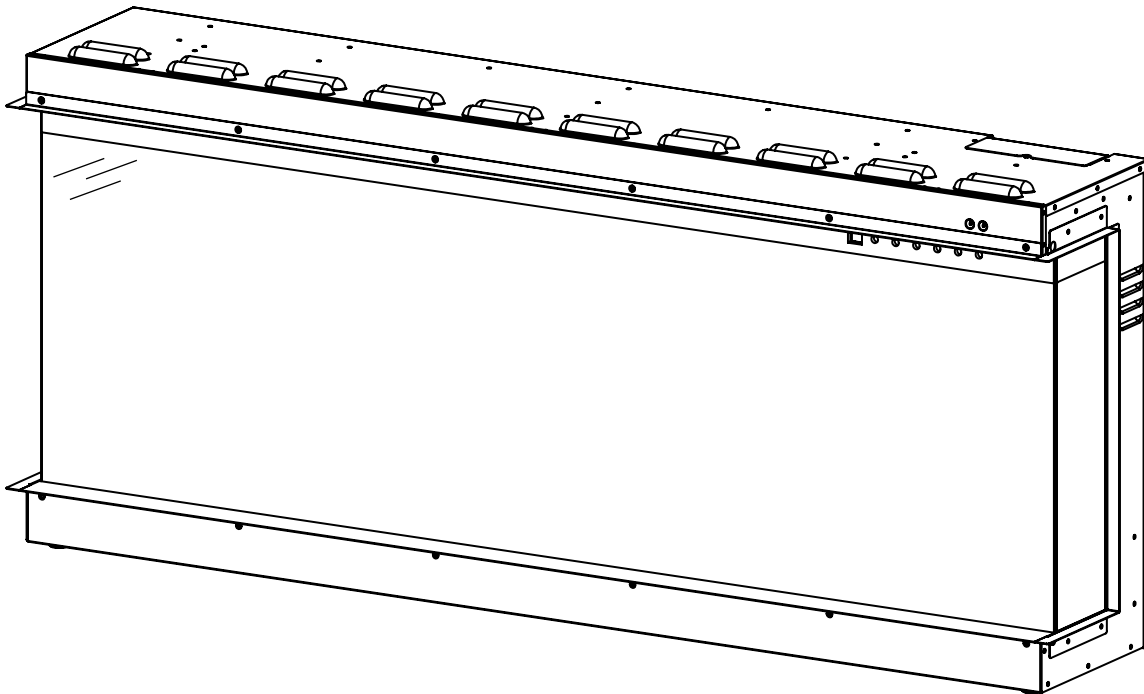




INSTALLATION AND OPERATION MANUAL

Trivista™ Primis Series
(NEFB50H-3SV 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 22.2 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:

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.
- 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 turn off power supply.
- 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.

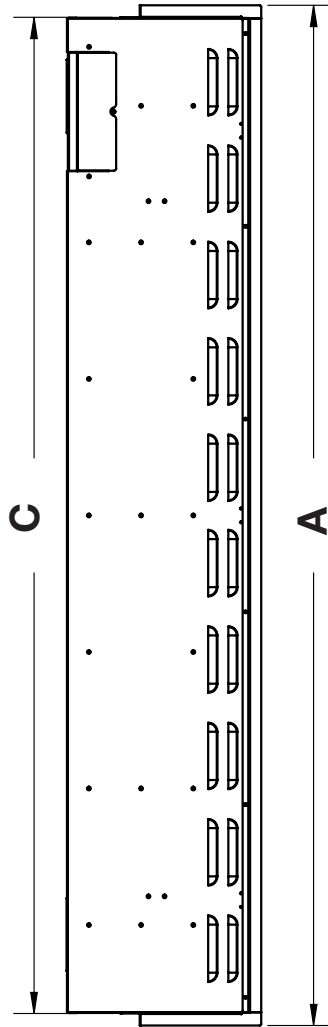
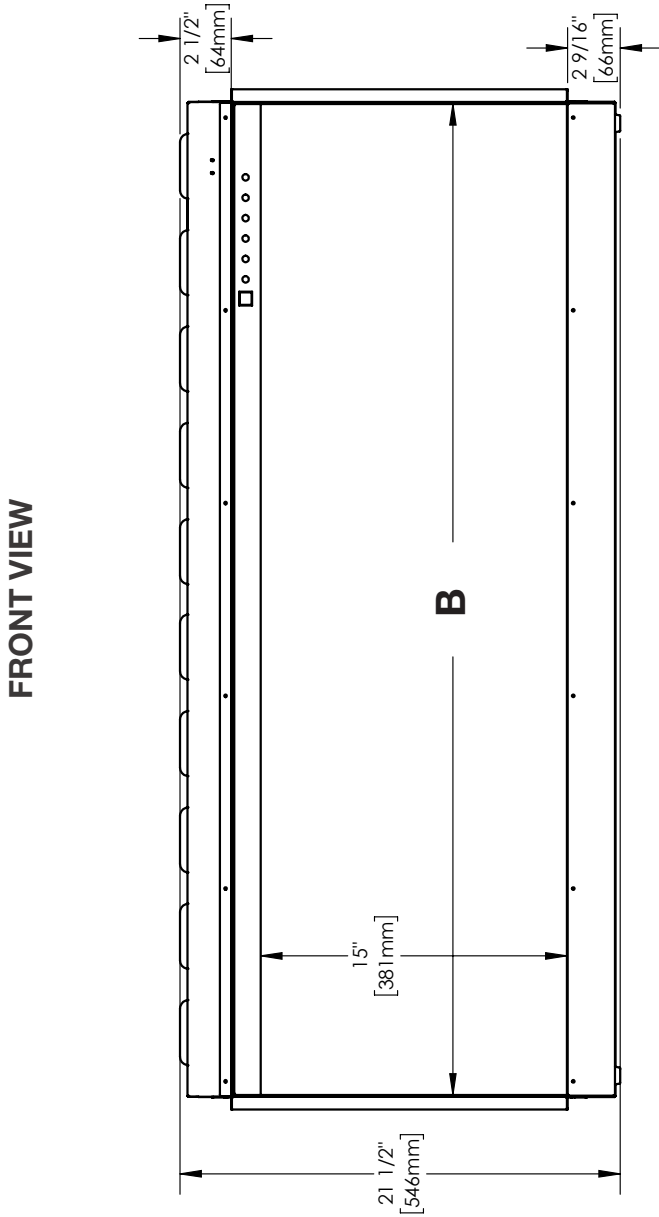
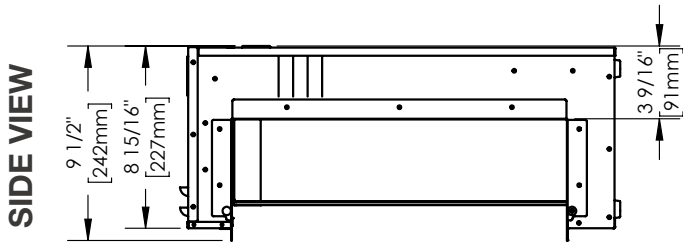
 **WARNING: This product can expose you to chemicals including lead and lead compounds, which are known to the State of California to cause cancer, and chemicals including BBP and DEHP, which are known to the State of California to cause birth defects or other reproductive harm. For more information,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

1.0	general information	5
1.1	dimensions	5
1.2	listing approvals	6
1.3	general instructions	6
1.4	unpacking the appliance	7
1.5	hardware list	7
1.6	rating plate information	8
1.7	label location	8
2.0	installation overview	9
3.0	installation	10
3.1	locating the appliance	10
3.2	grounding the appliance	11
3.3	minimum clearance to combustibles	11
3.4	minimum mantel clearances	11
3.5	rough framing	12
3.6	three-sided, two-sided, and single-sided viewing pre-installation	13
3.7	three-sided, two-sided, and single-sided viewing installation	14
3.7.1	three-sided viewing installation	14
3.7.2	two-sided viewing installation	14
3.7.3	single-sided viewing installation	15
3.8	three-sided, two-sided, and single-sided viewing post-installation	15
4.0	electrical information	16
4.1	NEFB50H-3SV wiring diagram	16
4.2	NEFB60H-3SV wiring diagram	17
4.3	hard-wiring introduction and preparation	18
4.4	120V hard-wiring	18
4.5	240V hard-wiring	19
4.6	securing and testing	19
5.0	operating instructions	20
5.1	operating control panel	20
5.2	operating remote control	21
5.3	remote battery installation	22
6.0	finishing	23
6.1	finishing materials	23
6.1.1	screw-safe areas	23
6.1.2	installing combustible and non-combustible materials	24
6.2	media installation	25
6.3	front glass installation / removal	26
7.0	maintenance	26
8.0	replacement parts	27
8.1	NEFB50H-3SV overview	28
8.2	NEFB60H-3SV overview	29
9.0	troubleshooting	30
10.0	warranty	32
11.0	notes	33

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.	NEFB50H-3SV	NEFB60H-3SV
A	50" (1270mm)	60" (1524mm)
B	48 5/8" (1235mm)	58 5/8" (1490mm)
C	48 13/16" (1240mm)	58 13/16" (1494mm)

general information

1.2 listing approvals

Model No.	NEFB50H-3SV	NEFB60H-3SV
Description	50" three-sided viewing electric appliance	60" three-sided viewing electric appliance
Voltage	120V/240V AC	
Watts	Max. 1500W/3000W	
Amps	Dedicated 15 AMP grounded circuit	
Appliance Width	50" (1270mm)	60" (1524mm)
Appliance Height	21 1/2" (546mm)	
Appliance Depth	9 1/2" (241mm)	
Net Weight	77.0 lbs (35.0 kg)	88.0 lbs (40kg)
Gross Weight	113.5 lbs (51.5 kg)	131.0 lbs (59.3 kg)

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.

1.3 general instructions

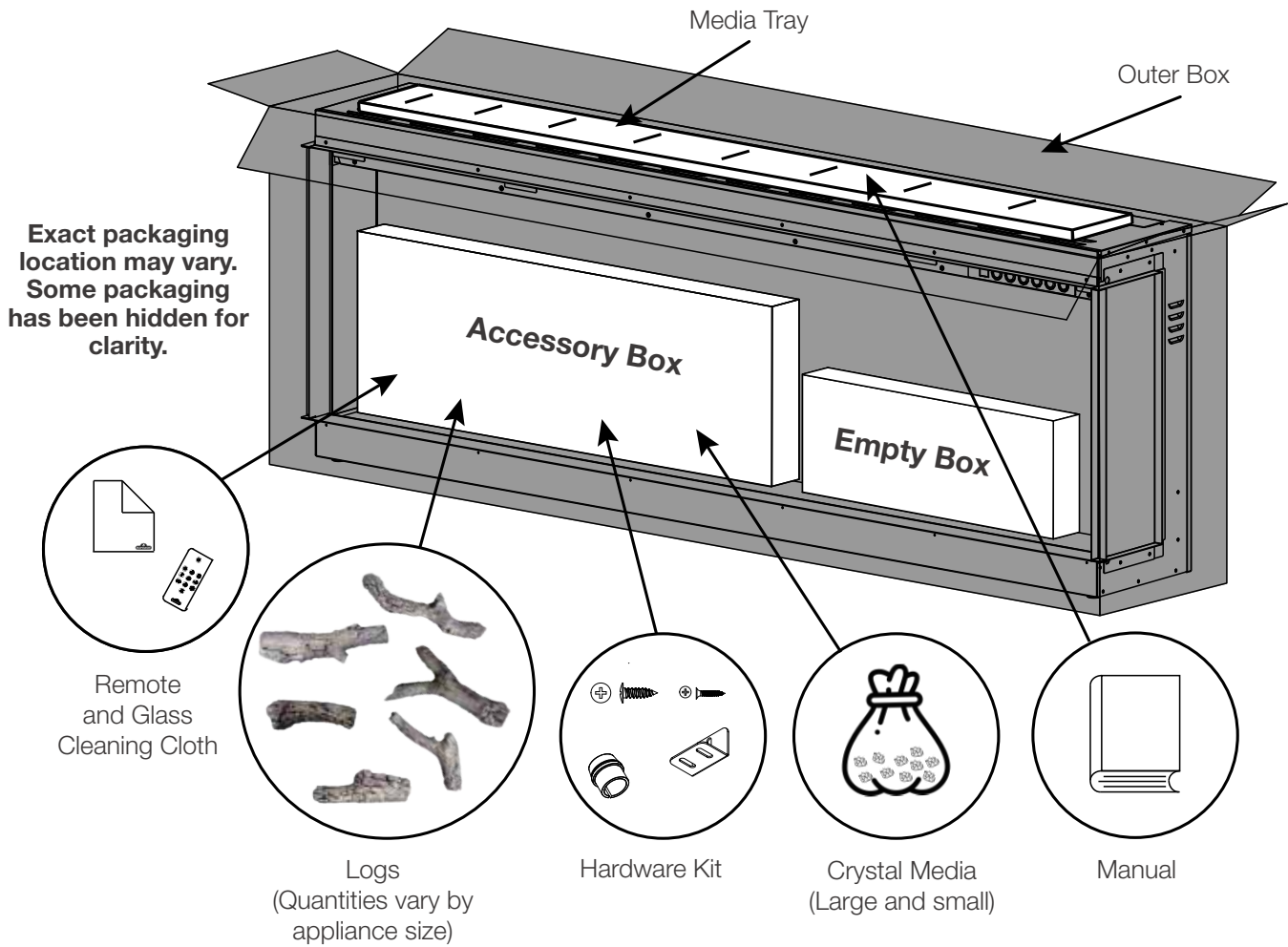
- This appliance is designed to be fully recessed into an enclosure. It is capable of three unique configurations.
- Ensure to test the appliance once installed into the rough-in framing to verify all functions are performing as intended.
- Finishing materials must be installed in front of the appliance for **all** installation configurations.
- This appliance can be serviced while it is in an enclosure; however, if the appliance is removed from the enclosure, the finishing materials must also be removed.
- 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.
- This appliance is equipped with two blower and heater assemblies. One is in use for 120V, whereas two are in use for 240V.
- 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.

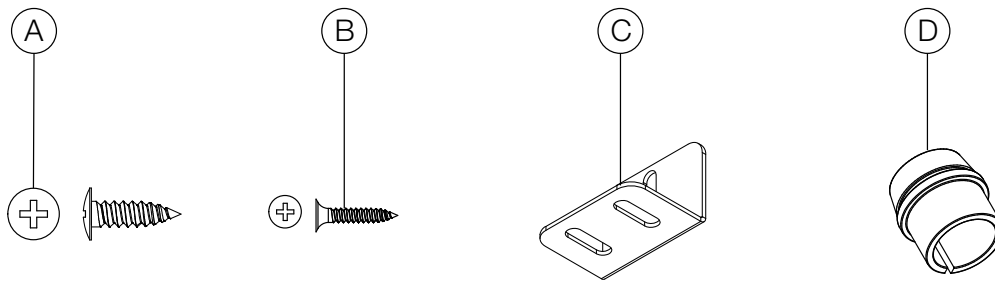
As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35°C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

1.4 unpacking the appliance

Ensure to unpack this appliance with 2 people. Reference the hardware list (see “hardware list” section) to prepare for installation.



1.5 hardware list



	Description	Quantity	
		NEFB50H-3SV	NEFB60H-3SV
A	ST4x12 metal screws	6	
B	Flat head screws	3	4
C	Metal bracket	6	
D	Strain relief	1	

general information

1.6 rating plate information

The below illustration is for reference only. Refer to the appliance rating plate for accurate 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 ÉLECTRIQUE. HOMOLOGUÉ POUR INSTALLATION DANS UNE CHAMBRE À COUCHER, UNE SALLE DE BAIN ET UN STUDIO. APPROPRIÉ POUR L'INSTALLATION DANS UNE MAISON MOBILE.

MASTER CONTRACT: 161746 CONTRAT ADRE: 161746

NEFB50H-3SV MODEL / MODÈLE NEFB50H-3SV

VOLTAGE: 120/240V TENSION: 120/240VCA
 FREQUENCY: 60Hz FREQUENCE: 60Hz
 POWER: 1500/3000W PUISSANCE: 1500/3000W

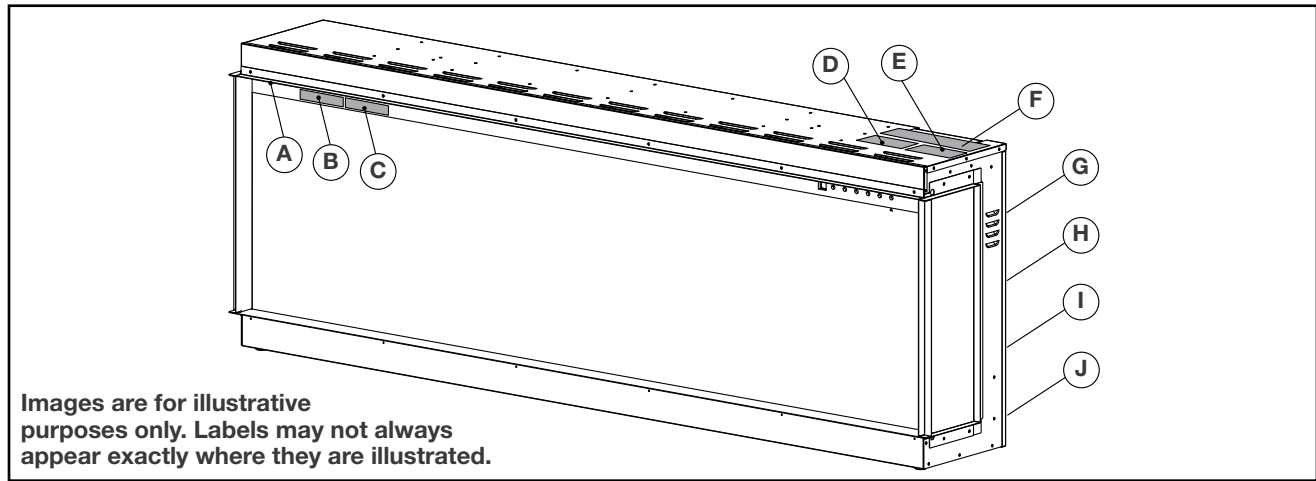
DESIGNED IN NORTH AMERICA DÉSIGNÉ EN AMÉRIQUE DE
 BY WOLF STEEL LTD. NORD PAR WOLF STEEL LTD.
 MADE IN CHINA FABRIQUÉ EN CHINE

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

SERIAL NUMBER/NO. DE SÉRIE: NEFB50H W385-2354

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

1.7 label location

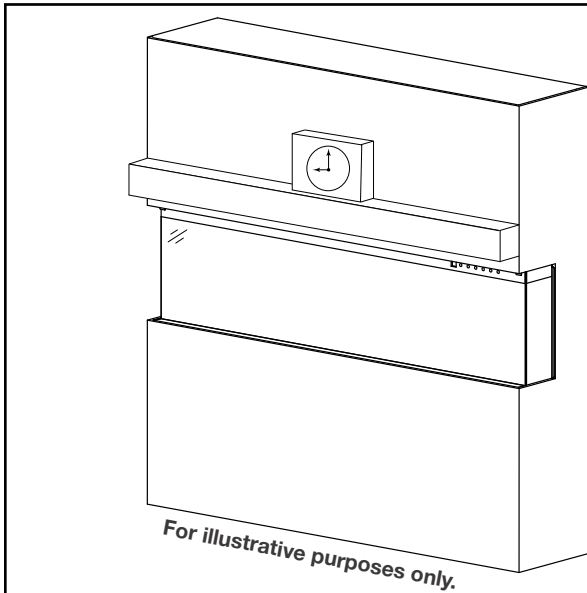


	Part Number		Label Description
	NEFB50H-3SV	NEFB60H-3SV	
A	N/A		Model & Serial Number *
B	W385-2017		"Hot Surface"
C	W385-2210		"Do Not Cover"
D	W385-2365		120V Hard-Wiring
E	W385-2366		240V Hard-Wiring
F	W385-2390		Hard-Wiring Warning
G	W385-2354 **	W385-2355 **	Rating Plate
H	W385-2364 **	W385-4506 **	Wiring Diagram
I	W385-2167 **		"Caution"
J	W385-2163 **		"Warning"

* Located beneath the top trim, left corner.

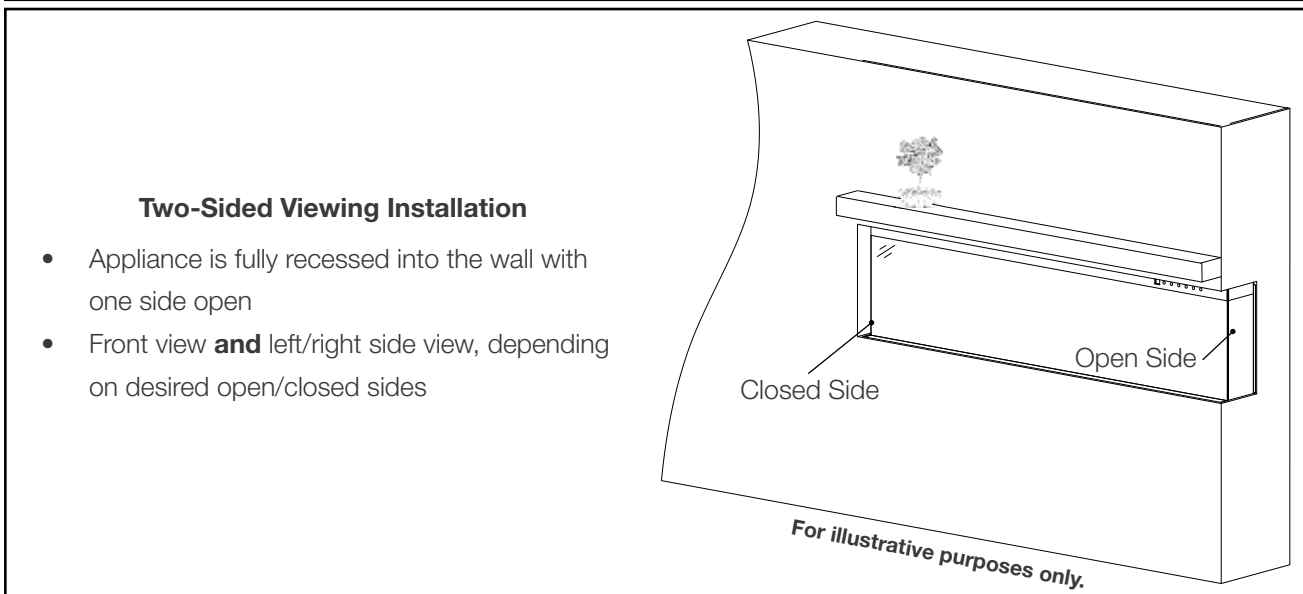
** Located on back side of appliance.

Your appliance is capable of three unique installation configurations: **three-sided**, **two-sided**, and **single-sided**.



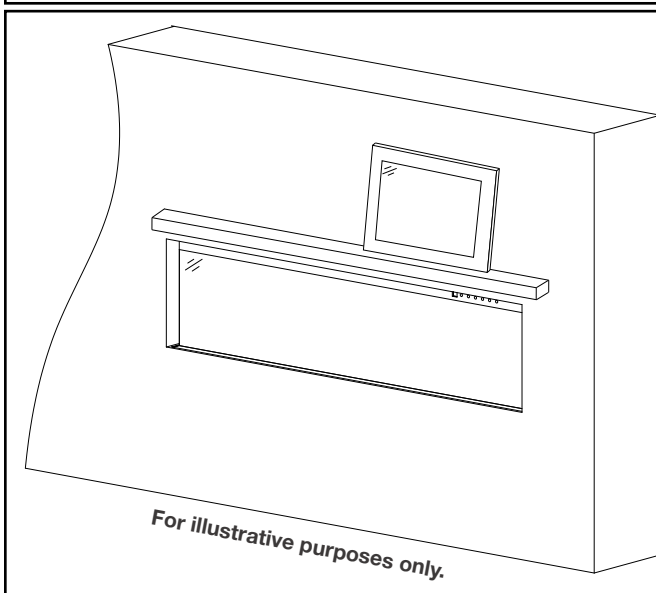
Three-Sided Viewing Installation

- Appliance is fully recessed into the wall with both sides open
- Front, left, **and** right side views



Two-Sided Viewing Installation

- Appliance is fully recessed into the wall with one side open
- Front view **and** left/right side view, depending on desired open/closed sides



Single-Sided Viewing Installation

- Appliance is fully recessed into the wall
- Front view **only**
- Left and right side views are covered

3.0 installation

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 appliance is recessed into the wall. 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 locating the appliance

WARNING

- Due to high temperatures, this electric appliance should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, clothes, curtains, and similar items 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, possibly resulting in a fire.
- Do not expose the electric appliance to the elements (i.e. rain, snow, etc.)

3.2 grounding the appliance

! WARNING

- A bonded/grounded power source is **mandatory** for this appliance.
- This appliance must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.

3.3 minimum clearance to combustibles

Clearance to Combustibles	
Bottom, Sides, Back, and Top	0"

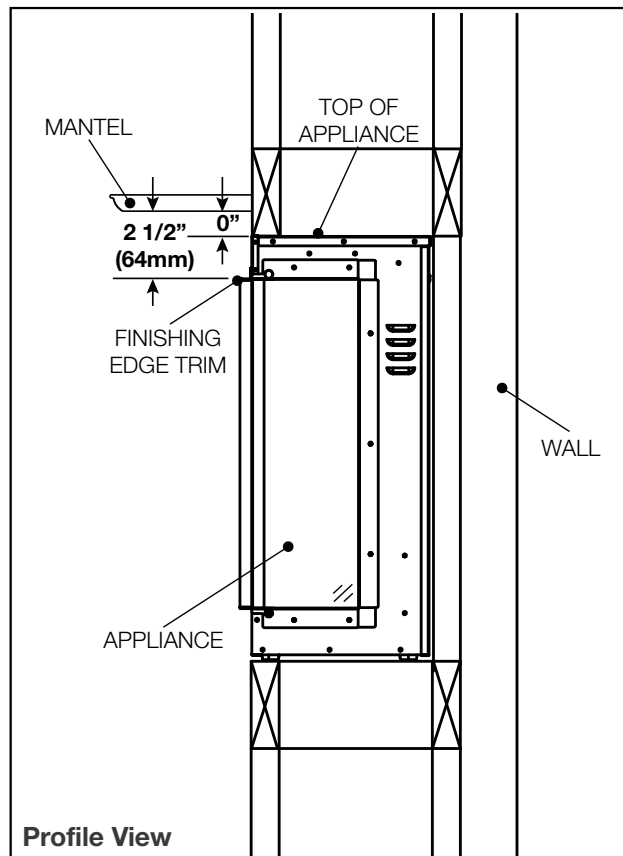
note:

Measurements are taken from the top of the appliance.

3.4 minimum mantel clearances

! WARNING

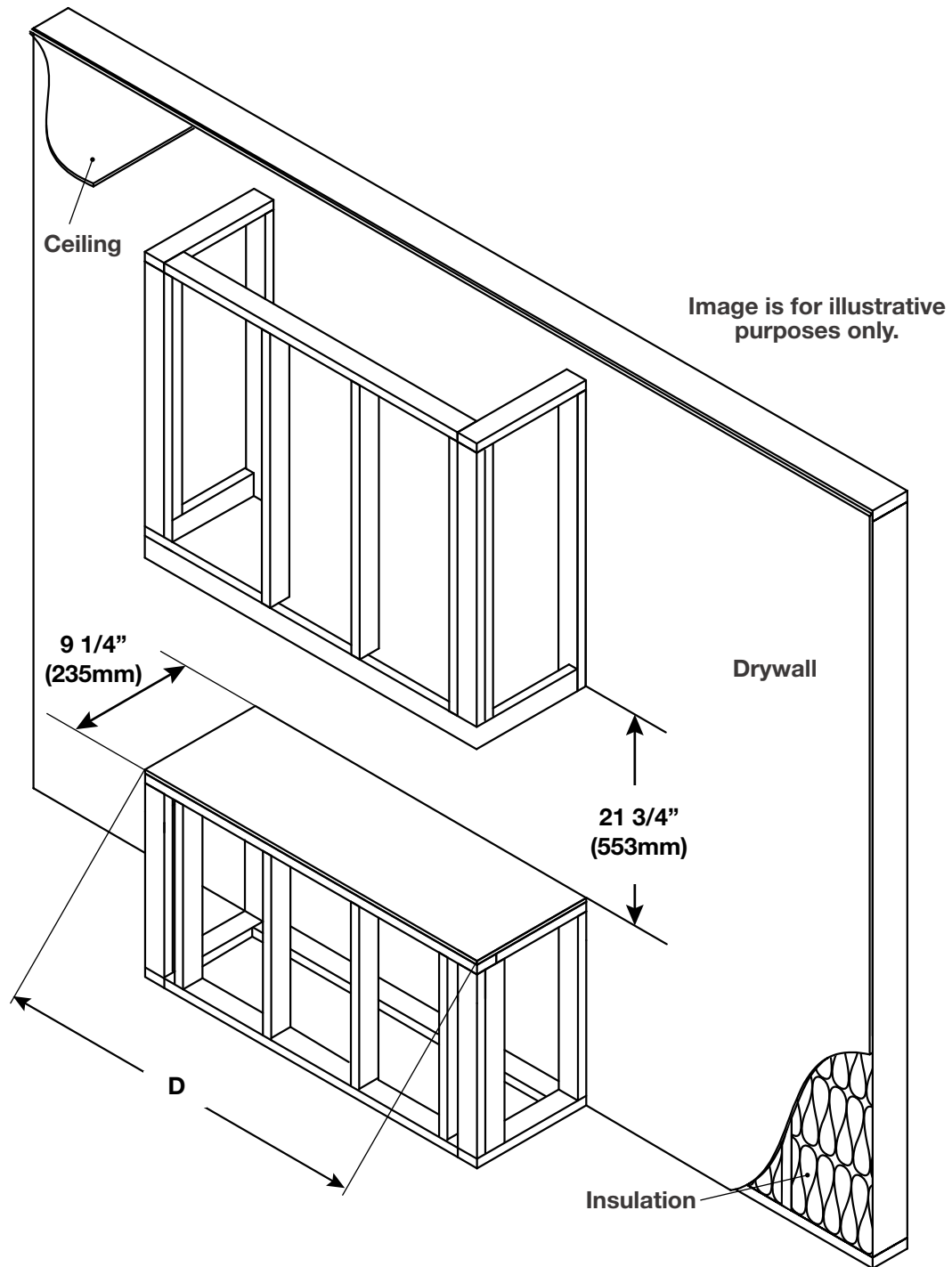
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discoloration.



note:

Minimum mantel height is 0" above the top of the appliance, or 2 1/2" (64mm) above the finishing edge trim. This is due to the reinforced framing behind the finishing materials.

3.5 rough framing



Ref.	NEFB50H-3SV	NEFB60H-3SV
D	49" (1245mm)	59" (1498mm)

note:

Appliance is **NOT** load-bearing. Carefully consider weight of finishing materials when constructing rough framing.

Ensure installation complies with all local building codes and requirements.

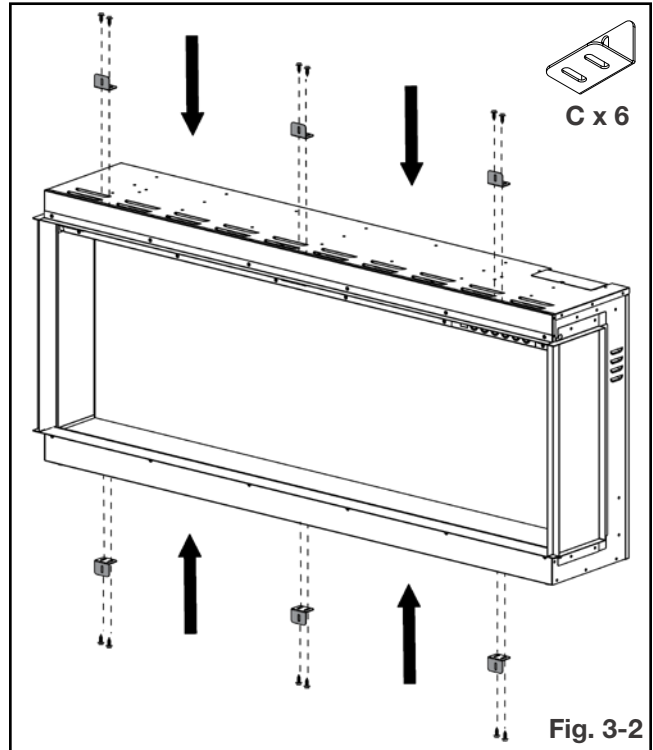
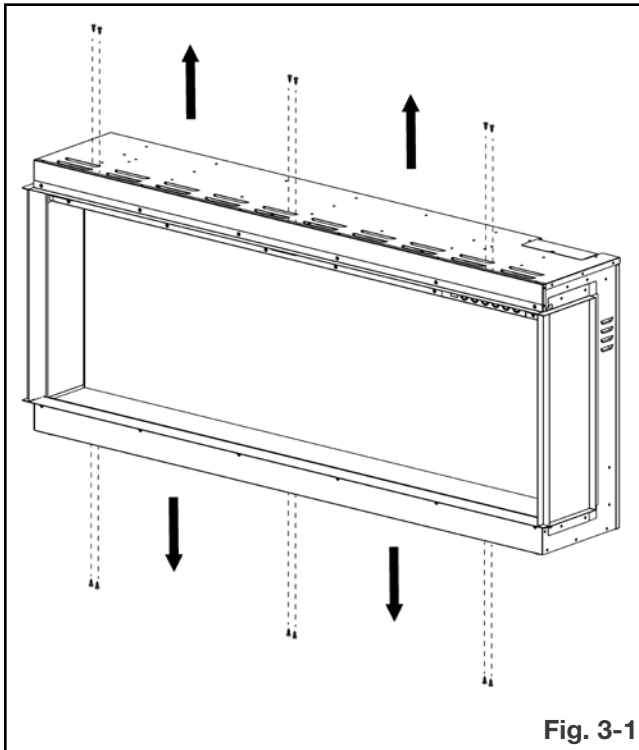
All viewing options (single-sided, two-sided [left and right], and three-sided) use the same framing dimensions.

3.6 three-sided, two-sided, and single-sided viewing pre-installation

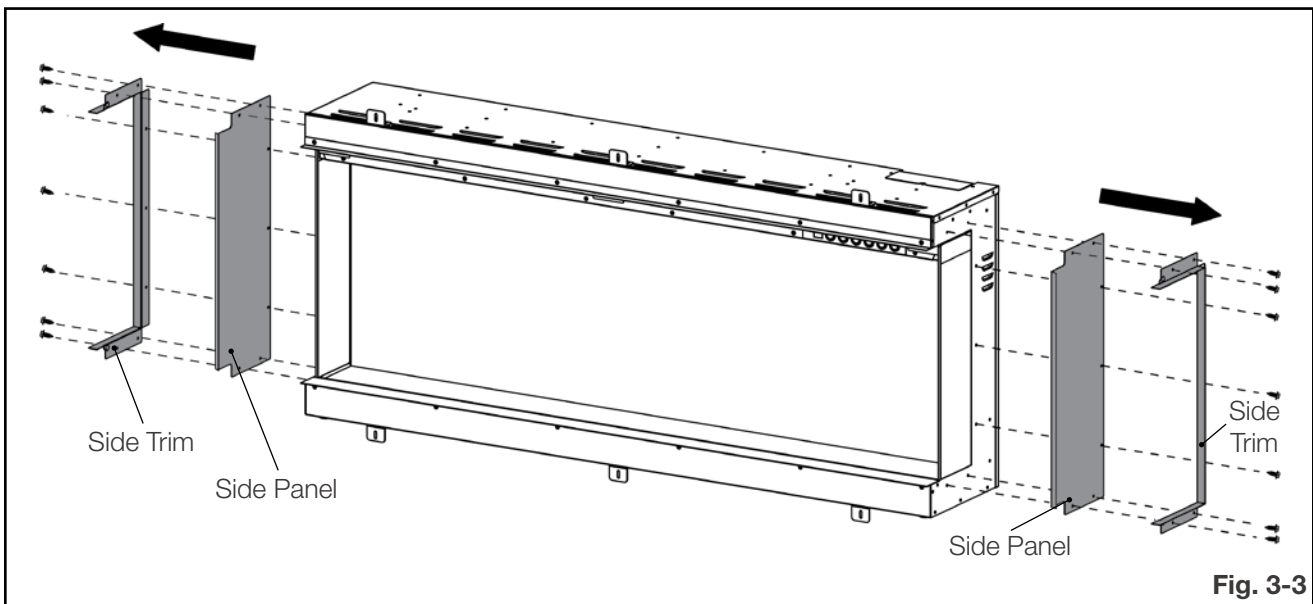
note:

It is recommended to lay the appliance on a stable surface before pre-installation.

1. Remove the 12 screws and washers from the top and bottom of the appliance (**Fig. 3-1**).
2. Install the 6 metal brackets (supplied) using the 12 screws and washers previously removed (**Fig. 3-2**).



3. Remove the side trims and side panels from both sides of the appliance by removing the 14 screws (**Fig. 3-3**). Set the side trims, side panels, and screws aside.



installation

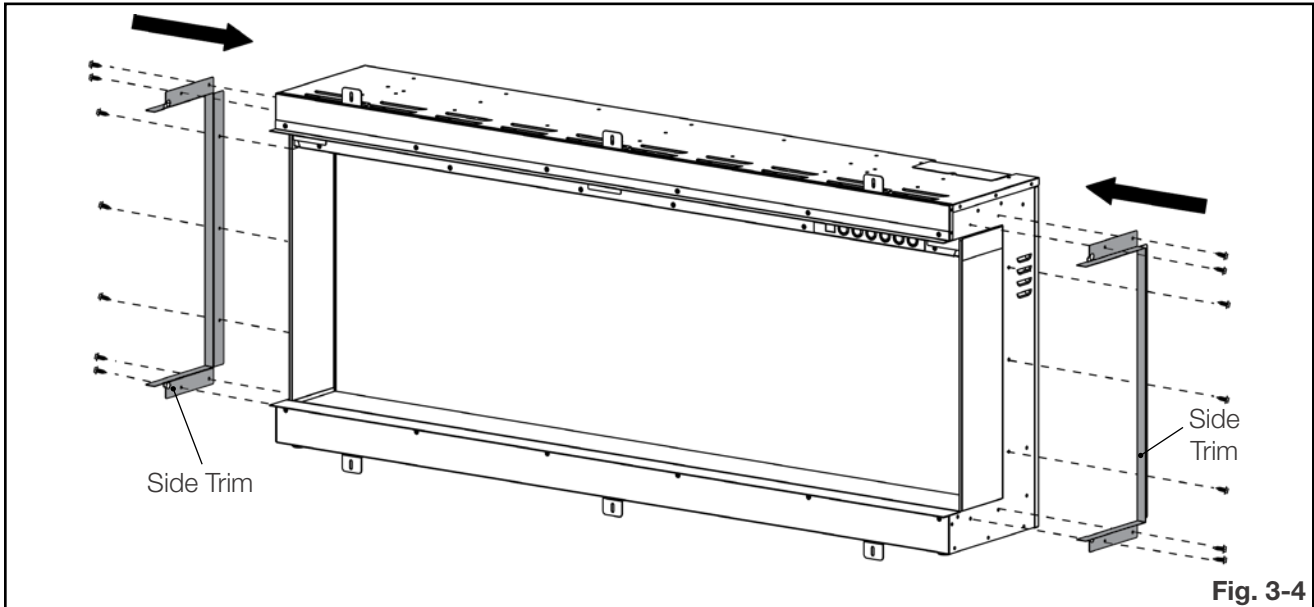
3.7 three-sided, two-sided, and single-sided viewing installation

3.7.1 three-sided viewing installation

note:

When installed with both sides open, the appliance will have a front view, as well as left- and right-sided views.

1. Re-secure both side trims using the 14 screws previously removed (**Fig. 3-4**).

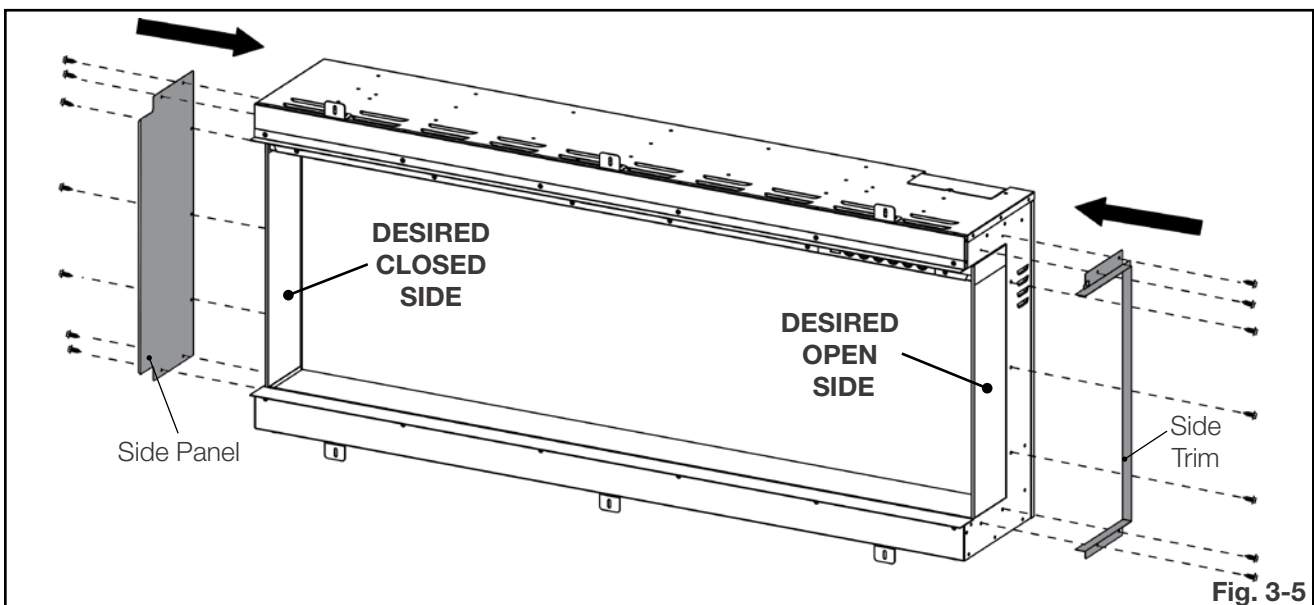


3.7.2 two-sided viewing installation

note:

When installed fully recessed into the wall with one side open, the appliance will have a front view and left- or right-sided view depending on desired open side.

1. For desired open side, re-secure the side trim using the 7 screws previously removed (**Fig. 3-5**).
2. For desired closed side, re-secure the side panel using the 7 screws previously removed (**Fig. 3-5**).

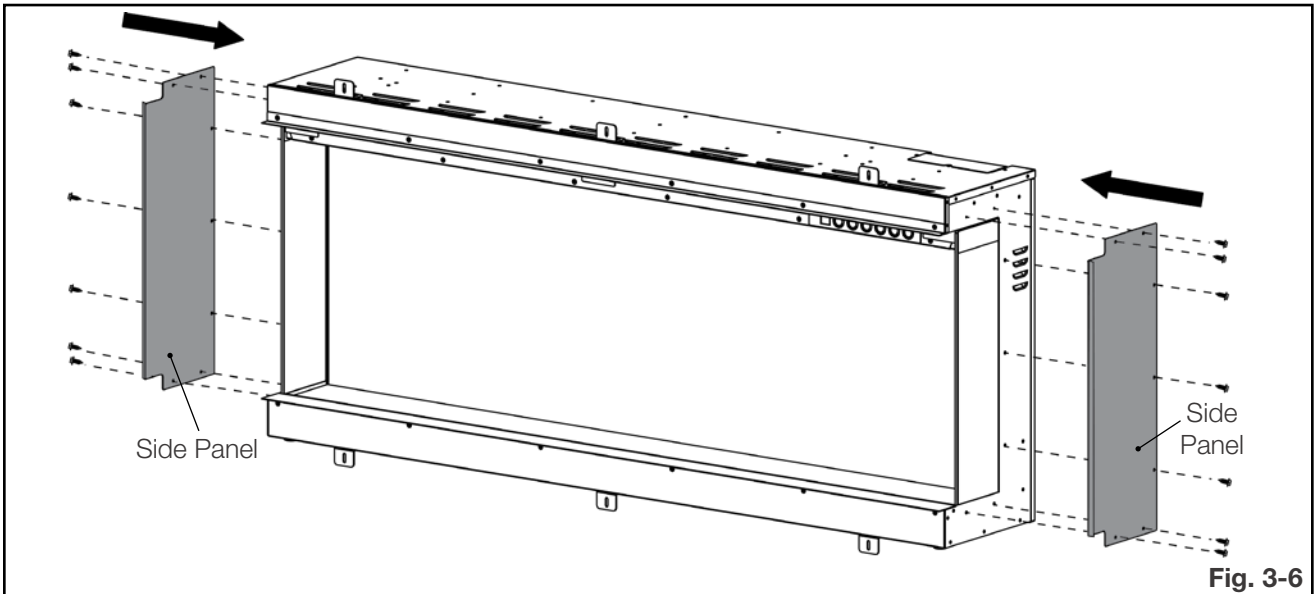


3.7.3 single-sided viewing installation

note:

When installed fully recessed into the wall with both left and right sides covered, the appliance will have a front view only.

1. Re-secure both side panels using the 14 screws previously removed (**Fig. 3-6**).



3.8 three-sided, two-sided, and single-sided viewing post-installation

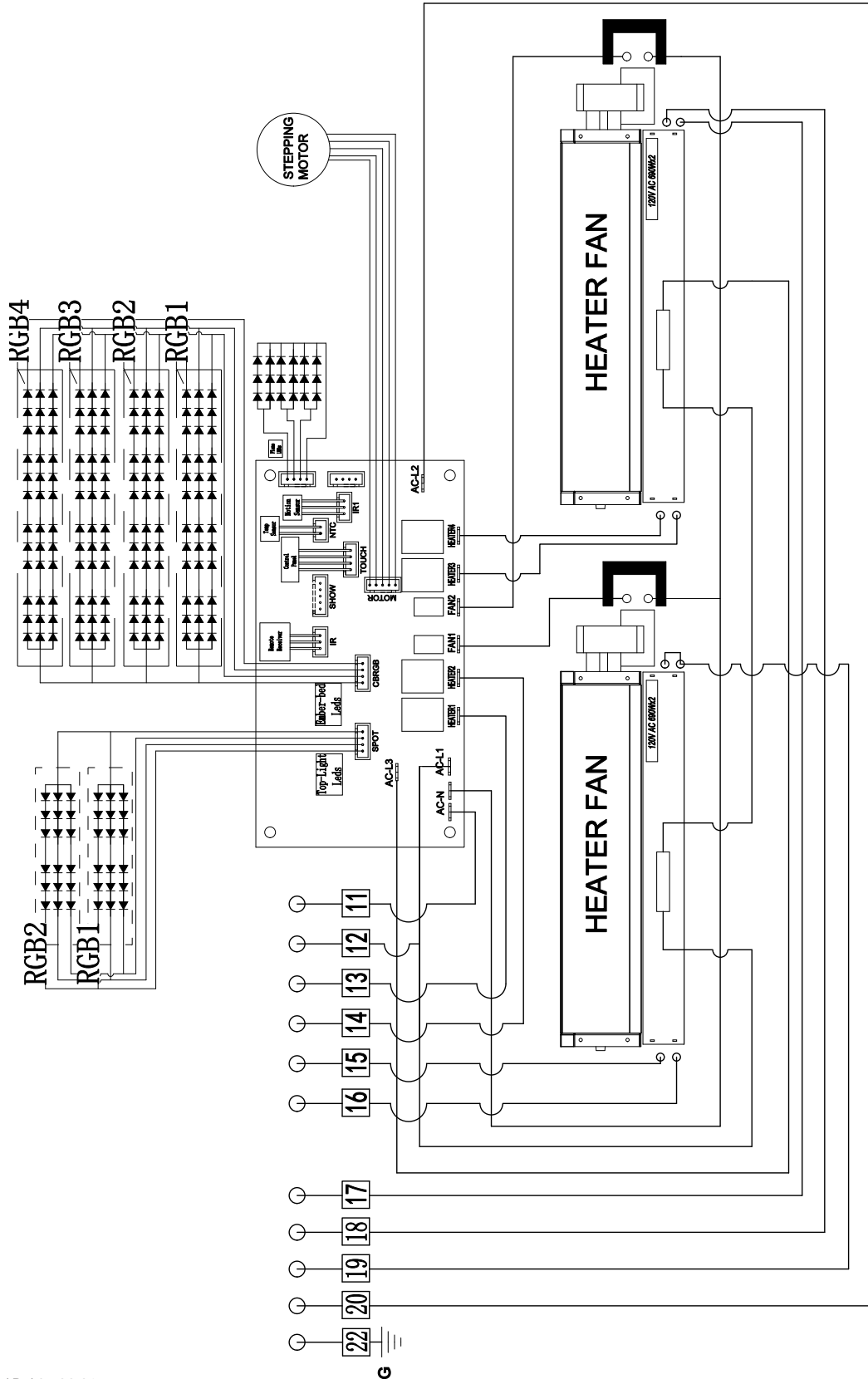
1. Complete wiring (see “electrical information” section).
2. Secure and test the appliance (see “securing and testing” section).
3. Install finishing materials (see “finishing” section).

4.0 electrical information

! WARNING

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

4.1 NEFB50H-3SV wiring diagram



4.3 hard-wiring introduction and preparation

! WARNING

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

HARD-WIRING CONNECTION

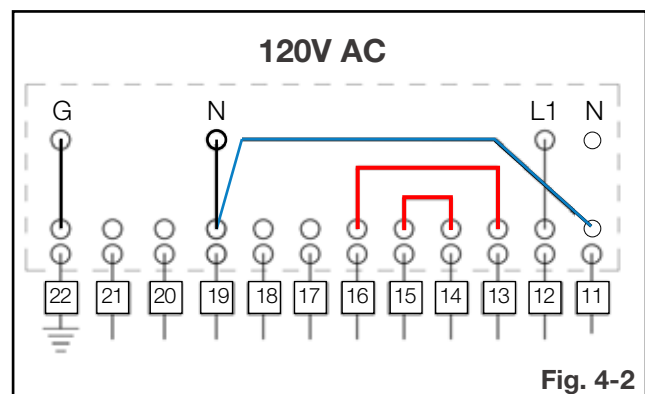
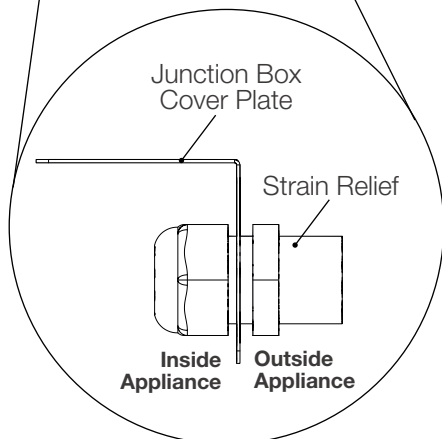
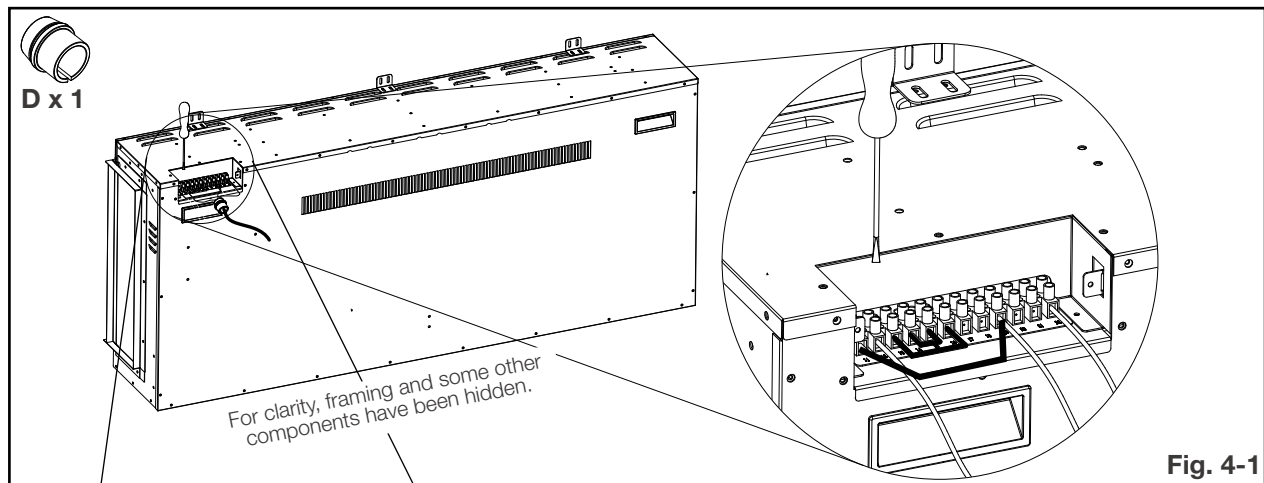
It is necessary to hard-wire this appliance. A qualified electrician must wire the appliance directly to the household wiring. The wire and power supply breaker must be rated for 120V, minimum 15 amps.

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. Locate the desired 14/2 or 14/3 wire conductors to the top right side of the enclosure for the hard-wiring installation based on the desired 120V or 240V heat output capability.
2. Remove the junction box cover.
3. Place the appliance into the rough-in framing, inserting it far enough into the enclosure to locate the supply wires to the terminal block.
4. Insert the wires from your home through the junction box cover plate with the strain relief (supplied) and locate the wires to the specified terminal block location based on desired voltage selection (**Fig. 4-1 or 4-3**).

4.4 120V hard-wiring

1. Ensure the factory-installed jumper wires join terminals 13 to 16, 14 to 15, and 11 to 19.
2. Insert the ground/bond wire into terminal 22, and L1 wire into terminal 12.
3. Loosen terminal 19. Insert the Supply neutral wire into terminal 19 along with the jumper wire that connects to terminal 11 (**Fig. 4-2**).
4. Re-install the junction box cover plate.



4.5 240V hard-wiring

1. Relocate the factory-installed jumper wires to join terminals 15 to 18, 16 to 17, and 12 to 19.
2. Insert the ground/bond wire to terminal 22 and the supply neutral wire into terminal 11.
3. Insert L2 wire into terminal 20.
4. Loosen terminal 19. Insert L1 wire into terminal 19 along with the jumper wire that connects to terminal 12 **(Fig. 4-4)**.
5. Re-install the cover plate.

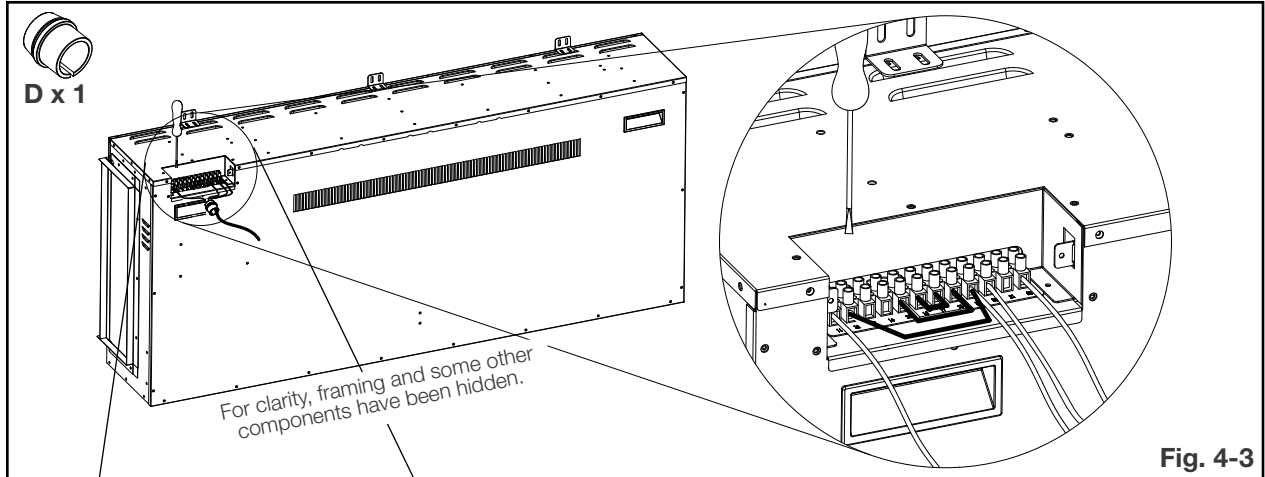


Fig. 4-3

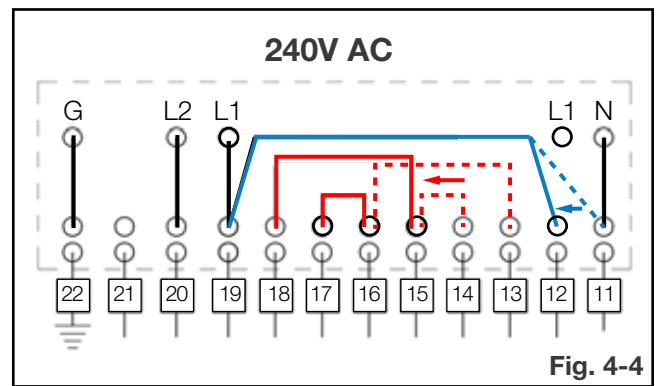
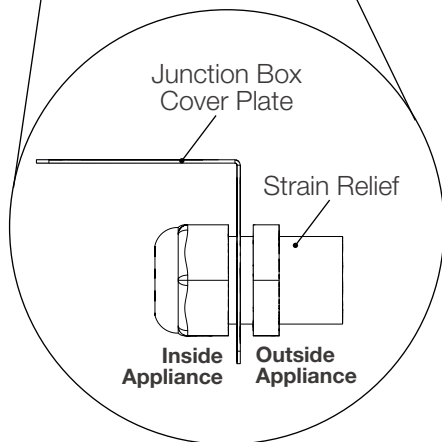


Fig. 4-4

4.6 securing and testing

1. Secure the appliance to the rough-in framing by installing 6 screws (supplied) through the metal brackets **(Fig. 4-5)**.
2. Turn on the power supply and test all functions of the appliance (see “operation instructions” section).

note:

If any functions do not operate to the specifications of this manual, review wire configurations and/or call Napoleon Customer Solutions at 1-866-820-8686.

3. Install finishing materials (see “finishing” section).

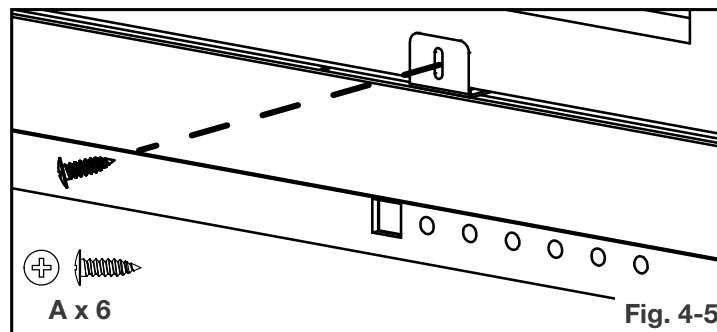


Fig. 4-5

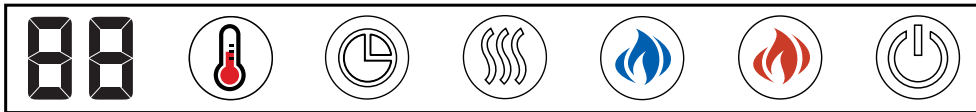
5.0 operating instructions

WARNING

- Ensure the house circuit breakers for the power 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 hard-wired to a dedicated 120V / 240V power supply, it is ready to operate. This appliance is equipped with two blower and heater assemblies. One is in use for 120V, whereas two are in use for 240V.

5.1 operating control panel

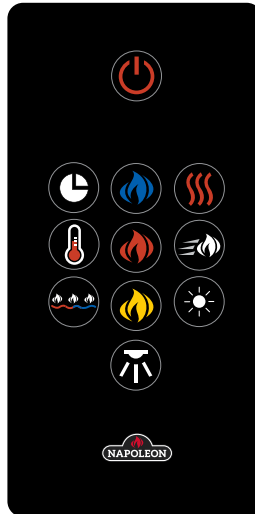


note:

This appliance is equipped with a motion sensor. The display panel will turn on when it detects motion within 8" (200mm) below the touch control panel.

Power		Turns the appliance on / off.
Temperature Control		Controls appliance temperature. Settings: 18°C (64°F), 19°C (66°F), 20°C (68°F), 21°C (70°F), 22°C (72°F), 23°C (74°F), 24°C (76°F), 25°C (78°F), 26°C (80°F), 27°C (82°F) and OFF. NOTE: When setting °C or °F, the temperature control is OFF. Holding the button for 5s will switch the temperature from °C to °F or vice versa.
Timer		Turns the timer on / off. Settings: 0 (--), 30 min., 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h
Heater Control		Turns the heater and blower on / off. Settings: H0 - Heater and blower off bL - Blower on H1 - Low heat H2 - High heat NOTE: Heater function can be disabled/enabled by holding the button for 5s. When the heater function is disabled, the "LO" will be displayed.
Blue Flame		Controls flame brightness. Settings: F0 - Flame off F1 - Small flame F2 - Medium flame F3 - Bright flame F4 - Brightest flame
Orange Flame		

5.2 operating remote control



Power		Turns the appliance on / off.	Ember Bed Color		Controls the colour of the ember bed for brightness setting b1- b4. Settings: 01 - Yellow 02 - Red 03 - Blue 04 - Lime 05 - Green 06 - Violet 07 - Light blue 08 - Magenta 09 - Bright white 10 - Pink 11 - Dim white 12 - Light green 13 - Light orange 14 - Cycle through colours 15 - Lock the desired colour during cycle 00 - OFF
Blue Flame		Controls flame brightness.	Ember Bed Brightness		Controls the brightness of the ember bed light for colour setting 01 - 13 and 15. Settings: b1 - Low b2 - Medium b3 - Bright b4 - Brightest b5 - Breath effect
Orange Flame		Settings: F0 - Flame off F1 - Small flame F2 - Medium flame F3 - Bright flame F4 - Brightest flame	Timer		There are 10 timer settings: 0 (--), 30 min., 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h.
Yellow Flame			Temperature Control		There are 11 temperature settings: 18°C (64°F), 19°C (66°F), 20°C (68°F), 21°C (70°F), 22°C (72°F), 23°C (74°F), 24°C (76°F), 25°C (78°F), 26°C (80°F), 27°C (82°F) and OFF. 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 or vice versa.
Heater		Turns the heater and blower on / off. Settings: H0 - Heater and blower off bL - Blower on H1 - Low heat H2 - High heat NOTE: Heater function can be disabled/enabled by holding the button for 5s. When the heater function is disabled, the "LO" will be displayed.			
Flame Speed		Controls the flame speed for each colour flame. Settings: 1 - Slowest 2 3 4 5 - Fastest			
Top Light		The top light colour rotation is the same as the ember bed colour rotation. See "ember bed colour" section for more details.			

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.
- Tells other about the risks associated with button batteries and how to keep their children safe.

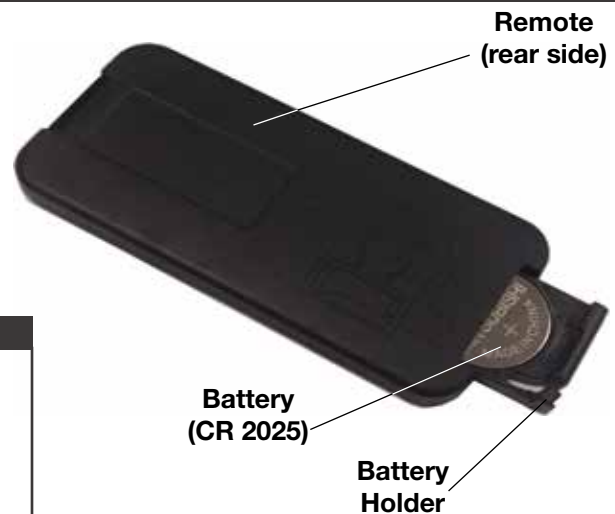
**note:**

The remote control has a removal plastic tab to prolong the battery life while shipping. Remove the tab for the remote control to function.

1. To replace the existing battery, remove the battery holder.
2. To remove the battery holder, turn the remote onto its front side. Slide the battery holder outwards.
3. Replace the existing battery holder with a new battery (type CR 2025). Slide the battery holder back into position.
4. The battery holder is secure onto the remote control when a "CLICKING" noise is heard.

note:

The remote control must remain within 5 meters (17 feet) of the appliance to be effective. This range may be reduced when battery power is depleted. The remote control must be aimed at the centre of the appliance for it to function most effectively.



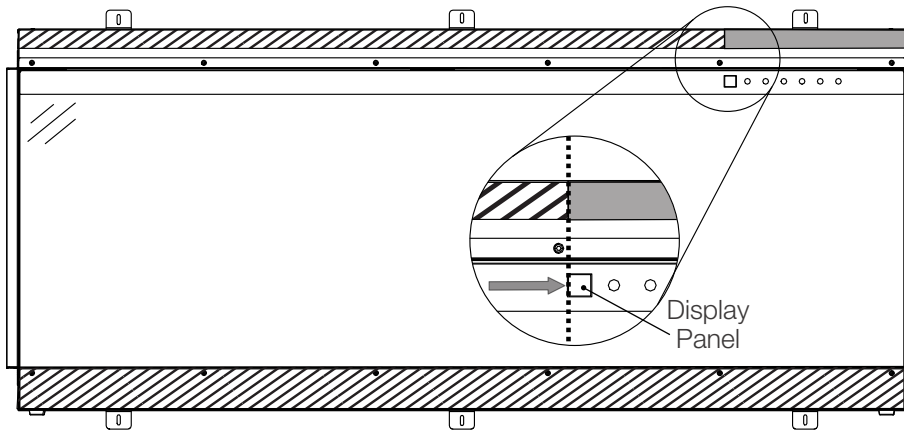
Batteries must be disposed of according to the local laws and regulations. Some batteries may be recycled, and may be accepted for disposal at your local recycling center. Check with your municipality for recycling instructions.

! WARNING

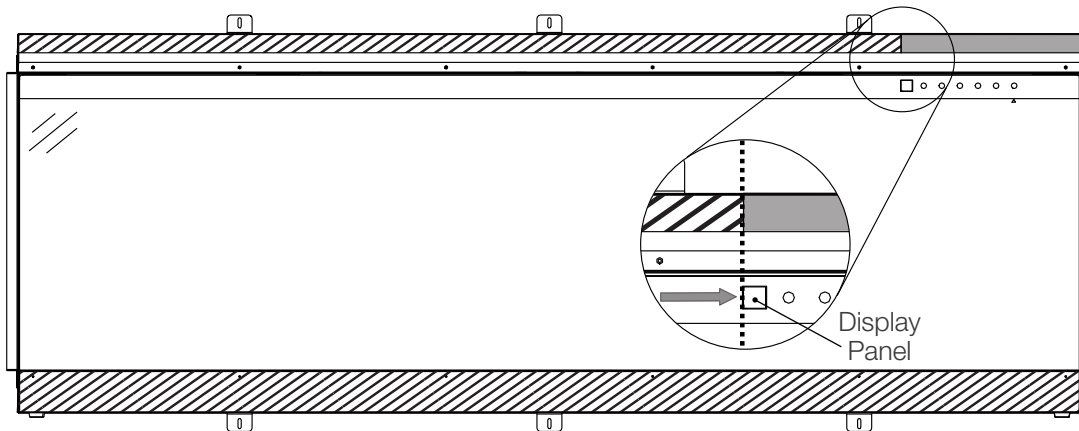
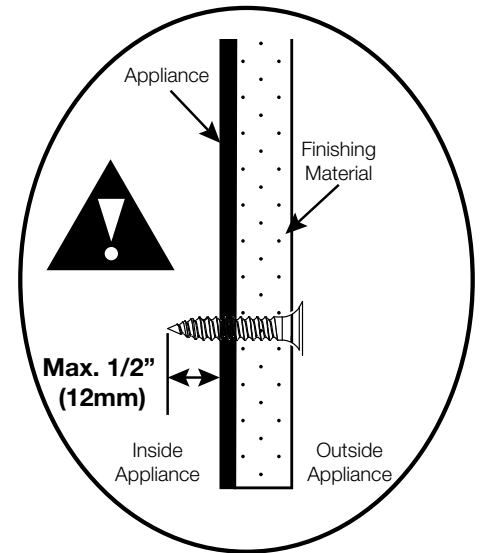
- Risk of fire!
- Never obstruct the front opening of the appliance.
- Do not strike, slam, or scratch. Do not operate appliance with glass removed or cracked.
- Facing and/or finishing material must never overhang into the appliance opening.
- **Do not finish past the finishing edge trim.** Installing finishing materials past the finishing edge trim will result in not being able to install and/or open and close the front glass panel.
- Drywall dust may penetrate into the blower bearings, causing irreparable damage. Care must be taken to prevent drywall dust from coming into contact with the blower or its compartment. Any damage resulting from this condition is not covered by the warranty policy.

6.1 finishing materials

6.1.1 screw-safe areas



NEFB50H-3SV Illustrated



NEFB60H-3SV Illustrated



Screw-safe area with max. 1" (25mm) long screw. **Do not screw more than 1/2" (12mm) into appliance.**



Restricted screw area. Do not screw in this area.

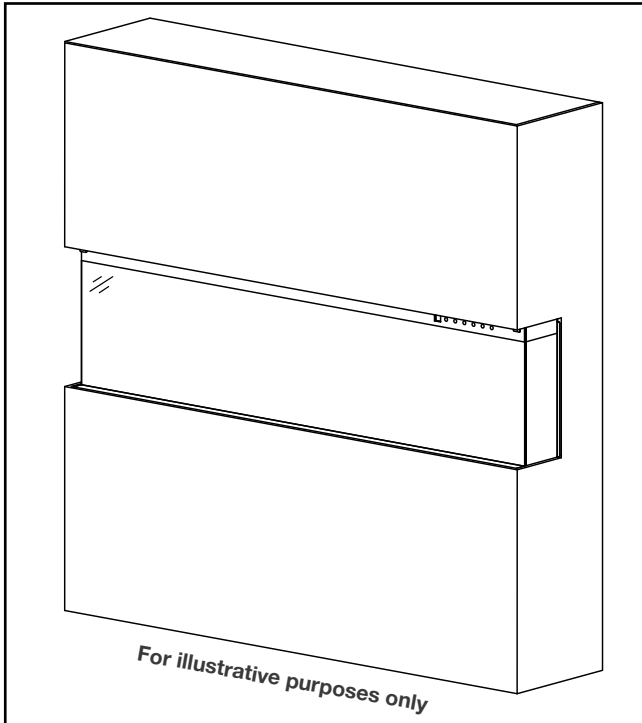
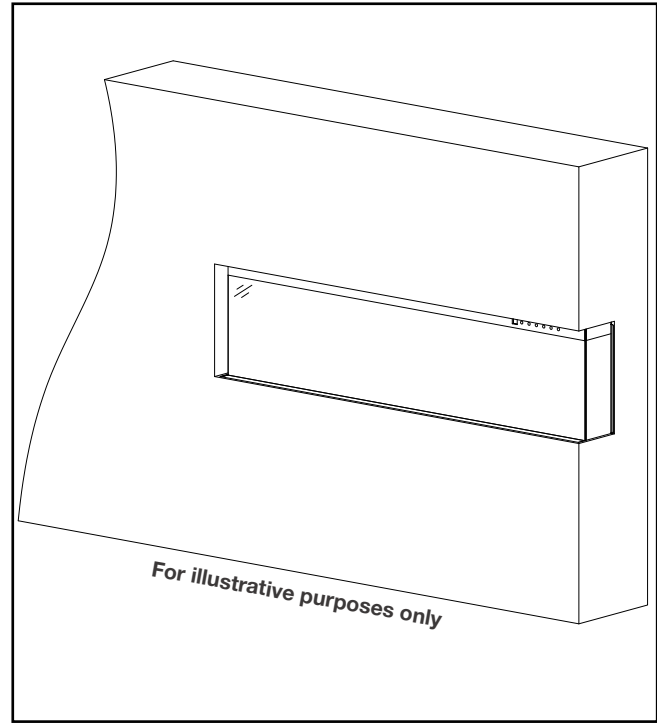
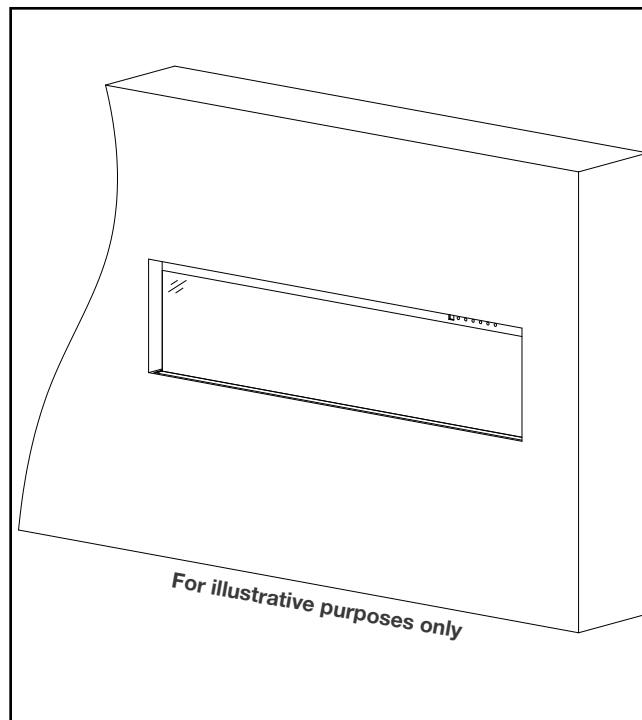
DO NOT SCREW IN THE RESTRICTED AREA AS THIS COULD DAMAGE THE INTERNAL COMPONENTS OF THE APPLIANCE, WHICH CAN CAUSE THE APPLIANCE TO MALFUNCTION.

6.1.2 installing combustible and non-combustible materials

1. Install combustible **or** non-combustible materials (i.e. plywood, drywall, cement board, etc.) onto the rough-in framing, ensuring the materials are flush with the finishing edge trim of the appliance.

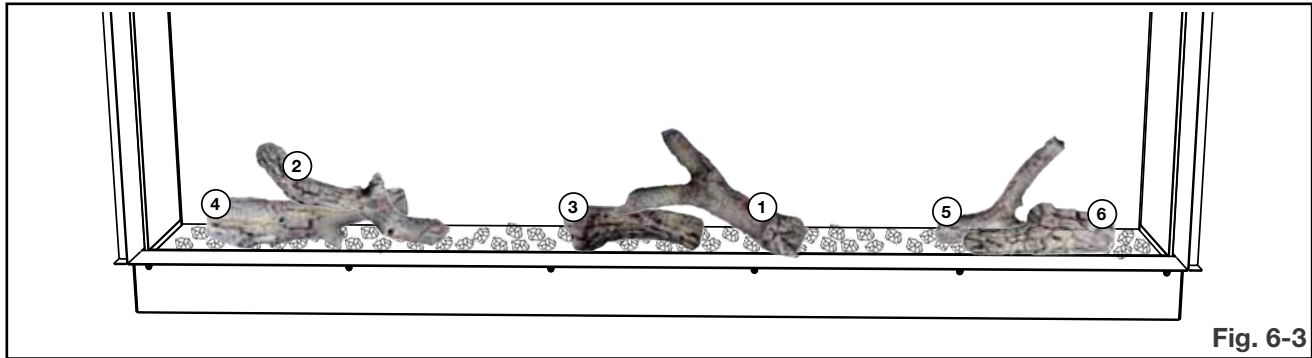
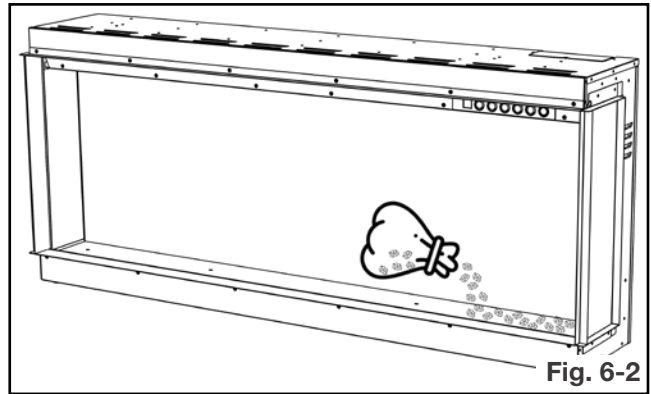
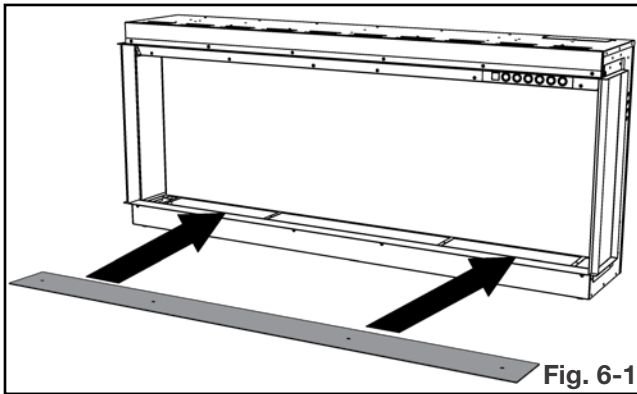
note:

Decorative materials such as brick, marble, granite, and tile must be installed on plywood/drywall/cement board, etc.

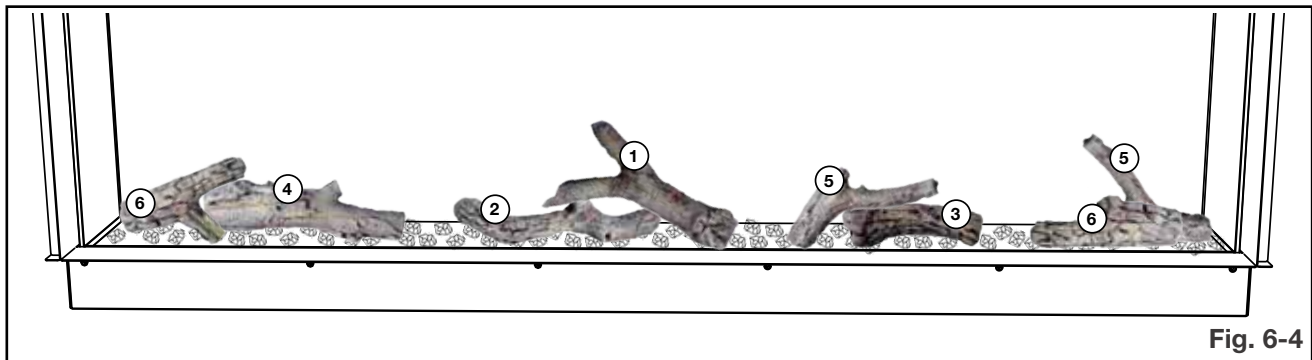
Three-Sided Viewing Installation**Two-Sided Viewing Installation****Single-Sided Viewing Installation**

6.2 media installation

1. Place the media tray in position, ensuring to keep the mat surface facing up. **(Fig. 6-1)**.
2. Apply an even layer of small crystals along the media tray **(Fig. 6-2)**.
3. Place the driftwood logs on top of the small crystals (see **Fig. 6-3 and 6-4** for recommended log placement)
OR place the large crystals on top of the small crystals.



Recommended log placement for NEFB50H-3SV



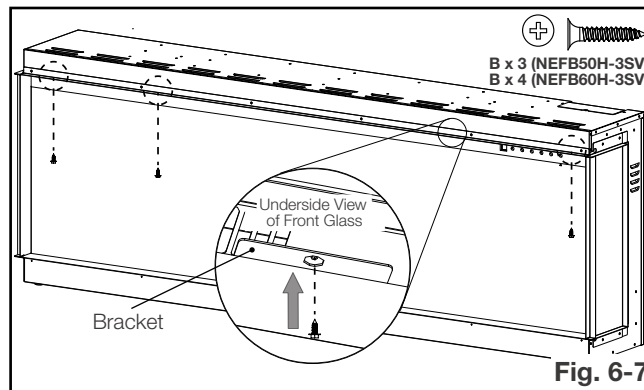
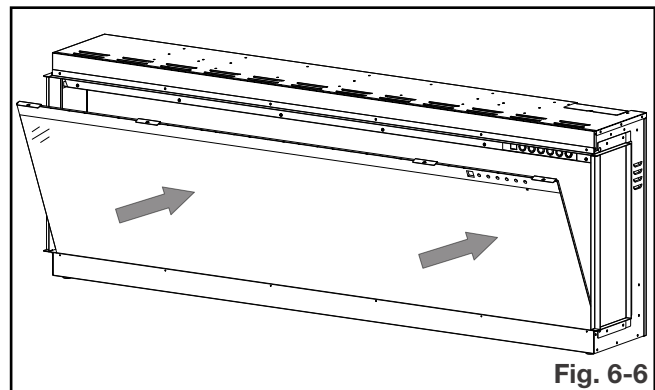
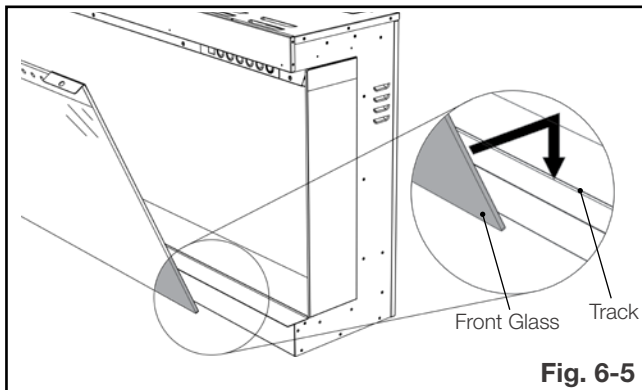
Recommended log placement for NEFB60H-3SV

note:

For log part numbers, see “replacement parts” section.

6.3 front glass installation / removal

1. Place the front glass into the track located inside the firebox (**Fig. 6-5**).
2. Tilt the front glass forward (**Fig. 6-6**).
3. Secure the flathead screws (supplied) through the bracket holes (**Fig. 6-7**).
4. Reverse these steps to remove the front glass.



note:

NEFB60H-3SV illustrated above.

7.0 maintenance

! WARNING

- Always disconnect the power and allow the electric appliance to cool before performing any cleaning, maintenance or relocation of this electric appliance. Turn controls to OFF and remove plug from outlet or turn off the house circuit breaker to electric appliance receptacle.
- Never vacuum hot embers.
- This appliance will require maintenance which should be planned on an annual basis.
- Using a vacuum with a soft brush attachment, gently remove any lint, dirt, or debris from the control areas and the vent openings on the appliance.
- For glass media, follow the installation instructions for pre-cleaning.
- The front glass can be cleaned with glass cleaner and using a non-abrasive cloth (supplied).

! 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.

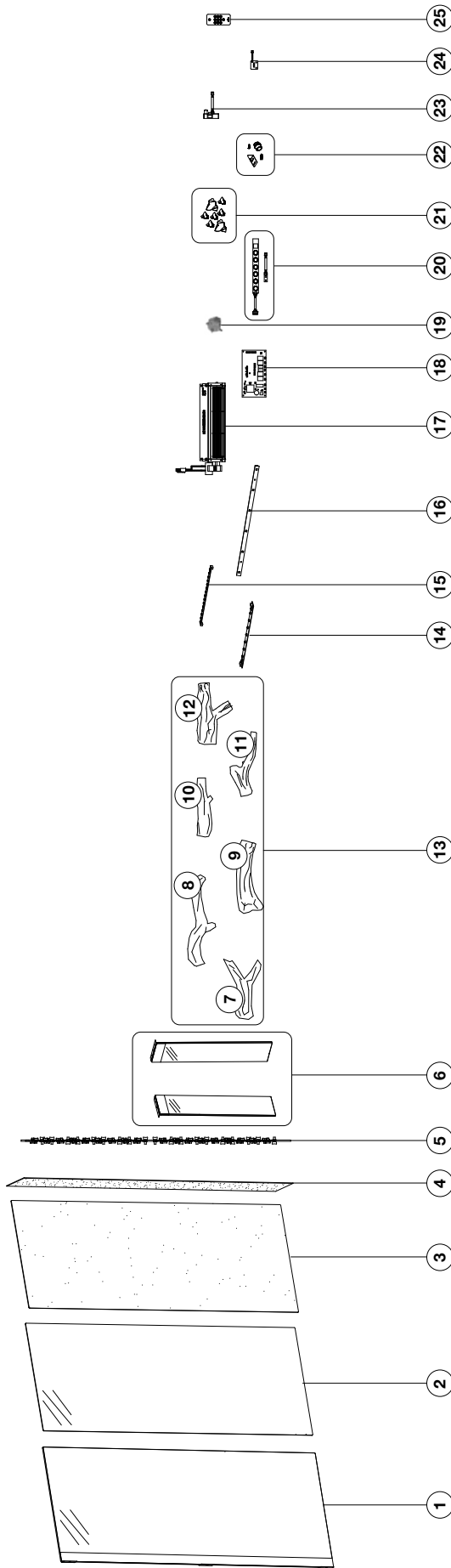
Parts identified as 'SO' are special order and can take up to 90 days for delivery.

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.

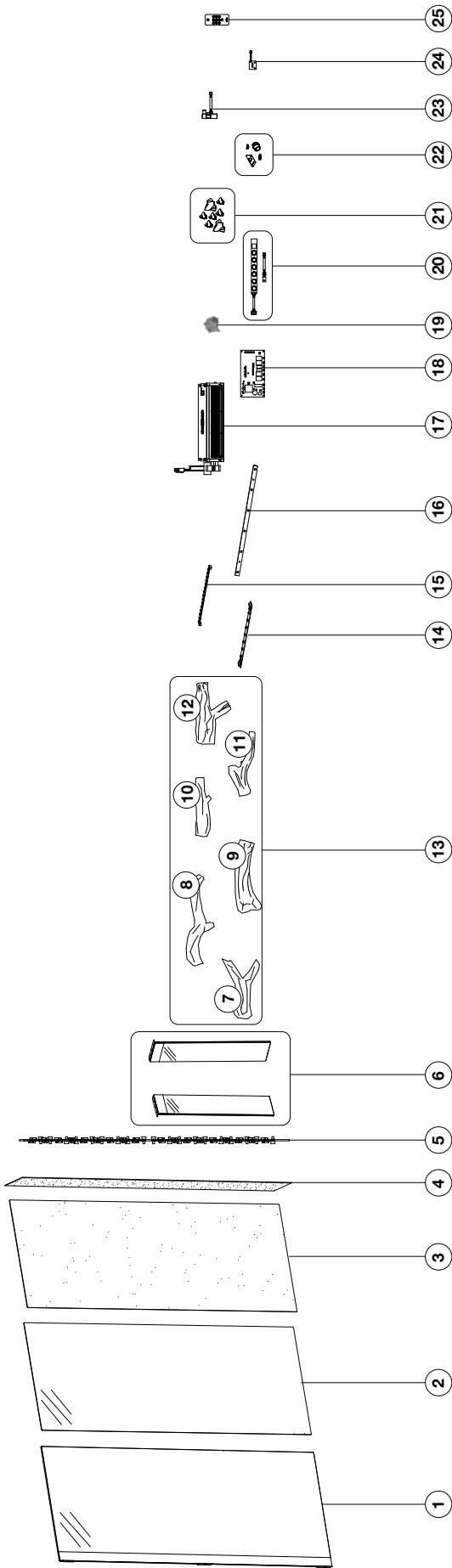
8.1 NEFB50H-3SV overview



Items may not appear exactly as illustrated.

Ref. No.	Part Number	Description	Stocked	Ref. No.	Part Number	Description	Stocked
1	W300-0294-SER	Glass, front	Yes	15	W405-0069-SER	Light, ember bed LED	Yes
2	W565-0324-SER	Screen, flame projection, glass	Yes	16	W405-0076-SER	Light, top LED	Yes
3	W565-0322-SER	Screen, flame projection, plastic	Yes	17	W010-4540-SER	Assembly, blower and heater	Yes
4	W645-0002-SER	Holder, glass media	Yes	18	W190-0148-SER	Board, main PCB	Yes
5	W010-4538-SER	Reflector, spindle	Yes	19	W435-0090-SER	Motor, rotisserie	Yes
6	W300-0296-SER	Glass, left and right sides	Yes	20	W010-4541-SER	Control panel with remote receiver	Yes
7	W135-0806-SER	Log #1	Yes	21	W497-0066-SER	Crystals, large	Yes
8	W135-0807-SER	Log #2	Yes	21	W497-0064-SER	Crystals, small	Yes
9	W135-0808-SER	Log #3	Yes	22	W370-0155-SER	Kit, hardware	Yes
10	W135-0809-SER	Log #4	Yes	23	W190-0150-SER	Motion sensor	Yes
11	W135-0810-SER	Log #5	Yes	24	W690-0021	Thermostat	Yes
12	W135-0811-SER	Log #6	Yes	25	W190-0136-SER	Remote control	Yes
13	GL-710-SER	Log set	Yes				
14	W405-0077-SER	Light, flame LED	Yes				

8.2 NEFB60H-3SV overview



Items may not appear exactly as illustrated.

Ref. No.	Part Number	Description	Stocked
1	W300-0295-SER	Glass, front	Yes
2	W565-0325-SER	Screen, flame projection, glass	Yes
3	W565-0323-SER	Screen, flame projection, plastic	Yes
4	W645-0003-SER	Holder, glass media	Yes
5	W010-4539-SER	Reflector, spindle	Yes
6	W300-0296-SER	Glass, left and right side	Yes
7	W135-0806-SER	Log #1	Yes
8	W135-0807-SER	Log #2	Yes
9	W135-0808-SER	Log #3	Yes
10	W135-0809-SER	Log #4	Yes
11	W135-0810-SER	Log #5	Yes
12	W135-0811-SER	Log #6	Yes
13	GL-711-SER	Log set	Yes
14	W405-0077-SER	Light, flame LED	Yes
Ref. No.	Part Number	Description	Stocked
15	W405-0069-SER	Light, ember bed LED	Yes
16	W405-0076-SER	Light, top LED	Yes
17	W010-4540-SER	Assembly, blower and heater	Yes
18	W190-0148-SER	Board, main PCB	Yes
19	W435-0090-SER	Motor, rotisserie	Yes
20	W010-4541-SER	Control panel with remote receiver	Yes
21	W497-0067-SER	Crystals, large	Yes
21	W497-0065-SER	Crystals, small	Yes
22	W370-0155-SER	Kit, hardware	Yes
23	W190-0150-SER	Motion sensor	Yes
24	W690-0021	Thermostat	Yes
25	W190-0136-SER	Remote control	Yes

9.0 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.	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.	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.
No difference from H1 to H2.	Hard wire connections are not correct.	See "hard-wiring installation" section.
	Main PCB board issue.	Consult your dealer.
	Heating element issue.	Consult your dealer.
Error code "E1".	Thermostat issue.	Consult your dealer.

10.0 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 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