

True Comfort

PAR/BY °STELPRO

FLOOR HEATING SYSTEMS

INSTALLATION AND USER GUIDE

THIS GUIDE SHOULD BE GIVEN TO THE USER
AS IT CONTAINS IMPORTANT INFORMATION.



INS_TC-PS-CABLE_07/22

THANK YOU FOR YOUR PURCHASE!
NEED HELP? CONTACT STELPRO CUSTOMER SERVICE.

WWW.STELPRO.COM
CONTACT@STELPRO.COM
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IMPORTANT INSTRUCTIONS

**TAKE THE TIME TO READ THE ENTIRE INSTALLATION GUIDE
BEFORE YOU BEGIN TO ENSURE A SAFE AND EASY INSTALLATION.**

- **Never power the cable before installation is complete.**
- **Never cut the cable or modify it in any way.**
- This cable is an electrical product and must be installed in accordance with local and/or national electrical codes. **It should be installed by a qualified person where required by law.**
- True Comfort floor heating systems must be connected to an electrical circuit dedicated to heating. The system's circuit current is determined by the data on the cable identification label.
- In accordance with local and/or national electrical codes, the product identification label attached to the non-heating cable must not be removed, as it describes all relevant product characteristics. The warranty will be void if it is removed.
- The maximum current the True Comfort thermostat allows is 15 amps. For installations exceeding 15 amps, use additional thermostats as required.
- The True Comfort cable is designed to be installed in an uncoupling membrane intended for a heating cable (sold separately) or with the True Comfort cable spacers included in the box.
- True Comfort systems can be used as supplementary or main heating systems as long as the heat loss in the room does not exceed the system's energy capacity.
- The True Comfort heating cable and floor temperature sensors must be installed on compatible surfaces only. The surface must comply with current building codes and meet mortar and floor covering manufacturers' requirements.
- Please refer to publications from the Tile Council of North America (www.tcnatile.com) or the Terrazzo Tile & Marble Association of Canada (TTMAC) for full details on tile installation.
- The True Comfort floor heating system must not be installed in closets, underneath fixed furniture, on or inside walls or partitions where air cannot circulate freely.
- The cable should not be installed over a movement joint. Consult with the flooring installer to locate these joints when planning the work.
- The system cannot be installed if the ambient temperature is below 0°C (32°F).
- The cable should only be installed inside a building.

Please give this guide to the user;
it contains important instructions.



This guide contains safety instructions, precautions, and standards to be observed to ensure a safe and successful installation. Please read instructions with this symbol carefully and observe all related guidelines.

BEFORE YOU GET STARTED

DETERMINING THE INSTALLATION OUTPUT

The installation output depends on the installation method and the spacing of the heating cable. The floor temperature and the ambient temperature in the room where the floor heating system is installed depend on many factors, including the installation output, subfloor, floor covering, insulation, and window area. To determine the performance your system can achieve, consult an energy efficiency professional.

	UNCOUPLING MEMBRANE						CABLE SPACERS			
	True Comfort			Other brand						
Cable spacing	2 1/2" 2 studs	Alternating 2-3-2 studs	3 3/4" 3 studs	2 3/8" 2 studs	Alternating 2-3-2 studs	3 1/2" 3 studs	Alternating 2"-3"-2"	3"	Alternating 3"-4"-3"	4"
Power	14.4 W/ft. ²	11.5 W/ft. ²	9.6 W/ft. ²	14.9 W/ft. ²	12 W/ft. ²	10 W/ft. ²	15 W/ft. ²	12 W/ft. ²	10.3 W/ft. ²	9 W/ft. ²

COMPATIBLE SURFACES

- ✓ Plywood
- ✓ Oriented strand board (OSB)¹
- ✓ Cement board
- ✓ Smooth concrete²
- ✓ Mortar screed³
- ✓ Gypsum-based screed
- ✓ Existing tiles
- ✓ Uncoupling membrane⁴
- ✓ Acoustic membrane

Some of these materials require special preparation, as they must be compatible with the thin-set mortar or self-leveling underlayment. Consult the cement product's technical data sheet or contact the manufacturer. For all other materials, contact our customer service department.

If you are using a metal or plastic diamond mesh on the surface, it must first be covered with a compatible cementitious product before you start installing the heating cable.

Concrete slab

For **non-insulated concrete slabs**, Stelpro strongly recommends insulating the surface of the slab prior to the installation of the heating cable to limit heat loss in the concrete slab, as well as the perimeter of the room where a cable is installed. For **insulated concrete slabs**, when only parts of the slab will be heated, it is recommended to insulate the slab surface for these areas.

¹ Limitations exist when covering the cable; it may be necessary to use a self-leveling underlayment.

² We recommend insulating the surface of the concrete slab for applications less than 5 m² (50 ft²) to limit heat loss.

³ If the surface is too granular or uneven, skim coat with a suitable thin-set mortar.

⁴ Please refer to the uncoupling membrane manufacturer's instructions for compatible surfaces.

COMPATIBLE FLOOR COVERINGS

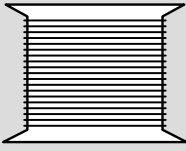
	TILE			SOFT FLOOR COVERING*				WOOD FLOOR COVERING*		
	Ceramic	Porcelain	Stone	Vinyl	Linoleum	Carpet	Cork	Floating floor	Engineered wood	Natural hardwood
Cable spacers	✓	✓	✓	✓	✓	✓		✓	✓	
Uncoupling membrane	✓	✓	✓	✓	✓	✓		✓	✓	

*Check product compatibility with the manufacturer. Most of these floor coverings should not be exposed to temperatures above 28°C (82°F). Ensure that thermostat settings are appropriate. These floors require heating cable alternate spacing on an uncoupling membrane.

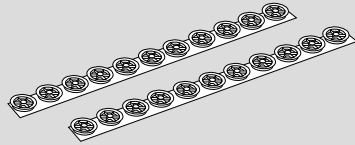


The maximum thermal resistance of the material must not exceed R1 (RSI 0.18).

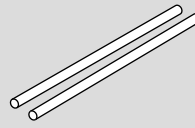
WHAT'S IN THE BOX



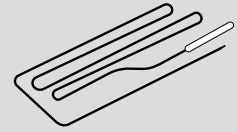
Heating cable



Cable spacers*



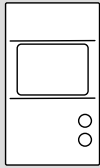
Hot glue sticks



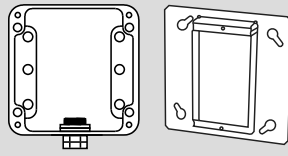
Floor temperature sensor

*If required, extra cable spacers are sold separately.

TOOLS AND MATERIALS REQUIRED



True Comfort thermostat



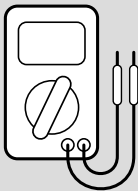
10 cm (4 in.) square electrical box with conduit openings and raised cover



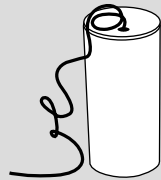
Approved* electrical conduit and protective end cap



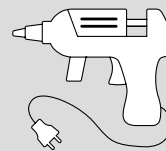
Protective plate



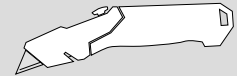
Multimeter



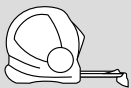
Conduit fishline



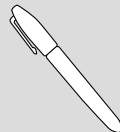
Hot glue gun



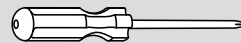
Utility knife



Measuring tape



Marker



Screwdriver

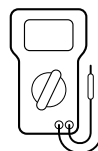


Electrical tape

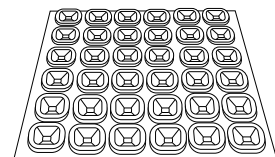
MISCELLANEOUS TOOLS

- Calculator
- Wood or concrete chisel
- Shears
- Stick or pipe 2.5 cm (1 in.) in diameter or less and 30 cm (1 ft.) long for the reel box
- Vacuum cleaner
- Broom
- Water bucket and sponge
- Cardboard or other lightweight material (on which to place tools)

OPTIONAL



Megohmmeter



Uncoupling membrane

*Unless approved for this application, electrical metallic tubing conduits are not permitted in wet locations (e.g., showers). PVC conduits are only permitted in walls that do not contain thermal insulation. For full details, please refer to your local electrical code.

TESTS

You will need to test the cable several times during installation. Refer to this section when required.



Never power the heating cable to test it while it is still on the spool.

MEASURING THE HEATING CABLE RESISTANCE

1. Using an appropriate multimeter, measure the resistance between the black wires of the non-heating cable.
2. Record the result in the Test Log.
3. The result must be within $\pm 10\%$ of the reference indicated on the cable identification label. The resistance of the cable is established in an environment at 20°C. If the deviation is greater, please contact Stelpro customer service.

CHECKING THE HEATING ELEMENT INSULATION

Stelpro strongly recommends that the insulation test be performed with a megohmmeter. The greater sensitivity of this device to conductor insulation will allow for the detection of some breaks that would not be detected with a multimeter.

With a megohmmeter

1. Connect one of the device cables to the green ground wire of the non-heating cable and the other device cable to one of the black wires of the non-heating cable.
2. Apply a voltage of 1000 V for 6 seconds.
3. Record the result in the Test Log.
4. If the reading shows a value greater than 500 M Ω , the cable is in good condition. If not, please contact Stelpro Customer Service.

With a multimeter

1. Set the multimeter to the resistance function (Ω).
2. Connect one of the device cables to the green ground wire of the non-heating cable and the other device cable to one of the black wires of the non-heating cable.
3. Record the result in the Test Log.
4. If a resistance reading other than infinity is displayed (make sure your fingers do not come into contact with the bare parts of the wires or probes), it is likely that the cable is damaged. To record the results and request a repair, contact Stelpro Customer Service.

MEASURING THE FLOOR TEMPERATURE SENSOR RESISTANCE

Two sensors are provided to measure the floor temperature. The first is included with the thermostat and the second with your heating cable. Only one sensor should be connected to the thermostat.

The second sensor will only be used if the operation of the first is compromised.

1. Measure the resistance of the sensors.
2. Record the results in the Test Log.
3. The results obtained must correspond to the values given in the following table:

Ambient temperature	Ohm (Ω) +/- 10%	KOhm (Ω) +/- 10%
5°C (41°F)	22 200	22.2
10°C (50°F)	18 400	18.4
15°C (59°F)	14 800	14.8
20°C (68°F)	12 400	12.4
25°C (77°F)	10 100	10.1
30°C (86°F)	8 400	8.4

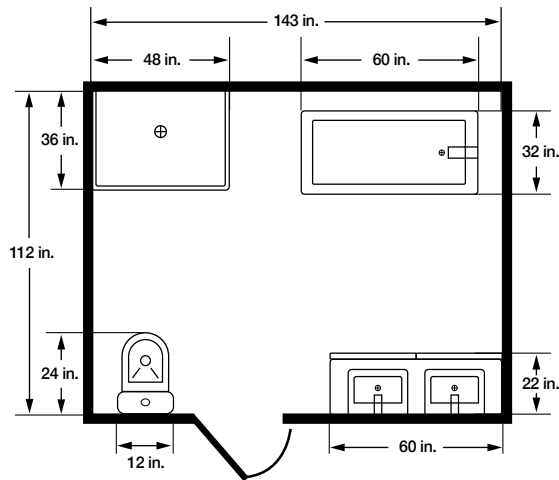
PLANNING

1

CALCULATING THE SURFACE AREA TO BE HEATED

1. Measure the total surface area of the room.
2. Measure the area of the objects that touch the floor and subtract them from the total surface area.
3. The difference is the total surface area to be heated.

EXAMPLE



	MEASURE- MENTS (in.)	SURFACE AREA (in. ²)	SURFACE AREA (ft. ²)*
Total surface area of the room	143 x 112	16,016	111.2
Surface area of objects on the floor	Shower	48 x 36	1,728
	Bathtub	60 x 32	1,920
	Vanity	60 x 22	1,320
	Toilet	12 x 24	288
Surface area to be heated		10,760	74.7

*To convert square inches to square feet, divide by 144.



Check the label on the box of your True Comfort product which provides data on the surface area covered by the cable. The surface area covered by the cable must be less than the surface area available to be heated. The cable must not be cut or modified.

2

PREPARING THE SURFACE

1. Remove nail heads, screw heads, or other objects that could damage the heating cable. Surfaces must be flat and smooth.
2. To ensure better adhesion of cable spacers or the uncoupling membrane and cementitious products, use a shop vacuum to remove dust residues and wash the floor with a damp sponge or mop.
3. If you plan to cover the heating cable with a self-leveling underlayment, apply a coat of primer as recommended by the manufacturer. Note that it is not recommended to apply a primer over an uncoupling membrane.

3

PLANNING THE INSTALLATION

1. Determine the location of the thermostat. It should be in an accessible location within the room where the system will be installed.

Have the following on hand

- One 10 cm x 10 cm (4" x 4") expanded/deep electrical box and one raised cover for one device per 15-amp load circuit.

2. Using a marker, draw the obstacles to be avoided and the distances to be respected directly on the floor.

Distances to be respected

- **5 cm (2 in.)** from a wall, the base of a permanent piece of furniture, a fixed cabinet, a bathtub, a shower, or the base of a toilet.
- **20 cm (8 in.)** from an electrical outlet or heating appliance attached to or in contact with the floor.
- **10 cm (4 in.)** at least from a duct or floor drain.
- **15 cm (6 in.)** from the centre of the toilet drain.
- **13 mm (1/2 in.)** at least from any exposed combustible surface.

3. The cable installation should start on the floor below the thermostat location.
4. Arrange to complete the cable installation in a buffer zone to accommodate excess cable while ensuring that the cable spacing remains below 15 W/ft.².
5. Plan the route of the cable to allow for changes in direction.

Guidelines to be followed

- The cable must be fully installed in the room.
- The length of a cable run should be less than 3 metres (10 feet).
- The minimum bending radius of the heating cable must not be less than 13 mm (1/2 in.).
- Cable installation must always be uniform in traffic areas and must never exceed 15 W/ft.². Refer to the table "Determining the installation output" at the beginning of this guide for suggested spacing depending on the installation system.
- The cable must not be cut, shortened, modified, or overlapped.



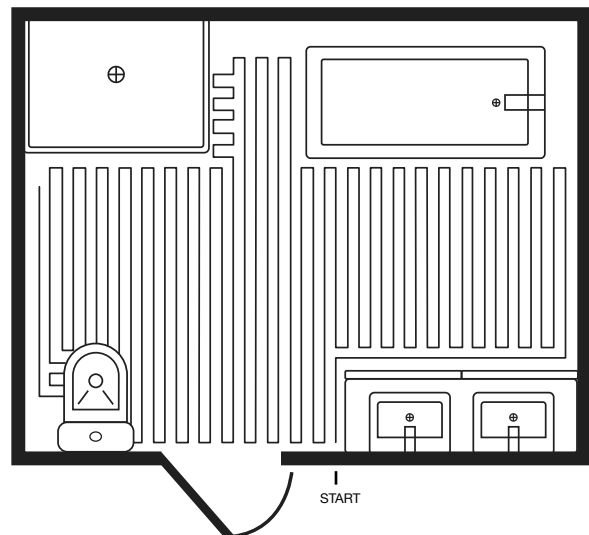
INSTALLATION IN A WET ENVIRONMENT

The True Comfort cable can be installed in a wet environment, such as a European-style shower floor or a sauna.* However, additional precautions must be taken.

- The thermostat must be installed at least 1 m (3 ft. 3 in.) away from the wet area.
- You must install a separate cable in the shower.
- Route the non-heating part of the cable without damaging the waterproofing membrane.

* For these applications, check the local and/or national electrical code.

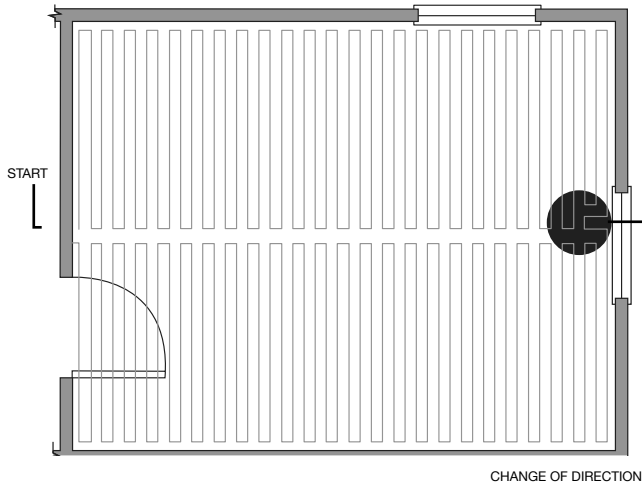
EXAMPLE



6. If the installation requires multiple cables or if your room has walls wider than 3 metres (10 feet), see the appropriate illustrations on this page for inspiration.

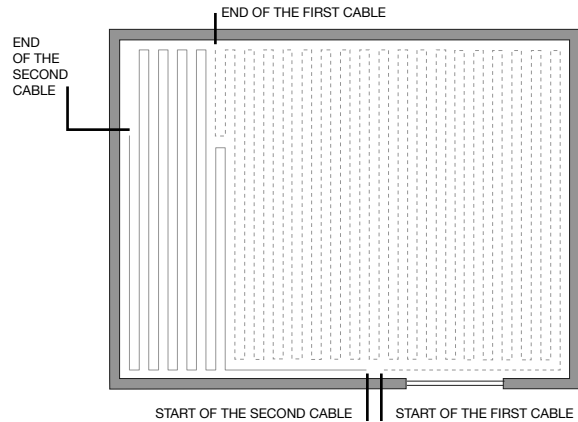
For a room with walls wider than 3 metres (10 feet)

Use this drawing as a guide to keep the cable runs to a length not exceeding 3 metres (10 feet). It is possible to maintain the required spacing between the heating cables.



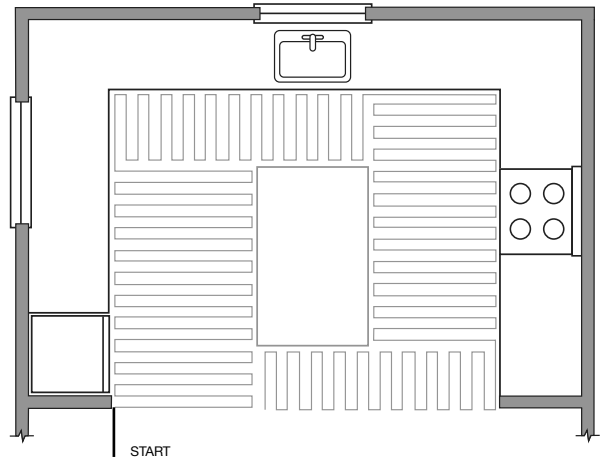
Installation with two cables

Finish installing the first cable close to the wall so that the second cable fits perfectly. Plan the starting point of each of the cables so as to respect the spacing.



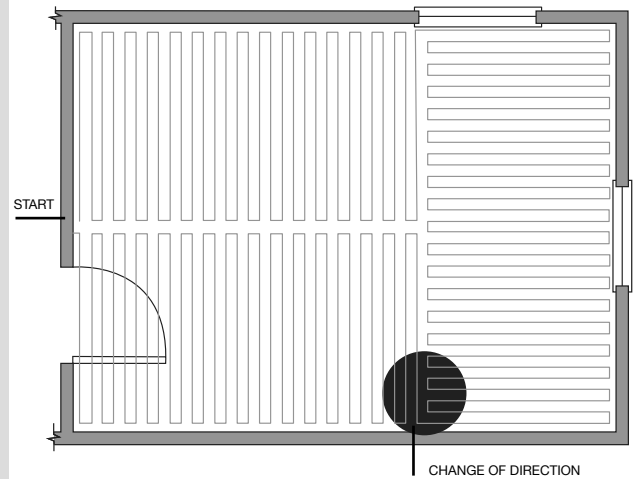
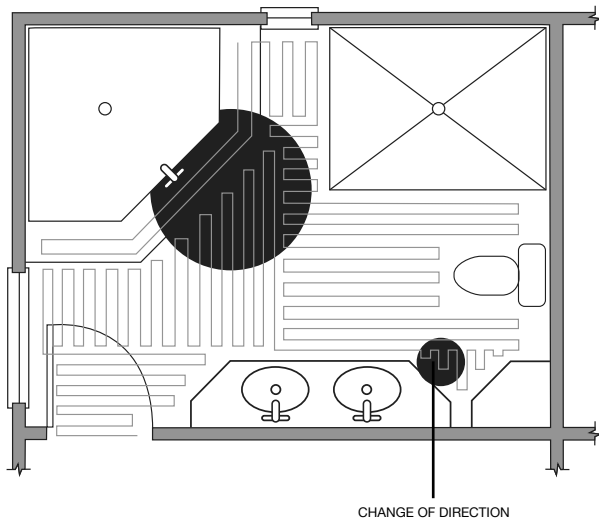
Distances to be respected (see page 7)

The installation of the cable is perpendicular to the objects for which spacing is to be controlled/observed. In such cases, it is necessary to change the direction of the cable to respect these distances.



Complex planning

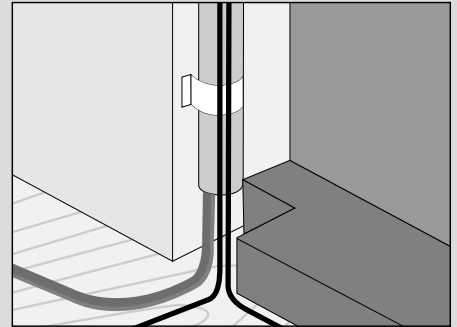
The following example illustrates the installation of the cable in relation to objects at an angle other than 90°.



INSTALLATION

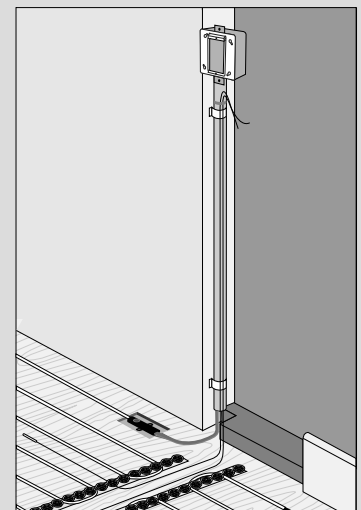
1 PREPARING THE THERMOSTAT LOCATION

1. Install the electrical box in the selected location.
2. Make an opening at the bottom of the wall, below the thermostat location. This opening will allow you to route the cables from the floor to the electrical box.
3. Install a temporary pull line in the wall between the floor and the electrical box. When installing the floor temperature sensors, this pull line will be used to route the cables to the thermostat. They should be routed outside the conduit containing the non-heating cable and outside the electrical box.



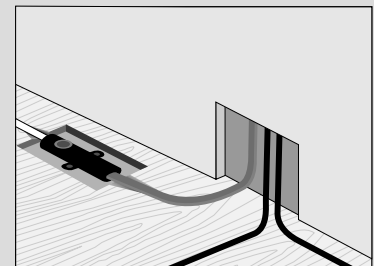
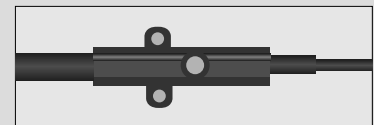
2 INSTALLING THE CONDUIT

1. Deburr the ends of the conduit and use a protective end cap to prevent mechanical damage to the cables.
2. Insert a conduit fishline into the approved electrical wiring conduit.
3. Secure the conduit properly.



3 SECURING THE MECHANICAL JOINT

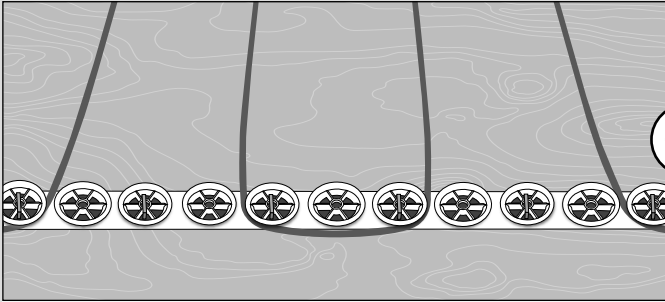
1. At least 5 cm (2 in.) from the wall, locate and mark the location where the mechanical joint will be attached to the subfloor.
2. Cut a groove approximately 6 mm (1/4 in.) deep in the subfloor or in the uncoupling membrane with a knife or an appropriate chisel.
3. Clean the groove and fix the mechanical joint of the cable in it using screws or hot glue.



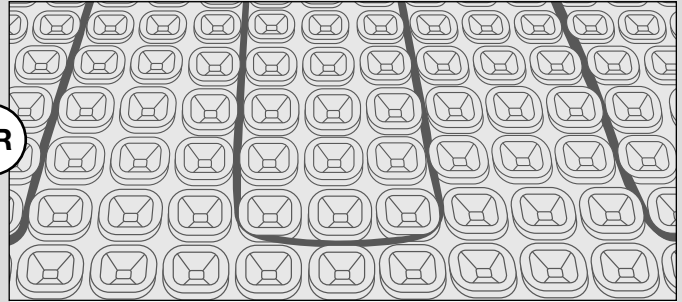
Under no circumstances should the heating part of the cable and the mechanical joint be installed in the wall. Doing so could cause a fire.

4

INSTALLING THE HEATING CABLE



OR



WITH THE SUPPLIED TRUE COMFORT CABLE SPACERS

1. Secure the cable spacers to the floor using a hot glue gun and the glue sticks provided. The cable spacers can also be stapled, nailed, or screwed.

We suggest placing the hot glue gun on a cardboard box to protect the heating cable.

2. To maximize adhesion, apply the hot glue to the floor evenly in a continuous line over a length of 30 cm (12 in.).
3. **Quickly** place and align the cable spacers in the hot glue.
4. Secure the cable spacers as you go along by interlocking them.
5. Insert the cable into the spacer by sliding it between the disks and applying light pressure. Apply slight tension to the cable so that it is always parallel.
6. Go around irregularly shaped obstacles (angled walls, fixed furniture, etc.) by installing the spacers so that they fit the shape of the obstacle and are always perpendicular to the cable.
7. Use a drop of hot glue under the cable every metre (3 feet) to maintain the spacing between the cables and prevent them from floating when applying thin-set mortar or self-leveling underlayment.



Never touch the cable with the tip of the hot glue gun.

The cable itself cannot be stapled.

WITH AN UNCOUPLING MEMBRANE

Install the uncoupling membrane on the floor according to the product manufacturer's instructions.

Installing the cable in the membrane

1. Insert the cable in the membrane by sliding it between the studs and applying light pressure with a blunt tool, such as a wood trowel or upholstery roller.
2. Install the cable in the membrane in a uniform manner. Refer to the Planning the installation section on page 7 for more details.



The use of a soft or wood flooring requires alternate spacing on an uncoupling membrane.

End of the heating cable

The cable end is rigid and has a larger diameter than the heating cable.

1. To complete the installation, cut a groove approximately 6 mm (1/4 in.) deep in the subfloor to accommodate the cable end so that it is flush with the heating cable.
2. Secure the cable end using hot glue or screws in the holes provided.



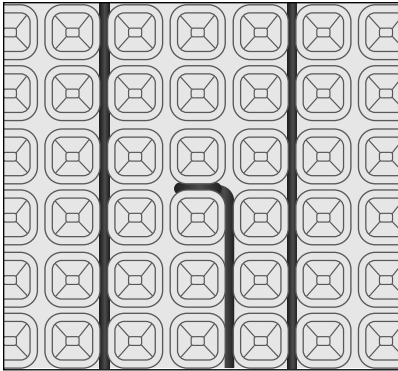
The minimum bend radius of the heating cable must not be less than 13 mm (1/2 in.). Do not damage the cable by inserting it into the membrane or spacers. Keep the bare wires of the non-heating cable dry before, during, and after installation.

5

INSTALLING TEMPERATURE SENSORS

Two sensors are provided to measure the floor temperature. The first is included with the thermostat, and the second is included with your heating cable; only one sensor should be connected to the thermostat. The second sensor will only be used if the operation of the first is compromised.

1. Position the temperature sensors according to the instructions on the right.



Sensor positioning instructions

The sensors should:

- Be in two separate locations; one per sensor.
- Be at equal distance between the two heating cables.
- Be inside a heated space with a minimum radius of 30 cm (12 in.).
- Be in an area representative of the usual floor temperature.
- Be as close to the floor covering as possible.
- Be away from any cold or heat source.
- Be away from any object that might prevent air from flowing freely over the floor.
- **If soft or wood flooring is to be installed, center the temperature sensors between the closest cables.**

2. Route the sensor cables to the thermostat. In the wall, hoist them with the pull line previously installed. These cables should be outside the conduit containing the non-heating cable and outside the electrical box.
3. The cable of one of the sensors will be inserted into the hole at the base of the thermostat. (See step 9)



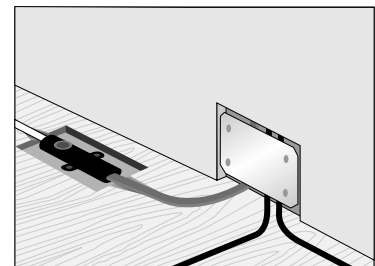
Do not overlap the sensor cable and the heating cable.

6

ROUTING OF THE NON-HEATING CABLE TO THE JUNCTION BOX

1. Wrap the cable identification label around the cable and secure it in place with electrical tape.
2. Tie the non-heating cable to a pull cord previously inserted inside the conduit and hoist it into the electrical box.
3. If necessary, cut the excess non-heating cable while keeping the product identification label. To do this, remove the black sheath to the desired location without damaging the conductors, slide the identification label over the conductor, and cut the excess wire.

4. Install a protective plate on the bottom edge of the wall.



You must leave the identification label on the cable in accordance with the national electrical code. Removing it will void the warranty.

Before proceeding, test the cable and sensors (page 5) and record the results in the Test Log.

Take photos of your installation before covering the cable. These photos will help to easily locate the cable during future renovations and demonstrate that the installation instructions have been followed, if applicable.



When leveling the heating cable and installing the floor covering, never strike the floor with the tools and do not allow traffic in this room other than that required for leveling. Do not place your tools directly on the heating cable. Place a thick cardboard box on top of the heating cable to hold your tools.

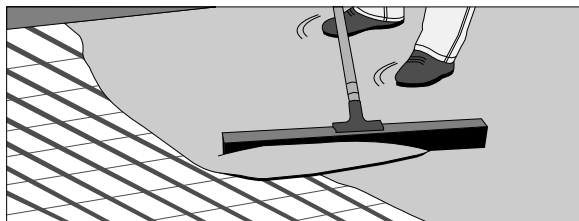
7

LEVELING THE CABLE

The heating cable, mechanical joint, cable end joint, and thermostat floor temperature sensors must be secured to the floor and covered entirely with thin-set mortar or self-leveling underlayment.

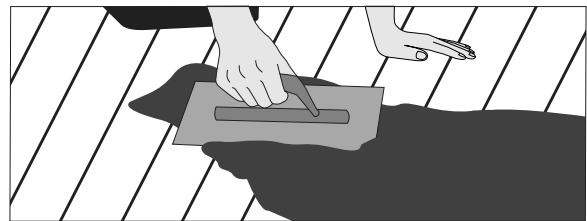
WITH A POLYMER-MODIFIED SELF-LEVELING UNDERLAYMENT*

1. Seal any gaps where the underlayment could creep out of the room, such as the bottom edges of walls and plumbing holes in the floor.
2. If you have not already done so, apply a suitable primer to the subfloor.
3. As recommended by the manufacturer of the self-leveling underlayment, install a compressible strip around the perimeter of the room and around vertical projections.
4. Using a gauge rake, spread the self-leveling underlayment. For all floor coverings, other than stone and ceramic, cover the cable with a minimum thickness of 13 mm (1/2 in.).
5. Allow to dry.



WITH THINSET MORTAR*

1. Resting on the heating cable, spread a layer of thin-set mortar evenly with the flat side of a trowel, pulling or pushing in the direction of the heating cable installation to fill the space between the cables.
Be careful not to damage the cable with the trowel.
2. For areas without heating cable, use a suitable trowel with the notched side as a height template to apply a layer of thin-set mortar, then smooth with the flat side to even out the height of the areas with and without heating cable.
3. Allow to dry.



Uncoupling membrane

- For tile installation, the self-leveling underlayment application should be a minimum of 6 mm (1/4 in.) and a maximum of 13 mm (1/2 in.) above the studs.
- Soft and wood flooring installation requires a self-leveling underlayment thickness of 13 mm (1/2 in.) over the studs.
- No primer is required on the uncoupling membrane.
- Pay special attention to the application guidelines for movement joints, as required by the Tile Council of North America (www.tcnatile.com) or the Terrazzo Tile & Marble Association of Canada (TTMAC).

*Check with the manufacturers of the thin-set mortar or self-leveling underlayment and uncoupling membrane for product compatibility and instructions with respect to the heating cable and the subfloor on which the heating cable is installed.

Before proceeding, test the cable and sensors (page 5) and record the results in the Test Log.

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INSTALLING THE FLOOR COVERING

1. Before installing the floor covering, it is important to observe the curing (drying) time of the thin-set mortar or self-leveling underlayment used for the leveling, as recommended by the manufacturer.
2. Install the floor covering according to the manufacturer's instructions.
3. Remove excess mortar between the tile joints using a damp sponge. **Do not use a trowel or knife, which could damage the heating cable.**



The floor covering must be in direct contact with the mortar or self-leveling underlayment in which the heating cable is embedded. Ensure proper transfer of the adhesive.

Before proceeding, test the cable and sensors (page 5) and record the results in the Test Log.

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INSTALLING THE THERMOSTAT

Use **True Comfort** thermostats to operate the system. They are equipped with a Class A ground fault circuit interrupter (GFCI) that will protect you and the system in the event of a malfunction. The **True Comfort** system must be protected by a Class A GFCI (5 mA) to maintain the system warranty.



RISK OF ELECTRIC SHOCK: Before connecting, make sure the circuit is not powered.

1. Attach the green ground wire of the non-heating cable to the terminal in the electrical box.
2. Proceed with the connection according to the instructions in the True Comfort thermostat installation guide.
3. Identify the appropriate circuit in the electrical panel.
4. Program the floor temperature into the thermostat settings.

IMPORTANT NOTE: If soft or wood flooring has been installed, be sure to limit the maximum floor temperature with the thermostat settings according to the manufacturer's recommendations.



Before starting your system, it is important to respect the curing time recommended by the manufacturers of the cement products and adhesives used. This can vary from 7 to 28 days. In this respect, we suggest that you contact the manufacturers of the products used or consult their technical data sheets.

USER MANUAL

GUIDELINES AND TROUBLESHOOTING

IMPORTANT GUIDELINES

- Do not place area rugs or furniture under which air cannot flow freely over the surface of a heated floor. Trapped heat could damage your rug or flooring, or the heating cable. Using a bath mat is acceptable as long as the mat is removed from the floor after the bath or shower period is over.
- Be aware that floor coverings other than ceramic, porcelain, and natural stone are generally subject to temperature limitations by their manufacturer. Use the thermostat's floor temperature limit feature to comply.
- Any renovation and/or modification of the floor may damage the cable if no precautions are taken. Do not pierce the floor with nails or screws or in any other way.
- If you repair the floor covering, proceed with caution. Switch off the power supply and carefully remove the part of the floor to be replaced without damaging the heating cable.

MAINTENANCE

True Comfort floor heating systems are maintenance-free.

REPAIR

If the cable is damaged, it can be repaired. A repair kit is available from True Comfort dealers.

TROUBLESHOOTING

If you encounter any problems with your floor heating system, call your installer first. If you don't get a satisfactory result, contact Stelpro Customer Service from 8:00 a.m. to 5:00 p.m., Eastern Time. Make sure you have the thermostat and cable model numbers as well as the Test Log in hand.

What should I do if the floor heating does not seem to be heating?

Here are some ideas:

- Does the thermostat display read GFCI and/or is the Reset button lit up and red? If so, press the "Reset" button to reactivate the system. If the problem persists with heat demand, contact an electrician to test the heating cable insulation resistance.
- In the thermostat settings, ensure that the upper limit of the floor or air temperature is at an appropriate level.
- If your thermostat is in programmable mode, make sure the operating program is appropriate.
- Reset the thermostat to the factory settings. Select the thermostat's manual mode and raise the temperature to the maximum. Wait 24 hours. If the floor heats up, the problem is probably in the choice of settings that have been customized.
- Is the floor temperature sensor located properly? Is the floor sensor influenced by an external factor, such as a carpet covering, the sun, or another heating appliance (underfloor ducts)?
- See the Troubleshooting section of the FAQ page on our website: <https://truecomfortsystems.com/faq/>
- If you haven't found the solution to the problem, contact your installer. If you are unable to obtain a satisfactory result, contact Stelpro Customer Service between 8:00 a.m. and 5:00 p.m., Eastern Time.
- Make sure you have the thermostat and cable model numbers and Test Log in hand.



Always switch off the power supply before carrying out repairs. Never attempt to repair a cable installed in a humid/wet area. Contact Stelpro Customer Service.

TRUE COMFORT WARRANTY

ATTENTION!

The Test Log must be **COMPLETED** and **RETURNED** to **Stelpro** to activate the warranty, failing which:

THE WARRANTY WILL NOT BE ACTIVATED AND, CONSEQUENTLY, WILL NOT BE VALID.

All required information and test results must be entered in the Test Log, as indicated in this guide.

Stelpro warrants to the original purchaser that the products listed below, designed, manufactured, or distributed by Stelpro, are free from defects in material and workmanship as described in this document. This limited warranty is valid for products purchased and installed in Canada according to True Comfort's instructions. This warranty has been in effect since June 1, 2020. This warranty is not transferable.

COVERAGE PERIOD

This limited warranty takes effect on the date the original owner purchases the product and remains in effect for a period of 3, 10 or 25 consecutive years, depending on the product. The warranty is not extended if the product is repaired or replaced.

25-YEAR LIMITED WARRANTY:

True Comfort Cable, True Comfort Mat

10-YEAR LIMITED WARRANTY: Uncoupling membrane

3-YEAR LIMITED WARRANTY: All True Comfort thermostats

LIMITED WARRANTY

TERMS AND CONDITIONS:

- Products must be purchased from an authorized dealer.
- The products must be new, and their security seal must be intact at the time of purchase.
- The products must be installed in accordance with the instructions in the installation guide, which forms part of this warranty by reference.
- The products must be used for a certified application as described in our installation guide.
- Products must be installed in accordance with industry-standard guidelines that do not conflict with the installation guide in effect at the time of installation.
- Appropriate/conforming/unaltered building materials must be used for all parts of the construction and installation. It is the responsibility of the owner/builders/installers to select appropriate building materials in accordance with all local and national building codes.
- The Test Log must be completed and submitted to Stelpro. It must include the results of the product resistance and insulation tests, which must have been carried out before and after the installation; the tests

apply only to the cables, after the cables have been covered and after the floor covering has been installed.

- The electrical connection of the products must be carried out by a qualified electrician. The products must be connected to True Comfort brand control devices (or equivalent devices recognized by Stelpro).
- The products must be covered with a cementitious product that is compatible with an electric floor heating system.
- The cable identification label must be present on the product.

To initiate a claim, the beneficiary of the warranty must notify Stelpro of the alleged defect within 30 days of its discovery by email to contact@stelpro.com or by regular mail to:

Stelpro Customer Service

1041 Parent Street, Saint-Bruno-de-Montarville,
QC J3V 6L7

The notice of claim must include proof of purchase of the product and materials used for the project, the production number, if applicable, and proof that the product was installed in accordance with the installation instructions (preferably in the form of photographs).

Only Stelpro may, at its discretion and without condition, subsequently request other documents, inspect the alleged defect, proceed with the settlement, and authorize the work, if applicable, if the claim is deemed justified by Stelpro.

WHAT STELPRO WILL AND WILL NOT DO

- This warranty limits Stelpro's obligation to repair or refund the product if Stelpro determines that the product has a manufacturing defect that renders it unusable.
- In order for the owner to repair the floor covering following the breakage of a heating cable, Stelpro recommends keeping in reserve the largest of the following floor covering surfaces, i.e. 3% of the total surface or five (5) tiles. Stelpro will, at its discretion, repair or reimburse the defective products free of charge. Any part replaced under the limited warranty becomes the property of Stelpro.

- A refund will only be issued for defective parts; no compensation or refund will be paid for wages and labour and transportation costs. If Stelpro chooses to refund the cable, the refund will be the lower of the purchase price or the suggested retail price. For parts that are not manufactured by Stelpro, the warranty applied will be the same as the one offered by our suppliers.
- To maintain its commitment to product quality and innovation, Stelpro reserves the right, at any time and without incurring any obligation, to revise, change, modify, or discontinue any product specification, feature, component, or design.

WARNINGS

- Installing the product without connecting it to a control unit and a protection system (including the ground fault circuit interrupter) in accordance with the local and national electrical code and any other standard applicable in your area and as indicated in the installation guide may cause a fire. In this regard, Stelpro is not responsible for any damages that may result from such an omission.
- Failure to follow the instructions in the installation guide, including those in the user's manual, may result in cable breakage, which may lead to system failure and even fire. Such breakage, and any resulting damage, will not be covered by the limited warranty.
- Covering True Comfort products with anything other than a cementitious product suitable for the substrate in place may result in failure, malfunction, and even fire. These failures and defects, as well as any resulting damage, will not be covered by the limited warranty.

EXCLUSIONS

The following items are not under warranty:

- Damage resulting from improper installation.
- Damage resulting from abuse, improper repairs, improper maintenance or storage, modifications, or the use of parts other than those manufactured or supplied by Stelpro.
- Damage resulting from improper or negligent use of the products.
- Damage resulting from a structural or subfloor defect.
- True Comfort products combined with the use of thermostats other than True Comfort thermostats (except equivalent thermostats recognized by Stelpro).

- Damage caused by water, fire, flood, accident, or natural disaster.
- Indirect or incidental damages, or any other damages, disturbances, inconveniences, loss of time, or loss of income.
- Efflorescence is a natural phenomenon with cementitious materials and is therefore not considered a defective condition.
- Cracking and delamination of tile or grout due to structural failure or movement, excessive deflection, or another substrate failure.

LIMITATION OF LIABILITY CLAUSE

THIS WARRANTY IS EXPRESSLY GIVEN AND ACCEPTED IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE. ALTHOUGH NOT DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS AND IMPLIED LIMITED WARRANTY. ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS LIMITED WARRANTY. SOME PROVINCES DO NOT ALLOW THE DISCLAIMER, LIMITATION AND EXCLUSION CLAUSES DESCRIBED ABOVE, SO THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM PROVINCE TO PROVINCE.

It is also expressly understood that Stelpro does not assume any responsibility on behalf of the installers, who are totally independent and not subject to any control whatsoever by Stelpro. Consequently, Stelpro does not carry out any supervision or quality control or any other type of control regarding the work carried out by the installers. Installers must use their own judgment when performing installation work. Finally, Stelpro does not express any preference for any installer, and the choice of an installer is the sole responsibility of the buyer or their agent.

No dealer or installer of True Comfort products is authorized to make any statements, representations, or warranties other than those contained in this limited warranty.

COMPLETE USING BLOCK LETTERS

PRODUCT INFORMATION (SEE IDENTIFICATION LABEL)

Model number		CGS120K0191	MODEL NO. NO. DE MODÈLE
Length		58.2 m (191 ft/pi)	LENGTH LONGUEUR
Resistance (Ω)		58 Ω	RESISTANCE RÉSISTANCE
Voltage (V)		120 V	VOLTAGE TENSION
Rated output (W)		645 W	RATED OUTPUT PUISSANCE NOMINALE
Production number		203192401461	PRODUCTION NO. NO. PRODUCTION

Commissioning date (yyyy/mm/dd)

Purchase date (yyyy/mm/dd)

Part:

New construction

Renovation

CONSUMER

First name

Last name

Address

Email

Phone number

RETAILER

Company name

Address

CABLE INSTALLER

First name

Last name

Company name

Address

THERMOSTAT INSTALLER

First name

Last name

Company name

Address

TEST LOG – CONTINUED

	FACTORY SETTINGS	BEFORE BREAKING THE SECURITY SEAL	AFTER INSTALLATION	AFTER CABLE LEVELING	AFTER FLOOR COVERING
DATE YEAR: MONTH: DAY:					
HEATING CABLE RESISTANCE (Ω)					
INSULATION RESISTANCE ($M\Omega$)	INFINITE				
SENSOR #1 RESISTANCE ($K\Omega$)	10: $K\Omega$ @ 25°C/77°F				
SENSOR #2 RESISTANCE ($K\Omega$)	10: $K\Omega$ @ 25°C/77°F				
INSPECTOR'S NAME					

THANK YOU FOR YOUR PURCHASE!

NEED ASSISTANCE? CONTACT STELPRO CUSTOMER SERVICE.

WWW.STELPRO.COM | CONTACT@STELPRO.COM | 1-844-STELPRO

Keep a copy of this Test Log and email a copy to contact@stelpro.com or mail a copy to:

Stelpro, Customer Service, 1041 Parent Street, Saint-Bruno-de-Montarville, Quebec J3V 6L7 Canada

To make a warranty claim, submit this Test Log along with the purchase invoice.