



WARRANTY

MODEL HU NEXUS UNIT HEATER

1. **STERLING HVAC HIGH EFFICIENCY UNIT HEATER - MODEL HU**

Sterling ("the Manufacturer") warrants to the original owner at original installation site that the above units of Sterling HVAC Heaters ("the Product") will be free from defects in material or workmanship for one (1) year from the date of shipment from the factory, or one and one-half (1-1/2) years from the date of manufacture, whichever occurs first. Sterling further warrants that the complete heat exchanger, flue collector, and burners will be free from defects in material or workmanship for a period of ten (10) years from the date of manufacture. If upon examination by the Manufacturer the Product is shown to have a defect in material or workmanship during the warranty period, the Manufacturer will repair or replace, at its option, that part of the Product which is shown to be defective.

2. **This limited warranty does not apply:**

- (a) if the Product has been subjected to misuse or neglect, has been accidentally or intentionally damaged, has not been installed, maintained or operated in accordance with the furnished written instructions, or has been altered or modified in any way by any unauthorized person.
- (b) to any expenses, including labor or material, incurred during removal or reinstallation of the Product.
- (c) to any damage due to corrosion by chemicals, including halogenated hydrocarbons, precipitated in the air.
- (d) to any workmanship of the installer of the Product.

3. **This limited warranty is conditional upon:**

- (a) advising the installing contractor, who will in turn notify the distributor or manufacturer.
- (b) shipment to the Manufacturer of that part of the Product thought to be defective. Goods can only be returned with prior written approval of the Manufacturer. All returns must be freight prepaid.
- (c) determination in the reasonable opinion of the Manufacturer that there exists a defect in material or workmanship.

4. **Repair or replacement of any part under this Limited Warranty shall not extend the duration of the warranty with respect to such repaired or replaced part beyond the stated warranty period.**

5. **THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS LIMITED WARRANTY. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE IN ANY WAY FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY AMOUNTS IN EXCESS OF THE SELLING PRICE OF THE PRODUCT OR ANY PARTS THEREOF FOUND TO BE DEFECTIVE. THIS LIMITED WARRANTY GIVES THE ORIGINAL OWNER OF THE PRODUCT SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY BY EACH JURISDICTION.**



WARRANTY

MODELS GG, XF, XC & TD UNIT HEATERS

1. **STERLING HVAC TUBULAR UNIT HEATERS, PROPELLER & BLOWER TYPES, DUCT FURNACES, CONVERTIBLE VENTING TYPES** Sterling ("the Manufacturer") warrants to the original owner at original installation site that the above units of Sterling HVAC Heaters ("the Product") will be free from defects in material or workmanship for one (1) year from the date of shipment from the factory, or one and one-half (1-1/2) years from the date of manufacture, whichever occurs first. Sterling further warrants that the complete heat exchanger, flue collector, and burners will be free from defects in material or workmanship for a period of ten (10) years from the date of manufacture. If upon examination by the Manufacturer the Product is shown to have a defect in material or workmanship during the warranty period, the Manufacturer will repair or replace, at its option, that part of the Product which is shown to be defective.
2. **This limited warranty does not apply:**
 - (a) if the Product has been subjected to misuse or neglect, has been accidentally or intentionally damaged, has not been installed, maintained or operated in accordance with the furnished written instructions, or has been altered or modified in any way by any unauthorized person.
 - (b) to any expenses, including labor or material, incurred during removal or reinstallation of the Product.
 - (c) to any damage due to corrosion by chemicals, including halogenated hydrocarbons, precipitated in the air.
 - (d) to any workmanship of the installer of the Product.
3. **This limited warranty is conditional upon:**
 - (a) advising the installing contractor, who will in turn notify the distributor or manufacturer.
 - (b) shipment to the Manufacturer of that part of the Product thought to be defective. Goods can only be returned with prior written approval of the Manufacturer. All returns must be freight prepaid.
 - (c) determination in the reasonable opinion of the Manufacturer that there exists a defect in material or workmanship.
4. Repair or replacement of any part under this Limited Warranty shall not extend the duration of the warranty with respect to such repaired or replaced part beyond the stated warranty period.
5. **THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS LIMITED WARRANTY. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE IN ANY WAY FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY AMOUNTS IN EXCESS OF THE SELLING PRICE OF THE PRODUCT OR ANY PARTS THEREOF FOUND TO BE DEFECTIVE. THIS LIMITED WARRANTY GIVES THE ORIGINAL OWNER OF THE PRODUCT SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY BY EACH JURISDICTION.**



WARRANTY

MODEL GF UNIT HEATERS

1. **STERLING GAS-FIRED, STAINLESS STEEL TUBULAR UNIT HEATER - MODEL GF**

Sterling ("the Manufacturer") warrants to the original owner at original installation site that the above type of Sterling Gas-Fired Heaters ("the Product") will be free from defects in material or workmanship for one (1) year from the date of shipment from the factory, or one and one-half (1-1/2) years from the date of manufacture, whichever occurs first. Sterling further warrants that the complete heat exchanger, flue collector, and burners will be free from defects in material or workmanship for a period of five (5) years from the date of manufacture. If upon examination by the Manufacturer the Product is shown to have a defect in material or workmanship during the warranty period, the Manufacturer will repair or replace, at its option, that part of the Product which is shown to be defective.

2. **This limited warranty does not apply:**

- a. if the Product has been subjected to misuse or neglect, has been accidentally or intentionally damaged, has not been installed, maintained or operated in accordance with the furnished written instructions, or has been altered or modified in any way by any unauthorized person.
- b. to any expenses, including labor or material, incurred during removal or reinstallation of the Product.
- c. to any damage due to corrosion by chemicals, including halogenated hydrocarbons, precipitated in the air.
- d. to any workmanship of the installer of the Product.

3. **This limited warranty is conditional upon:**

- a. advising the installing contractor, who will in turn notify the distributor or manufacturer.
- b. shipment to the Manufacturer of that part of the Product thought to be defective. Goods can only be returned with prior written approval of the Manufacturer. All returns must be freight prepaid.
- c. determination in the reasonable opinion of the Manufacturer that there exists a defect in material or workmanship.

4. **Repair or replacement of any part under this Limited Warranty shall not extend the duration of the warranty with respect to such repaired or replaced part beyond the stated warranty period.**

5. **THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS LIMITED WARRANTY. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE IN ANY WAY FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY AMOUNTS IN EXCESS OF THE SELLING PRICE OF THE PRODUCT OR ANY PARTS THEREOF FOUND TO BE DEFECTIVE. THIS LIMITED WARRANTY GIVES THE ORIGINAL OWNER OF THE PRODUCT SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY BY EACH JURISDICTION.**



WARRANTY

MODEL QVOF OIL FIRED UNIT HEATERS

Sterling warrants its equipment against defective workmanship and material for one (1) year from date of factory shipment. The heat exchanger only shall be warranted on a limited basis (pro-rated) for a period of five (5) years.

CONDITIONS APPLICABLE TO ALL WARRANTIES:

All materials are inspected prior to shipment from factory. If material received is damaged, claims must be made to the delivering carrier, and such damages should be noted on the bill of lading. Claims for shortages must be noted on the bill of lading and the factory notified immediately.

No material shall be returned without written authorization and shipping instructions from Sterling. Returned material will be subject to a minimum of 25% restock/handling charge if not defective. Any warranty credits will be subject to verification of a defect by the manufacturer. Return of materials must be freight prepaid. Collect shipments will be refused.

In consideration of any replacement, the replacement equipment will carry a warranty equal to the unexpired portion of the original equipment warranty.

Our responsibility and obligation under this warranty is limited to replacement, F.O.B. factory, of any defective part which proves to our satisfaction to have contained such defect at time of shipment. Our responsibility for parts furnished by other manufacturers is limited to the guarantee of the maker of said parts.

The conditions of this warranty are (1) the equipment shall have been installed by a qualified heating contractor (dealer) in accordance with the provisions of the Installation Manual and all local codes and ordinances, and shall have been subject only to normal use and service, (2) the equipment shall have been operated within its published capacity and with the fuel for which it is intended, (3) all automatic controls shall have been operative at all times, (4) the equipment has not been allowed to exceed its proper temperature limits due to control malfunction or inadequate air circulation over it, (5) adequate air for combustion has been provided at all times, (6) the equipment has not been subject to misuse, neglect, alteration or accident, (7) there is no evidence of tampering or deliberate destruction.

THIS WARRANTY IS LIMITED TO THE PRECISE TERMS SET FORTH ABOVE AND PROVIDES EXCLUSIVE REMEDIES, EXPRESSLY IN LIEU OF ALL OTHER REMEDIES. IN NO EVENT WILL STERLING BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE. Sterling neither assumes nor authorizes any person to assume for Sterling any other liability or obligation in connection with the sale of this equipment. Sterling's liability and customer's exclusive remedy being limited to repairs or replacement as set forth above.



WARRANTY

MODELS RSS/RSV/RSG, RSD, RSM & RSW INFRARED HEATERS

Sterling (“the Manufacturer”) warrants to the original owner at the original installation site that the Sterling Model Infrared Heater will be free from defects in material and workmanship for one (1) year from the date of shipment from the factory. If upon examination by the Manufacturer the Product is shown to have a defect in material or workmanship during the warranty period, the Manufacturer will repair or replace, at its option, that part of the product which is shown to be defective.

Extended warranty:

In addition to the warranty stated above the following models will have:

- RSS/RSU/RSG – Tubes shall be free from defects in material and workmanship for five (5) years from the date of shipment from the factory. Burner shall be free from defects in material and workmanship for ten (10) years from the date of shipment from the factory.
- RSD – Burner Head (including Emitter) shall be free from defects in material and workmanship for five (5) years from the date of shipment from the factory. Burner shall be free from defects in material and workmanship for one (1) year from the date of shipment from the factory.
- RSM – Body, Emitter Tiles and Burner shall be free from defects in material and workmanship for ten (10) years from the date of shipment from the factory.
- RSW – Burner assembly shall be free from defects in material and workmanship for three (3) years from the date of shipment from the factory.

This limited warranty does not apply:

- a) If the Product has been subjected to misuse or neglect, has been accidentally or intentionally damaged, has not been installed, maintained or operated in accordance with the furnished written instructions, or has been altered or modified in any way by an unauthorized person.
- b) To any expenses, including labor or material, incurred during removal or reinstallation of the Product.
- c) To any damage due to corrosion by chemicals, including halogenated hydrocarbons, precipitated in the air.
- d) To any workmanship of the installer of the Product.

This limited warranty is conditional upon:

- a) Advising the installing contractor, who will in turn notify the distributor or manufacturer.
- b) Shipment to the Manufacturer of that part of the Product thought to be defective. Goods can only be returned with prior written approval of the Manufacturer. All returns must be freight prepaid.
- c) Determination in the reasonable opinion of the Manufacturer that there exists a defect in material or workmanship.

Repair or replacement of any part under this Limited Warranty shall not extend the duration of the warranty with respect to such repaired or replaced part beyond the stated warranty period.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED AND EXCLUDED FROM THIS LIMITED WARRANTY. IN NO EVENT SHALL THE MANUFACTURER BE LIABLE IN ANY WAY FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE WHATSOEVER, OR FOR ANY AMOUNTS IN EXCESS OF THE SELLING PRICE OF THE PRODUCT OR ANY PARTS THEREOF FOUND TO BE DEFECTIVE. THIS LIMITED WARRANTY GIVES THE ORIGINAL OWNER OF THE PRODUCT SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY BY EACH JURISDICTION.



WARRANTY

MODELS HS & VS HORIZONTAL & VERTICAL UNIT HEATERS

The products described in this catalog are warranted by Sterling to be free from defects in material and workmanship for a period of one (1) year from the date of shipment from Sterling's plant.

Sterling will repair or replace, at its option, any components which, upon inspection, it finds to be defective. Defects arising from damage in shipment, faulty installation, misuse or negligence by others are not covered by this warranty.

The buyer must request written permission from Sterling to return defective components and then must send them with all transportation charges prepaid to the plant designated in the written permission.

Sterling will in no event be liable for incidental or consequential damage of any kind whatsoever.

This warranty is extended only to original purchaser from Sterling.



WARRANTY

MODELS QVES, QVED, QVSD, CAB 1-4 DUCT FURNACES, CABINET BLOWERS

Duct Furnaces and Cabinet Blowers are warranted by Sterling to be free from defects in materials and workmanship for a period of one (1) year from date of shipment from Sterling's Plant.

Sterling will repair or replace, at its option, any components which, upon inspection, it finds to be defective, provided that the unit has been operated within its listed capacity, has been installed in accordance with the furnished instructions, has not been misused or subject to negligence and has received reasonable and necessary maintenance.

This warranty does not cover loss due to corrosion by chemicals precipitated in the air such as halogenated hydrocarbons.

Sterling will in no event be liable for incidental or consequential damages of any kind whatsoever.

Written permission is required prior to the return of defective components. All returns must be sent with all transportation charges prepaid to the plant designated in the written permission.



WARRANTY

MODELS RT, PV, AH & EV MAKE-UP AIR SYSTEMS, OUTDOOR DUCT FURNACES, AIR HANDLERS & EVAPORATIVE COOLERS

Sterling HVAC Products are warranted by Sterling to be free from defects in material and workmanship for a period of one (1) year from the date of shipment from Sterling's Plant.

Sterling will repair or replace, at its option, any components which, upon inspection, it finds to be defective, provided that the unit has been operated within its listed capacity, installed in accordance with the furnished instructions, has not been misused or subject to negligence and has received reasonable and necessary maintenance. This warranty does not cover labor or other costs incurred in repairing, removing, installing, servicing or handling of parts or complete products.

This warranty does not cover loss due to corrosion by chemicals precipitated in the air such as halogenated hydrocarbons.

Sterling will in no event be liable for incidental or consequential damages of any kind.

The buyer must request written permission from Sterling to return defective components and then must send them with all transportation charges prepaid to the plant designated in the written permission.

This warranty is extended only to the original owner of the unit.



WARRANTY

MODELS ME & MS MAKE-UP AIR SYSTEMS

Sterling HVAC Products are warranted by Sterling to be free from defects in material and workmanship for a period of one (1) year from the date of shipment from Sterling's plant.

Sterling will repair or replace, at its option, any components which, upon inspection, it finds to be defective, provided that the unit has been operated within its listed capacity, installed in accordance with the furnished instructions, has not been misused or subject to negligence and has received reasonable and necessary maintenance. This warranty does not cover labor or other costs incurred in repairing, removing, installing, servicing or handling of parts or complete products.

This warranty does not cover loss due to corrosion by chemicals precipitated in the air such as halogenated hydrocarbons.

Sterling will in no event be liable for incidental or consequential damages of any kind.

The buyer must request written permission from Sterling to return defective components and then must send them with all transportation charges prepaid to the plant designated in the written permission.

This warranty is extended only to the original owner of the unit.