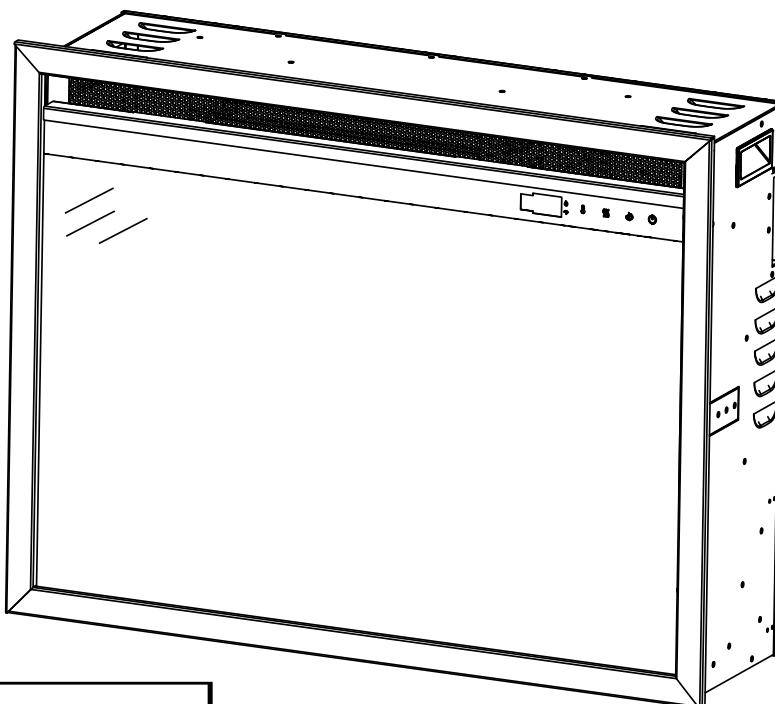




INSTALLATION AND OPERATION MANUAL

Cineview™ Electric Appliance

(NEFB26H 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**



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:

Never locate this electric appliance where it may fall into a bathtub or other water container.


- 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.

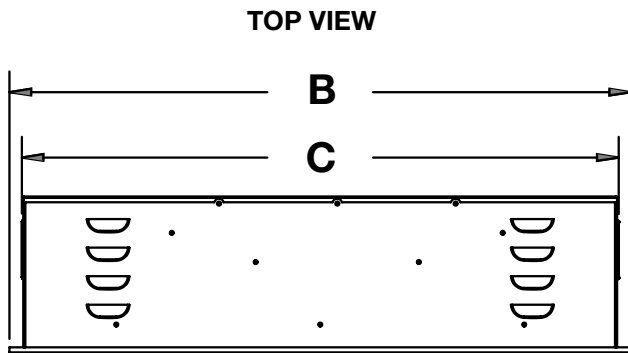
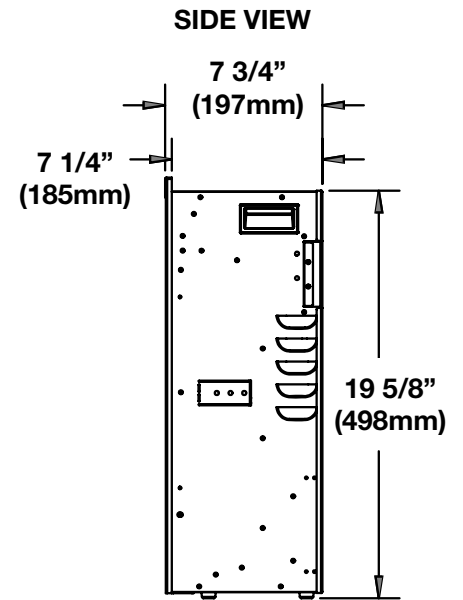
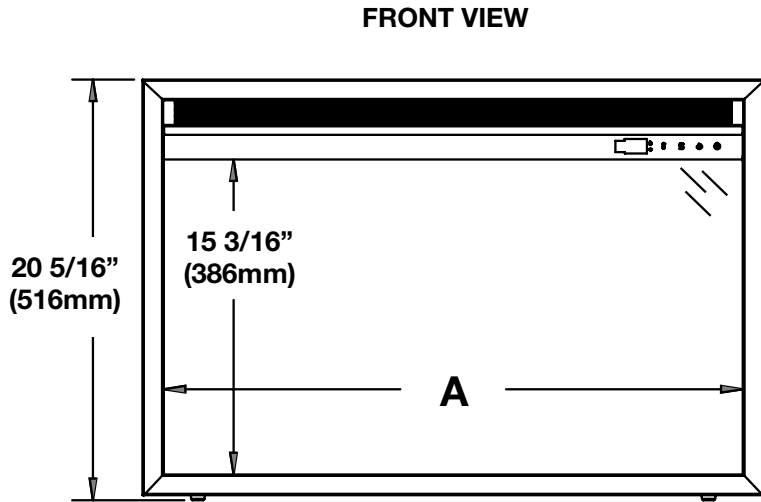
 **WARNING: This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to cause cancer, and chemicals including BBP and DEHP, which are known to the State of California to cause birth defects or other reproductive harm. For more information,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

1.0	general information	5
1.1	dimensions	5
1.2	hardware list	5
1.3	listing approvals	6
1.4	general instructions	6
1.5	unpacking and testing appliance	6
1.6	rating plate information	7
1.7	label location	7
2.0	locating appliance	8
2.1	grounding appliance	8
3.0	installation	9
3.1	minimum clearance to combustibles	9
3.2	minimum mantel clearances	9
3.3	rough framing	10
3.4	appliance installation and finishing	11
4.0	electrical information	14
4.1	120V cord plug installation	14
4.2	wiring diagram	14
4.3	hard-wiring installation	15
5.0	finishing	16
5.1	crystal installation	16
5.2	log, grate, and crystal installation	16
6.0	operating instructions	17
6.1	operating control panel	17
6.2	operating remote control	18
6.3	remote battery installation	20
7.0	maintenance	20
8.0	replacement parts	21
8.1	overview	22
9.0	troubleshooting	23
10.0	warranty	25

note:

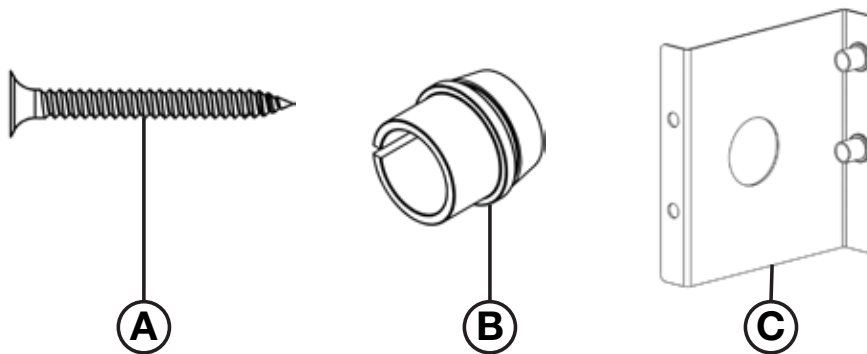
The information throughout this manual is believed to be correct at the time of printing. Wolf Steel Ltd. reserves the right to change or modify any information within this manual at any time without notice. Changes, other than editorial, are denoted by a vertical line in the margin.

1.1 dimensions



Ref.	NEFB26H	NEFB30H
A	23 15/16" (607mm)	27 15/16" (709mm)
B	26" (660mm)	30" (762mm)
C	24 3/4" (629mm)	28 13/16" (732mm)

1.2 hardware list



Ref.	Description	Quantity
A	Wood Screws	2
B	Strain Relief	1
C	Junction Box Cover Plate	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.

Model No.	NEFB26H	NEFB30H
Description	26" Electric Appliance	30" Electric Appliance
Voltage	120V	
Watts	1465W	
Amps	Dedicated 15 AMP Grounded Circuit	
Appliance Width	26" (660mm)	30" (762mm)
Appliance Height	20 5/16" (516mm)	
Appliance Depth	7 3/4" (197mm)	
Net Weight	37.5 lbs (17.0 kg)	41.9 lbs (19.0 kg)
Gross Weight	46.3 lbs (21.0 kg)	51.4 lbs (23.3 kg)

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.

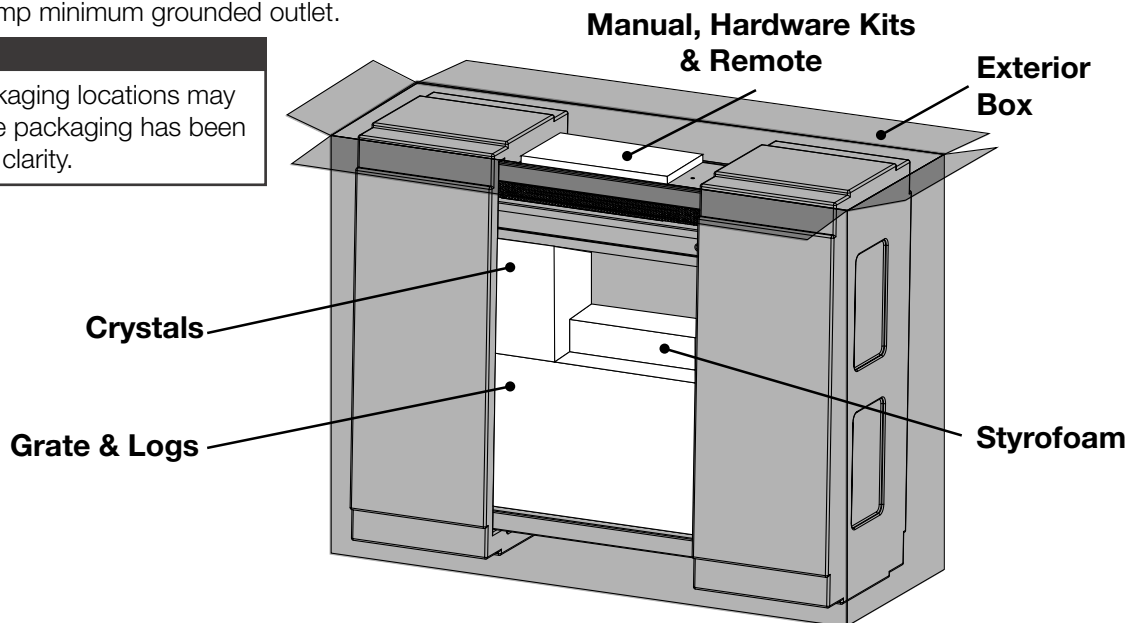
As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

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:

Exact packaging locations 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.

CSA **UL**

MASTER CONTRACT: 161746 CONTRAT-CADRE: 161746

NEFB26H MODEL CEFB26H

VOLTAGE: 120V **TENSION:** 120 V
FREQUENCY: 60Hz **FRÉQUENCE:** 60Hz
POWER: 1465W **PUISSANCE:** 1465W
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

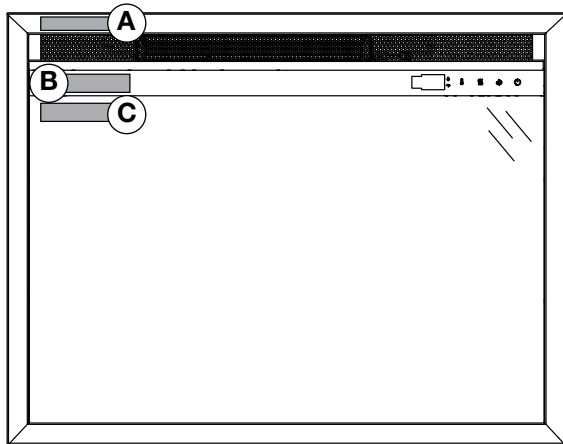
SERIAL NUMBER/NO. DE SÉRIE: **NEFB26H** **W385-2533**

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

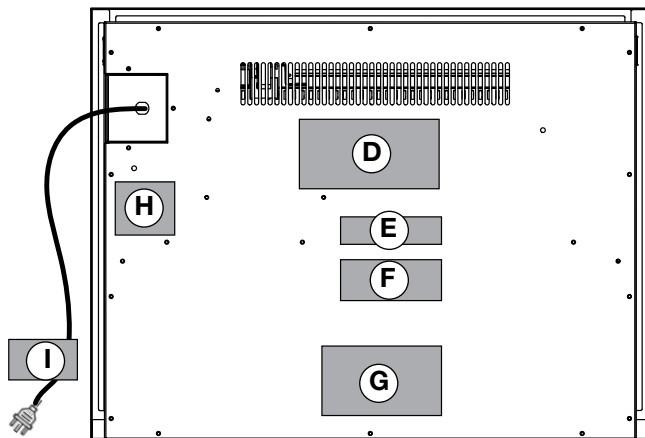
This illustration is for reference only. Refer to the rating plate on the appliance for accurate information.

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

1.7 label location



Front View of Appliance



Rear View of Appliance

Ref.	Part Number	Label Description
A	W385-2210	"Do Not Cover"
B *	N/A	Model & Serial Number
C	W385-2017	"Hot Surface"
D	W385-2533	Rating Plate (NEFB26H)
	W385-2552	Rating Plate (NEFB30H)
E	W385-1944	"Warning"
F	W385-1945	"Caution"
G	W385-2553	Wiring Diagram
H	W385-2554	Hard-Wiring Diagram
I	W385-1943	"Warning"

* Located behind front glass on sheet metal.

2.0 locating appliance

! WARNING

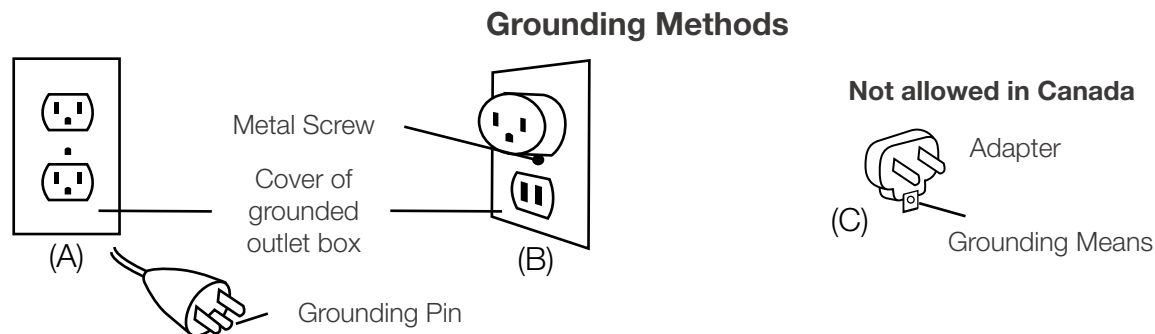
- Due to high temperatures, this electric appliance should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 36" (91.4cm) from the front of the appliance.
- Never locate this electric appliance where it may fall into a bathtub 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. 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 NEFB26/30H 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.

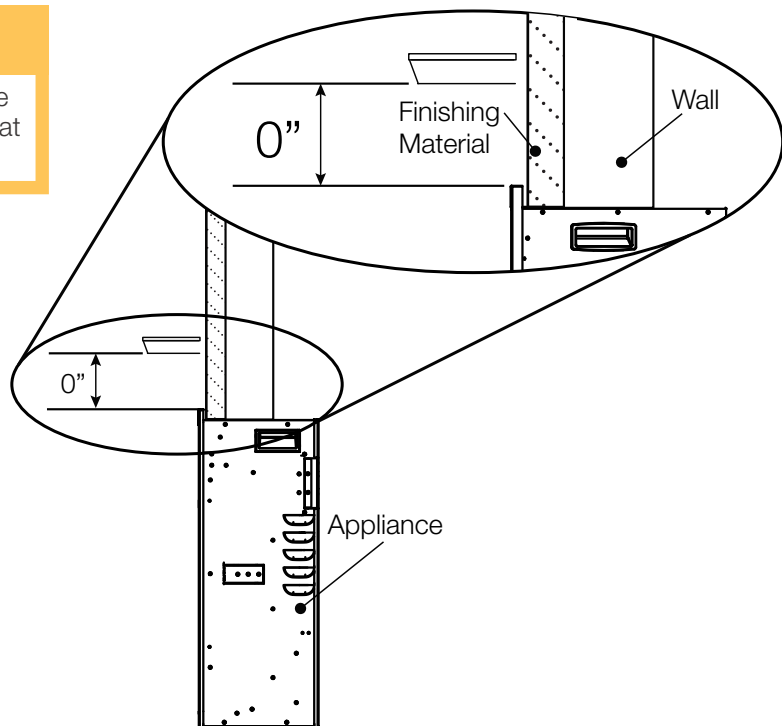
3.1 minimum clearance to combustibles

Measurements are taken from the adjacent surface.			
Bottom	0"	Top	0" to mantel
Sides	0"	Top	0" to ceiling
Back	0"		

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 discoloration.



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:

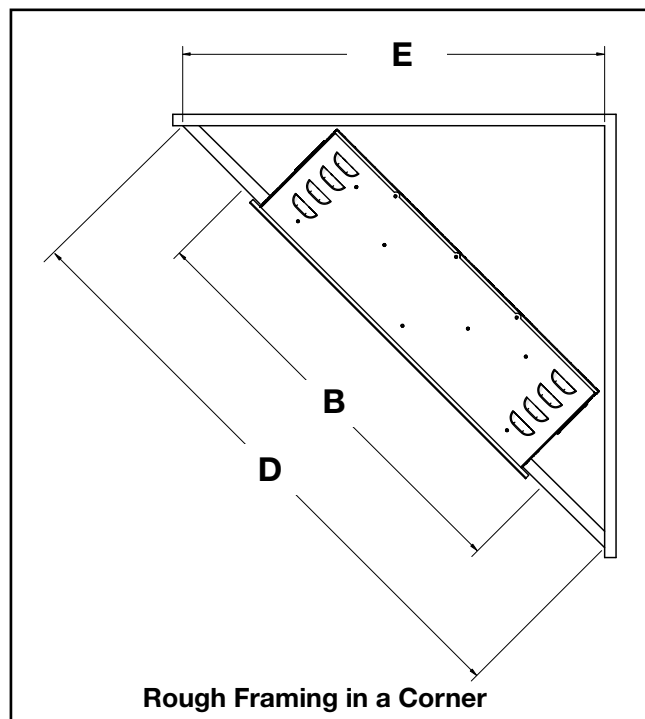
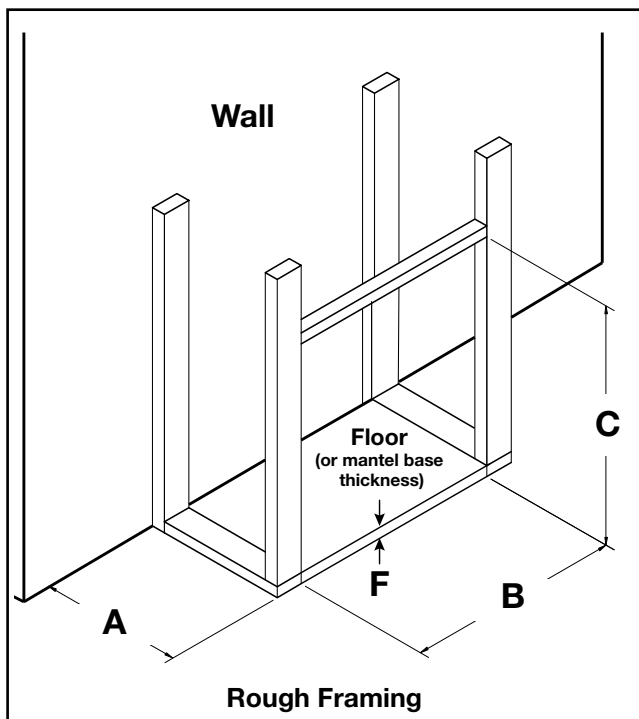
It is recommended to complete finishing of the wall before fully securing the appliance.

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.

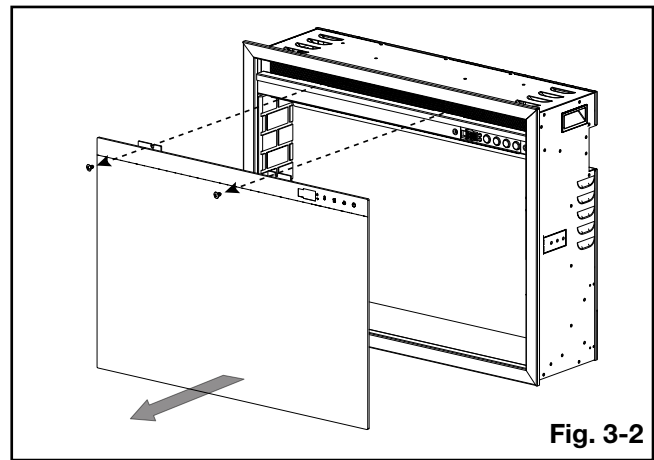
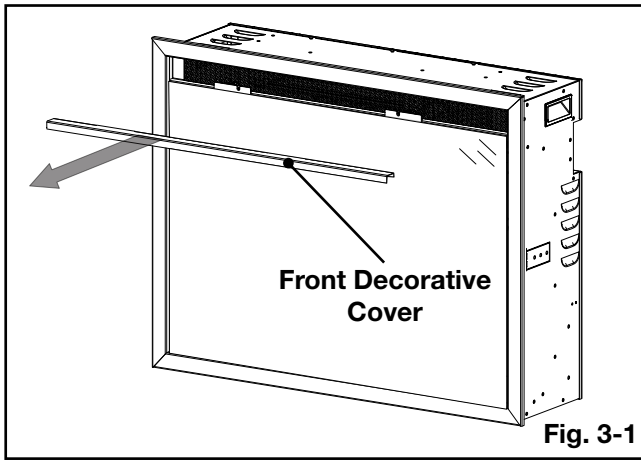
In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the appliance body, it is recommended that the walls of the appliance enclosure be "finished" (i.e. drywall / sheet rock, etc.) as you would finish any other outside wall of a home. This will ensure that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



Ref.	NEFB26H	NEFB30H
A	7 3/4" (197mm)	
B	25 1/4" (641mm)	29 1/4" (743mm)
C	19 7/8" (505mm) + F	
D	39 3/4" (1010mm)	43 3/4" (1111mm)
E	28" (710mm)	30 13/16" (783mm)
F	Will vary with floor / mantel base thickness	

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**). Remove the glass door, and then place it face down on a soft, non-abrasive surface.

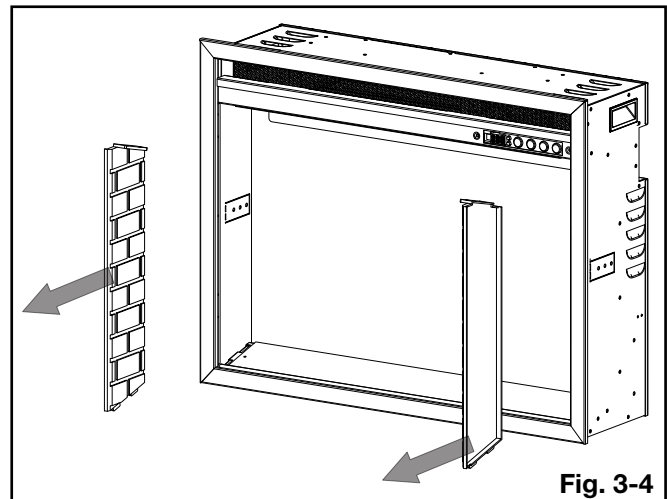
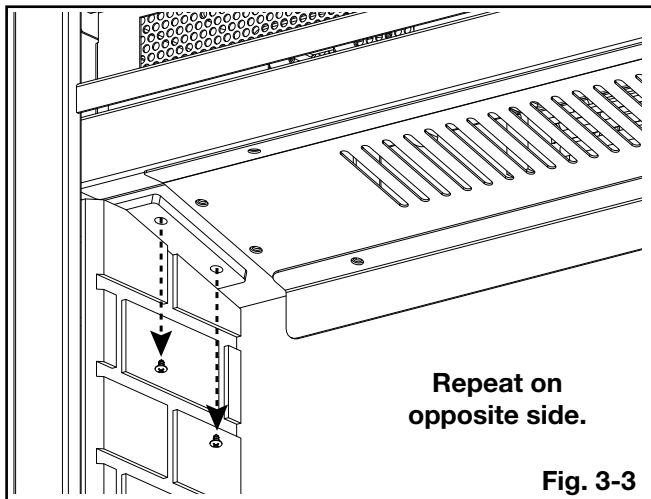


3. Remove all boxes packed inside the appliance (see "unpacking and testing appliance" section).

note:

If intending to recess the appliance into a wall or mantel and have it hard-wired, continue with steps 4-8. Otherwise, skip ahead to step 9.

4. Remove side brick panels by removing 2 screws from each side (**Fig. 3-3**). Set the screws and panels aside (**Fig. 3-4**).



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

note:

It is recommended to complete finishing of the wall before fully securing the appliance (**Fig. 3-5**).

6. Carefully lift the appliance into the finished framing (**Fig. 3-6**).

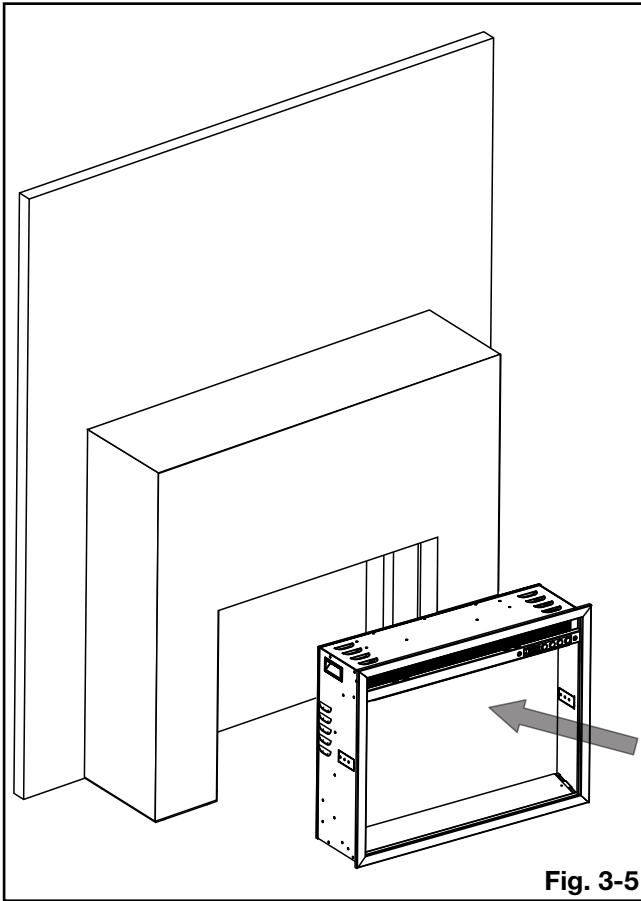


Fig. 3-5

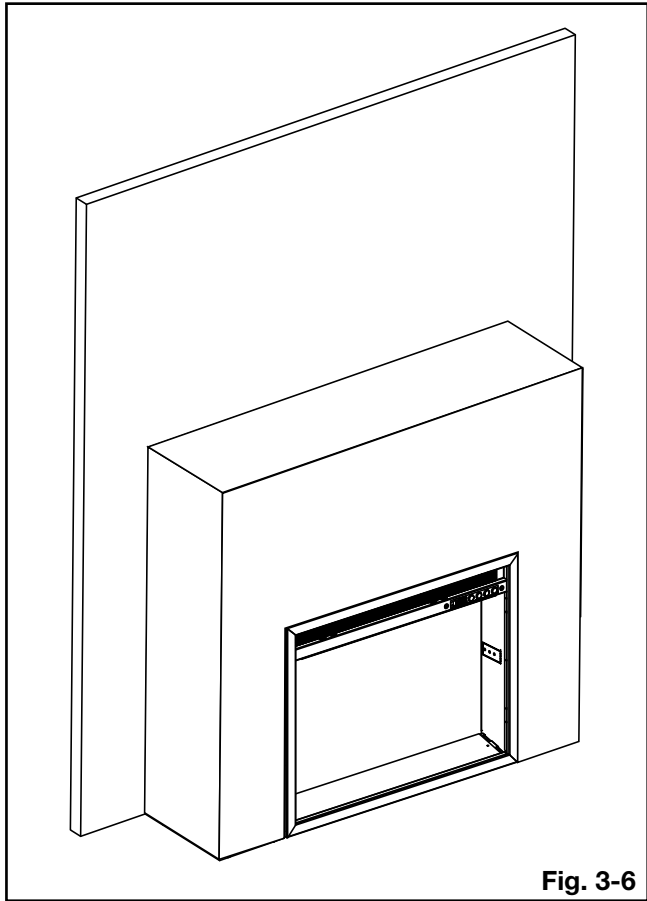


Fig. 3-6

7. Secure the appliance into the opening by installing 1 screw (supplied) through the mounting tab into the framing material, working from inside the appliance (**Fig. 3-7**). Repeat on the opposite side.

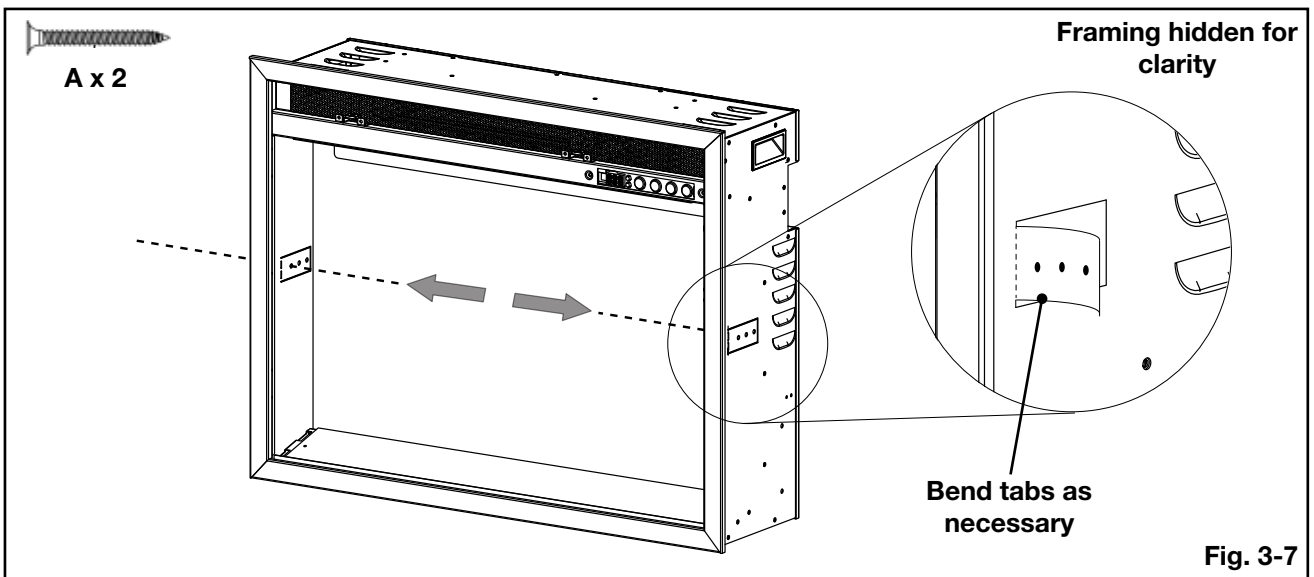
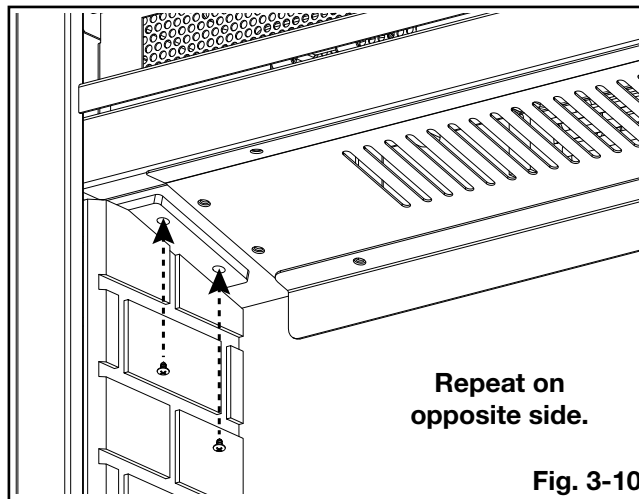
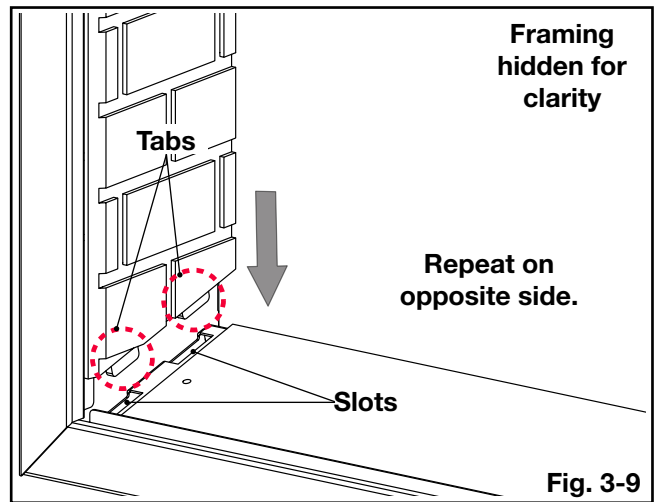
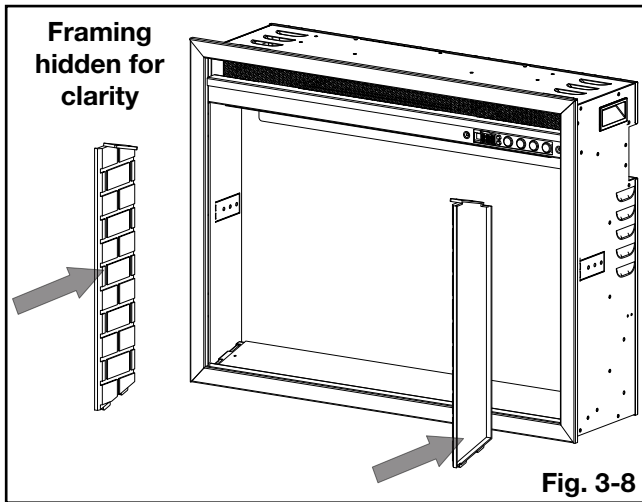


Fig. 3-7

- Reinstall brick panels if they have been removed (**Fig. 3-8**). Ensure the tabs fit into the slots along the bottom of the firebox (**Fig. 3-9**) before securing the brick panels in place using the 2 screws previously removed in step 4 (**Fig. 3-10**).



- Install media (see "finishing" section).
- Reinstall the glass door.
- Reinstall the front decorative cover held in place by 2 magnets.

4.3 hard-wiring installation

! WARNING

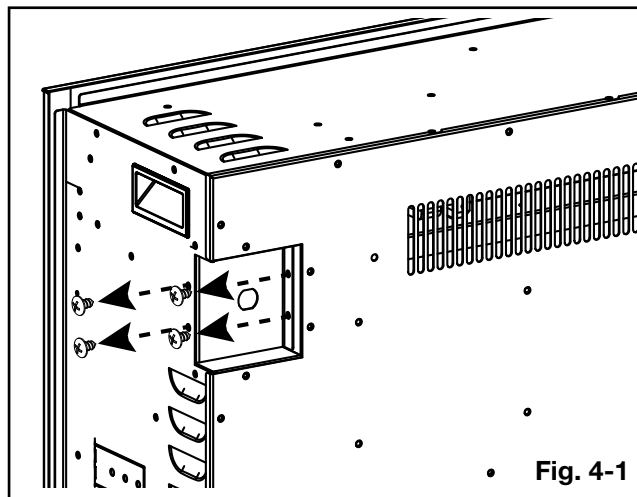
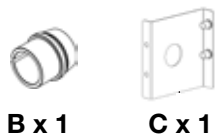
- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

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.

1. Remove the 4 screws securing the cord and cover plate to the side of the firebox (**Fig. 4-1**).
2. Unscrew the wire nuts securing the power supply cord.
3. Install the new strain relief (supplied) (**Fig. 4-2**) 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 the supply N wire to the N wire in the junction box.
6. Connect L1 to L1 of the appliance.
7. With wires secured, carefully feed the wires into the firebox and re-secure the cover plate.



Rear View of Appliance

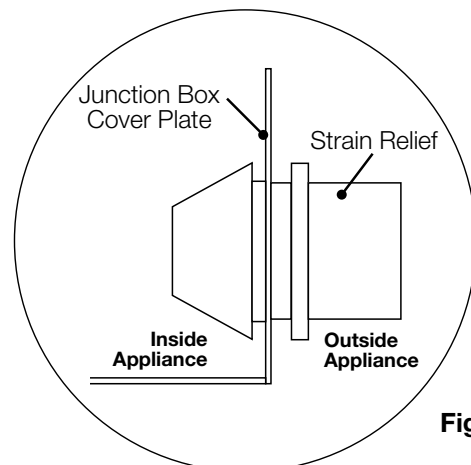
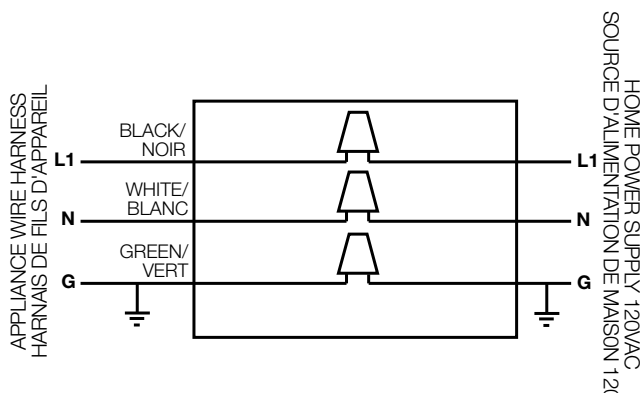


Fig. 4-2

5.0 finishing

! WARNING

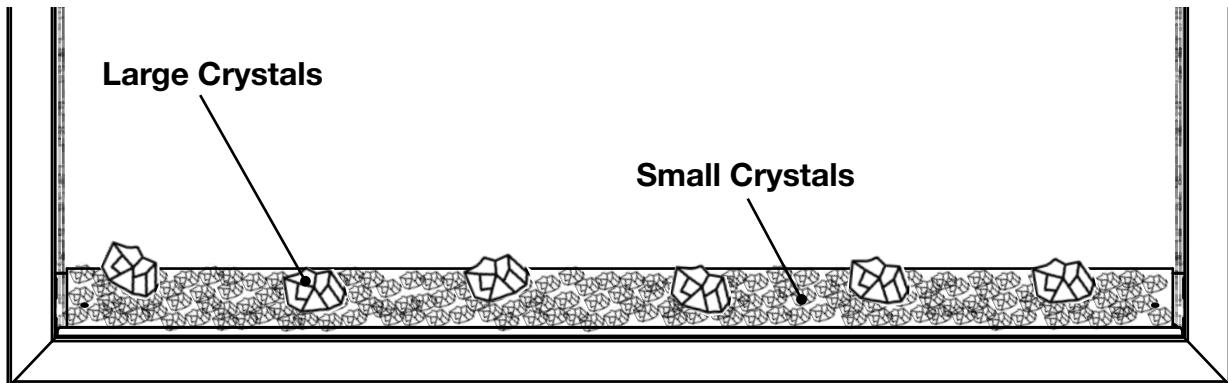
- Power supply service must be completed prior to finishing to avoid reconstruction.
- Heat vents and air openings cannot be covered in any circumstances.

note:

Multiple media options are provided.

5.1 crystal installation

1. Remove glass door (see "installation" section).
2. Carefully place an even layer of small crystals on the media tray.
3. Randomly place the large crystals (**Fig. 5-1**).
4. Reinstall the glass door.

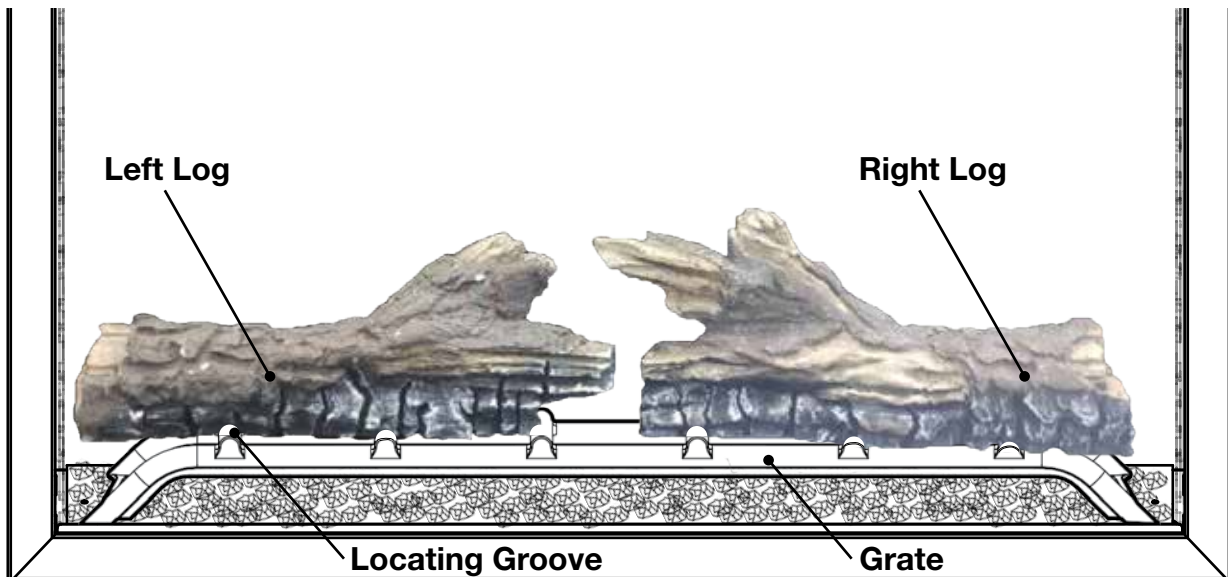


For illustrative purposes only.

Fig. 5-1

5.2 log, grate, and crystal installation

1. Remove the glass door (see "installation" section).
2. Place the grate on the media tray. Ensure it is stable.
3. Carefully place an even layer of small crystals on the media tray.
4. Place the logs (left and right) on top of the grate, using the grooves along the bottom of the logs as guides (**Fig. 5-2**).
5. Reinstall the glass door.



For illustrative purposes only.

Fig. 5-2







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 power supply, it is ready to operate.

6.1 operating control panel

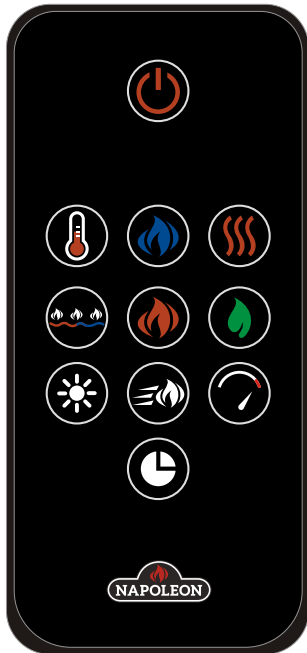


Power		Turns the appliance on / off.																						
Temperature Control		<p>Controls the appliance temperature.</p> <p>11 Settings:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>°C</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</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>NOTE: 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														
Heater		<p>Turns the heater and blower on / off.</p> <p>3 Settings: HO - Heater and blower off FAN - Blower on H-1 - Heater on</p> <p>NOTE: Heater function can be disabled / enabled by holding the button for 5s. When the heater function is disabled, "LOC" will be displayed. The blower has a 10 second delay after the heater is off to blow out the residual heat.</p>																						
Flame		<p>Turns the flame effect on / off.</p> <p>2 Settings: F-1 - Flame effect on (blue and orange, brightest flames) F-0 - Flame effect off</p>																						
ECO Mode Indicating Light		Indicates the appliance is working under ECO mode (energy saving).																						
Boost Mode Indicating Light		Indicates the appliance is working under Boost mode (heat boost).																						

6.2 operating remote control

note:






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



Power		Turns the appliance on / off.
Blue Flame		Controls blue flame brightness. Settings: BF4 - Brightest flame BF3 - Bright flame BF2 - Dim flame BF1 - Dimmest flame BF0 - Flame off
Orange Flame		Controls orange flame brightness. Settings: OF4 - Brightest flame OF3 - Bright flame OF2 - Dim flame OF1 - Dimmest flame OF0 - Flame off
Ember Bed Colour		Controls ember bed light settings. Settings: L-1 - Red L-2 - Blue L-3 - Green L-4 - Light green L-5 - Yellow L-6 - Purple L-7 - Autocycle L-8 - Lock the desired colour during cycle
Ember Bed Brightness		Controls the brightness of the ember bed light. NOTE: If the ember bed colour is set to L-7 , the ember bed brightness setting cannot be changed. Settings: B-4 - Brightest B-3 - Bright B-2 - Dim B-1 - Dimmest B-0 - Off B-5 - Fade in and out
Flame Speed		Controls flame speed. Settings: S-3, S-4, S-5, S-1, S-2

Continued on next page



<p>Heater</p>		<p>Turns the heater and blower on/off.</p> <p>Settings: H-0 - Heater and blower off FAN - Blower on H-1 - Heater on</p> <p>NOTE: Heater function can be disabled / enabled by holding the button for 5s. When the heater function is disabled, "LOC" will be displayed. The blower has a 10 second delay after the heater is off to blow out the residual heat.</p>
<p>Timer</p>		<p>Sets the timer.</p> <p>Settings: 30M, 1Hr, 2Hr, 3Hr, 4Hr, 5Hr, 6Hr, 7Hr, 8Hr</p> <p>NOTE: The display will read "---" after completing the 9 timer settings.</p>
<p>Temperature Control</p>		<p>Sets desired temperature.</p> <p>NOTE: 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> <p>NOTE: The appliance has been programmed with Smart Eco temperature control. When working under temperature control, the heater will work with a reduced output if the detected room temperature is close to the setting temperature in order to save energy. The ECO mode indicating light will turn on in the control panel.</p>
<p>ECO Mode Control</p>		<p>Turns on/off ECO mode manually. The appliance will work with a reduced heat output in order to save energy. When working under ECO mode, the ECO mode indicating light will turn on in the control panel.</p> <p>Settings: ECO - Turn on ECO mode manually OFF - Turn off ECO mode</p>
<p>Boost Mode Control</p>		<p>Turns on Boost mode manually. The appliance will work with full heat output and a faster fan speed in order to produce more heat quickly. When working under Boost mode, the Boost mode indicating light will turn on in the control panel.</p> <p>Settings: BST 10M - Run Boost mode for 10 minutes BST 20M - Run Boost mode for 20 minutes BST 30M - Run Boost mode for 30 minutes OFF - Turn off Boost mode</p>

operating instructions

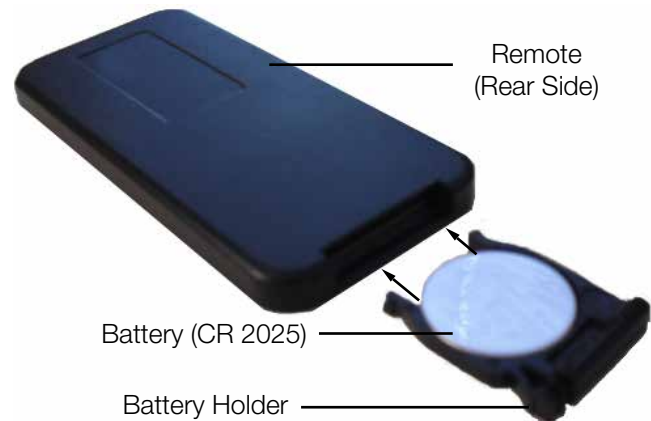
6.3 remote battery installation

! 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.

7.0 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.

! 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.

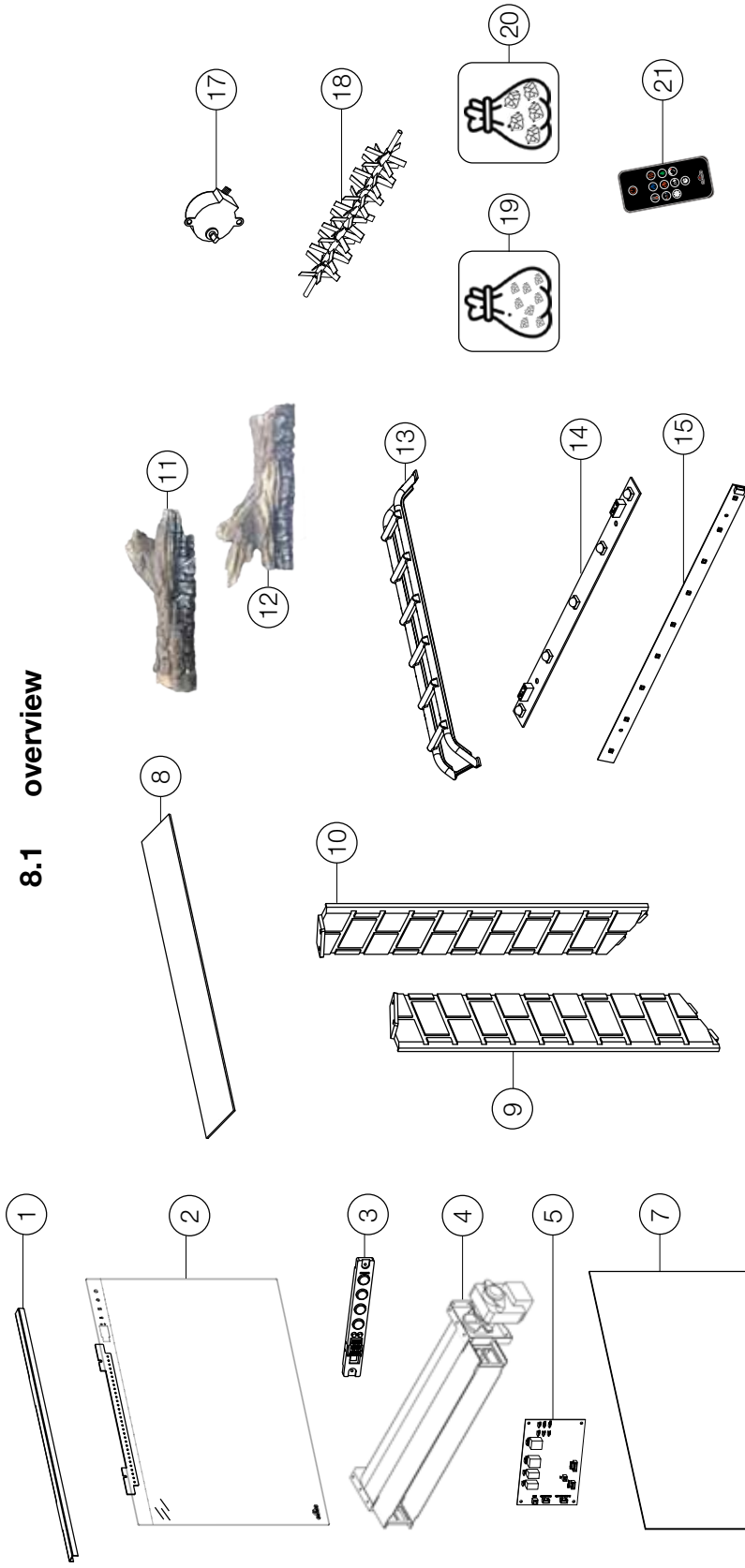
Parts identified as 'SO' are special order and can take up to 90 days for delivery.

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.

8.1 overview



Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked
1	G200-0020	Front decorative cover (NEFB26H)	Yes
1	G200-0021	Front decorative cover (NEFB30H)	Yes
2	G010-0111	Assembly, glass door (NEFB26H)	Yes
2	G010-0112	Assembly, glass door (NEFB30H)	Yes
3	G010-0118	Assembly, control panel board	Yes
4	G010-0113	Assembly, blower and heater	Yes
5	G190-0010	Main PCB board	Yes
6 *	G190-0012	Thermostat sensor	Yes
7	G565-0035	Screen, flame projection (NEFB26H)	Yes
7	G565-0036	Screen, flame projection (NEFB30H)	Yes
8	G565-0037	Strip, ember bed (NEFB26H)	Yes
8	G565-0038	Strip, ember bed (NEFB30H)	Yes
9	G475-0012	Panel, brick left	Yes
10	G475-0013	Panel, brick right	Yes

* Parts not illustrated.

Ref. No.	Part No.	Description	Stocked
11	G135-0016	Log, left	Yes
12	G135-0017	Log, right	Yes
13	G185-0003	Grate	Yes
14	G405-0015	Flame LED light	Yes
15	G405-0016	Ember bed light (NEFB26H)	Yes
15	G405-0017	Ember bed light (NEFB30H)	Yes
16 *	G750-0053	Wire harness	Yes
17	W435-0117-SER	Stepped motor kit	Yes
18	G010-0119	Assembly, reflector (NEFB26H)	Yes
18	G010-0120	Assembly, reflector (NEFB30H)	Yes
19	G497-0004	Media bag, small black crystal (NEFB26H)	Yes
19	G497-0005	Media bag, small black crystal (NEFB30H)	Yes
20	G497-0006	Media bag, large black crystal (NEFB26H)	Yes
20	G497-0007	Media bag, large black crystal (NEFB30H)	Yes
21	G660-0007	Remote control	Yes

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.

EN troubleshooting

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.

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 Standard Warranty

Electrical components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first year of standard 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.

Any labour related to warranty repair is not 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 standard 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 standard 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 year 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.

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 Standard 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 Standard 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 designed 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



7200, Route Transcanadienne, Montréal, Québec H4T 1A3
24 Napoleon Road, Barrie, Ontario, Canada L4M 0G8
214 Bayview Drive, Barrie, Ontario, Canada L4N 4Y8
103 Miller Drive, Crittenden, Kentucky, USA 41030
De Riemsdijk 22, 4004 LC Tiel, The Netherlands

Phone: 1-866-820-8686
napoleon.com