## REPLACEMENT COMPONENT LIST

REF. #	PART #	DESCRIPTION
1	PROT-YYY	LINEAR THERMAL PROTECTION (AUTO.)
2	EA0500-06-***	ELEMENT 500 W (600 mm)
2	EA0400-06-***	ELEMENT 400 W (600 mm)
2	EA0300-06-***	ELEMENT 300 W (600 mm)
2	EA0750-09-***	ELEMENT 750 W (900 mm)
2	EA0600-09-***	ELEMENT 600 W (900 mm)
2	EA0450-09-***	ELEMENT 450 W (900 mm)
2	EA1000-12-***	ELEMENT 100 W (1200 mm)
2	EA0800-12-***	ELEMENT 800 W (1200 mm)
2	EA0600-12-***	ELEMENT 600 W (1200 mm)
2	EA1250-15-***	ELEMENT 1250 W (1500 mm)
2	EA1000-15-***	ELEMENT 100 W (1500 mm)
2	EA0750-15-***	ELEMENT 750 W (1500 mm)
2	EA1500-18-***	ELEMENT 1500 W (1800 mm)
2	EA1200-18-***	ELEMENT 1200 W (1800 mm)
2	EA0900-18-***	ELEMENT 900 W (1800 mm)
2	EA1750-21-***	ELEMENT 1750 W (2100 mm)

REF. #	PART #	DESCRIPTION
2	EA1400-21-***	ELEMENT 1400 W (2100 mm)
2	EA1050-21-***	ELEMENT 1050 W (2100 mm)
2	EA2000-24-***	ELEMENT 2000 W (2400 mm)
2	EA1600-24-***	ELEMENT 1600 W (2400 mm)
2	EA1200-24-***	ELEMENT 1200 W (2400 mm)
2	EA2500-27-***	ELEMENT 2500 W (2700 mm)
2	EA2000-27-***	ELEMENT 2000 W (2700 mm)
2	EA1500-27-***	ELEMENT 1500 W (2700 mm)
2	EA1500-18-***	ELEMENT 1500 W (1800 mm)
2	EA1500-27-***	ELEMENT 1500 W (2700 mm)
2	EA1600-24-***	ELEMENT 1600 W (2400 mm)
2	EA1750-21-***	ELEMENT 1750 W (2100 mm)
2	EA1800-27-***	ELEMENT 1800 W (2700 mm)
2	EA2000-24-***	ELEMENT 2000 W (2400 mm)
2	EA2000-27-***	ELEMENT 2000 W (2700 mm)
2	EA2250-27-***	ELEMENT 2250 W (2700 mm)
2	EA2500-27-***	ELEMENT 2500 W (2700 mm)

\*\*\* Add 1 (120 V)    2 (240 V)    3 (347 V)    5 (480 V)    6 (600 V)    7 (277 V)    8 (208 V)  
 yyy = 101 (600 mm)    102 (900 mm)    103 (1200 mm)    104 (1500 mm)    105 (1800 mm)    106 (2100 mm)    108 (2400 mm)    109 (2700 mm)



## 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>• Thermal protection activated</li> <li>• Faulty connections</li> <li>• Open disconnect switch in the product</li> </ul>
The unit runs continuously	<ul style="list-style-type: none"> <li>• Defective thermostat or wrong thermostat setting</li> <li>• Heat losses greater than the unit's capacity</li> </ul>
The enclosure is extremely hot	<ul style="list-style-type: none"> <li>• Defective thermal protection</li> <li>• Blocked air vents</li> </ul>
The unit cycles under control of the thermal protection (overheat indicator)	<ul style="list-style-type: none"> <li>• Blocked air vents</li> </ul>
Overheating	<ul style="list-style-type: none"> <li>• Defective thermostat or wrong thermostat setting</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 indicated on the nameplate</li> </ul>
The desired room temperature cannot be reached	<ul style="list-style-type: none"> <li>• One or more defective elements</li> <li>• Defective thermostat or wrong thermostat setting</li> <li>• Voltage lower than that indicated on the nameplate</li> <li>• Heat losses greater 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: ALUX3 model. **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 (783-5776)**. 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.