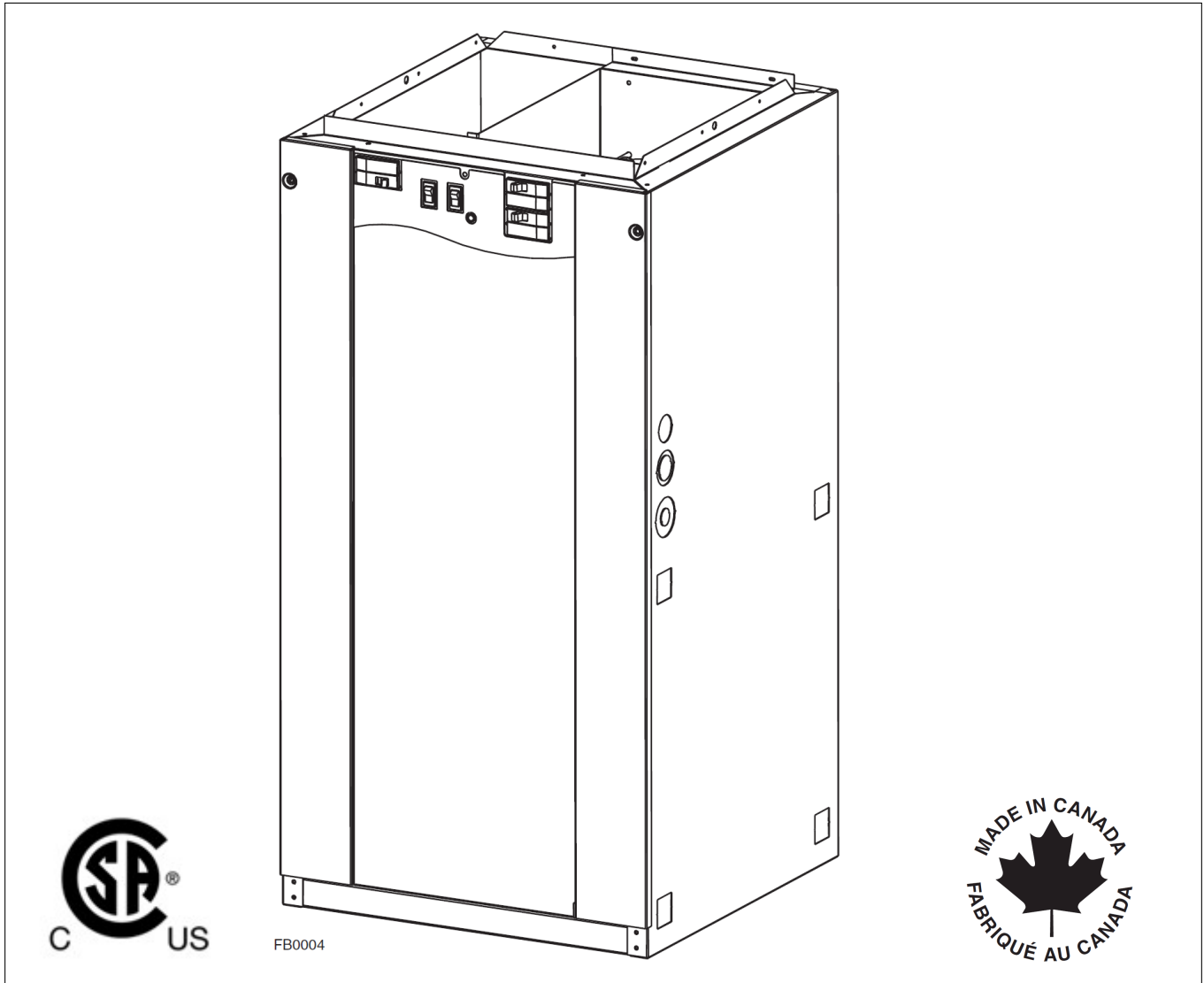


NORTRON

INSTALLATION AND USER MANUAL

D SERIES ELECTRIC FURNACE



MODELS: 21D10-A, 21D15-A, 21D18-A, 21D20-A, 21D23-A AND 21D25-A

IMPORTANT: READ AND SAVE THESE INSTRUCTIONS.

NORTRON; Sherbrooke, Quebec www.dettson.ca 1-800-567-2733

WARNING

- Never tamper with the unit or its controls. User **MUST** contact a specialized contractor when a failure occurs. **DO NOT ATTEMPT** to repair.
- When using a humidifier make sure not to damage the heating element bank.
- Poor maintenance of air filters OR an unbalanced static pressure may result in a performance decrease.
- Always use genuine parts for maintenance or service call. The use of unbranded parts will void the warranty. The use of this unit without an air distribution duct will void the warranty.
- It is strictly forbidden to use jumpers to simulate heat demand.
- Risk of electrical shock. Disconnect power before installation, servicing, maintenance or field wiring. Replace all panels before operating. Failure to do so can result in electrical shock causing severe injuries or death.
- When performing installation, servicing or cleaning the unit, it is recommended to wear safety glasses and gloves.
- To assure a proper performance of your furnace, we recommend that you use high quality name brand thermostats.
- When applicable local regulation comprises more restrictive installation and/or certification requirements, the aforementioned requirements prevail on those of this document and the installer agrees to conform to these at his own expense.
- For your safety, do not store or use gasoline or other flammable liquids and vapors in the vicinity of this unit or any other appliance.
- These instructions are intended to be used by qualified personnel who have been trained in installing this type of furnace. Installation of this furnace by an unqualified person may lead to equipment damage and/or hazardous condition which may lead to bodily harm.
- This furnace is not watertight and is not designed for outdoor installation. This furnace shall be installed in such a manner as to protect its electrical components from water. Outdoor installation leads to a hazardous electrical condition and to premature furnace failure, thus voiding the warranty.
- Do not block the combustion air openings in the furnace. Any blockage will result in improper overheat situation and may result in a fire hazard and/or cause bodily harm.
- The unit must have an uninterrupted or unbroken electrical ground to minimize personal injury if an electrical fault should occur. When performing electrical connection, the ground conductor must be firmly attached to the ground lug in the furnace.
- Do not use this furnace as a construction heater. Use of this furnace as a construction heater exposes the furnace to abnormal conditions, contaminated combustion air and the lack of air filters. Failure to follow this warning can lead to premature furnace failure and/or vent failure which could result in a fire hazard and/or bodily harm.
- The owner and/or the user is responsible of the following: Always maintain the immediate surrounding of the furnace free from combustible and highly flammables materials. The furnace ambient air should not have an excessive dust concentration and humidity. Never operate this central heating appliance without an air filter.
- Before performing any service functions, unless operations specifically require the power to be on, make sure all utilities are turned "OFF" upstream of the appliance. Failure to comply with this warning will cause a fire hazard and/or bodily harm.
- All questions regarding the operation, maintenance or warranty of this unit should be addressed to the company where this product has been sold from.

CAUTION

- Never burn garbage or paper in the heating system and never leave rags or paper around the unit.
- Return air grilles and warm air registers must not be obstructed.

IMPORTANT: All local and national code requirements governing the electrical installation heating equipment, wiring and flue connections must be followed. Some of the codes that may be applicable are :

ANSI/NFPA 70 NATIONAL ELECTRICAL CODE

CSA C22.1 CANADIAN ELECTRICAL CODE

Only the latest issues of the above codes should be used, and are available from either:

The National Fire Protection Agency
Batterymarch Park
Quincy, MA 02269

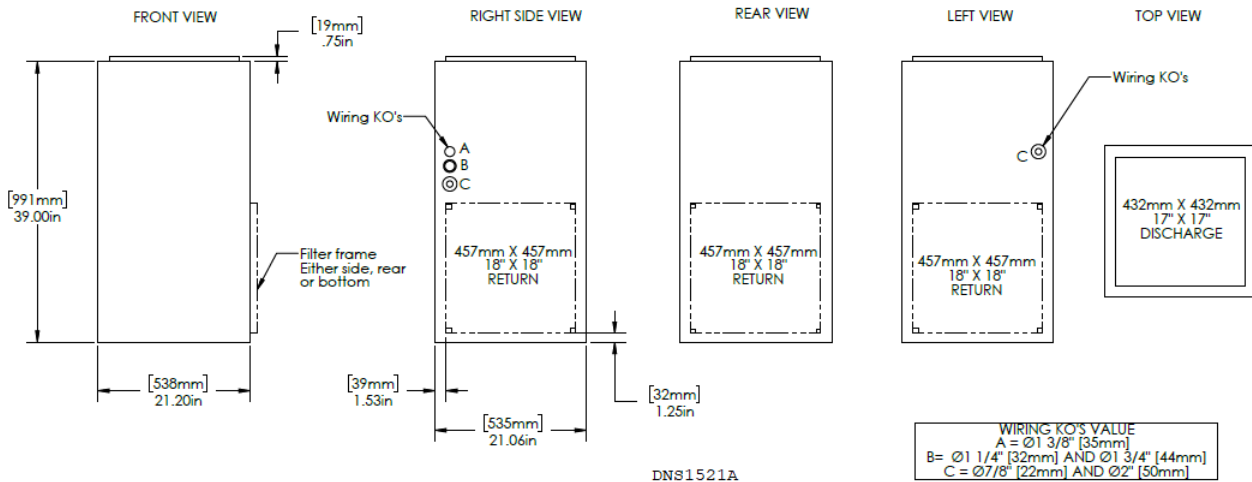
or

The Canadian Standards Association
178 Rexdale Blvd.
Rexdale, Ontario M9W 1R3

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1 Dimensions



2 General Requirements and Specifications

CAUTION

This unit must be installed in a dry place, in a non-corrosive, well-ventilated environment, without excessive dust. The ambient temperature must be over 10°C and under 27°C. If the ambient temperature is 10°C or less, the plenum must be insulated on 10 ft. linear minimum length.

1. LOCATION – The furnace should be centrally located to the heating area.
2. POSITIONS – It can be installed for vertical, horizontal or downflow operation. When installed horizontally, the furnace should be positioned such as the door will not end up being on the top. The door should be on the side of the furnace, to ensure that the motor bearings are in their designed position. In vertical downflow installations, use only “L”- or “T”-shaped plenum with no openings or registers directly below furnace.
3. INSTALLATION CLEARANCES – As shipped from the factory, each unit is approved for “zero inch” clearance. If additional clearance is required, it will be indicated on the data label attached to the furnace.
4. TEMPERATURE RISE – Furnaces are shipped to operate at 0.20” W.C. (50 Pa) external static pressure. They are certified for operation up to 0.50” W.C. (125 Pa). Check below for temperature rise table on specification chart and, if necessary, adjust the unit to match.
5. SERVICE CLEARANCE – Units are serviced from the FRONT. Leave at least 24” (610 mm) clearance in front of the door.

240 VOLTS - SINGLE PHASE						TEMPERATURE RISE @ 0.20" W.C.		
MODEL NO.	KW	BTUH	AMPS INCL. MOTOR	SUGG. BREAKER SIZE (A)	HP	°C	°F	SPEED*
21D10-A	10	34121	46	60	1/3	18	32	LOW
21D15-A	15	51182	67	100	1/3	21	38	MED
21D18-A**	18	61419	77	100	1/3	25	46	MED
21D20-A**	20	68243	86	125	1/3	28	51	MED
21D23-A**	23	78479	97	125	1/3	33	59	MED
21D25-A**	25	85304	107	150	1/3	35	64	MED

SPEED	FLOW RATE	STATIC PRESSURE (INCHES OF WATER COLUMN)				
		0.2	0.3	0.4	0.5	0.6
LOW	CFM	980	950	925	905	880
	L/s	462	448	436	427	415
MED	CFM	1240	1220	1190	1165	1135
	L/s	585	576	562	550	536
HIGH	CFM	1420	1395	1360	1330	1280
	L/s	670	658	642	628	604

WARNING:

*FACTORY SETTINGS.

**These models must NOT be setup to run continuously at LOW speed as it will cause overheating conditions. These models are certified to run only at HIGH and MED speeds.

SPECIFICATIONS SUBJECT TO CHANGE WITHOUT NOTICE

3 Operating Options

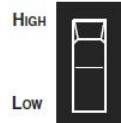
The furnace is shipped from the factory in a "Standard Heating Mode" (all switches are in the Down position). When the thermostat calls for heat, the automatic controls will be activated and the furnace turned "ON".

The blower will run at low speed or higher speed (as selected by **SPEED SELECTOR** switch).

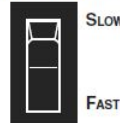
As the furnace heats up, it automatically switches to the pre-programmed heating speed when additional elements are activated by the electronic control, if it was initially set to run at low speed. The timing of this blower speed change will depend on whether FAST or SLOW is selected on the **HEAT ACTIVATION** switch.

You may, however, change from the Standard Heating Mode by using the controls built into your furnace.

SPEED SELECTOR



HEAT ACTIVATION



The **SPEED SELECTOR** switch is used to control the fan speed (ventilation). Even if there is no call for heat, the ventilation can be controlled by the thermostat; the fan speed is determined by this switch.

HIGH – The blower motor will operate at a higher speed.

LOW – The blower motor will operate at low speed.

During spring or fall, you may require less rapid response when the thermostat calls for heat.

SLOW – The elements take more time to be activated.

FAST – The elements are activated faster.

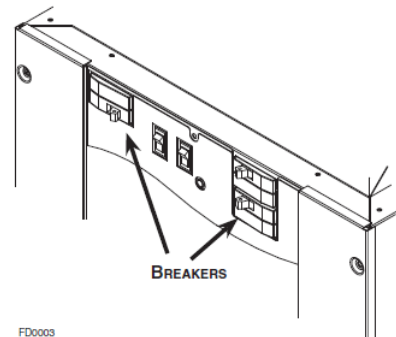
Slow (First Stage) Slow Response Sequence	Fast (Second Stage) Rapid Response Sequence
Element 1 - Heat on instantly	Element 1 - Heat on instantly
Blower on after a 3-second delay	Blower on after a 3-second delay
Elements 3 and 5 after a 1-minute delay	Elements 3 and 5 after a 10-second delay
Element 2 after a 2-minute delay	Element 2 after a 20-second delay
Element 4 and 6 after a 3-minute delay	Element 4 and 6 after a 30-second delay

NOTE: Elements 4, 5 and 6 only where applicable.

4 Breakers

D Series furnaces are equipped with breakers, located on the front panel of the unit. These devices protect the heating elements from overcurrent. If this situation occurs, the breakers will open to cut the power from the heating elements only.

NOTE: The number of breakers varies according to the furnace model; 21D10 model has no breakers, 21D15, 21D18 and 21D20 models have 2 breakers, and 21D23 and 21D25 models have 3 breakers. Refer to Section 8 Wiring Diagrams.



! WARNING

Breakers do not cut power to entire furnace, only to the heating elements. Do not use the breakers to turn off the furnace. The power to the whole unit can only be cut from the main electrical panel.

5 Installation Notes

5.1 Cold Air Return

The duct can be attached to either side, rear or the bottom of the furnace.

For side return there are four 1½" (38 mm) knockouts which can be removed and used as an outline for cutting a 18" x 18" (457 mm x 457 mm) return air opening in the furnace left or right side. Mount the filter frame to the furnace over the opening with the open side of the frame facing front. Then attach the 19" x 19" (483 mm x 483 mm) air duct to the flanges on the filter frame.

For bottom mounting, remove the screws holding the bottom plate to the furnace, discard the bottom plate and attach the filter frame to the bottom flanges with the open side of the frame facing front.

5.2 Electrical Wiring - Power Supply

The furnaces are completely factory wired. From a separate breaker, a two-wire plus ground supply wire is required for single phase units, and a three-wire plus ground supply wire for three phase units. The ground conductor must be firmly attached to the ground lug in the furnace and the supply wires to the terminal block in the furnace.

NOTE: When a FK120 kit is used to supply an air cleaner and/or humidifier, a third (neutral) conductor must be brought into the furnace.

WARNING

For all installations, we only recommend appropriate gauge good quality copper wire(s). However, it is the electrician's responsibility to ensure that the wiring and connections are compliant to the latest editions of the Canadian Electrical Code and local codes.

5.3 Connecting and Adjusting the Low Voltage Thermostat

Use only class 1 wires inside furnace compartments.

Attach thermostat wires to the low voltage terminal block located on the inside of the furnace. Follow the diagrams supplied with the thermostat. As a general guide, remember that the R & W terminals control single stage heating; the R & Y terminals control cooling. Single stage cooling uses "Y/Y2" as first and only stage. Two-stage cooling uses "Y1" as first stage and "Y/Y2" as second stage. Make sure the thermostat is levelled on the wall and in appropriate location as per instructions supplied with the thermostat.

CAUTION

Before turning the furnace on, the heat anticipator in the thermostat must be properly set.

Because each installation is different an accurate reading of the current draw should be made with an AC meter. Set the meter at 2 A range for furnaces through 20 kW, and at 4 A range for larger units.

- A Set the anticipator at its highest setting.
- B Disconnect the "W1" thermostat wire from the furnace low voltage terminal connections.
- C Connect the AC meter between the "W1" terminal on the board and the loose "W1" wire.
- D Turn the thermostat up to start the furnace and allow it to run, with all elements on, for three or four minutes.
- E Read the current draw on the meter and reset the anticipator to match the meter reading.

6 Use in Mobile Homes

Models from 10 kW to 20 kW are certified for “L”-shape and “T”-shape shallow duct installation with model FSB-1 sub-base in downflow applications when the supply air ducts pass through the floor of the structure. Recommended size of a floor opening: 14¼” x 14¼” (362 mm x 362 mm). The duct system must be designed so that the external static pressure of the system does not exceed the maximum external static pressure of 0.50” W.C. (125 Pa).

SHALLOW DUCT AREA REQUIREMENTS	
DUCT DEPTH	DUCT WIDTH
4" (102 mm)	16" (406 mm)
5" (127 mm)	13" (330 mm)
6" (152 mm)	10" (254 mm)

7 Using Optional Equipment

7.1 Two-Stage or Outdoor Thermostat

The **HEAT ACTIVATION** switch must be in the SLOW position.

Follow the directions supplied with the two-stage or outdoor thermostat in conjunction with the furnace wiring diagram.

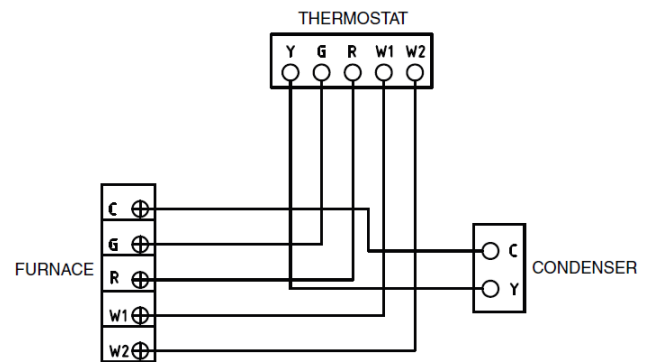
7.2 Air Conditioning

Your furnace is equipped with all the controls required for the addition of air conditioning (except the heat-cool thermostat).

The evaporator coil may be installed by a local contractor in sheet metal plenum of his own manufacture. The coil should be located: centred over the “chimney” of the furnace 4” (102 mm) to 6” (152 mm) above the top of the furnace.

Make sure no air is allowed to bypass the cooling coil during cooling operation. If the discharge opening is a great deal larger than the coil, and the ductwork is correspondingly larger than the coil, you may want to use a bypass damper for heating. The damper would be closed in summer, directing all air flow through the coil. In winter the damper would be open to allow air to bypass the coil.

Typical air-conditioning field wiring connections are shown in the diagram at right.



FE0001A

WIRING COLOR CODE					
C	G	R	W1	W2	Y
COMMON	GREEN	RED	WHITE	WHITE (BLUE)	YELLOW

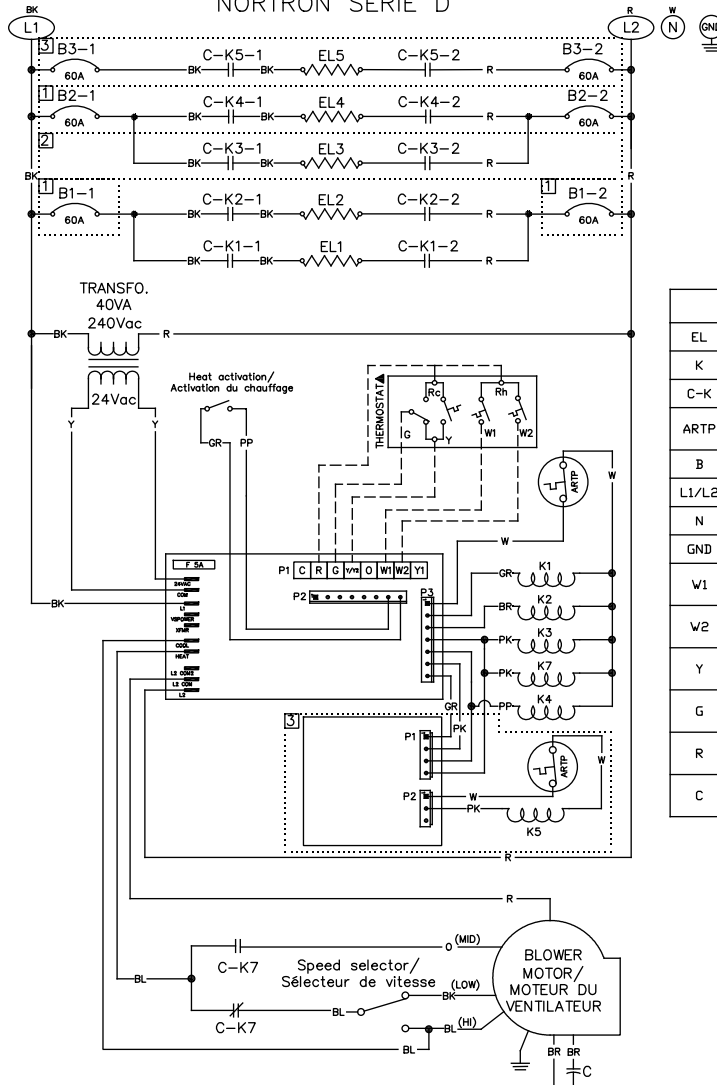
8 Wiring Diagrams



WARNING

Risk of electric shock. Disconnect power before installation, servicing, maintenance or field wiring. Replace all panels before operating. Failure to do so can result in electric shock causing severe injuries or death.

NORTRON D SERIES NORTRON SÉRIE D



COLOR CODE
CODE DE COULEUR

- R - RED/ROUGE
- BK - BLACK/NOIR
- Y - YELLOW/JAUNE
- W - WHITE/BLANC
- GR - GREY/GRIS
- PK - PINK/ROSE
- PP - VIOLET/VIOLET
- BR - BROWN/BRUN
- O - ORANGE/ORANGE
- BL - BLUE/BLEU

LEGEND - LÉGENDE

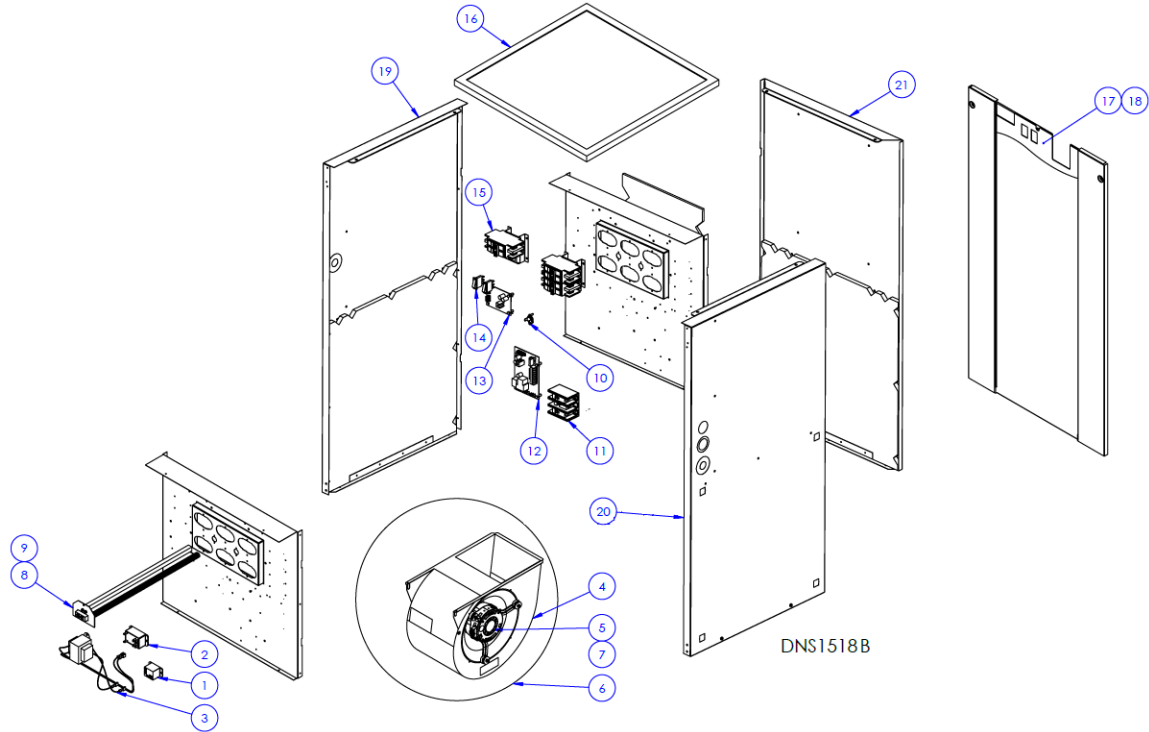
EL	ELEMENT/ÉLÉMENT
K	RELAY/RELAÏ
C-K	RELAY CONTACT/CONTACT DU RELAI
ARTP	AUTO-RESET THERMAL PROTECTION/ PROTECTION THERMIQUE AUTOMATIQUE
B	BREAKER/DISJONCTEUR
L1/L2	SUPPLY LINE/ALIMENTATION
N	NEUTRAL/NEUTRE
GND	GROUND/MISE À LA TERRE
W1	REQUEST FOR HEAT STAGE 1/ DEMANDE DE CHAUFFAGE ÉTAGE 1
W2	REQUEST FOR HEAT STAGE 2/ DEMANDE DE CHAUFFAGE ÉTAGE 2
Y	REQUEST FOR COOLING/ DEMANDE DE CLIMATISATION
G	REQUEST FOR FAN/ DEMANDE DE VENTILATION
R	24 V TRANSFORMER POWER/ ALIMENTATION TRANSFORMATEUR 24 V
C	24 V TRANSFORMER COMMON/ COMMUN TRANSFORMATEUR 24 V

- ☐ 15 KW AND UP MODELS ONLY
SEULEMENT MODÈLES DE 15 KW ET PLUS
- ☑ 18 KW AND UP MODELS ONLY
SEULEMENT MODÈLES DE 18 KW ET PLUS
- ☒ 23 KW AND UP MODELS ONLY
SEULEMENT MODÈLES DE 23 KW ET PLUS

X04158 - REV C.

9 Service Parts

In order to ensure your unit remains in good working condition, you must use Nortron genuine replacement parts only. The Nortron genuine replacement parts are specially designed for each unit and are manufactured to comply with all the applicable certification standards and maintain a high standard of safety. Any third party replacement part used may cause serious damage and drastically reduce the performance level of your unit, which will result in premature failing. Also, Nortron recommends to contact a certified service depot for all replacement parts and repairs.



No.	Part No.	Description
1	30274131	24VDC Relay (SPDT)
2	L01H030	24VDC Relay (DPST)
3	30300022	Transformer
4	Z01I035	Blower 8 x 12
5	L06G015	Motor
6	B43015-02	Blower assembly
7	L01I003	Capacitor
8	B04351-01	Element 4kW 240V
9	B04351-02	Element 5kW 240V
10	R02N028	Automatic limit
11	L99F007	Terminal block

No.	Part No.	Description
12	624663	Electronic control
13	624664	Daughter board
14	L07F015	Switch
15	L01J006	Breaker
16	30010010	Filter 20 x 20 x 1
17	B43004-01	Service door (2 breakers)
18	B43004-02	Service door (3 breakers)
19	B43043	Left panel
20	B43042	Right panel
21	B43043	Back panel

10 Maintenance

MOTOR: The motor is lubricated for life and needs no oiling.

FILTERS: Size is 20" x 20" x 1" (508 mm x 508 mm x 25 mm). Should be inspected and replaced when dirty. Ordinarily replacement is required twice per heating season and, perhaps, a third time if continuous blower operation is used.

NOTE: The elements have an automatic reset thermal cut-out which is set to open at 100°F (38°C). If it opens, the elements will be de-energized until the cut-out resets itself.

WARNING

Cut 240 V power supply before removing the front panel! Breakers of the unit do not cut power to entire furnace, only to the heating elements. Do not use these breakers to turn off the furnace. The power to the whole unit can only be cut from the main electrical panel.

11 Troubleshooting

The first step in identifying an operational problem is to determine whether the fault is in the furnace or in the thermostat and/or its connecting wiring.

1. If the furnace will not start:

Turn the thermostat to its highest setting. If 24V is present between terminals C and W, the thermostat has closed, so the fault is in the furnace. Otherwise, the thermostat or its connecting wiring is the problem.

2. If the furnace will not turn off:

Turn the thermostat to its lowest setting. If there is no more 24V between terminals C and W and the furnace continues to run, the thermostat has opened properly and the problem resides in the furnace. Otherwise, the fault is in the thermostat or its connecting wiring. After the fault area is isolated by use of the thermostat, a check of the following components can be made more efficiently:

Problem	Possible defective parts or components
1. The furnace will not turn on.	- Thermostat - Circuit breaker or fuse is open - Motor or capacitor - SPEED SELECTOR switch (open contact) - Electronic control - Transformer
2. Motor runs continuously.	- Thermostat wires incorrectly attached to the furnace
3. Elements on, but motor does not run.	- Motor or capacitor - SPEED SELECTOR switch (open contact) - Electronic control
4. Motor going on and off in short cycles (or in too long cycles).	- Heat anticipator in thermostat incorrectly set or may be defective
5. The thermostat must be set much higher (or lower) than the desired house temperature.	- The thermostat is not leveled or out of calibration
6. Not enough heat.	- Elements or relays - HEAT ACTIVATION switch set in LOW position - Safety limits opening because duct obstruction or dirty filters are restricting air flow - Defective or incorrectly wired two-stage or outdoor thermostat - Lack of enough cold air returns in house
7. Two-stage or outdoor thermostat not operating properly.	- HEAT ACTIVATION switch not set in LOW position
8. Breaker on front panel trips.	- Overcurrent on heating element. Reset the breaker. If problem persists, call an electrician
9. Thermal cut-out opens.	- Airflow is reduced because of blocked ductwork or very dirty filters

12 Warranty

NORTRON

SIXTY-MONTH LIMITED WARRANTY FOR NORTRON PRODUCTS

Nortron warrants to the original consumer purchaser of Nortron products that such products will be free from defects in materials or workmanship for a period of sixty (60) months from the date of original purchase. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

During this sixty-month period, Nortron will, at its option, repair or replace without charge, any product or part which is found to be defective under normal use and service. This product or part should be shipped prepaid by the customer to the company factory or the nearest authorized service center.

THIS WARRANTY DOES NOT EXTEND TO FILTERS, FURNACE KITS SOLD SEPARATELY, DUCTS, AND ACCESSORIES FOR DUCTING. This warranty does not cover (a) normal maintenance and service or (b) any products or parts which have been subject to misuse, negligence, accident, improper maintenance or repair (other than by Nortron), faulty installation or installation contrary to recommended installation instructions. Nortron does not accept any responsibility for transportation of repaired part or replaced product mentioned above and for reinstallation costs.

The duration of any implied warranty is limited to the sixty-month period as specified for the express warranty. Some jurisdictions do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

NORTRON'S OBLIGATION TO REPAIR OR REPLACE, AT NORTRON'S OPTION, SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY. NORTRON SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH PRODUCT USE OR PERFORMANCE. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary from province to another. This warranty supersedes all prior warranties, and applies only in Canada territorial limits.

To qualify for warranty service, you must (a) notify Nortron at the address or telephone number stated below, (b) give the model number and part identification and (c) describe the nature of any defect in the product or part. At the time of requesting warranty service, you must present evidence of the original purchase date.

NORTRON

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