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Model: SIR35-15-N

1. PRODUCT OVERVIEW

The SunStar SIR35-15-N is a natural gas-fired radiant tube heater designed for heating various indoor spaces such as residential garages, workshops, and other hard-to-heat small areas. This low-intensity radiant heater offers efficient heating with potential fuel savings compared to convection warm air systems. It features a vacuum system that pulls combustion products through the chamber, enhancing safety by minimizing the risk of combustion gas leakage.

Key features include:

- Compact design with an overall length of 110 inches for easier installation.
- High efficiencies, ranging up to 84.5%.
- Suitable for installation as low as 8 feet above the floor.
- CSA design certified for safety and performance.
- Vacuum system for enhanced safety by preventing combustion gas leaks.



Image 1.1: SunStar SIR35-15-N Natural Gas Garage Tube Heater. This image displays the complete heater unit, including the burner box, radiant tubes, and reflector shield.

2. SAFETY INFORMATION

Important: Read and understand all instructions in this manual before installing, operating, or servicing this heater. Failure to follow these instructions can result in property damage, personal injury, or death.

- Installation and service must be performed by a qualified installer, service agency, or gas supplier.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Proper ventilation is critical. In residential garage applications, the heater must be vented outside through a sidewall or the roof.
- Ensure adequate clearances from combustible materials as specified in the full installation manual.
- Never obstruct the flow of combustion and ventilation air.
- This appliance is designed for indoor use only.
- The heater operates on natural gas. Ensure the gas supply matches the heater's requirements.

3. SETUP AND INSTALLATION

This section provides general guidance. Refer to the detailed installation operating instructions provided with the product for specific requirements regarding gas pressure, ventilation, and mounting.

3.1 Required Accessories (Sold Separately)

- **Vent Kit:** A horizontal vent kit (Item# 29794) or a vertical vent kit (Item# 28795) is required for proper exhaust.
- **Thermostat:** A Line Voltage Thermostat (Item# 16284) or a 24V Thermostat (Item# 16342) along with a 24V Thermostat Relay Kit (Item# 16289) is necessary for temperature control.

3.2 Mounting

The heater is designed for mounting at a minimum height of 8 feet above the floor. Proper support is crucial for safe operation. While the specifications list "Floor Mount," tube heaters are typically suspended from the ceiling or structural elements. Consult the full installation manual for detailed mounting instructions and recommended support methods, including appropriate hardware and clearances.

3.3 Gas and Electrical Connections

All gas and electrical connections must be made by a qualified professional in accordance with local codes and regulations. Ensure the natural gas supply pressure is within the specified range for the heater. The heater requires 24 Volts (AC) for operation.

4. OPERATING INSTRUCTIONS

Once properly installed and connected, the SunStar SIR35-15-N heater operates automatically via the connected thermostat.

1. **Power On:** Ensure the main power supply to the heater is switched on.
2. **Gas Supply:** Verify that the natural gas supply valve to the heater is open.
3. **Thermostat Setting:** Set the thermostat to the desired temperature. When the ambient temperature falls below the thermostat setting, the heater will initiate its ignition sequence.
4. **Ignition:** The heater will attempt to ignite. If successful, the radiant tubes will begin to glow, emitting heat.
5. **Shutdown:** When the desired temperature is reached, the thermostat will signal the heater to shut down. The burner will turn off, and the tubes will cool.

Note: This heater is equipped with overheat protection. If the heater detects an unsafe operating temperature, it will automatically shut down to prevent damage or hazards.

5. MAINTENANCE

Regular maintenance ensures the safe and efficient operation of your SunStar heater. All maintenance should be performed by a qualified service technician.

- **Annual Inspection:** Have the heater inspected annually by a qualified service technician. This inspection should include checking the burner, heat exchanger, venting system, electrical connections, and gas lines for proper operation and integrity.
- **Cleaning:** Keep the area around the heater clean and free from dust, debris, and combustible materials. Ensure air intake and exhaust vents are unobstructed.
- **Reflector Cleaning:** Periodically clean the reflector shields to maintain optimal radiant heat output. Ensure the heater is cool and disconnected from power before cleaning.
- **Pilot/Igniter Check:** The technician should check the pilot light or electronic igniter for proper function.

Do not attempt to repair or modify the heater yourself. Contact a qualified service professional for any issues.

6. TROUBLESHOOTING

If your heater is not operating correctly, consider the following common issues before contacting a service technician.

| Problem | Possible Cause | Solution |
|--------------------------------------|---|---|
| Heater does not turn on. | No power supply. Gas supply valve closed. Thermostat set too low. Overheat protection activated. | Check circuit breaker and power switch. Ensure gas valve is open. Increase thermostat setting. Allow heater to cool; check for obstructions. |
| Heater cycles on and off frequently. | Thermostat location issues. Improper sizing for the space. | Ensure thermostat is not in a draft or near another heat source. Consult a professional for proper sizing assessment. |
| Unusual odors or sounds. | Gas leak. Component malfunction. | Immediately shut off gas supply and contact a qualified technician. Do not operate. Contact a qualified service technician. |

For any issues not resolved by the above steps, or if you suspect a gas leak, immediately shut off the gas supply and contact a qualified service technician.

7. SPECIFICATIONS

| Feature | Detail |
|----------------------|--|
| Brand | Sunstar |
| Model Number | SIR35-15-N |
| Part Number | 2443542 |
| Fuel Type | Natural Gas |
| BTU Output | 35,000 BTU |
| Burner Type | Radiant |
| Voltage | 24 Volts (AC) |
| Special Feature | Overheat Protection |
| Color | Silver |
| Form Factor | Tube |
| Indoor/Outdoor Usage | Indoor |
| Mounting Type | Floor Mount (Note: Typically suspended; refer to manual for details) |
| Room Type | Garage |
| Heating Coverage | 32 square feet |
| Material | Stainless Steel |
| Item Weight | 90 pounds |
| Package Dimensions | 27 x 13 x 13 inches |

Note on Heating Coverage: The listed heating coverage of 32 square feet may be an error or refer to a specific measurement

context. For actual heating capacity, consider the 35,000 BTU output and consult a heating professional for appropriate sizing for your space.

8. WARRANTY INFORMATION

The SunStar SIR35-15-N heater comes with a **12-month limited parts warranty**. This warranty covers parts only and does not include labor costs for repair or replacement. Please retain your proof of purchase for warranty claims.

For full details regarding warranty terms and conditions, refer to the documentation included with your product or contact SunStar customer support.

9. CUSTOMER SUPPORT

If you have questions about the installation, operation, maintenance, or troubleshooting of your SunStar SIR35-15-N heater, please contact a qualified HVAC professional or the manufacturer's customer support.

For technical assistance or to locate authorized service providers, refer to the contact information provided in your product packaging or on the official SunStar Heating Products website.