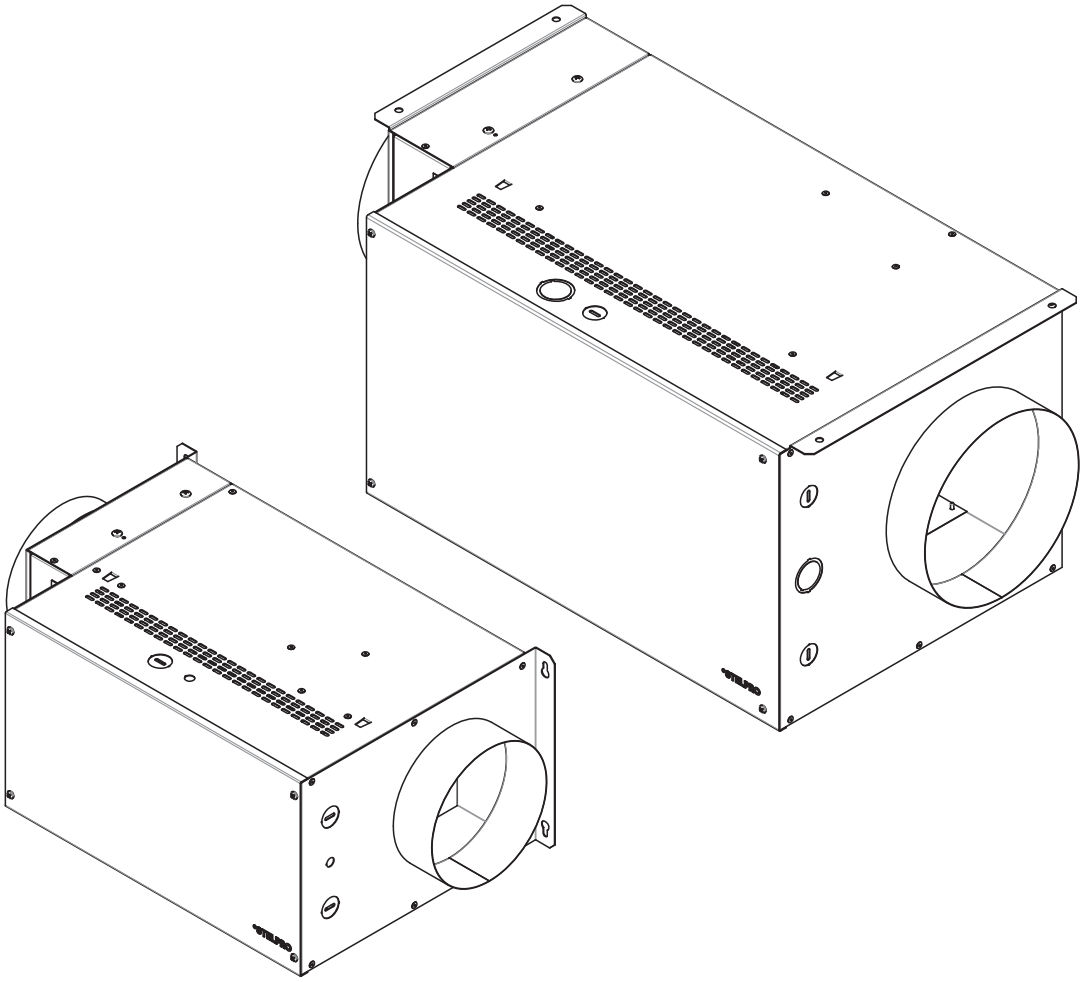
STELPRO
360 comfort

INSTALLATION GUIDE

MUA SERIES
MAKE UP AIR

REPLACEMENT COMPONENT LIST INCLUDED



This unit complies with the CSA and UL 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.

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).

If the unit's capacity is insufficient for the size of the house, it will be in operation continuously, and may become prematurely defective.

Respect distances and positions indicated in the installation section.

If the installer or the user modifies the unit, they 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 (e.g. a wet mop). 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 cutting a piece of steel for the installation of the return duct, do not damage electrical wiring of the unit.

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. Let the unit cool down for a few minutes before handling it (it stays warm for some time after shut-down).

Never block 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 and cleaning products.

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

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/fuse and call a certified repair centre. (Refer to the limited warranty).

Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.

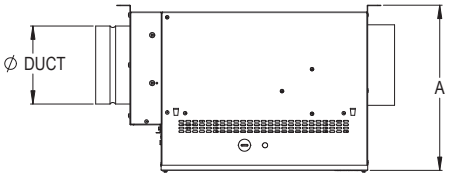
Note: When a part of the product specification must be changed to improve operability or other functions, priority is given to the product specification itself. In such instances, the instruction manual may not entirely match all the functions of the actual product. Therefore, the actual product and packaging, as well as the name and illustration, may differ from the manual.

LIST OF MODELS

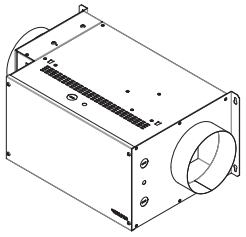
MODEL	COLLAR DIA.	POWER	VOLTAGE	AMPERAGE	FLOW	NOISE LEVEL*
CODE	IN.	KW	VOLTS	AMPS	CFM	DB
MUA06151	6	1.5	120	12.8	45 @ 90	48 @ 56
MUA0615	6	1.1/1.5	208/240	5.7/6.5	45 @ 90	48 @ 56
MUA0620	6	1.5/2.0	208/240	7.5/8.5	45 @ 90	48 @ 56
MUA0630	6	2.3/3.0	208/240	11.3/12.8	45 @ 90	48 @ 56
MUA0845	8	3.4/4.5	208/240	16.8/19.4	100 @ 200	48 @ 58
MUA0850	8	3.8/5.0	208/240	18.6/22.4	100 @ 200	48 @ 58
MUA0860	8	4.5/6.0	208/240	22.2/25.6	100 @ 200	48 @ 58

* MEASURED AT A DISTANCE OF 1 METER IN FRONT OF THE UNIT.

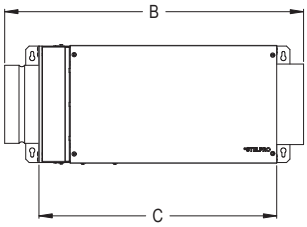
TECHNICAL DRAWINGS



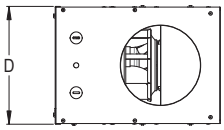
TOP



ISOMÉTRIC



FRONT



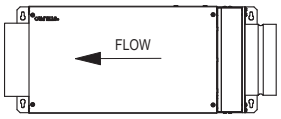
SIDE

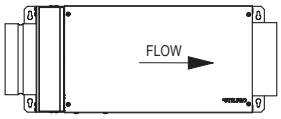
COLLAR DIA.	A		B		C		D	
IN.	IN.	MM	IN.	MM	IN.	MM	IN.	MM
6	12	305	21 7/8	556	17 3/8	441	8 5/8	219
8	14 1/2	368	29	737	24 3/8	620	12 3/8	314

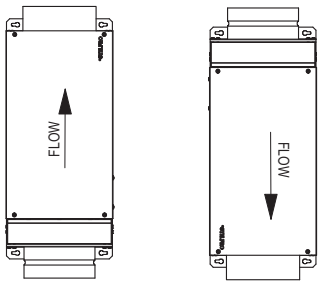
MECHANICAL INSTALLATION

INSTALLING THE DEVICE

The device was designed to be installed horizontally and vertically (for the 6 in. collar dia. model only).

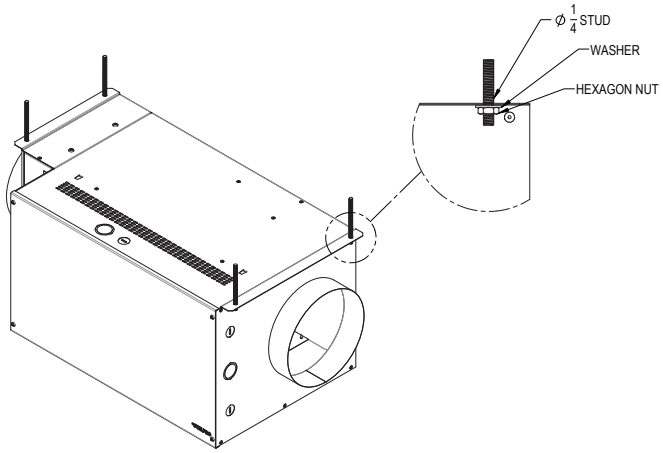






6" COLLAR DIA. MODEL ONLY

Securely attach the device to a solid support. Devices with 8-in. collars must be mounted from the ceiling using studs (not included).

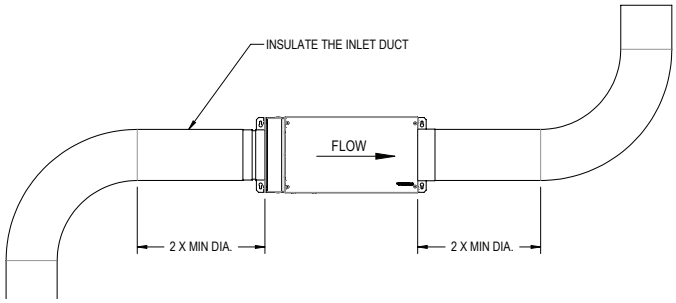


CHOOSE AN APPROPRIATE LOCATION TO INSTALL THE DEVICE:

- Ideally in a service room intended for this purpose, where the temperature is maintained between 10°C and 40°C.
- Close to an exterior wall, so as to limit the length of the air inlet insulated ducts
- Away from the electrical panel and other fire hazards.
- Make sure you can easily access the inside of the device to perform maintenance (24”minimum clearance required from the main entrance door of the device).
- Leave a minimum space of ½” above the device.

INSTALLING THE DUCT SYSTEM

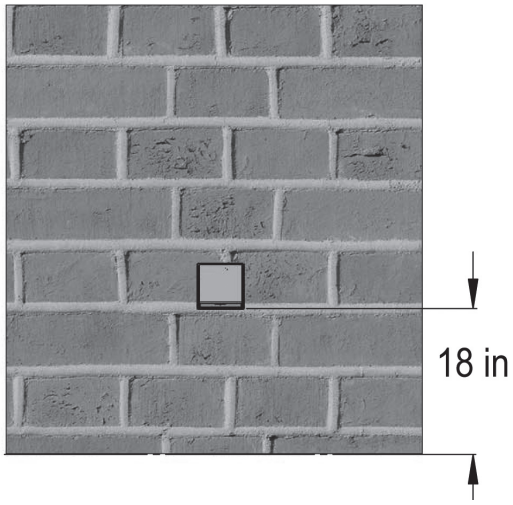
- Plan the simplest system, using the least number of elbows and joints. Keep the length of insulated ducts to a minimum to prevent choke and improve ventilation.
- Do not install elbows less than twice the diameter of the device’s duct
- Use only rigid metal ducts.
- Insulate the inlet ducts only. It is not necessary to insulate the outlet ducts.

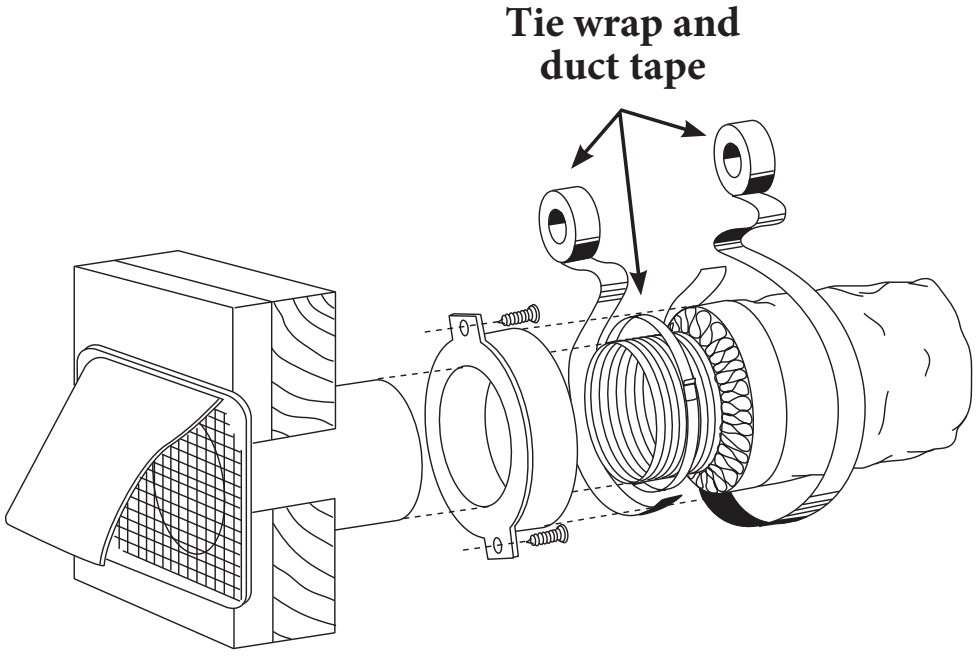


INSTALLING THE FRESH AIR INTAKE HOOD

Choose the appropriate location to install the fresh air intake hood:

- The fresh air intake hood must be installed at least 18 in. above the ground.
- Make sure the fresh air intake hood is at least 6 ft. away from the following elements: garbage can or any other contaminating source, gas meter outlet, dryer outlet, any other combustion source outlet.
- Install the fresh air intake hood at least 3 in. from the edge of the building to avoid turbulence, which could cause dust to enter the hood.
- See the illustration below on how to connect the fresh air intake hood to the exterior hood (louver not included).





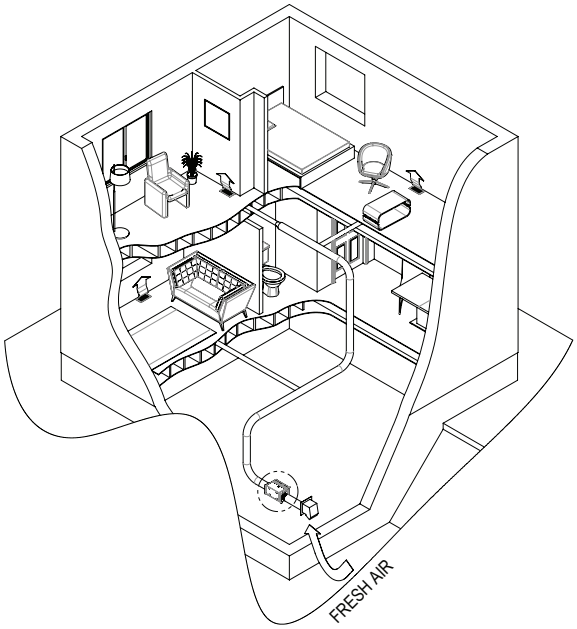
TYPICAL INSTALLATIONS:

It is strongly recommended to read the following instructions in order to correctly install the device according to the different installation types. The two most frequently used installation methods are independent installation and installation connected to a forced air system.

INDEPENDENT INSTALLATION (FOR HOMES HEATED WITH ELECTRIC BASEBOARDS)

This system functions independently and has its own ventilation duct system. Fresh air from outside is filtered and pre-heated, and is then distributed by floor grills. The distribution grills are installed in the bedrooms and the main living areas (a minimum of one grill per floor, without bedroom or living room).

- It is not recommended to install any distribution grill in the kitchen or bathroom.
- Use bathroom fans and a kitchen range hood to evacuate exhaust air.
- A grill installed on the upper part of an interior wall should be at least 6 in. from the ceiling. It is important to direct the airflow toward the ceiling. The horizontal draft toward the ceiling should be approx. 3 ft. from the grill. This way, the cooler air will then cross the upper part of the room and mix with room air before descending to occupant level.
- If the grill is installed in the floor, direct the draft toward the wall.
- Measure the velocity of the air flow from the grill. If the velocity is higher than 300 ft./min., then the grill is too small. Replace it with a larger one.



Flow distribution should be taken into account during duct system installation.

It is recommended to refer to the Novoclimat table below for the flow distribution of bypass ducts according to each room.

FRESH AIR SUPPLY (CFM)		
ROOM	MINIMUM REQUIRED	MAXIMUM
Master bedroom	20	20
Bedroom	10	20
Office	10	20
Living room	10	40
Unfinished basement	10	40
Dining room	10	25

Refer to the table below to choose the size of the bypass ducts that run towards the grill.

It is very important not to exceed the nominal duct airflow.

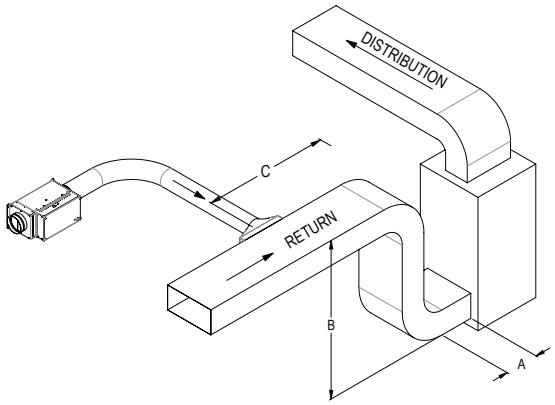
BYPASS DUCT SIZE VS. FLOW		
ROUND DUCT (IN.)	RECTANGULAR DUCT (IN.)	MAXIMUM FLOW (CFM)
4	2 1/4 or 3 1/4 X 10	40
5	2 1/4 or 3 1/4 X 10	65
6	4 1/4 or 4 X 10	110

INSTALLATION CONNECTING THE DEVICE TO A FURNACE

The second method consists of using the furnace distribution system to distribute fresh air. There are two methods of connecting the device to the furnace: distribution air side connection or return air side connection.

RETURN AIR SIDE CONNECTION

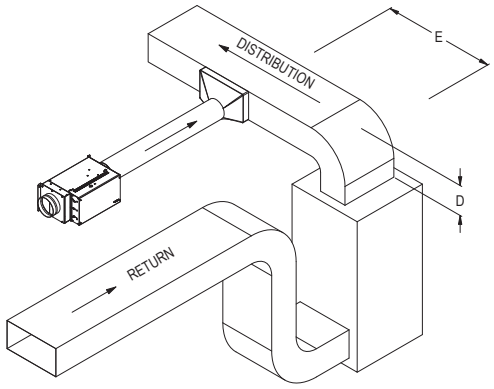
- Cut an opening in the furnace return air duct at least 10 ft. from the furnace duct (A+B+C).
- Connect this opening to the device according to the diagram.



A+B+C= 10 FT MIN.

DISTRIBUTION AIR SIDE CONNECTION

- Cut an opening in the furnace distribution air duct, at least 2 ft. from the furnace duct (E + D).
- Connect this opening to the device.

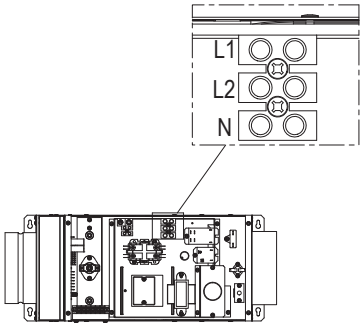


D + E = 2 FT MIN.

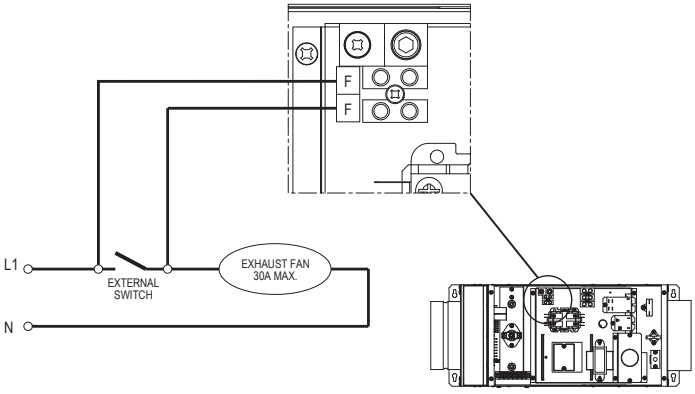
ELECTRICAL INSTALLATION

POWER CONNECTION

- Using a screw driver, pierce the perforated hole and pass the wire through it.
- Connect the device to a 240 V electrical power supply source as illustrated.



For the 6'' model, a terminal block (30 amps max) is integrated in the unit. An auxiliary contact (external switch) can be connected to the terminal block. This will allow unit to start the exhaust fan and function simultaneously when required. Plug the exhaust fan switch in parallel with the terminals as shown in the diagram.

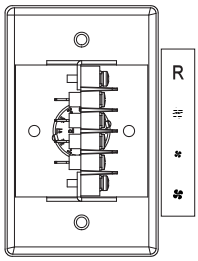


CONNECTING THE LOW POWER CONTROL

For more convenience, the unit is connected to a main wall control. (6'' model only).

Connect the terminal block of the unit with the one of the wall control according to the corresponding terminals.

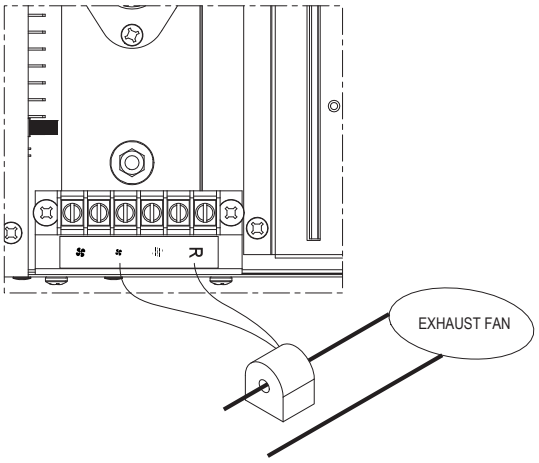
Use #22 GA AWG wires for the connections.



WALL CONTROL
(6" MODEL ONLY)

For the 8'' model, a current switch is included with the unit. This current switch is used as an interlock between the unit and the exhaust fan by passing one of the power leeds of the exhaust fan through the hole of the current switch.

Connect the current switch to the terminal block of the unit as shown below.



ELECTRONIC CONTROL

OPERATION MODES

MODE (INTERMITTENT)

When the signal is lit, the unit will function in intermittent mode. Within the period of an hour, the unit operates and stops with the following cycles: 15minutes/45minutes, 30minutes/30 minutes, 45 minutes/15 minutes.

MODE (LOW SPEED/MINIMUM FLOW)

When the signal is lit, the fan runs at the speed at which the dimmer is set.

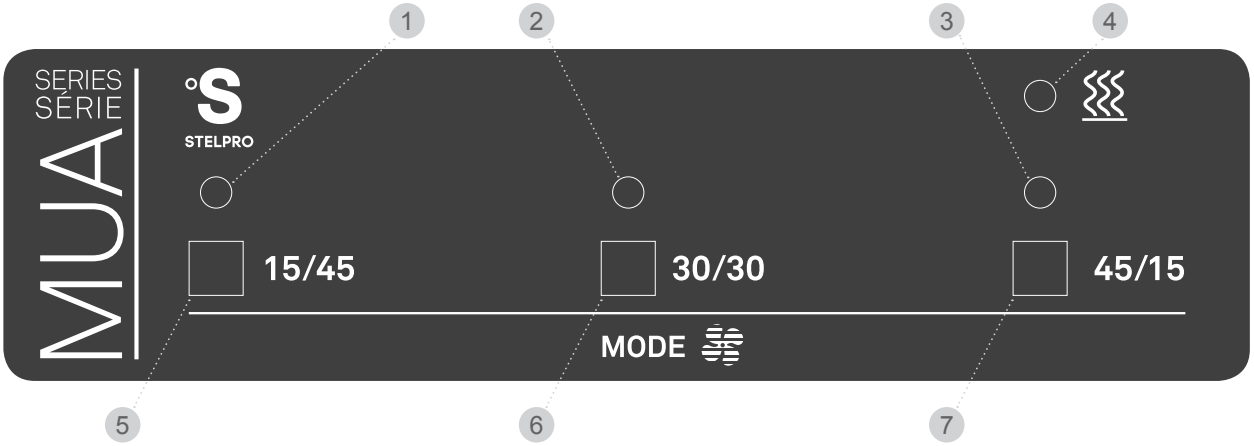
MODE (HIGH SPEED)

When the signal is lit, the fan runs at the maximum speed without passing through the dimmer.

STOP

The device is in stop mode when none of the signals are lit.

USER INTERFACE

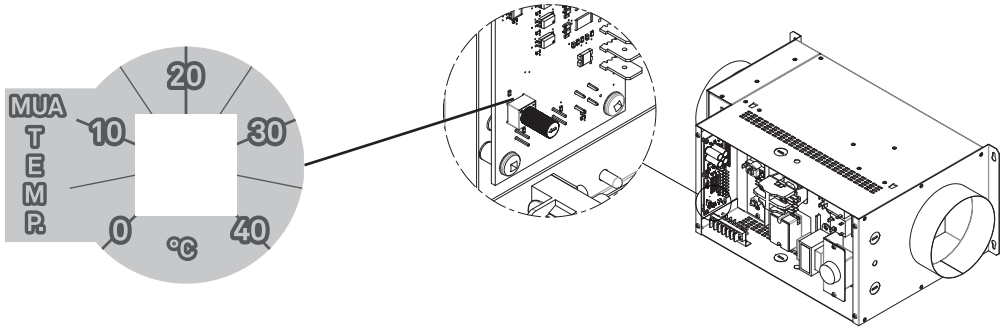


LEGEND

1. **15/45 INTERMITTENT MODE** green LED: Indicates that the 15/45 intermittent mode is selected.
2. **30/30 INTERMITTENT MODE** green LED: Indicates that the 30/30 intermittent mode is selected.
3. **45/15 INTERMITTENT MODE** green LED: Indicates that the 45/15 intermittent mode is selected.
4. **HEATING** orange LED: Indicates that the heating cycle is in progress.
5. **15/45 INTERMITTENT MODE** button: Provides the selection of the 15/45 intermittent mode.
6. **30/30 INTERMITTENT MODE** button: Provides the selection of the 30/30 intermittent mode.
7. **45/15 INTERMITTENT MODE** button: Provides the selection of the 45/15 intermittent mode.

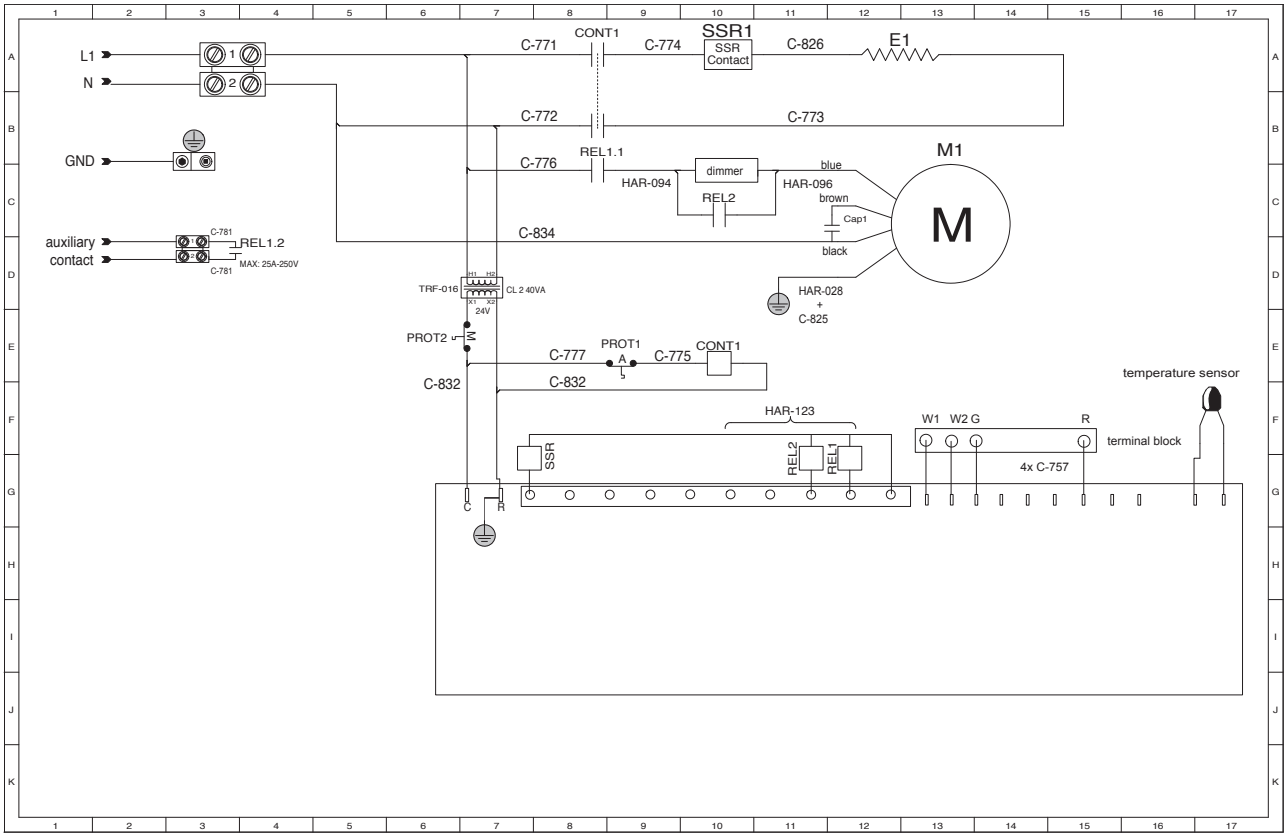
PLENUM TEMPERATURE CONTROL POTENTIOMETER

The make up air is equipped with a plenum temperature sensor. You can select the plenum temperature set point with a potentiometer installed on the control card as shown below. The default factory set point is 20°C (68°F). You can select the set point from a temperature range between 0°C (32°F) and 40°C (104°F).

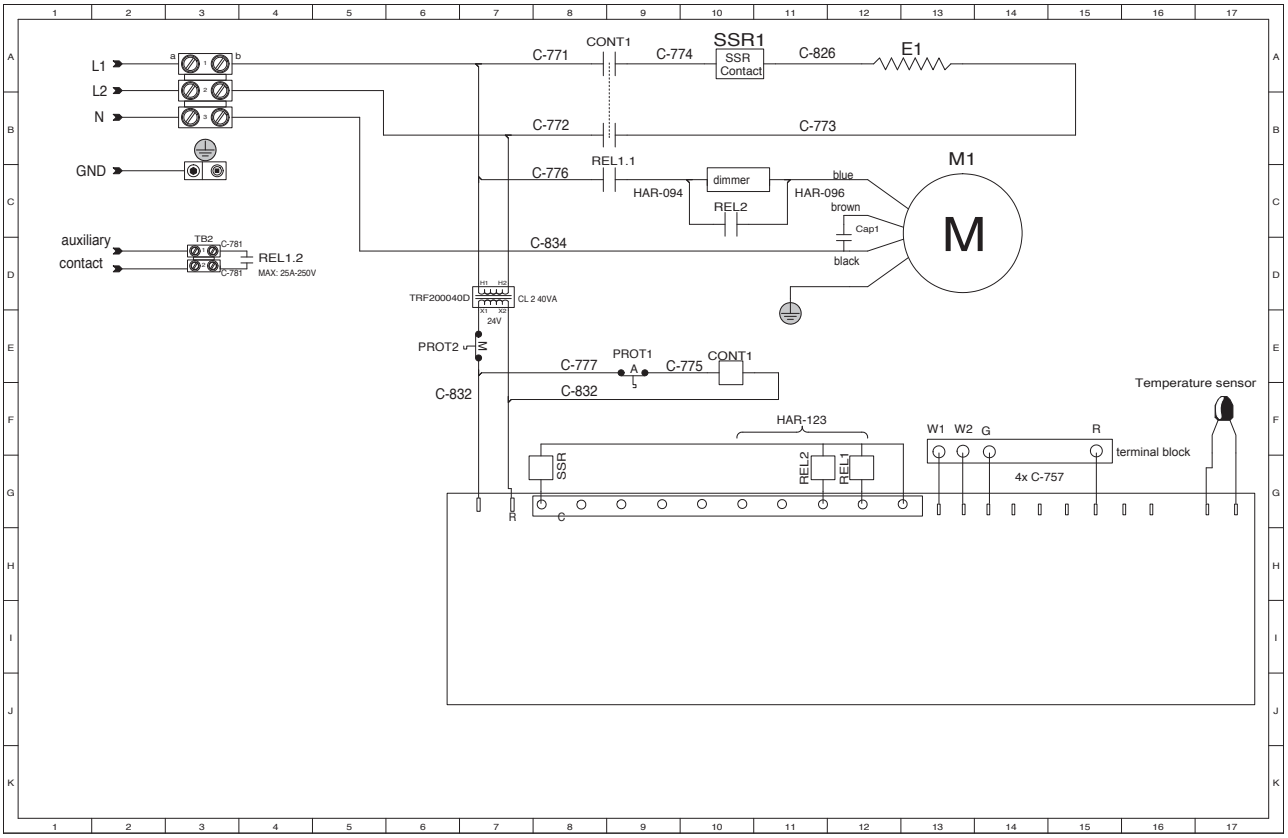


WIRING DIAGRAM

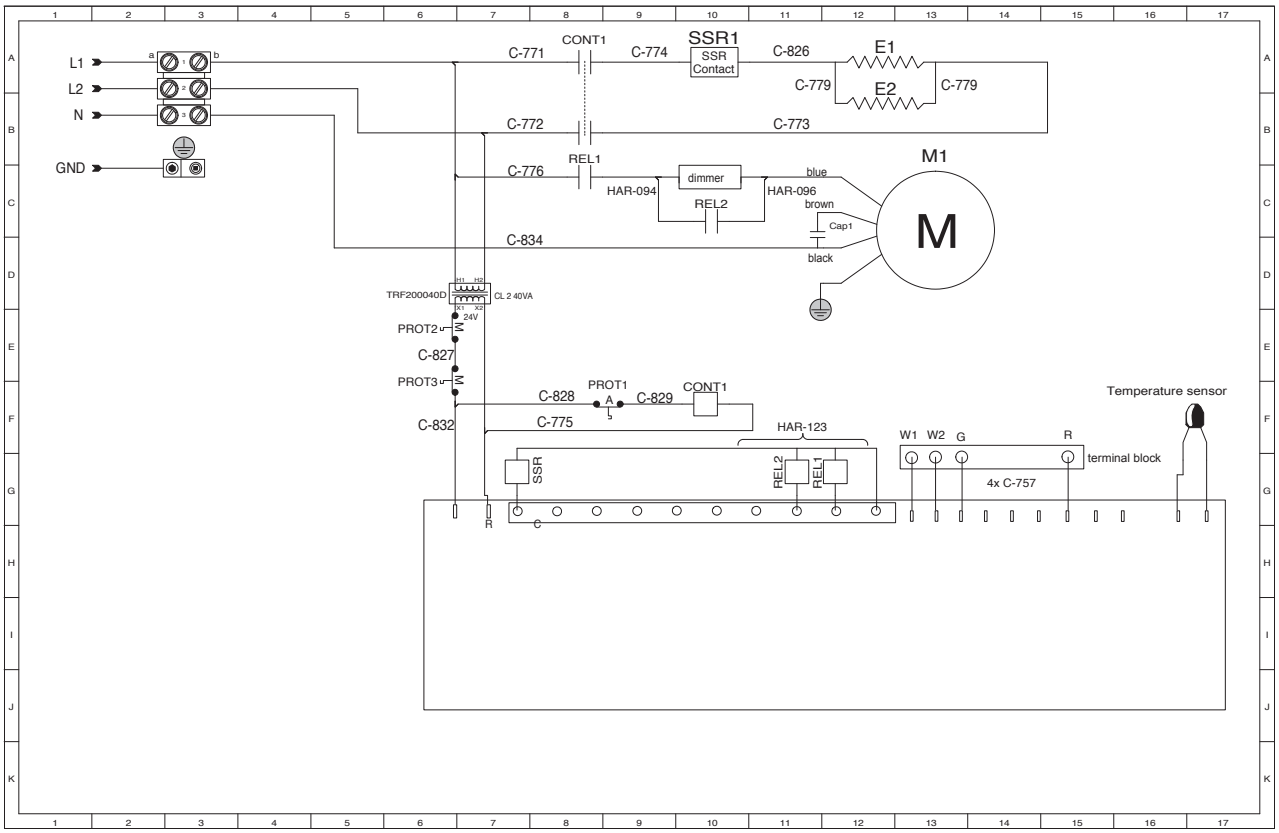
6” MODEL / 120 V



6” MODEL / 240 V



8” MODEL / 240 V



FLOW CONTROL

PRELIMINARY STAGE

- Make sure you use a graduated pressure gauge from 0.0.W.P to 0.5 W.P.
- Seal all the ducts with aluminum foil and close all the doors and windows of the house.
- Turn off the bathroom fans and the kitchen range hood or any other exhaust appliances.

We generally recommend that you set the minimum flow to 60 cfm for a standard house (2200 sq. ft. including the basement). Refer to the ASHRAE table below for the required airflow according to the size of the living space.

REQUIRED AIRFLOW					
LIVING SPACE AREA	NUMBER OF BEDROOMS				
sq. ft	1	2-3	4-5	6-7	>7
<1500	30	45	60	75	90
1501 - 3000	45	60	75	90	105
3001 - 4500	60	75	90	105	120
4501 - 6000	75	90	105	120	135
6001 - 7500	90	105	120	135	150
>7500	105	120	135	150	165

ADJUSTING THE CONTROLS

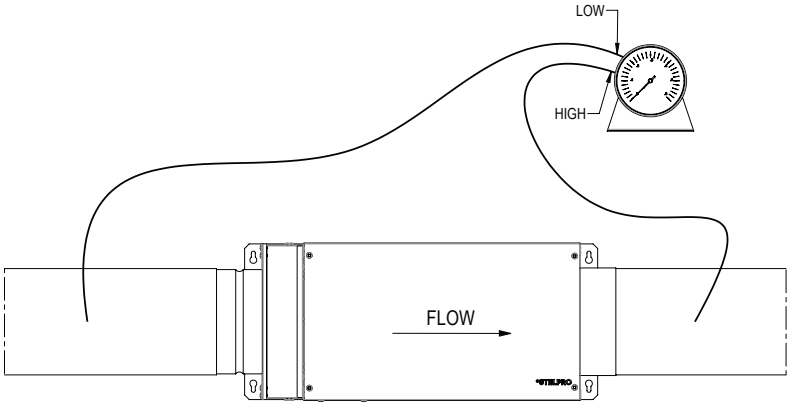
INDEPENDENT INSTALLATION

1. Make sure all the bypass duct flaps are completely open.
2. Place the manometer on a level surface and calibrate it to zero, if necessary.
3. Connect the pressure tubes according to the illustration shown below. Make sure that the pressure tubes are properly connected to the corresponding Hi/Low connectors on the manometer. If the manometer needle falls below zero, reverse the connections.

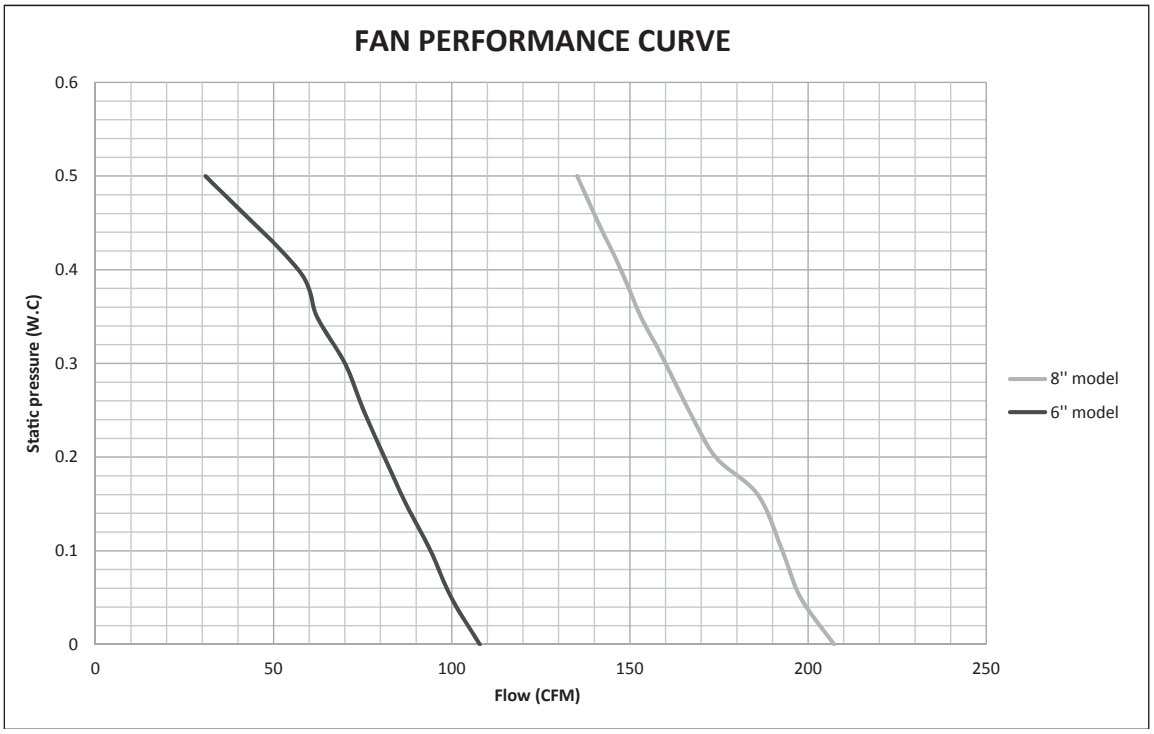
4. Turn on the device.
5. Note the value of the static pressure of the manometer according to the airflow (refer to the device's performance curve).
6. Pre-set the minimum flow desired by turning the dimmer.
7. Balance the air outlets by adjusting the opening of the bypass duct flaps.
8. Re-verify the static pressure once the system has been balanced. Note that the static pressure may differ from the initial reading. Adjust the static pressure according to the desired airflow by turning the dimmer.
9. Adjust the heating temperature. We recommend the temperature be set between 15°C and 20°C for optimal performance of the device and for better energy efficiency.

INSTALLATION CONNECTED TO THE FURNACE

1. Repeat steps 1 to 3 from the previous section.
2. Make sure that the device is working at the same time as the furnace fan.
3. It is not necessary to balance the air outlets, as they use the same distribution system as the furnace, and this step should have already been done during the furnace installation.
4. Adjust the desired minimum flow according to the static pressure.
5. Adjust the heating temperature.



PERFORMANCE CURVE



REQUIRED POWER (WATTS) BASED ON AIR FLOW AND TEMPERATURE RISE

AIR FLOW (CFM) - MUA06												
ΔT (°F)	**45**	**50**	**55**	**60**	**65**	**70**	**75**	**80**	**85**	**90**	**95**	**100**
5	73	81	89	97	105	113	121	129	137	145	153	161
10	145	161	177	194	210	226	242	258	274	290	306	323
15	218	242	266	290	315	339	363	387	411	435	460	484
20	290	323	355	387	419	452	484	516	548	581	613	645
25	363	403	444	484	524	565	605	645	685	726	766	806
30	435	484	532	581	629	677	726	774	823	871	919	968
35	508	565	621	677	734	790	847	903	960	1016	1073	1129
40	581	645	710	774	839	903	968	1032	1097	1161	1226	1290
45	653	726	798	871	944	1016	1089	1161	1234	1306	1379	1452
50	726	806	887	968	1048	1129	1210	1290	1371	1452	1532	1613
55	798	887	976	1065	1153	1242	1331	1419	1508	1597	1685	1774
60	871	968	1065	1161	1258	1355	1452	1548	1645	1742	1839	1935
65	944	1048	1153	1258	1363	1468	1573	1677	1782	1887	1992	2097
70	1016	1129	1242	1355	1468	1581	1694	1806	1919	2032	2145	2258
75	1089	1210	1331	1452	1573	1694	1815	1935	2056	2177	2298	2419
80	1161	1290	1419	1548	1677	1806	1935	2065	2194	2323	2452	2581
85	1234	1371	1508	1645	1782	1919	2056	2194	2331	2468	2605	2742
90	1306	1452	1597	1742	1887	2032	2177	2323	2468	2613	2758	2903
95	1379	1532	1685	1839	1992	2145	2298	2452	2605	2758	2911	3065
100	1452	1613	1774	1935	2097	2258	2419	2581	2742	2903	3065	
105	1524	1694	1863	2032	2202	2371	2540	2710	2879	3048		

AIR FLOW (CFM) - MUA08										
ΔT (°F)	**105**	**110**	**115**	**120**	**125**	**130**	**135**	**140**	**145**	**150**
5	169	177	185	194	202	210	218	226	234	242
10	339	355	371	387	403	419	435	452	468	484
15	508	532	556	581	605	629	653	677	702	726
20	677	710	742	774	806	839	871	903	935	968
25	847	887	927	968	1008	1048	1089	1129	1169	1210
30	1016	1065	1113	1161	1210	1258	1306	1355	1403	1452
35	1185	1242	1298	1355	1411	1468	1524	1581	1637	1694
40	1355	1419	1484	1548	1613	1677	1742	1806	1871	1935
45	1524	1597	1669	1742	1815	1887	1960	2032	2105	2177
50	1694	1774	1855	1935	2016	2097	2177	2258	2339	2419
55	1863	1952	2040	2129	2218	2306	2395	2484	2573	2661
60	2032	2129	2226	2323	2419	2516	2613	2710	2806	2903
65	2202	2306	2411	2516	2621	2726	2831	2935	3040	3145
70	2371	2484	2597	2710	2823	2935	3048	3161	3274	3387
75	2540	2661	2782	2903	3024	3145	3266	3387	3508	3629
80	2710	2839	2968	3097	3226	3355	3484	3613	3742	3871
85	2879	3016	3153	3290	3427	3565	3702	3839	3976	4113
90	3048	3194	3339	3484	3629	3774	3919	4065	4210	4355
95	3218	3371	3524	3677	3831	3984	4137	4290	4444	4597
100	3387	3548	3710	3871	4032	4194	4355	4516	4677	4839
105	3556	3726	3895	4065	4234	4403	4573	4742	4911	5081

AIR FLOW (CFM) - MUA08										
ΔT (°F)	**155**	**160**	**165**	**170**	**175**	**180**	**185**	**190**	**195**	**200**
5	250	258	266	274	282	290	298	306	315	323
10	500	516	532	548	565	581	597	613	629	645
15	750	774	798	823	847	871	895	919	944	968
20	1000	1032	1065	1097	1129	1161	1194	1226	1258	1290
25	1250	1290	1331	1371	1411	1452	1492	1532	1573	1613
30	1500	1548	1597	1645	1694	1742	1790	1839	1887	1935
35	1750	1806	1863	1919	1976	2032	2089	2145	2202	2258
40	2000	2065	2129	2194	2258	2323	2387	2452	2516	2581
45	2250	2323	2395	2468	2540	2613	2685	2758	2831	2903
50	2500	2581	2661	2742	2823	2903	2984	3065	3145	3226
55	2750	2839	2927	3016	3105	3194	3282	3371	3460	3548
60	3000	3097	3194	3290	3387	3484	3581	3677	3774	3871
65	3250	3355	3460	3565	3669	3774	3879	3984	4089	4194
70	3500	3613	3726	3839	3952	4065	4177	4290	4403	4516
75	3750	3871	3992	4113	4234	4355	4476	4597	4718	4839
80	4000	4129	4258	4387	4516	4645	4774	4903	5032	5161
85	4250	4387	4524	4661	4798	4935	5073	5210	5347	5484
90	4500	4645	4790	4935	5081	5226	5371	5516	5661	5806
95	4750	4903	5056	5210	5363	5516	5669	5823	5976	
100	5000	5161	5323	5484	5645	5806	5968			
105	5250	5419	5589	5758	5927	6097				

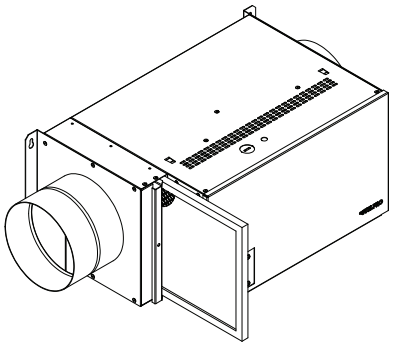
NOTE : FOR ALL VALUES NOT SHOWN ON THIS CHART, YOU CAN USE THIS FOLLOWING FORMULA:
WATTS = (air flow CFM) X (delta TEMP. deg. F) / 3,1

MAINTENANCE

Minimal maintenance of the device is required for it to function optimally throughout the year. It is recommended to clean the exterior hood of the fresh air intake once per year.

Clean the air filter every four months. Shut off the device before removing the filter. Wash the air filter with mild soap and warm water. Dry the filter before reinstalling it in the device.

Disconnect the power supply to the circuit breaker/fuse before cleaning the device. Dust the device regularly to prevent dust from accumulating, which could cause the device to overheat. If the device is located in a very dusty area, use a vacuum cleaner with a dust brush attachment to clean the device.



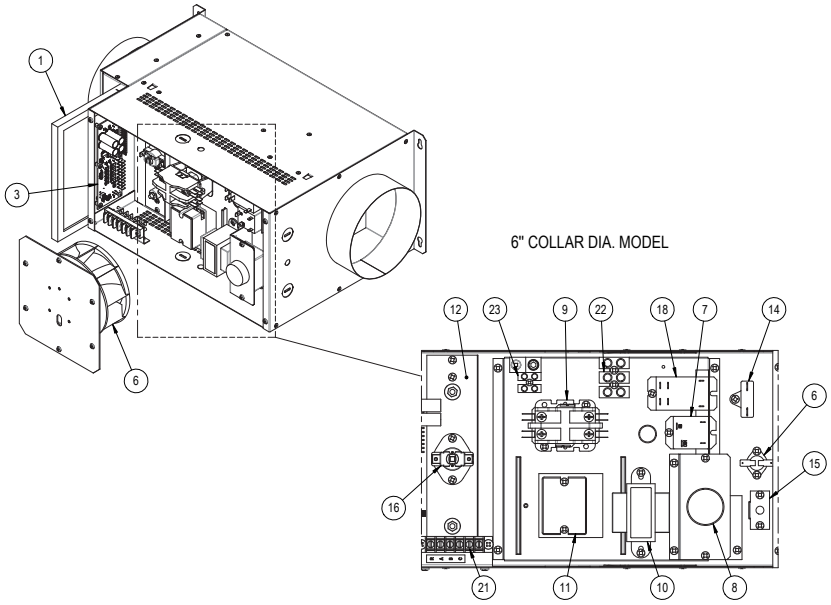
TROUBLESHOOTING

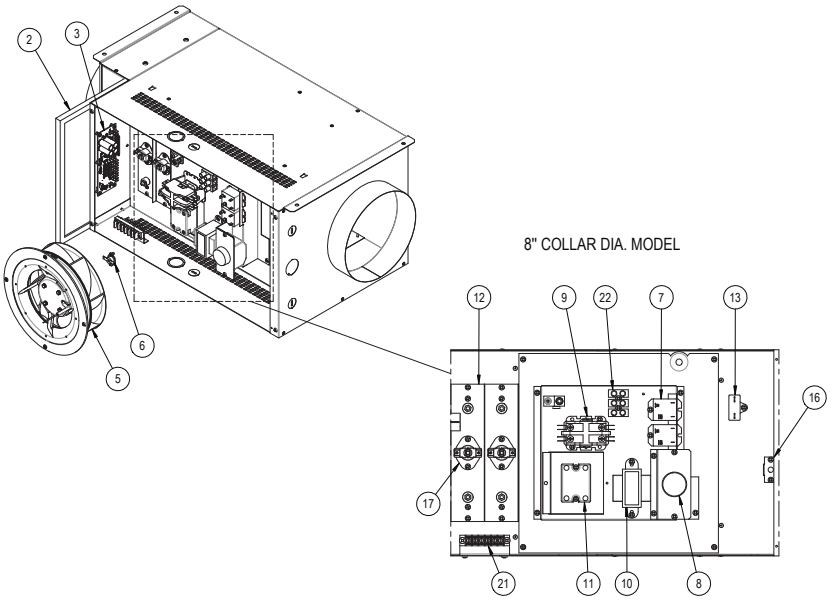
PROBLEM	DEFECTIVE PART OR PART TO CHECK
The device does not work	• Make sure the device is connected • Check the circuit breaker or fuse that powers the device
Condensation on the windows	• Run the device in high-speed until the condensation evaporates • Keep the room temperature above 18°C (64°F)
The air flowing from the distribution grills is too cold.	• Run the device in low-speed or intermittent mode • Check the set temperature on the electronic control • Check that the temperature sensor is installed properly and functionnal. A sensor error would be shown by a blinking of the HEATING orange LED.
The device suddenly stops working	• Reset the manual protection located on the heating element plates • If the problem persists, call the technical support service
The device overheats and/or the elements cycle.	• Check whether the air filter is dirty • Check whether fresh air intake hood is blocked • Increase the minimum speed of the fan • If the problem persists, call the technical support service

REPLACEMENT COMPONENT LIST

REF. #	PART #	DESCRIPTION
1	FILTRE-MUA06	WASHABLE ALUMINUM FILTER 8 X 8 1/8 X 1/2
2	FILTRE-MUA08	WASHABLE ALUMINUM FILTER 9 7/8 X 11 3/4 X 1/2
3	CIR-017 MUA	MULTIFUNCTIONAL ELECTRONIC BOARD
4	MO-077	FAN 133MM
5	MO-078	FAN 192MM
6	PROT-110	AUTOMATIC THERMAL PROTECTION L130-20F SERIES 36T
7	REL-006	1 POLE RELAY 30A/250VAC 24VDC
8	GRA-001	DIMMER 120V/5A
9	CONT-3002	CONTACTOR 2P/24V/30A NON-IND
10	TRF200040D	TRANSFORMER 208/240/24/40WA CL.2
11	REL-022	RELAY SSR 600V 30A, CONTROL 4-32VDC
12	ELF-MUA0151	ELEMENT 1.5 KW/120V
12	ELF-MUA15	ELEMENT 1.5 KW/240V

REF. #	PART #	DESCRIPTION
12	ELF-MUA20	ELEMENT 2 KW/240V
12	ELF-MUA30	ELEMENT 3 KW/240V
13	CAP-042	CAPACITOR 6UF 250V
14	CAP-041	CAPACITOR 4UF 250V
15	SEN-014	TEMPERATURE SENSOR
16	SEN-004	TEMPERATURE SENSOR
17	PROT-038	MANUAL THERMAL PROTECTION , L-140°F, 60TX15
18	REL-021	RELAY DOUBLE POLE 250VAC 30A 24VDC
19	HAR-123	HARNESS MUA FOR SSR AND RELAY
20	KIT-MUA-SWI	WALL CONTROL FOR MUA06
21	TB-004	TERMINAL BLOCK 6 POLES .187” TAB
22	TB-006-3	TERMINAL BLOCK #327 600V/65A (3 TERMINALS)
23	TB-007-2	TERMINAL BLOCK #324 300V (2 TERMINALS)





LIMITED WARRANTY

This limited warranty is offered by Stelpro Design inc. (“Stelpro”) and applies to the following products made by Stelpro: MUA 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 (5 years on the elements)**. 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.

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