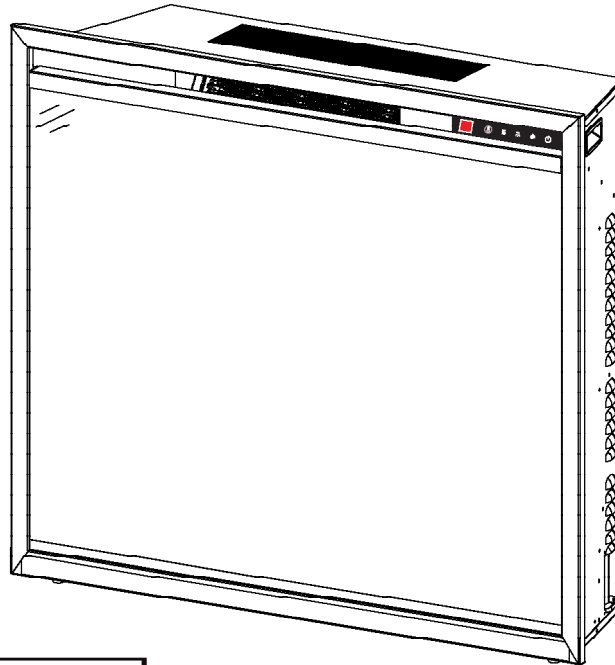




# INSTALLATION AND OPERATION MANUAL

## Element™ Electric Appliance

(NEFB36H-BS Illustrated)



**SAFETY INFORMATION**

**⚠ WARNING**

**FIRE OR EXPLOSION HAZARD**

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

**INSTALLER:**

Leave this manual with the appliance

**CONSUMER:**

Retain this manual for future reference



**This appliance has a remote that requires button batteries that are hazardous to young children.**

**FOR INDOOR USE ONLY**

**CERTIFIED TO THE CANADIAN AND AMERICAN NATIONAL STANDARDS:  
CSA C22.2 NO. 46 / UL 2021**

APPLY SERIAL NUMBER LABEL FROM CARTON



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030  
Phone 1 (866) 820-8686 • www.napoleon.com • hearth@napoleon.com

**! WARNING**

- **If equipped with a heater, this appliance can be hot when operated and can cause severe burns if contacted.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where a gas line, paint or flammable liquids are present.
- Any safety screen or guard removed for servicing must be replaced prior to operating the appliance.
- It is imperative that the control compartments, circulating blower and its passageway in the appliance are kept clean. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Under no circumstances should this appliance be modified.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system which has been under water.
- If equipped with a glass door, do not operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person. Do not strike or slam shut the appliance glass door.
- Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.
- Servicing should be done only while the appliance is disconnected from the power supply circuit.
- Always unplug appliance when not in use.
- Do not operate this appliance with a damaged cord or plug after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Do not use outdoors.
- When installing this appliance in a room where water is present, the installation must comply with codes recognizing the increased hazard of electrical shock and electrocution.

**note:**

This appliance is NOT suitable for installation in a bathroom.


- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
- Connect to properly grounded outlets only.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
- It is normal for your electric appliance to produce noise, especially when installed in a quiet space such as a bedroom.

 **WARNING**

- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.

**For appliances equipped with a heater:**

- Risk of burns. Power to the appliance should be turned off and the appliance allowed to cool before servicing. To disconnect power to the appliance, turn controls to off, then remove plug from outlet.
- Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Clothing or other flammable material should not be placed on or near the appliance.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Ensure you have incorporated adequate safety measure to protect infants/toddlers from touching hot surfaces.
- Even after the appliance is off, the glass and/or screen will remain hot for an extended period of time.
- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a TV or other electronic components.

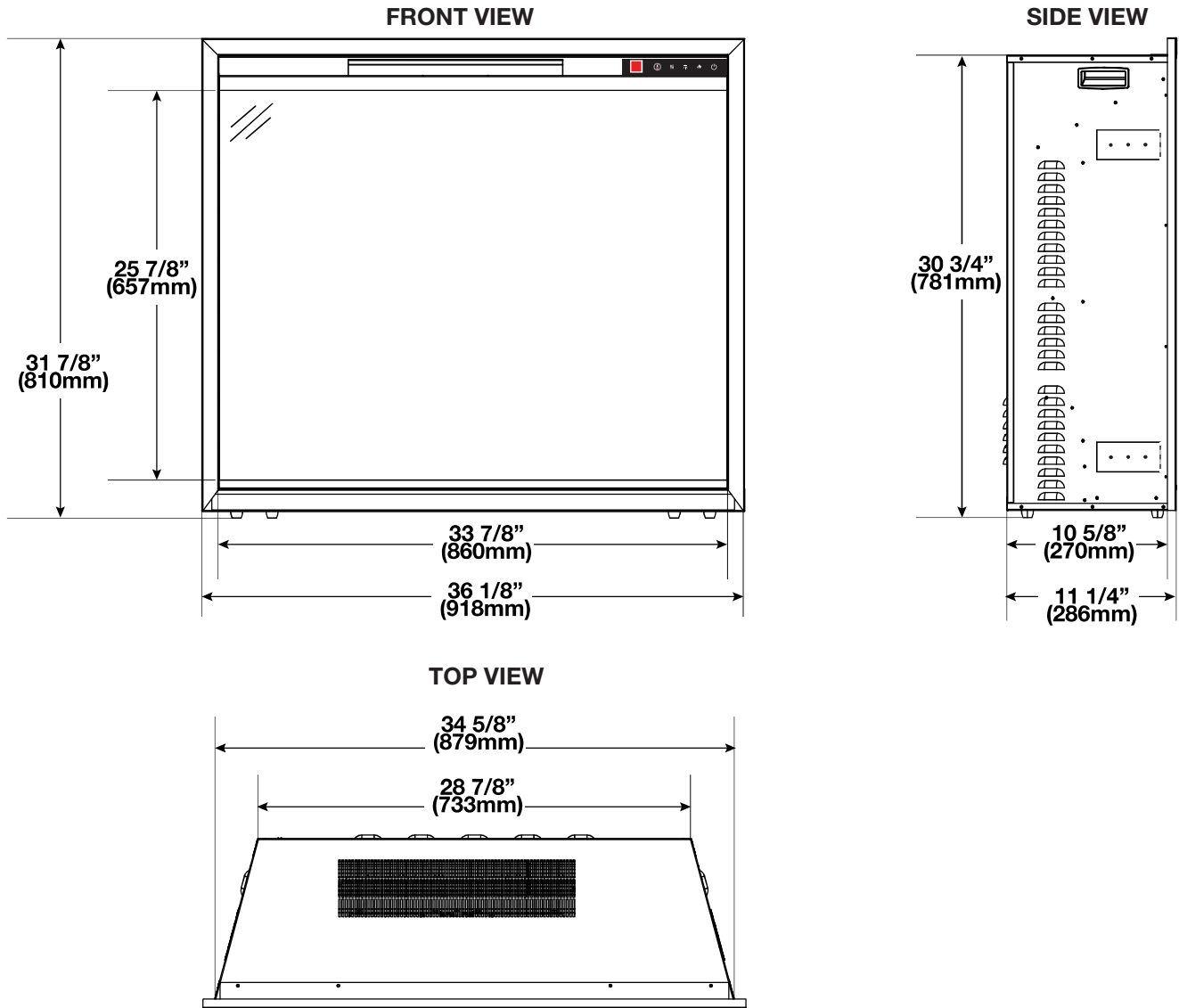
 **WARNING:** This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to cause cancer, and chemicals including BBP and DEHP, which are known to the State of California to cause birth defects or other reproductive harm. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

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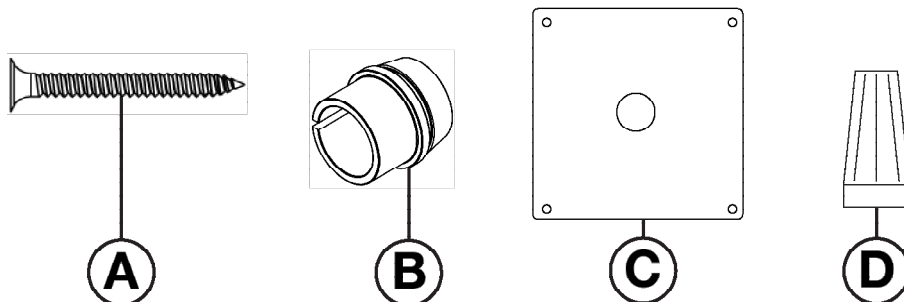
**note:**

The information throughout this manual is believed to be correct at the time of printing. Wolf Steel Ltd. reserves the right to change or modify any information within this manual at any time without notice. Changes, other than editorial, are denoted by a vertical line in the margin.

1.1 dimensions



1.2 hardware list



Ref.	Description	Quantity
A	Wood Screws	4
B	Strain Relief	1
C	Junction Box Cover Plate	1
D	Wire Nut	1

# general information

## 1.3 listing approvals

This appliance has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

### note:

This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with the latest edition of the National Electrical Code ANSI/NFPA 70 in the United States or the Canadian Electrical Code CSA C22.1 in Canada.

<b>Model No.</b>	NEFB36H-BS
<b>Description</b>	36" Electric Appliance
<b>Voltage</b>	120V / 240V
<b>Watts</b>	1500 / 3000W
<b>Amps</b>	<b>Dedicated</b> 15 AMP Grounded Circuit
<b>Appliance Width</b>	36 1/8" (918mm)
<b>Appliance Height</b>	31 7/8" (810mm)
<b>Appliance Depth</b>	11 1/4" (286mm)
<b>Net Weight</b>	66.1lbs (30.0kg)
<b>Gross Weight</b>	74.9lbs (34.0kg)

## 1.4 general instructions

- Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- The appliance may emit a slight, harmless odour when first used. This odour is normal and it is caused by the initial heating of internal appliance elements and will not occur again.
- If your appliance does not emit heat when called for, consult the "operation" section of this manual for further information.
- Use with a CSA or UL certified surge protector.
- Do not route the power cord directly underneath the appliance.

This electric appliance meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

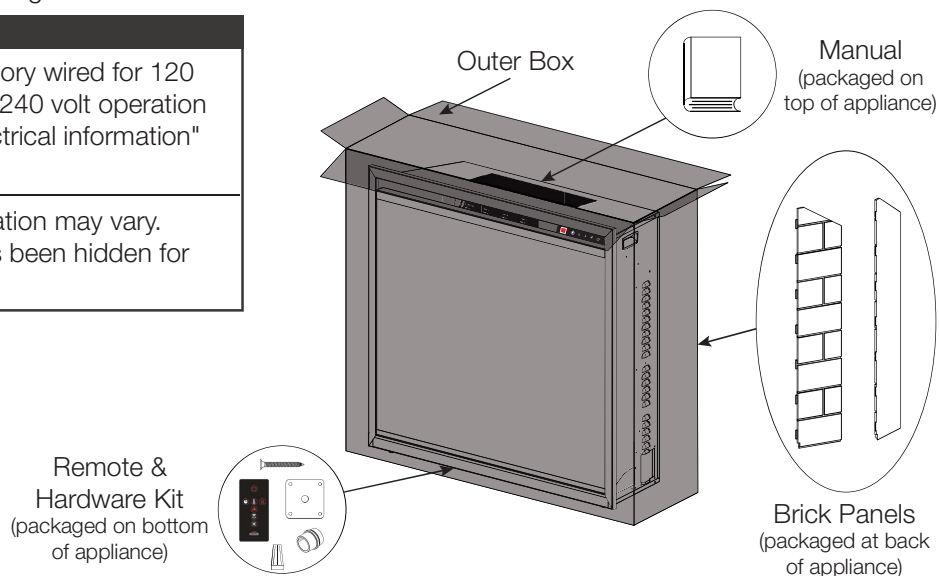
## 1.5 unpacking and testing appliance

Carefully remove the appliance from the box. Prior to installing the appliance, remove all packaging material and test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120V, 15 Amp minimum grounded outlet.

### note:

The appliance is factory wired for 120 volt power supply. If 240 volt operation is required, see "electrical information" section.

Exact packaging location may vary. Some packaging has been hidden for clarity.



**1.6 rating plate information**

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARD: CSA 22.2 NO. 46 AND UL 2021 /  
 HOMOLOGUÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES:CSA 22.2 NO. 46 UL 2021

ELECTRIC FIREPLACE. SUITABLE FOR  
 BEDROOM AND BED-SITTING ROOM  
 INSTALLATION. SUITABLE FOR MOBILE  
 HOME INSTALLATION.

FOYER À ÉLECTRIQUE. HOMOLOGUÉ POUR  
 INSTALLATION DANS UNE CHAMBRE À  
 COUCHER, UNE SALLE DE BAIN ET UN STUDIO.  
 APPROPRIÉ POUR INSTALLATION DANS UNE  
 MAISON MOBILE.

**MASTER CONTRACT: 214173**      **CONTRAT-CADRE: 214173**

NEFB36H-BS      **MODEL**       CEFB36H-BS

**VOLTAGE:** 120/240 V      **TENSION:** 120/240 V  
**FREQUENCY:** 60Hz      **FRÉQUENCE:** 60Hz  
**POWER:** 1500W/3000W      **PUISSANCE:** 1500W/3000W  
**DATE CODE:**      **CODE DE DATE:**

DESIGNED IN NORTH AMERICA      DÉSIGNÉ AMÉRIQUE DU NORD  
 BY WOLF STEEL LTD.      PAR WOLF STEEL LTD.  
 MADE IN CHINA      FABRIQUÉ EN CHINE

**WOLF STEEL LTD.**  
 24 NAPOLEON ROAD,  
 BARRIE, ON, L4M 0G8 CANADA

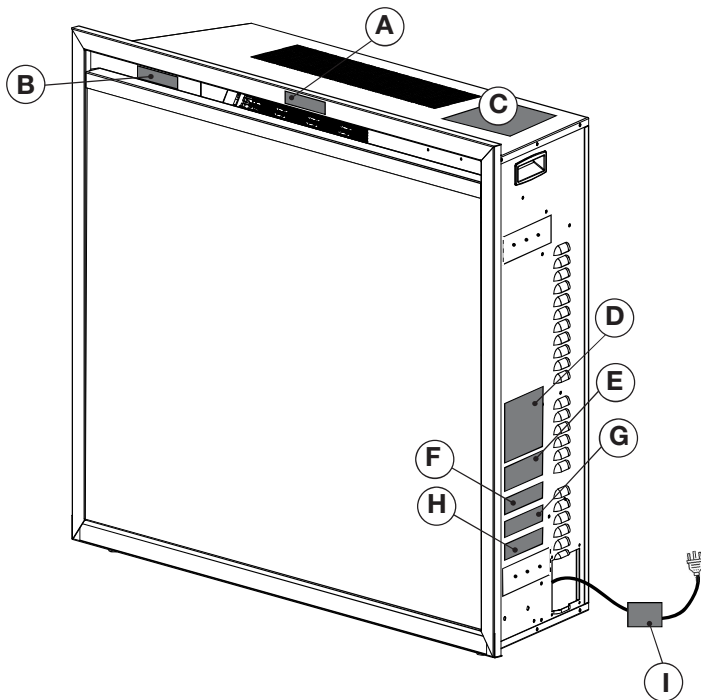
**SERIAL NUMBER/NO. DE SÉRIE:** **NEFB36H**      **W385-2368**

For rating plate location, see “label location” section.

This illustration is for reference only. Refer to the rating plate on the appliance for accurate information.

**note:**  
 The rating plate must remain with the appliance at all times. It must not be removed.

**1.7 label location**



Ref.	Part Number	Label Description
A	W385-2210	"Do Not Cover"
B	N/A	Model & Serial Number
C	W385-2610	Wiring Diagram
D	W385-2368	Rating Plate
E	W385-2167	"Caution"
F	W385-2163	"Warning"
G	W385-2371	120V Hard-Wiring Diagram
H	W385-2372	240V Hard-Wiring Diagram
I	W385-1943	"Warning"

## 2.0 locating appliance

### **!** WARNING

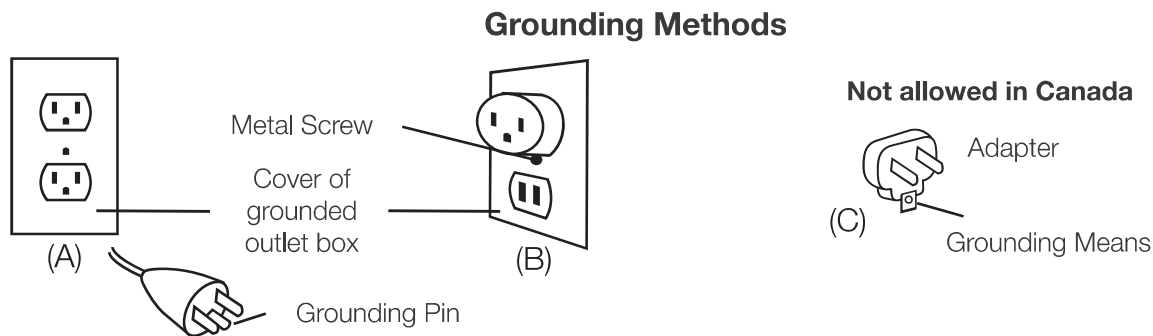
- Due to high temperatures, this electric appliance should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 36" (91.4cm) from the front of the appliance.
- Never locate this electric appliance where it may fall into a bathtub or other water container.
- Wear safety gloves and safety glasses for protection during installation and maintenance.
- To prevent contact with sagging or loose insulation, the electric appliance must not be installed against vapor barrier or exposed insulation. Localized overheating could occur and a fire could result.
- Do not expose the electric appliance to the elements (such as rain, etc.).

### 2.1 grounding appliance

This appliance is for use on 120 volts and 240 volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding plugs to two-slot receptacles, as shown in (B).

The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

To disconnect the appliance, turn controls to off, then remove plug from outlet.



#### **note:**

This appliance must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.



## **! WARNING**

- Risk of fire! The power cord must not be pinched against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock, or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar items. Arrange cord away from traffic areas and where it will not be tripped over.
- Risk of fire! To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked.
- Risk of fire! Do not blow or place insulation against the appliance.
- This electric appliance is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric appliance could void the warranty and/or result in a safety hazard.
- If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death. Do not store or use gasoline or other flammable vapors in the vicinity of this or any other appliance.
- This appliance is heavy. It is highly recommended that two people install this appliance.
- If your appliance is equipped with a heater, ensure the heater vents cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the appliance.

Your NEFB36H-BS is a recessed appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

**note:**  
Follow all national and local electrical codes.

### 3.1 minimum clearance to combustibles

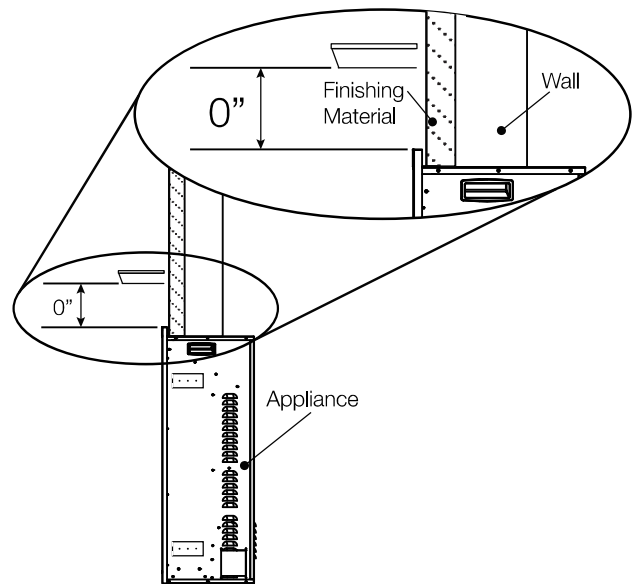
Measurements are taken from the glass front.			
Bottom	0"	Top	0" to mantel
Sides	0"	Top	0" to ceiling
Back	0"		

**note:**  
The power switch is located on the upper right hand side of the appliance. Ensure to maintain access to this switch at all times.

### 3.2 minimum mantel clearances

## **! WARNING**

- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discolouration.



# installation and finishing

## 3.3 rough framing

### ! WARNING

- Select a location that is not prone to moisture and is located at least 36" (91.4cm) away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.

#### note:

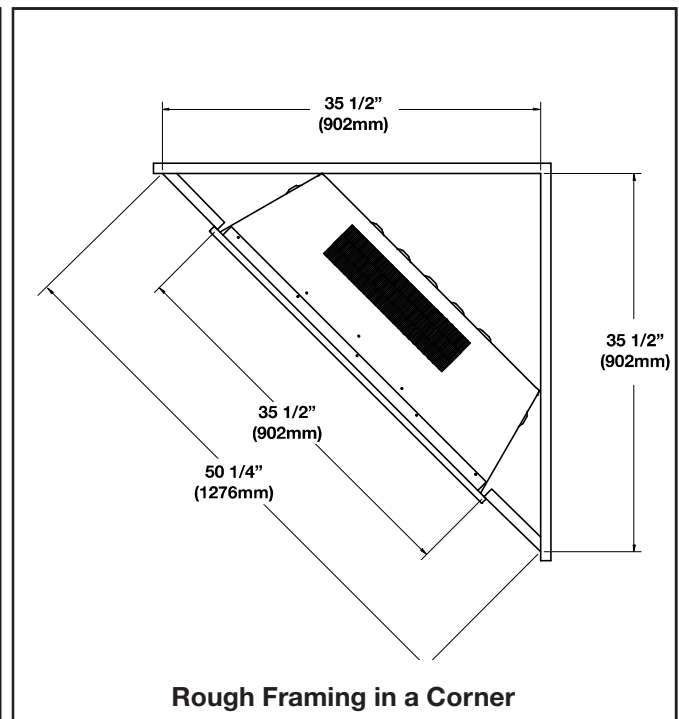
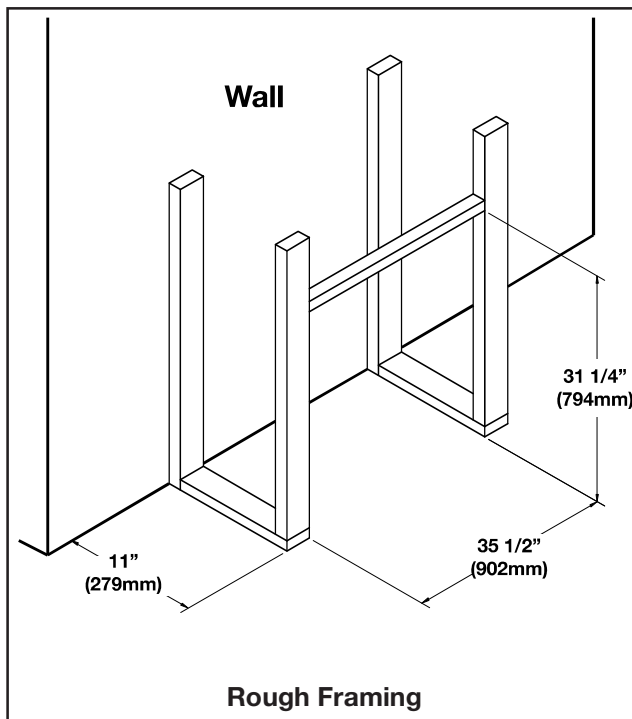
It is recommended to complete finishing of the wall before fully securing the appliance.

Once the rough framing and the finishing materials have been prepared and the power has been routed to the right side of the recess, the appliance may be installed.

The electrical connection must be made prior to placing the appliance into position (see "electrical information" section).

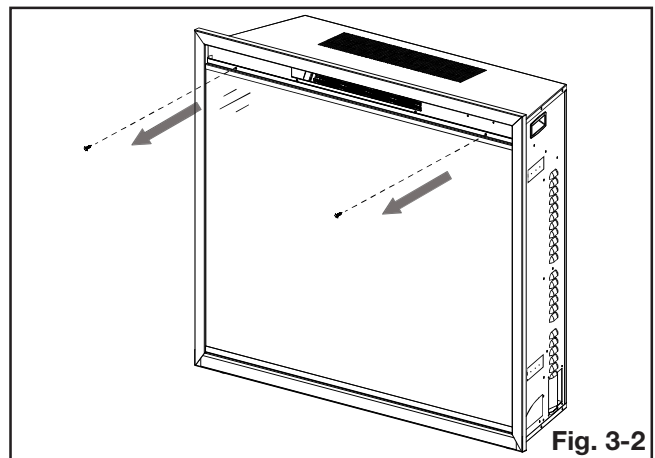
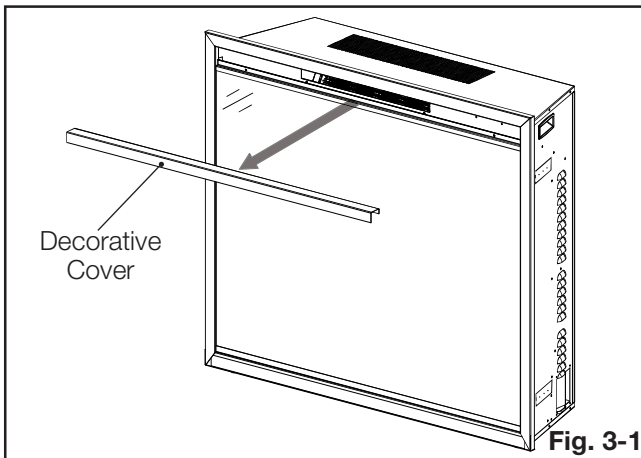
Have two people lift the appliance into position.

In order to avoid the possibility to exposed insulation or vapour barrier coming in contact with the appliance body, it is recommended that the walls of the appliance enclosure be "finished" (i.e. drywall / sheet rock, etc.) as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the enclosure.

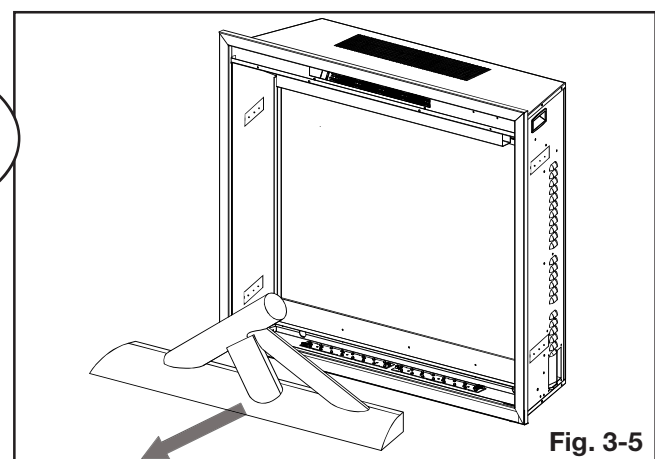
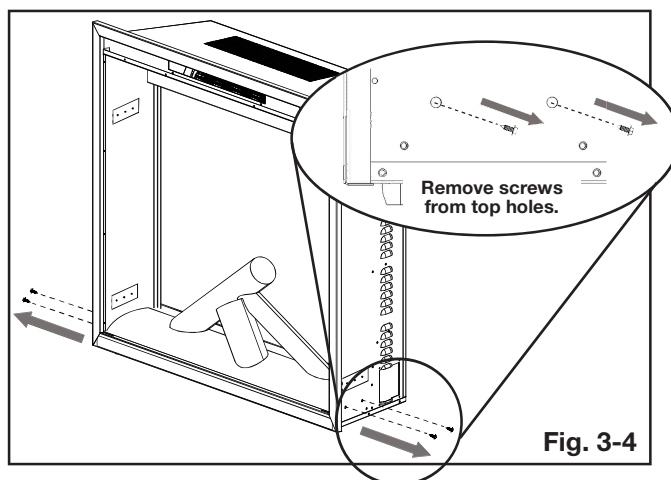
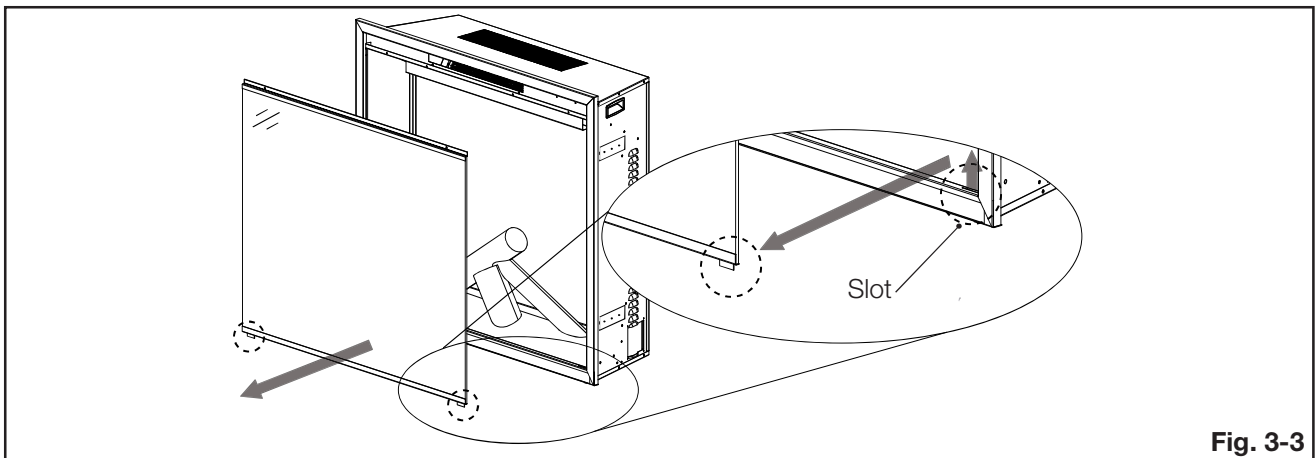


## 3.4 appliance installation and finishing

1. Remove the front decorative cover held in place by 2 magnets (**Fig. 3-1**).
2. With one hand on the glass door to prevent it from falling, remove the 2 screws holding the glass door in place (**Fig. 3-2**).



3. Carefully lift the glass door out of the 2 slots in the bottom of the firebox (**Fig. 3-3**). Set the glass door on a soft, non-abrasive surface.
4. Remove the 4 screws holding the log set in place (**Fig. 3-4**) then carefully remove the log set. Set the log set aside (**Fig. 3-5**) and discard the 4 screws.



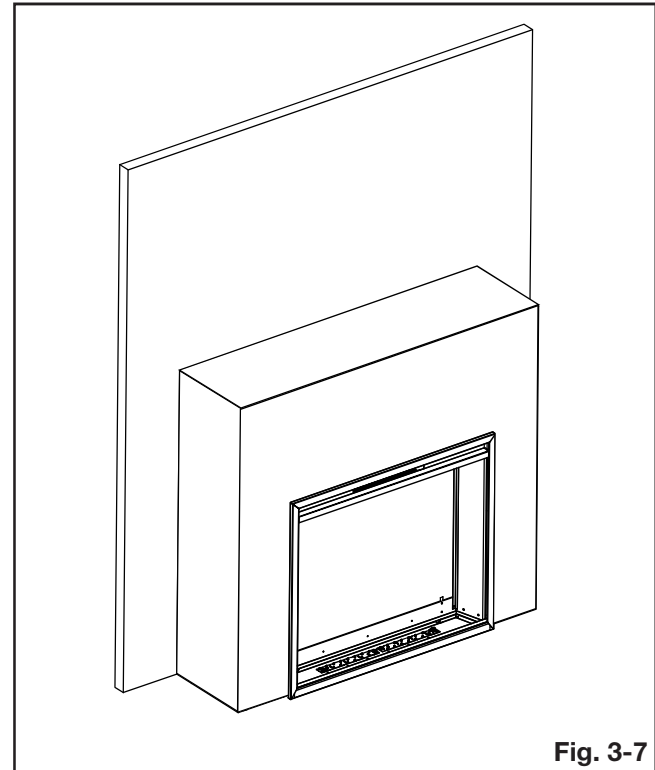
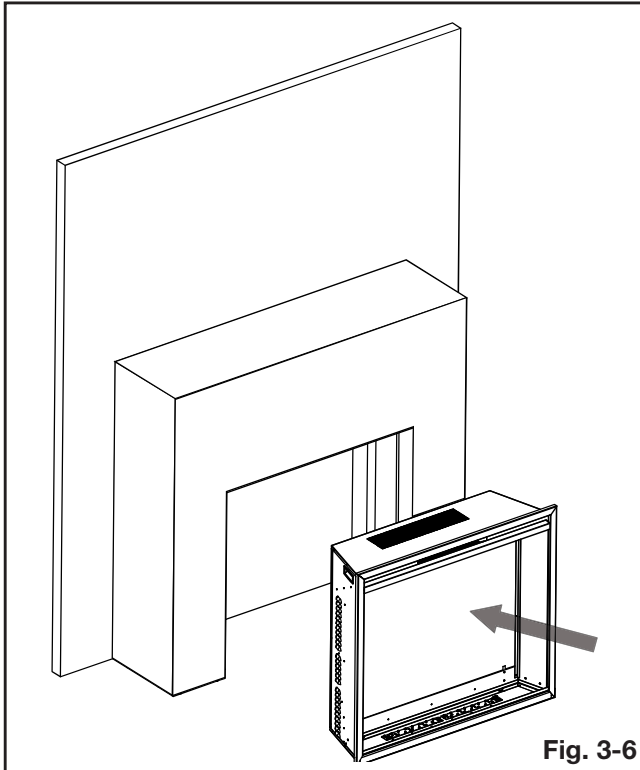
# installation and finishing

5. Complete hard-wiring (see "electrical information" section).

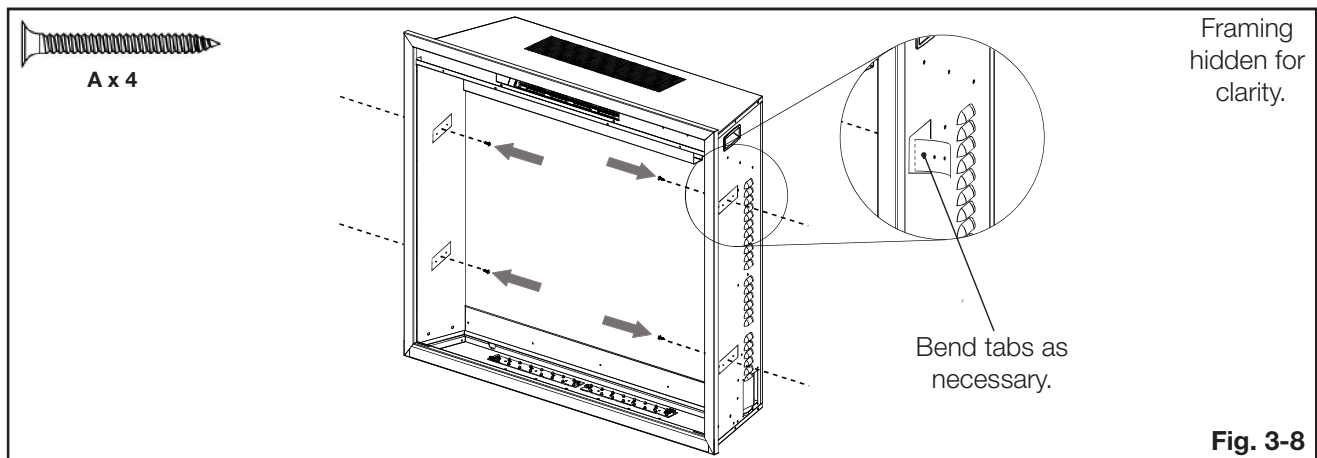
**note:**

It is recommended to complete finishing of the wall before fully securing the appliance (**Fig. 3-6**).

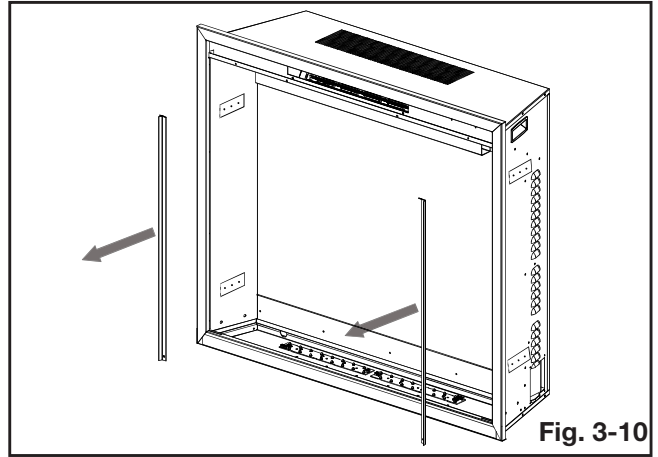
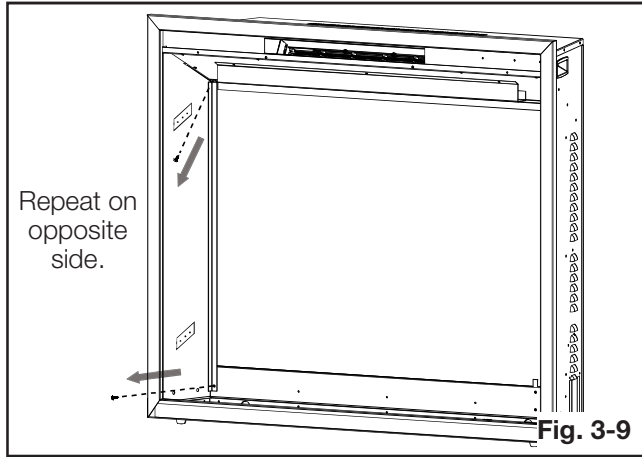
6. Carefully lift the appliance into the rough-in framing (**Fig. 3-7**).



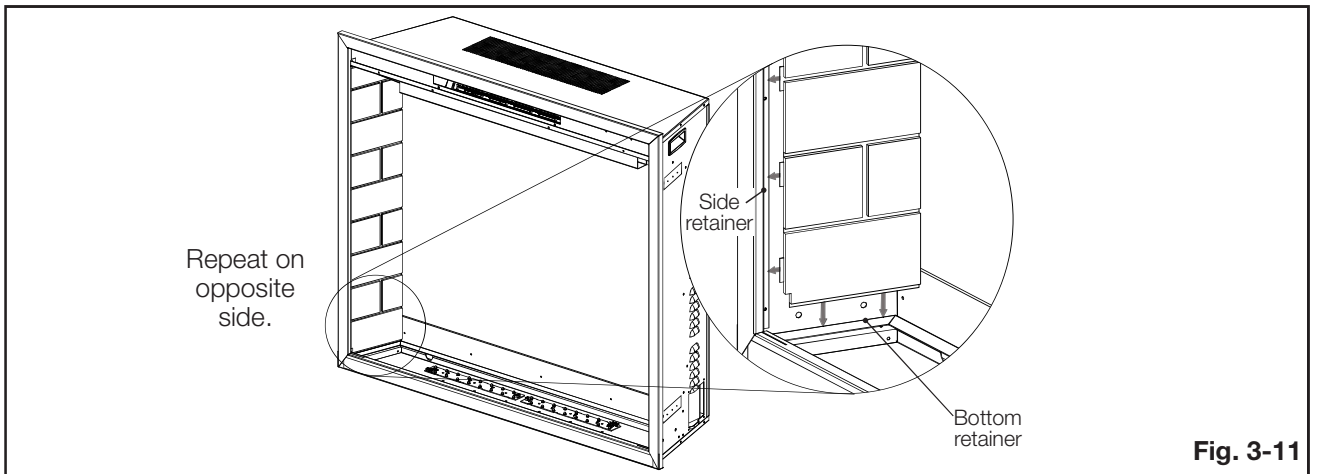
7. Secure the appliance to the rough-in framing by installing 4 screws (supplied) through one of the three holes of the mounting tabs from the inside of the appliance (**Fig. 3-8**).



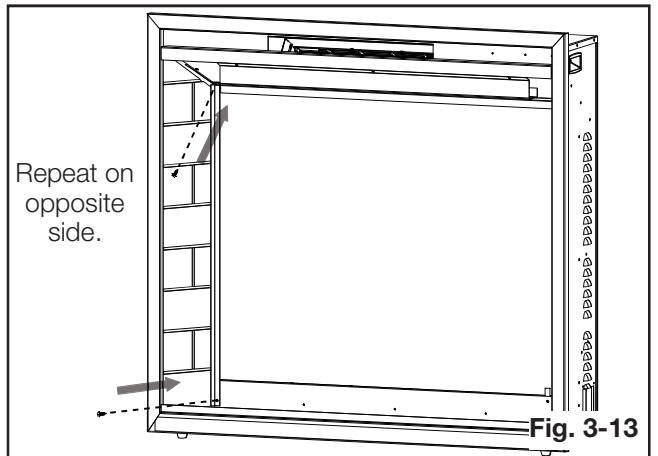
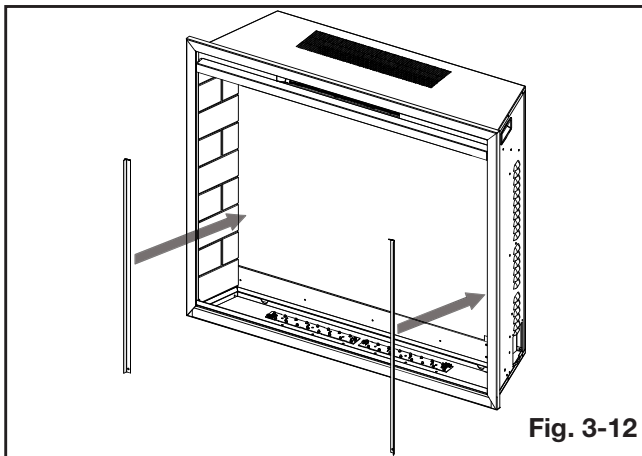
8. Remove the 4 screws holding the back retainers in place (**Fig. 3-9**). Set the screws and retainers aside (**Fig. 3-10**).



9. Place the brick panels into the bottom retainers and behind the side retainers (**Fig. 3-11**).

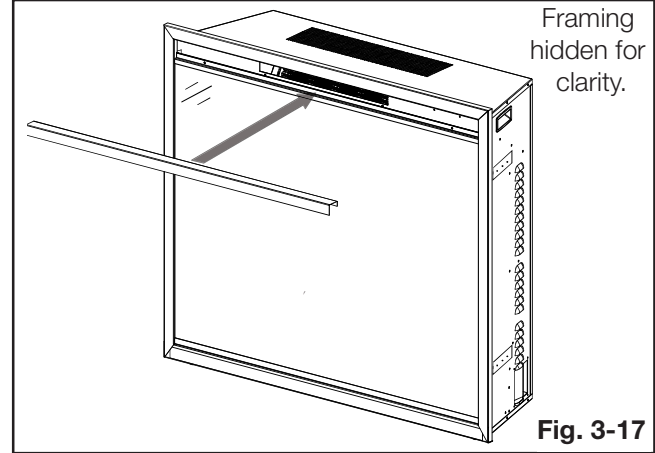
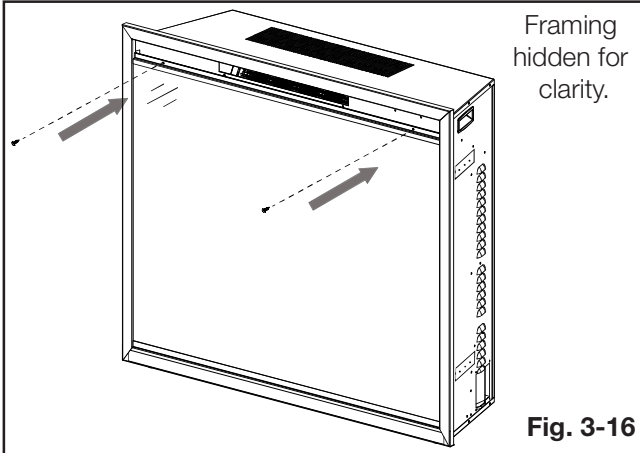
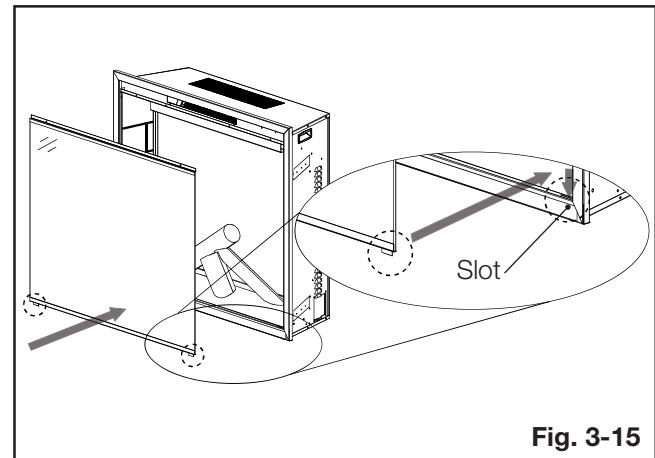
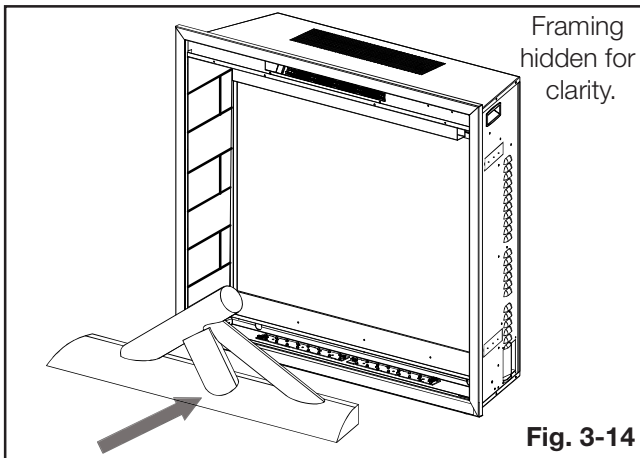


10. Re-install the 2 back retainers by re-installing the 4 screws previously removed in step 8 (**Fig. 3-12 and 3-13**).



# installation and finishing

11. Re-install the log set without reinstalling the 4 screws removed in step 4 (**Fig. 3-14**).
12. Re-install the glass door (**Fig. 3-15 and 3-16**).
13. Re-install the front decorative cover held in place by 2 magnets (**Fig. 3-17**).



## 4.1 120V cord plug installation

The factory default setting is 120 volt cord plug installation configuration. Simply plug the appliance to a grounded 120V, 15 amp outlet box.

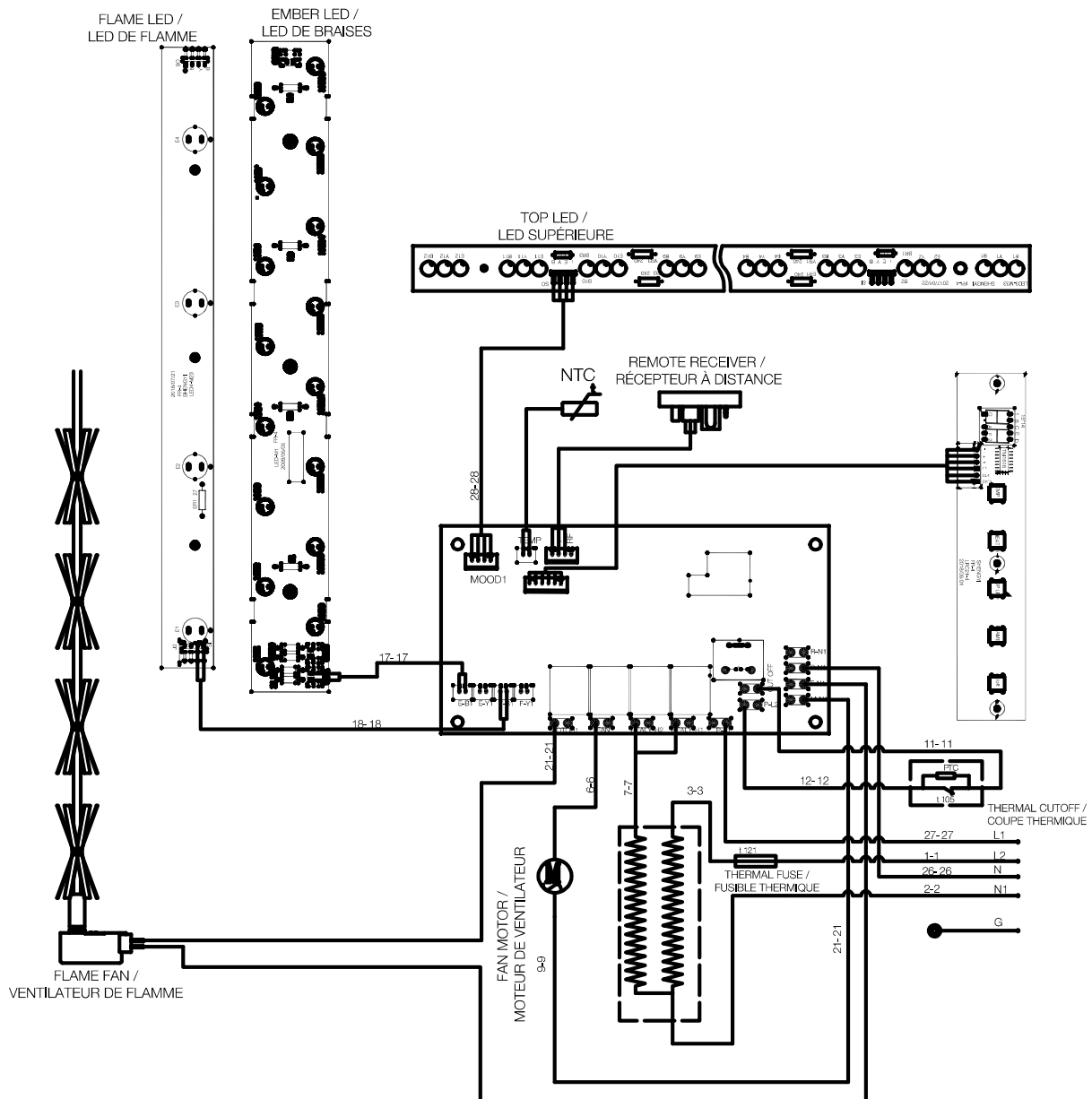
**note:**

This appliance must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.

## 4.2 wiring diagram

### **! WARNING**

- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.



- L1 = Black/Noir (Power/Alimentation)
- L2 = Red/Rouge (Power/Alimentation)
- G = Green/Vert (Ground/Terre)
- N = White/Blanc (Common/Commun)
- N1 = Blue/Bleu (Common/Commun)

# electrical information

## 4.3 hard-wiring installation

### ! WARNING

- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

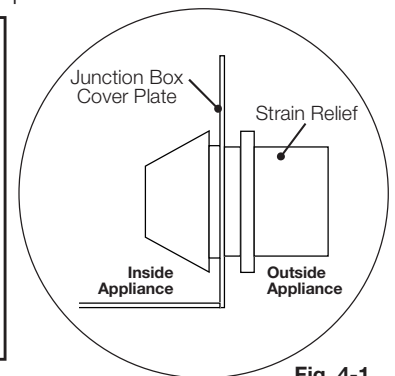
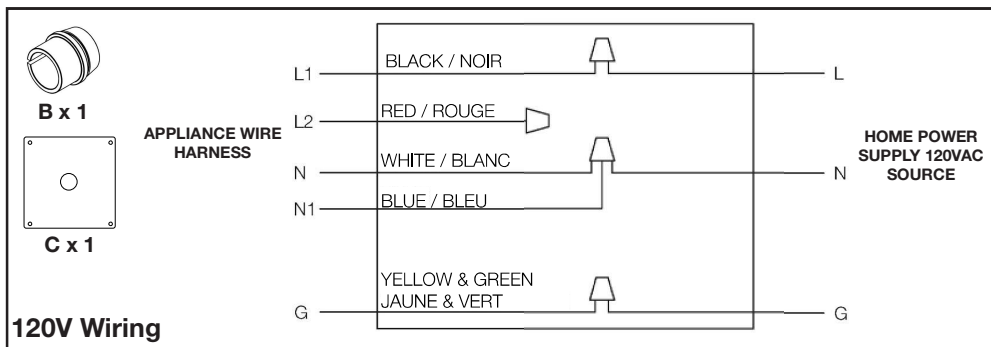
#### HARD-WIRING CONNECTION

If it is necessary to hard-wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring. The wire and power supply breaker must be rated for 120V, minimum 15 amps.

This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with the latest edition of the National Electrical Code ANSI/NFPA 70 in the United States or the Canadian Electrical Code CSA C22.1 in Canada.

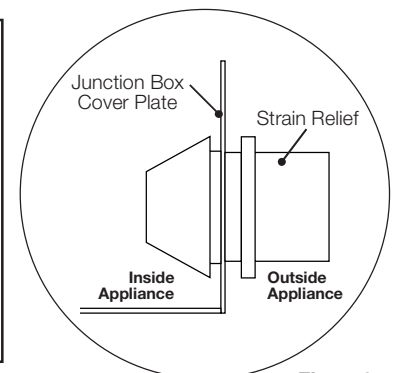
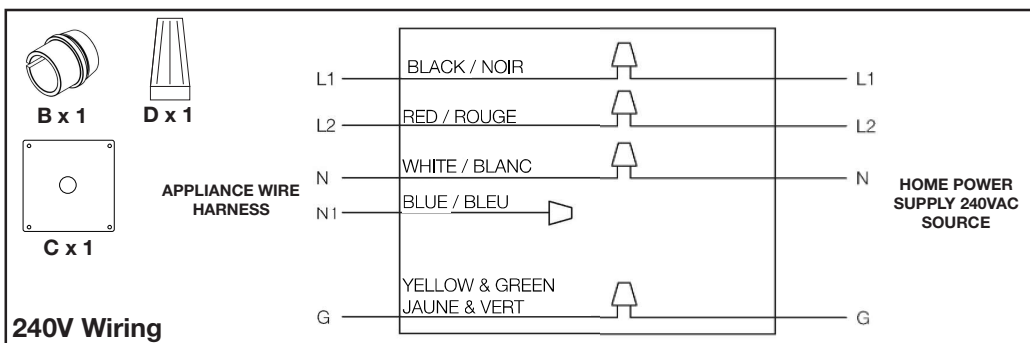
#### 4.3.1 120V hard-wiring installation

1. Remove the 4 screws securing the cord and cover plate to the side of the firebox.
2. Unscrew the wire nuts securing the power supply cord.
3. Install the new strain relief (supplied) (**Fig. 4-1**) into the new cover plate (supplied) and feed the 14/2 conductor wire through the strain relief.
4. Connect the ground/bond wires together.
5. Connect L1 to L1 of the appliance.
6. Connect the supply N wire to the two N wires in the junction box. Do not connect the L2 wire.
7. With wires secured, carefully feed the wires into the firebox and re-secure the cover plate.



#### 4.3.2 240V hard-wiring installation

1. Remove the 4 screws securing the cord and cover plate to the side of the firebox.
2. Unscrew the wire nuts securing the power supply cord and the L2 wire.
3. Install the new strain relief (supplied) (**Fig. 4-2**) into the new cover plate (supplied) and feed the 14/3 conductor wire through the strain relief.
4. Connect the ground/bond wires together.
5. Connect L1 to L1 of the appliance, connect the supply N wire to the single white N wire in the firebox. Connect the L2 wire to the L2 wire of the appliance.
6. Screw the wire nuts onto the blue N1 wire. Do not connect supply wires to this wire.
7. With wires secured, carefully feed the wires into the firebox and re-secure the cover plate.










## **WARNING**

- Ensure the house circuit breakers for the circuit supply are turned on. When initially connecting the appliance to a power source, the appliance will make a beeping sound to indicate standby mode.








Once the appliance has been plugged into a grounded electrical outlet or hard-wired to a dedicated 120V or 240V power supply, it is ready to operate.

### 5.1 operating control panel



<b>Power</b>		Turns the appliance on / off.																						
<b>Temperature Control</b>		<p>Controls the appliance temperature.</p> <p><b>11 Settings:</b></p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td>°C</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>°F</td> <td>64</td> <td>66</td> <td>68</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> <td>82</td> </tr> </table> <p><b>NOTE:</b> When setting is °C or °F, the temperature control is OFF. Holding the button for 5s will switch the temperature from °C to °F and vice versa.</p>	°C	18	19	20	21	22	23	24	25	26	27	°F	64	66	68	70	72	74	76	78	80	82
°C	18	19	20	21	22	23	24	25	26	27														
°F	64	66	68	70	72	74	76	78	80	82														
<b>Heater</b>		<p>Turns the heater and blower on / off.</p> <p><b>3 Settings:</b>                      H0 - Heater and blower off                      bL - Blower on                      H1 - Heater on</p> <p><b>NOTE:</b> Heater function can be disabled / enabled by holding the button for 5s. When the heater function is disabled, "LO" will be displayed.</p>																						
<b>Top Light</b>		<p>Controls the top light colour.</p> <p><b>8 Settings:</b>                      d1 - Yellow, red, and blue                      d2 - Red and blue                      d3 - Yellow and blue                      d4 - Yellow and red                      d5 - Blue                      d6 - Red                      d7 - Yellow                      d0 - Off</p>																						
<b>Flame</b>		<p>Controls the flame brightness.</p> <p><b>5 Settings:</b>                      F0 - Flame off                      F1 - Small flame                      F2 - Medium flame                      F3 - Bright flame                      F4 - Brightest flame</p>																						

## 5.2 operating remote control

<b>Power</b>		Turns the appliance on / off.																						
<b>Timer</b>		Turns the timer on /off. <b>10 Settings:</b> -- (no setting), 30 min., 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h																						
<b>Temperature Control</b>		Controls the appliance temperature. <b>11 Settings:</b> <table border="1" data-bbox="496 512 1008 590"> <tr> <td>°C</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>°F</td> <td>64</td> <td>66</td> <td>68</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> <td>82</td> </tr> </table> <p><b>NOTE:</b> When setting is °C or °F, the temperature control is OFF. Holding the button for 5s will switch the temperature from °C to °F and vice versa.</p>	°C	18	19	20	21	22	23	24	25	26	27	°F	64	66	68	70	72	74	76	78	80	82
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<b>Brightness</b>		Controls the ember bed brightness. <b>6 Settings:</b> b0 - No brightness b1 - Low b2 - Medium b3 - Bright b4 - Brightest b5 - Pulsing effect (fade in and out)																						
<b>Heater</b>		Turns the heater and blower on / off. <b>3 Settings:</b> H0 - Heater and blower off bL - Blower on H1 - Heater on <b>NOTE:</b> Heater function can be disabled / enabled by holding the button for 5s. When the heater function is disabled, "LO" will be displayed.																						

**note:**

When operating the remote control, it must be directed towards the front centre of the appliance.

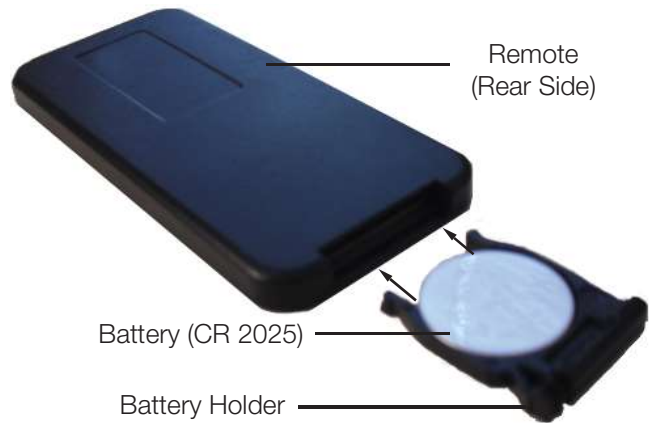
### 5.3 remote battery installation

#### **! WARNING**

- This remote control requires button batteries that are hazardous to young children.
- **WARNING! KEEP BATTERIES OUT OF REACH OF CHILDREN.**
- Swallowing may lead to serious injury or death in as little as 2 hours due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery, immediately seek urgent medical assistance.
- Examine devices and make sure the battery compartment is correctly secured (i.e. that the screw or other mechanical fastener is tightened). Do not use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
- Tell others about the risks associated with button batteries and how to keep their children safe.



- To replace the existing battery, remove the battery holder.
- To remove the battery holder, turn remote onto front side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
- Replace existing battery, type CR 2025, with a new battery and reinstall the battery holder into the remote by sliding it into position.
- Battery holder is secure into the remote control when a clicking noise is heard.



Batteries must be disposed of according to the local laws and regulations. Some batteries may be recycled, and may be accepted for disposal at your local recycling center. Check with your municipality for recycling instructions.

### 6.0 maintenance

#### **! WARNING**

- Always turn the heater off and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this appliance. Failure to do so could result in electric shock, fire, or personal injury.
- Never immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury.

**Metal:**

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- Do not use brass polish or household cleaners as these products will damage the metal trim.

**Glass:**

- Use a good quality cleaner sprayed onto a cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

**Vents:**

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.

**Plastic:**

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

## 7.0 replacement parts

### **WARNING**

- Failure to position the parts in accordance with this manual or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

Contact your dealer for questions concerning prices and policies on replacement parts. Normally, all parts can be ordered through your Authorized dealer / distributor.

**For warranty replacement parts, a photocopy of the original invoice will be required to honour the claim.**

When ordering replacement parts always give the following information:

- Model & Serial Number of appliance
- Installation date of appliance
- Part number
- Description of part
- Finish

**Parts, part numbers, and availability are subject to change without notice.**

**Parts identified as stocked will be delivered within 2 to 5 business days for most delivery destinations.**

**Parts not identified as stocked will be delivered within a 2 to 4 week period, for most cases.**

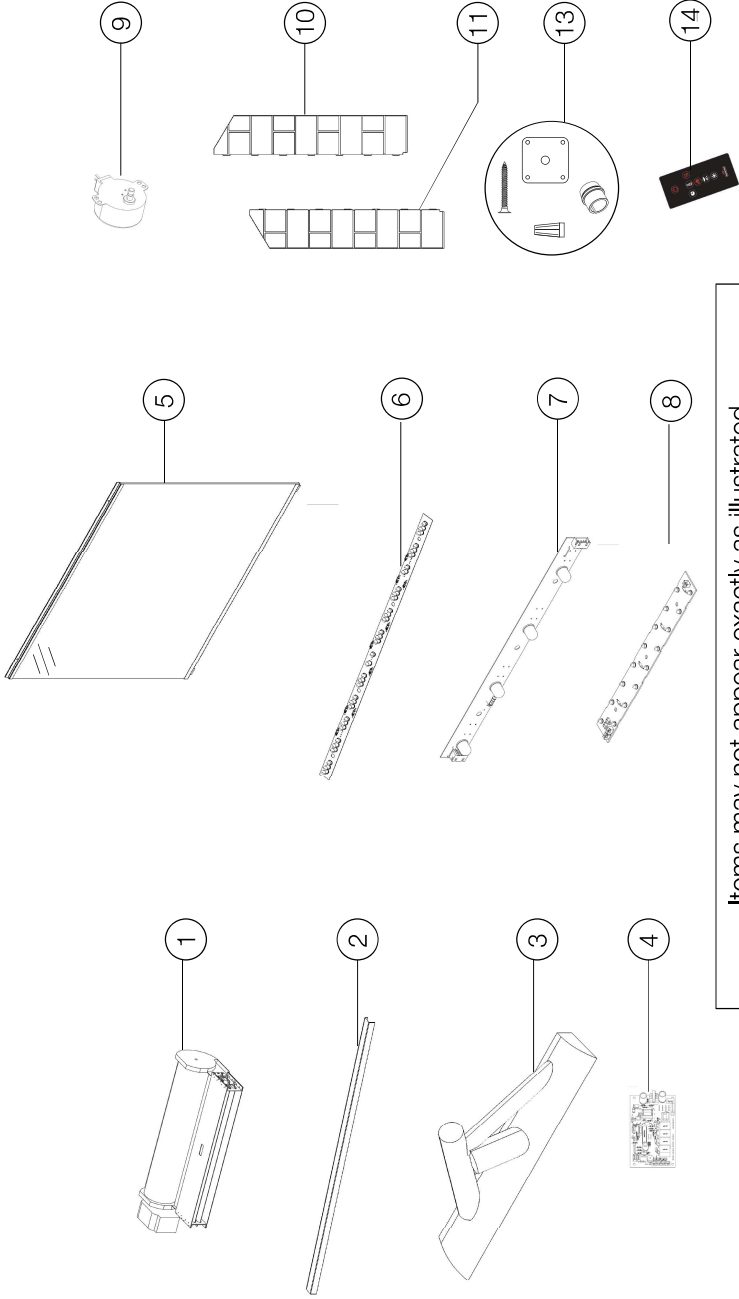
**Parts identified as 'SO' are special order and can take up to 90 days for delivery.**

For after-sales service, please call 1-866-820-8686.

#### **note:**

Care must be taken when removing and disposing of any broken glass or damaged components. Be sure to vacuum up any broken glass from inside the appliance before operation.

### 7.1 overview



Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked
1	W010-4763-SER	Assembly, heater and blower	Yes
2	W080-1937-SER	Decorative cover	Yes
3	W135-0820-SER	Log set	Yes
4	W190-0228	Main PCB board	Yes
5	W300-0297-SER	Front glass	Yes
6	W405-0078-SER	Top LED light	Yes
7	W405-0079-SER	Flame LED light	Yes
8	W405-0080-SER	Ember bed LED light	Yes
9	W435-0097-SER	Motor reflector	Yes

Ref. No.	Part No.	Description	Stocked
10	W475-1678-SER	Panel, left side brick	Yes
11	W475-1679-SER	Panel, right side brick	Yes
12*	W010-4574-SER	Reflector spindle assembly	Yes
13	W175-0708-SER	Hardware kit	Yes
14	W190-0151-SER	Remote control	Yes
15*	W190-0152-SER	Control panel board	Yes
16*	W190-0153-SER	Control panel buttons	Yes
17*	W190-0154-SER	Remote receiver	Yes
18*	W690-0027-SER	Thermostat	Yes

\* Parts not illustrated.

## 8.0 troubleshooting

### WARNING

- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

symptom	problem	solution
Appliance will not come on when power button/switch is put into the "on" position.	Appliance is not plugged into an electrical outlet.	Check plug, and plug in the appliance if necessary.
	Hard wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace, if necessary.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance's fuse has blown.	Replace the fuse.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in the appliance or turn the breaker on.
Appliance has returned to default settings.	Power failure.	Re-program appliance to original settings (not applicable with all appliances).
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel.
No warm air coming out of the appliance.	Heater setting not selected.	See "operation" section.
	Heater has been locked out.	See "operation" section.
	Room temperature is higher than appliance setting (if set to room temperature).	Reset temperature setting.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow for appliance to cool for 15 minutes.
	Hard wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Heater issue.	Inspect the blower and heater and replace, if necessary.
Heater shuts off automatically.	Room is too warm.	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
Dim or no flame.	Flame brightness not selected.	See "operation" section.
	Flame LEDs issue.	Inspect the LED and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
Flame does not move.	Motor is stalled/malfunctioning.	Cycle on/off. If problem persists, consult dealer.

symptom	problem	solution
Ember bed is not glowing or dimming.	Brightness not selected.	See “operation” section.
	Ember LED issue.	Inspect the ember bed LEDs and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
LED flashing “OH”.	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on. If problem persists, consults your dealer.

## 9.0 warranty

**Napoleon** electric appliances are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

**Napoleon** products are designed with superior components and materials and assembled by trained craftsmen who take great pride in their work. Once assembled, the complete appliance is thoroughly inspected by a qualified and authorized installer, service agency, or supplier before packing to ensure that you, the customer, receive the quality product that you expect from **Napoleon**.

### Napoleon Electric Appliance Premium Warranty

Electrical components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first 2 years of premium warranty. This covers: fan/heaters, motors, switches, nylon bearing components, remote controls, and LED lights.\*

Light bulbs and fuses are **NOT** covered by the warranty.

In the first year only, any labour related to warranty repair is covered.

\* Construction of models vary. Warranty applies only to components included with your specific appliance.

### Conditions and Limitations

**Napoleon** warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. Provided that the purchase was made through an authorized **Napoleon** dealer, your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation.

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This premium warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse, or neglect and parts installed from other manufacturers will nullify this warranty.

This premium warranty further does not cover any scratches, dents, corrosion, or discolouring caused by excessive heat, abrasive and chemical cleaners, nor chipping on porcelain enamel parts, mechanical breakage of PHAZER™ logs.

In the first 2 years only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship, provided that the product has been operated in accordance with the operation instructions and under normal conditions.

After the first year, **Napoleon** will not be responsible for installation, labour, or any other expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the Premium Warranty, **Napoleon** responsibility under this warranty is defined as above, and it shall not in any event extend to any incidental, consequential, or indirect damages.

This warranty defines the obligations and liability of **Napoleon** with respect to the **Napoleon** electric appliance and any other warranties expressed or implied with respect to this product; its components or accessories are excluded.

**Napoleon** neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.

Any damages to appliance, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals, or cleaners will not be the responsibility of **Napoleon**.

**Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim.

All parts replaced under the Premium Warranty Policy are subject to a single claim.

All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.

The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.

Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

Shipping costs are not covered under this warranty.

Additional service fees may apply if you are seeking warranty service from a dealer.

All specifications and designs are subject to change without prior notice due to on-going product improvements. **Napoleon** is a registered trademark of Wolf Steel Ltd.





# NAPOLEON CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



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