


**⚠ WARNING**



**Fire Hazard**

Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from heater.

Some objects will catch fire or explode when placed close to heater.

Failure to follow these instructions can result in death, injury or property damage.

# NDUSTRIA™

ELEVATED INDUSTRIAL COMFORT

## Infrared Wall Mounted Electric Heater

### Installation, Operation & Service Manual



**⚠ NOT FOR USE IN HAZARDOUS OR EXPLOSIVE ATMOSPHERES**

**⚠ WARNING**

Improper installation, adjustment, alteration, service or maintenance can result in death, injury or property damage. Read the Installation, Operation and Service Manual thoroughly before installing or servicing this equipment.

Installation must be done by a contractor qualified in the installation and service of electric heating equipment.

Model	Volts	Watts
NEL-15B	120	1500
NEL-15G	120	1500
NEL-15B-RM	120	1500
NEL-15G-RM	120	1500
NEL-30B	208/240	2250/3000
NEL-30G	208/240	2250/3000
NEL-60B	208/240	4500/6000
NEL-60G	208/240	4500/6000

**FOR INDOOR/OUTDOOR COMMERCIAL/INDUSTRIAL USE & OUTDOOR RESIDENTIAL USE**

**IP65 Rated Water Resistant**

**Installer**

Please take the time to read and understand these instructions prior to any installation. Installer must give a copy of this manual to the owner.

**Owner**

Keep this manual in a safe place in order to provide your service technician with necessary information.



**NDUSTRIA™**  
 100 Seven Mile Rd NW  
 Comstock Park, MI 49321  
 Telephone: +1.716.551.7900  
[www.ndustria.com](http://www.ndustria.com)



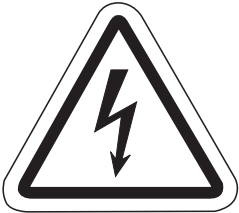

## TABLE OF CONTENTS

<b>SECTION 1: HEATER SAFETY .....</b>	<b>1</b>
1.1 Manpower Requirements .....	1
<b>SECTION 2: INSTALLER RESPONSIBILITY .....</b>	<b>2</b>
<b>SECTION 3: GENERAL INSTALLATION &amp; OPERATION .....</b>	<b>3</b>
3.1 Heater Installation .....	4
3.1.1 Clearances to Combustibles .....	4
3.2 Mounting .....	5
3.2.1 Wall Mounted Installation.....	5
3.2.2 Ceiling Mounted Installation .....	5
3.2.3 Adjusting Directional Positioning .....	6
3.3 Operation of Models NEL-15(B/G) and NEL-15(B/G)-RM .....	6
3.3.1 Remote Control - Model NEL-15(B/G)-RM Only .....	7
3.3.2 Remote Control Functionality (optional) .....	7
3.4 Electrical Installation for Models NEL-30(B/G) and NEL-60(B/G) .....	7
<b>SECTION 4: MAINTENANCE &amp; SERVICE .....</b>	<b>8</b>
4.1 Cleaning .....	8
4.2 Replacing Emmitter/Lamp .....	9
4.3 Service .....	9
<b>SECTION 5: GENERAL SPECIFICATIONS ....</b>	<b>10</b>
5.2 Heater Specifications .....	10
5.3 Dimensions .....	11
<b>SECTION 7: WARRANTY .....</b>	<b>12</b>

© 2021 Ndustría

All rights reserved. No part of this work covered by the copyrights herein may be reproduced or copied in any form or by any means - graphic, electronic, or mechanical, including photocopying, recording, taping or information storage and retrieval systems - without the written permission of Ndustría.



<b>⚠ DANGER</b>	<b>⚠ WARNING</b>	
		
<p><b>Electrical Shock Hazard</b></p> <p><b>Disconnect electric before service.</b></p> <p><b>Heater must be connected to a properly grounded electrical source.</b></p>	<p><b>Fire Hazard</b></p> <p><b>Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from equipment.</b></p>	<p><b>Burn Hazard</b></p> <p><b>Allow heater to cool before service.</b></p>
<p><b>Failure to follow these instructions can result in death, electric shock, injury or property damage.</b></p>		

NDUSTRIA infrared heater produces radiant heat that warms people and objects rather than air surrounding them. The heater can be mounted on a wall or ceiling, and adjustable brackets allow the heat to be directed where desired.

This heater must be applied and operated under the general concepts of reasonable use and installed using best building practices.

This heater is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do no play with the heater.

For additional copies of the Installation, Operation and Service Manual, please contact NDUSTRIA.



**SECTION 1: HEATER SAFETY**

Your Safety is Important to Us!  
 This symbol is used throughout the manual to notify you of possible fire, electrical or burn hazards. Please pay special attention when reading and following the warnings in these sections.

Installation, service and annual inspection of heater must be done by a contractor qualified in the installation and service of electric heating equipment.

Read this manual carefully before installation, operation or service of this equipment.

This heater is designed for indoor/outdoor commercial/industrial use or outdoor residential use. Heater is NOT approved for indoor residential use, including, but not limited to, attached garages, living or sleeping areas, etc. Consult local fire marshal and/or insurance provider if unsure of your application.

Before installation, check that the local distribution conditions and adjustment of the appliance are compatible.

**1.1 Manpower Requirements**

To prevent personal injury and damage to the heater, two persons will be required for installation.




## **SECTION 2: INSTALLER RESPONSIBILITY**

The installer is responsible for the following:

- To install the heater, as well as the electrical supplies, in accordance with applicable specifications and codes. NDUSTRIA recommends the installer contact a local Building Inspector or Fire Marshal for guidance.
- To use the information given in a layout drawing and in the manual together with the cited codes and regulations to perform the installation.
- To install the heater in accordance with the clearances to combustibles.
- To furnish all needed materials not furnished as standard equipment.
- To plan location of supports.
- To provide access to heater for servicing on all sides.
- To provide the owner with a copy of this installation, operation and service manual.
- To never use heater as support for a ladder or other access equipment and never hang or suspend anything from heater.
- To ensure there is adequate air circulation around the heater.
- To ensure the heater is placed in an approved application. This heater is designed for indoor/outdoor commercial/industrial use or outdoor residential use. Heater is NOT approved for indoor residential use, including, but not limited to, attached garages, living or sleeping areas, etc. Do not use in bathrooms, laundry areas or other locations where it could fall into water. Consult local fire marshal and/or insurance provider if unsure of your application.
- To mount heaters according to mounting instructions. It is recommended to wall mount heaters. However, ceiling mounting is acceptable provided the following conditions are met: DO NOT position or mount heater other than angle specified in Figure 1 and Table 1 and 18" (0.45m) from combustible ceiling.

NOTE: Appropriate rigid mounting brackets (provided by others) are necessary.

**SECTION 3: GENERAL INSTALLATION & OPERATION**

<b>! DANGER</b>	<b>! WARNING</b>	
		
<p><b>Electrical Shock Hazard</b></p> <p><b>Disconnect electric before service.</b></p> <p><b>Heater must be connected to a properly grounded electrical source.</b></p>	<p><b>Fire Hazard</b></p> <p><b>Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from equipment.</b></p>	<p><b>Burn Hazard</b></p> <p><b>Allow heater to cool before service.</b></p>
<p><b>Failure to follow these instructions can result in death, electric shock, injury or property damage.</b></p>		

- Heater must be installed by a certified electrician and must adhere to all local, state, regional and national electric codes (NEC) and local construction codes must be observed in the installation of the heater.
- Do not recess heater.
- Do not use heater without wire guard in place.
- Heater must be grounded. Models NEL-30(B/G) and NEL-60(B/G) are hard wired. Do not let wires come in contact with hot surfaces.
- It is recommended to wall mount heaters. However, ceiling mounting is acceptable provided the following conditions are met: DO NOT position or mount heater other than angle specified in Figure 1 and Table 1 and 18" (0.45m) from combustible ceiling.
- Do not install the heater immediately below a wall socket outlet.
- Be sure the voltage listed on the heater's nameplate is the same as the voltage at the installation site.
- Do not use heater if power cord or wires are damaged or if heater malfunctions. Contact an authorized servicer or electrician to replace cord prior to use.
- Do not use heater if it has been dropped or damaged in any way, until it has been inspected by an autho-

rized service facility.

- Do not touch heater while in operation. Heater casing and front cover are extremely hot when in use.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening.
- When cleaning heater, make sure power is off. Be sure heater and/or emitter are cool before handling.
- Ensure the heater is placed in an approved application. This heater is designed for indoor/outdoor commercial/industrial use or outdoor residential use. Heater is NOT approved for indoor residential use, including, but not limited to, attached garages, living or sleeping areas, etc. Do not use in bathrooms, laundry areas or other locations where it could fall into water. Consult local fire marshal and/or insurance provider if unsure of your application.
- Never use with an extension cord, multi-socket or relocatable power tap (outlet/power strip).
- Never leave the heater unattended while it is operating.
- Do not use a timer or other device that automatically turns on the unit.
- Do not use the heater with an external voltage regulator such as a dimmer or speed controller.

### 3.1 Heater Installation

1. Remove heater from packaging, and remove all packing materials including anti-vibration foam around emitter/lamp. Check heater, power cord, and plug for any signs of damage. Do not install if damage is apparent.

2. Select a location for mounting following these guidelines:

#### 3.1.1 Clearances to Combustibles

**Minimum clearances to combustibles and tilt angles must be strictly followed.**

**⚠ WARNING**



**Fire Hazard**

**Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from heater.**

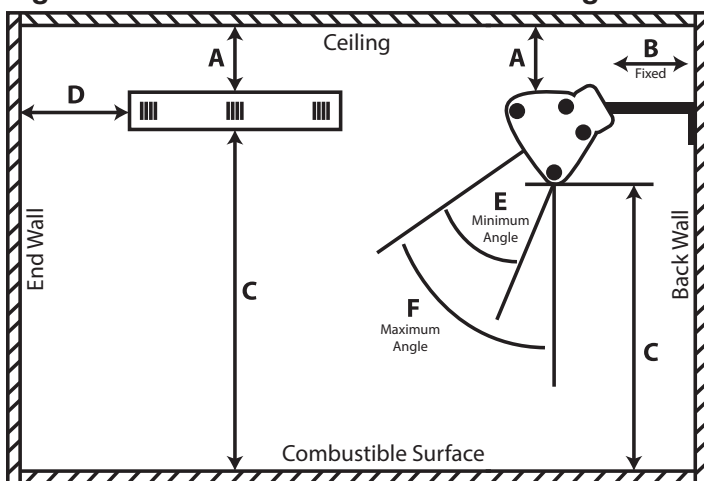
**Some objects will catch fire or explode when placed close to heater.**

**Failure to follow these instructions can result in death, injury or property damage.**

**Table 1: Minimum Clearances to Combustibles**

Model	A (in/cm)	B fixed (in/cm)	C (in/cm)	D (in/cm)	E	F
NEL-15B	18/45.7	7/17.8	30/76.2	24/60.9	20°	70°
NEL-15G	18/45.7	7/17.8	30/76.2	24/60.9	20°	70°
NEL-15B-RM	18/45.7	7/17.8	30/76.2	24/60.9	20°	70°
NEL-15G-RM	18/45.7	7/17.8	30/76.2	24/60.9	20°	70°
NEL-30B	18/45.7	7/17.8	45/114.3	24/60.9	38°	70°
NEL-30G	18/45.7	7/17.8	45/114.3	24/60.9	38°	70°
NEL-60B	18/45.7	7/17.8	53/134.6	24/60.9	38°	70°
NEL-60G	18/45.7	7/17.8	53/134.6	24/60.9	38°	70°

**Figure 1: Clearances to Combustibles Diagram**



NOTE: Ensure that building materials with a low heat tolerance (i.e. awnings, fabrics, plastics, sprinklers, insulation, etc.) are protected against degradation. This may require the heater to be mounted at a distance in excess of the published clearances to combustibles. Contact the material manufacturer for specific details.

Heater has hot and arching or sparking parts inside. Do not use or store in vicinity of heater or allow the following to come in contact with heater while it is operating: gasoline or other flammable vapors, liquids or materials (including but not limited to rags, fabrics, spray or aerosol cans, cleaning compounds, plastics, paper, flour dust, straw/hay, furniture, kerosene, lighter fluid etc).


- Specified minimum clearances from front, sides, bottom and back of unit must be met.
- Do not cover, obstruct or block heater, air intakes or vent openings.
- a. Mounting Height: To prevent contact with heater, distance between bottom edge of heater and floor must be 6' 7" (2.0m).
- b. DO NOT position or mount heater other than angle specified in Figure 1 and Table 1.
- c. Maximum swing rotation from side to side (right to left/left to right) is 60°.
- 4. Check to be sure installation of heater does not add excessive wind load.



### 3.2 Mounting

When attaching brackets for mounting, make sure that it is secure to support weight of heater. Keep in mind that mechanical bearing pressure and oscillation due to wind or rain could lead to loosening.

#### 3.2.1 Wall Mounted Installation

<b>⚠ WARNING</b>

<b>Fire Hazard</b>
<p><b>Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from heater.</b></p> <p><b>Some objects will catch fire or explode when placed close to heater.</b></p> <p><b>Failure to follow these instructions can result in death, injury or property damage.</b></p>

<b>⚠ WARNING</b>

<b>Severe Injury Hazard</b>
<p><b>Secure heater per Installation, Operation and Service manual.</b></p> <p><b>Failure to follow these instructions can result in death, injury or property damage.</b></p>

1. Securely fasten the L-shaped brackets to the mounting surface using both of the fixing holes in the short part of the bracket.

**NOTE:** Wall bolts are not supplied: select an appropriate size to provide adequate support for the weight of the unit and take into consideration any wind load conditions.

**CAUTION:** If there is any question about security of bolts and fixings, contact a professional contractor.

2. Mount the heater to the brackets with the terminal box at the bottom of the heater.

3. Adjust the heater to the desired directional angle, then fix in this position by tightening the fixing bolts on the brackets at the rear of the heater.

**CAUTION:** DO NOT position or mount heater other than angle specified in Figure 1 and Table 1.

4. Secure the electrical supply cable(s) so they do not come in contact with the heater body or obstruct the air vents. Follow local and national electrical code requirements.

#### 3.2.2 Ceiling Mounted Installation

1. Heater cannot be installed facing directly down. Note the minimum and maximum mounting angles in Figure 1. Heater must be hung using non-flexible mounting brackets (not supplied). Select brackets that will maintain a minimum clearance of 1' 6" (0.5m) from the ceiling.

2. Bolts and fixings (not supplied) should be of an appropriate size to provide adequate support for the weight of the unit and any additional load resulting from wind conditions

**CAUTION:** If there is any question about security of bolts and fixings, contact a professional contractor.

3. Secure the heater to the mounting brackets with the heater facing directly down.

4. Secure the electrical supply cable so it does not come in contact with the heater body or obstruct the air vents. Follow local NEC code requirements.

### 3.2.3 Adjusting Directional Positioning

<b>⚠ DANGER</b>

<b>Electrical Shock Hazard</b>
<p><b>Disconnect electrical supplies before performing service or maintenance.</b></p> <p><b>Installation must be done by a certified electrician and must adhere to local, state and national electrical codes.</b></p> <p><b>Control must be properly grounded to an electrical source.</b></p> <p><b>Failure to follow these instructions can result in death, electrical shock or property damage.</b></p>

<b>⚠ WARNING</b>

<b>Burn Hazard</b>
<p><b>Keep all persons, especially children, away from heater.</b></p> <p><b>Do not touch any part of the heater.</b></p> <p><b>Heater is very hot.</b></p> <p><b>Failure to follow these instructions can result in death, injury or property damage.</b></p>

1. Power to heater from main supply must be OFF to adjust the position. (Turn off circuit breaker.)
2. Allow heater to cool before re-positioning the angle.
3. Loosen fixing bolts on the brackets at the rear of the heater; re-position heater as desired, then re-tighten the fixing bolts.

**CAUTION: DO NOT position or mount heater other than angle specified in Figure 1 and Table 1.**

### 3.3 Operation of Models NEL-15(B/G) and NEL-15(B/G)-RM

<b>⚠ WARNING</b>

<b>Fire Hazard</b>
<p><b>Turn off heater when not in use.</b></p> <p><b>Failure to follow these instructions can result in death, injury or property damage.</b></p>

1. Turn heater on. Heater has red ON/OFF switch (Models NEL-15(B/G)) or I/O/II switch (Models NEL-15(B/G)-RM) located on end of heater.
2. Observe operation for 10 to 15 minutes to be sure heater is working properly.

**If there is an operation problem, immediately turn OFF heater or push switch to O position to turn off heater and disconnect power.**

3. Turn heater OFF when not in use by pushing switch to O position.

- It is recommended to wall mount heaters. However, ceiling mounting is acceptable provided the following conditions are met: DO NOT position or mount heater other than angle specified in Figure 1 and Table 1 and 18" (0.45m) from combustible ceiling.

### 3.3.1 Remote Control - Model NEL-15(B/G)-RM Only

**⚠ DANGER**



**Electrical Shock Hazard**

**Disconnect electrical supplies before performing service or maintenance.**

**Installation must be done by a certified electrician and must adhere to local, state and national electrical codes.**

**Control must be properly grounded to an electrical source.**

**Failure to follow these instructions can result in death, electrical shock or property damage.**

Heater is equipped with mechanical switch that controls on, off and remote standby mode for use with optional remote control.

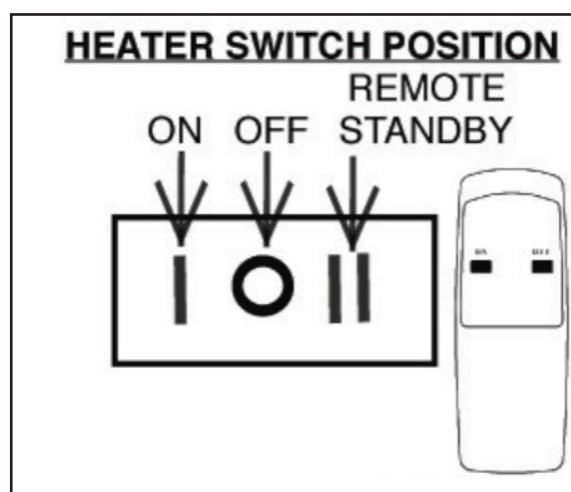
#### 0 Power Off position

I When switch is in I position, heater will turn on and remote control is not operational. To turn heater off, push switch to 0 position. ON/OFF functionality with I and 0 positions do not require remote control.

II When Switch is in II position, heater in STANDBY mode and functionality will be controlled by remote control.

### 3.3.2 Remote Control Functionality (optional)

*Requires 2 AAA 1.5V batteries (not included)*



To turn heater on, press ON on remote.





To turn heater off, press OFF on remote.

### 3.4 Electrical Installation for Models NEL-30(B/G) and NEL-60(B/G)

Use a ground fault protection device.

1. Supply voltage must correspond to the voltage indicated on the unit's rating plate.
2. The cord from each terminal box must be hard wired and properly grounded.
3. Multiple switches and circuits may be required to accommodate the Amp load of the heater. Multiple separate power cords are provided which allows flexibility in control.

**SECTION 4: MAINTENANCE & SERVICE**

<b>⚠ DANGER</b>		<b>⚠ WARNING</b>	
			
<p><b>Electrical Shock Hazard</b></p> <p><b>Disconnect electric before service.</b></p> <p><b>Heater must be connected to a properly grounded electrical source.</b></p>	<p><b>Fire Hazard</b></p> <p><b>Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from heater.</b></p> <p><b>Some objects will catch fire or explode when placed close to heater.</b></p>	<p><b>Burn Hazard</b></p> <p><b>Keep all persons, especially children, away from heater.</b></p> <p><b>Do not touch any part of the heater.</b></p> <p><b>Heater is very hot.</b></p>	<p><b>Cut/Pinch Hazard</b></p> <p><b>Wear protective gear during installation, operation and service.</b></p>
<p><b>Failure to follow these instructions can result in death, electric shock, injury or property damage.</b></p>			

Your heater is a robust unit with an aluminum casing and protective cover, and requires only minimal maintenance. There are no user serviceable parts inside aside from replaceable emitter lamp.

There are only two maintenance procedures which can be done on location: cleaning the unit and replacing the emitter.

- Service must be performed only by a qualified electrician or service technician.
- Do not use heater if it has been dropped or damaged in any way, until it has been inspected by an authorized service facility.
- Do not operate any heater after it malfunctions.
- Do not perform service without turning heater OFF from main power supply.
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
- If power cord is damaged, contact an authorized servicer or electrician to replace cord prior to use.
- Do not touch heater while in operation. Heater casing and front cover are extremely hot when in use. Allow adequate time for the unit to cool down.

- Do not insert or allow foreign objects to enter any ventilation or exhaust opening.

**4.1 Cleaning**

When cleaning heater or replacing emitter, follow these steps:

1. Turn power OFF and allow heater to cool completely before cleaning.
2. Remove the wire guard and carefully wipe the reflector with a soft, lint-free cloth. Never use abrasive cleaners, scrubbing brushes or chemical cleaners on heater. Alcohol can be used to clean heater exterior. Do not immerse cord, plug, or any part of the heater in water or other liquid.

**CAUTION:** Do not touch the emitter. Finger marks will bum into the quartz emitter during use and cause premature heater failure.

If emitter is inadvertently touched, or if it needs to be cleaned, carefully wipe it using rubbing alcohol or denatured alcohol.

## 4.2 Replacing Emmitter/Lamp

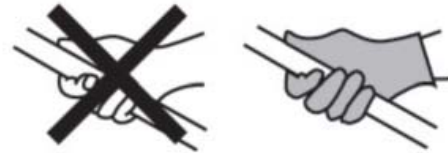
Contact your distributor for the correct replacement emitter, providing the model number and rating from the rating label. Not using an exact replacement emitter can cause the heater to fail.

**CAUTION:** Do not touch emitter/lamp with bare hands. Wearing soft cotton gloves is highly recommended.

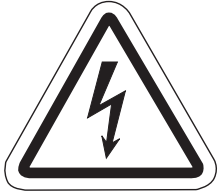



1. Turn power OFF and allow heater and emmitter/lamp to cool completely before cleaning.
2. Remove the screws from the end of the heater fixture and remove the aluminum end cap.
3. Carefully slide the perforated front grille immediately adjacent to the end cap off the end of the unit.
4. Carefully slide the protective grille to the end of the heater to expose the emitter and silicone sealing connectors.
5. Carefully remove the emitter and silicone wire connectors from the aluminum emitter clips, freeing the wire/connector system.
6. Carefully remove the silicone terminal connectors from the ends of the emitter. Be careful not to break the emitter terminal end inside the silicone wire connector. Discard the used emitter.
7. Holding the new emitter by the ceramic ends or wearing clean dry gloves, place the silicone terminal connectors onto the new emitter and re-clip it into the emitter holder.
8. Carefully slide the protective grille and perforated end cap into place, and replace screws.

## 4.3 Service

1. Repairs must be carried out by service specialists to ensure electrical safety. Contact an authorized servicer or qualified electrician for service.
2. Improper repairs could result in death or personal injury to users. **USERS SHOULD NOT ATTEMPT TO MAKE REPAIRS.**
3. Do not handle emmitter/lamp/lamp with bare hands. Remove any finger marks with a soft cloth and methylated spirits or alcohol. Finger marks will burn into quartz causing premature lamp failure. Outer casing can reach high temperatures.



**SECTION 5: GENERAL SPECIFICATIONS**

<b>⚠ DANGER</b>	<b>⚠ WARNING</b>		
			
<p><b>Electrical Shock Hazard</b></p> <p>Disconnect electric before service.</p> <p>Heater must be connected to a properly grounded electrical source.</p>	<p><b>Fire Hazard</b></p> <p>Keep all flammable objects, liquids and vapors the minimum required clearances to combustibles away from heater.</p> <p>Some objects will catch fire or explode when placed close to heater.</p>	<p><b>Burn Hazard</b></p> <p>Keep all persons, especially children, away from heater.</p> <p>Do not touch any part of the heater.</p> <p>Heater is very hot.</p>	<p><b>Cut/Pinch Hazard</b></p> <p>Wear protective gear during installation, operation and service.</p>
<p><b>Failure to follow these instructions can result in death, electric shock, injury or property damage.</b></p>			

**5.2 Heater Specifications**

Model	Color	Volts	Watts	Amps	Phase	Cord Quantity	Lamp Quantity	Cord Length (ft/m)
NEL-15B	Black	120	1500	12.5	1	1	1	6/1.8
NEL-15G	Gray	120	1500	12.5	1	1	1	6/1.8
NEL-15B-RM	Black	120	1500	12.5	1	1	1	6/1.8
NEL-15G-RM	Gray	120	1500	12.5	1	1	1	6/1.8
NEL-30B	Black	208/240	2250/3000	10.8/12.5	1	2	2	6/1.8
NEL-30G	Gray	208/240	2250/3000	10.8/12.5	1	2	2	6/1.8
NEL-60B	Black	208/240	4500/6000	21.8/25.0	1	3	3	6/1.8
NEL-60G	Gray	208/240	4500/6000	21.8/25.0	1	3	3	6/1.8

These heaters are designed and manufactured for commercial heating applications for indoor and outdoor use. May also be used for outdoor residential use.

Certification -Standard for Fixed and Location-Dedicated Electric Room Heaters, UL 2021, and the Canadian Standard for Electric Air Heaters, CSA C22.2 No. 46.

IP65 rated - This product is water resistant and protected against multi-directional, low-pressure water jets.

**5.3 Dimensions**

<b>Model</b>	<b>Weight (lbs/kg)</b>	<b>Length (in/cm)</b>	<b>Width (in/cm)</b>	<b>Height (in/cm)</b>
NEL-15B	6.6/3	25/63.5	4/10.2	5/12.7
NEL-15G	6.6/3	25/63.5	4/10.2	5/12.7
NEL-15B-RM	6.6/3	25/63.5	4/10.2	5/12.7
NEL-15G-RM	6.6/3	25/63.5	4/10.2	5/12.7
NEL-30B	8.8/4	35/88.9	4/10.2	5/12.7
NEL-30G	8.8/4	35/88.9	4/10.2	5/12.7
NEL-60B	13.2/6	64/162.6	4/10.2	5/12.7
NEL-60G	13.2/6	64/162.6	4/10.2	5/12.7

**SECTION 7: WARRANTY**

**Limited Express Warranty**

**NDUSTRIA Infrared Heaters**

**RESIDENTIAL INSTALLATION USE:**

**LIMITED ONE (1) YEAR PARTS WARRANTY**

NDUSTRIA warrants all parts of the infrared heaters to be free from defects in workmanship and materials for normal residential use and maintenance for one (1) year from the date of purchase by the original consumer.

**COMMERCIAL INSTALLATION/USE:**

**LIMITED ONE (1) YEAR PARTS WARRANTY**

NDUSTRIA warrants all parts (excluding the emitter lamp) of the infrared heater to be free from defects in workmanship and materials for normal commercial use and maintenance for one (1) year from the date of purchase.

NDUSTRIA warrants the emitter lamp of the infrared heater to be free from defects in workmanship and materials for normal commercial use and maintenance for one (1) year from the date of purchase.

The Limited Warranties described above apply only when the Infrared Heater is installed and operated per NDUSTRIA installation and operating instructions for normal use.

**EXCEPTIONS**

The Limited Warranty does not cover normal maintenance—NDUSTRIA recommends that regular inspection/maintenance be performed according to the Installation and Operation Manual. Additionally, labor charges, diagnostic charges, transportation charges for replacement parts, replacement of the bulb, or any other service calls/repairs are not covered by this Limited Warranty. It also does not cover any portion or component of the system that is not supplied by NDUSTRIA, regardless of the cause of failure of such portion or component.

**CONDITIONS FOR WARRANTY COVERAGE**

- Unit must be operated according to NDUSTRIA operating instructions included with the unit and cannot have been subjected to accident, alteration, improper repair, neglect or misuse, or an act of God (such as a flood)
- Installation must be according to NDUSTRIA instructions
- Rating plate has not been altered or removed
- Unit is not operated in a corrosive environment
- Performance cannot be impaired by use of any product not authorized by NDUSTRIA or by any adjust-

ment or adaptations to components

- Damage has not been a result of inadequate wiring or voltage conditions, use during brown-out conditions, or circuit interruption.

**DURATION OF WARRANTY & REGISTRATION**

The warranty begins on the date of purchase by the original consumer. The consumer must register at info@ndustria.com within 90 days of purchase. The consumer must retain a receipted bill of sale as proof of warranty period. Without this proof, the express warranty begins on the date of shipment from the factory.

**REMEDY PROVIDED BY THE LIMITED EXPRESS WARRANTY**

The sole remedy under the Limited Warranty is replacement of the defective part. If replacement parts are required within the period of this warranty, NDUSTRIA replacement parts shall be used; any warranty on the replacement part(s) shall not affect the applicable original unit warranty.

Labor to diagnose and replace the defective part is not covered by this Limited Express Warranty. If for any reason the replacement part/product is no longer available during the warranty period, NDUSTRIA shall have the right to allow a credit in the amount of the current suggested retail price of the part/product instead of providing repair or replacement.

**LIMITATION OF LIABILITY**

1. There are no other express or implied warranties. NDUSTRIA makes no warranty of merchantability. We do not warrant that the unit is suitable for any particular purpose or can be used in buildings or rooms of any particular size or condition except as specifically provided in this Installation and Operation document. There are no other warranties, express or implied, which extend beyond the description in this document.
2. All warranties implied by law are limited in duration to the one-year term of the Parts Warranty. Your exclusive remedy is limited to the replacement of defective parts. We will not be liable for any consequential or incidental damages caused by any defect in this unit.
3. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow limitation on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
4. No warranties are made for units sold outside the continental United States and Canada. Your distributor



or final seller may provide a warranty on units sold outside these areas.

5. NDUSTRIA will not be liable for damages if our performance regarding warranty resolution is delayed by events beyond our control including accident, alteration, abuse, war, government restrictions, strikes, fire, flood, or other acts of God.

#### **HOW TO OBTAIN WARRANTY SERVICE OR PARTS**

If you have a warranty claim or service question, contact:

#### **NDUSTRIA**

100 Seven Mile Rd NW  
Comstock Park, MI 49321  
Telephone: +1.716.551.7900  
**[www.ndustria.com](http://www.ndustria.com)**

Have the model number and date of purchase available for this call. Do not return your unit to the store where it was purchased.

**Owner responsibilities are set forth in the instruction manual—read it carefully.**