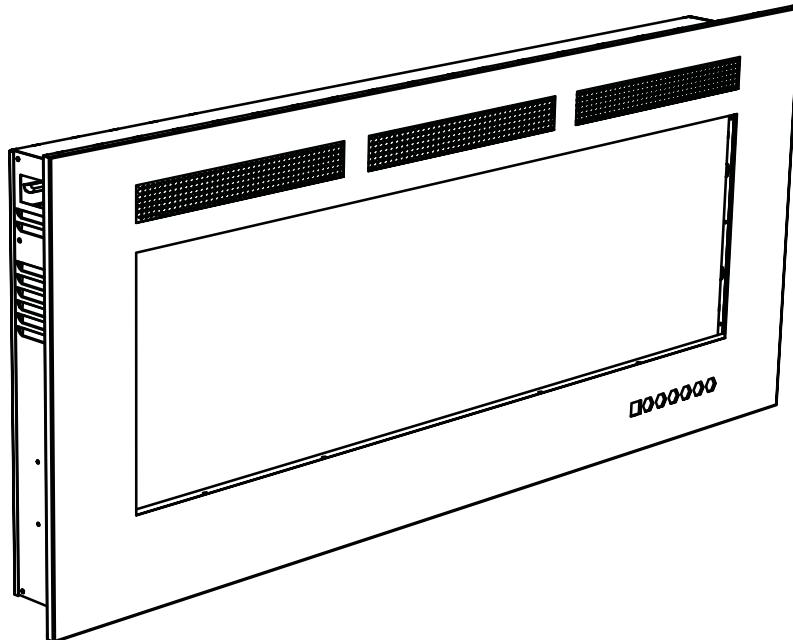




INSTALLATION AND OPERATION MANUAL

ALLURE™ SERIES
(NEFL50FH-EU 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

FOR INDOOR USE ONLY



BARRIER



APPLY SERIAL NUMBER LABEL FROM CARTON



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030
Phone (705)721-1212 • Fax (705)720-9081 • www.napoleonfireplaces.com • hearth@napoleonproducts.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.
- 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.
- Never locate 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.



A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.

 **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 re locatable 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 out, 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 T.V. or other electronic components.

1.0	general information	5
1.1	dimensions	5
1.2	product information	5
1.3	general instructions	6
1.4	unpacking and testing appliance	6
1.5	hardware parts list	7
1.6	rating plate information	8
1.7	locating appliance	8
2.1	minimum clearance to combustibles	9
2.0	installation	9
2.2	minimum mantel clearances	10
2.3	framing	11
2.4	installing the appliance	12
2.5	recessing the appliance into the wall	13
2.6	installing the appliance into a mantel	14
2.7	rubber feet installation	15
2.8	hard wiring installation	16
3.1	front glass installation	17
3.0	finishing	17
3.2	front glass removal	18
3.3	crystal ember installation	18
4.1	main power button	19
4.2	operating touch display panel and remote control	19
4.0	operating instructions	19
5.0	maintenance	20
5.1	remote battery installation	20
6.0	wiring diagram	21
7.0	replacement parts	23
8.0	troubleshooting	25
9.0	warranty	26
10.0	service warranty	27

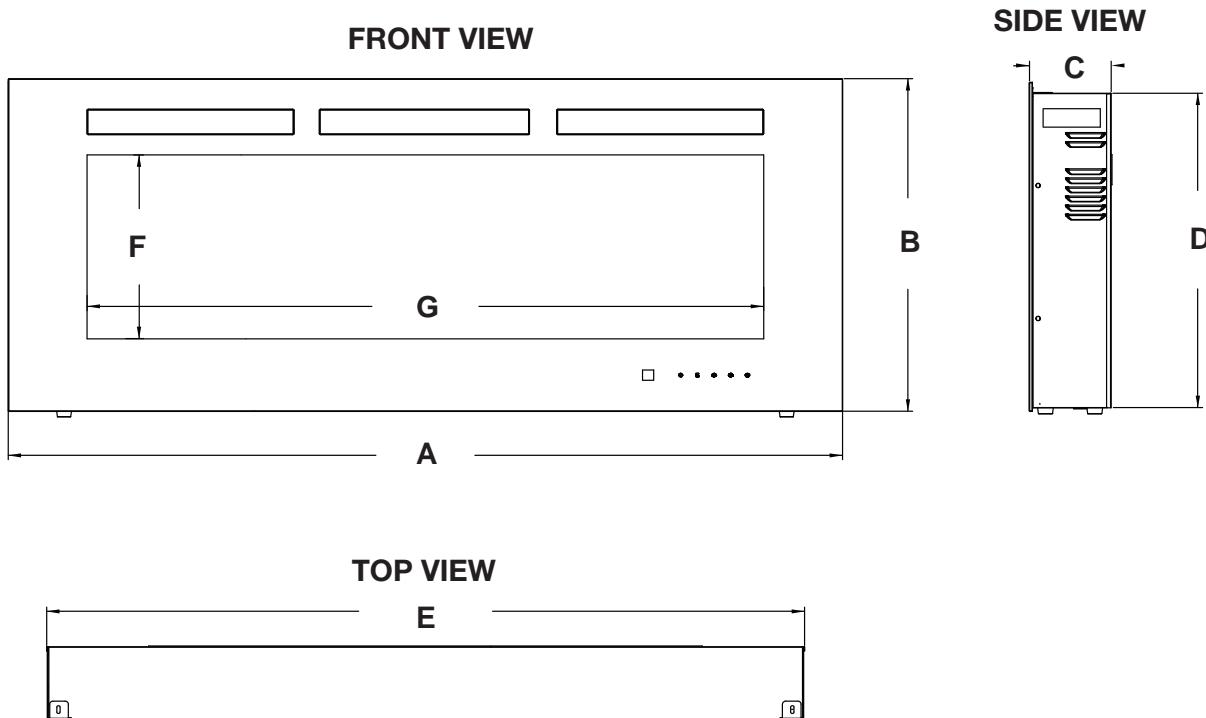


The camera icon indicates video tutorials are available as additional reference, visit
<http://mynapoleon.napoleonproducts.com/download/index/44/1>

note:

Changes, other than editorial, are denoted by a vertical line in the margin

1.1 dimensions



1.2 product information

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

Dimensions							
	A	B	C	D	E	F	G
NEFL32FH-EU	32" (813mm)	21 5/8" (550mm)	5" (127mm)	20 1/2" (520mm)	27 5/16" (694mm)	12" (304mm)	22 5/16" (567mm)
NEFL42FH-EU	42" (1067mm)	21 5/8" (550mm)	5" (127mm)	20 1/2" (520mm)	37 1/2" (951mm)	12" (304mm)	32 5/16" (821mm)
NEFL50FH-EU	50" (1270mm)	21 5/8" (550mm)	5" (127mm)	20 1/2" (520mm)	45 7/16" (1154mm)	12" (304mm)	40 5/16" (1024mm)
NEFL60FH-EU	60" (1524mm)	21 5/8" (550mm)	5" (127mm)	20 1/2" (520mm)	55 5/16" (1405mm)	12" (304mm)	50 5/16" (1278mm)
NEFL72FH-EU	72" (1830mm)	21 5/8" (550mm)	5" (127mm)	20 1/2" (520mm)	67 3/8" (1711mm)	12" (304mm)	62 5/8" (1583mm)
NEFL100FH-EU	100" (2540mm)	21 5/8" (550mm)	5" (127mm)	20 1/2" (520mm)	95 3/8" (2422mm)	12" (304mm)	90 9/16" (2300mm)

	Net Weight	Gross Weight	Description
NEFL32FH-EU	34.6 lbs (15.7kg)	50.3 lbs (22.8kg)	Type
NEFL42FH-EU	44.3 lbs (20.1kg)	60.2 lbs (27.3kg)	3 Way Mounting Unit Wall-Mount, Recess into Wall and Assemble with mantel
NEFL50FH-EU	50.9 lbs (23.1kg)	77.4 lbs (35.1kg)	Voltage
NEFL60FH-EU	61.3 lbs (27.8kg)	88.1 (40kg)	220-240V AC
NEFL72FH-EU	81.8 lbs (37.1kg)	117.3 (53.2kg)	Watts
NEFL100FH-EU	111.3 lbs (50.5kg)	159.4 (72.3kg)	MAX 1750-2000W

1.3 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, consult the “operation” section of this manual for further information.
- Use with a CE- or GS-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 fireplace has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the fireplace to reach room temperature before turning it on.

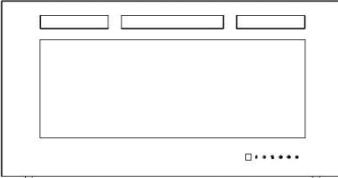
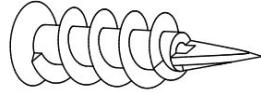
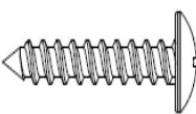
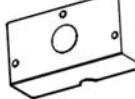
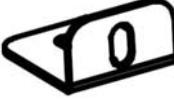
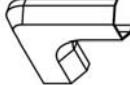
1.4 unpacking and testing appliance

Carefully remove the appliance from the box. Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 volt, 15 amp grounded outlet.

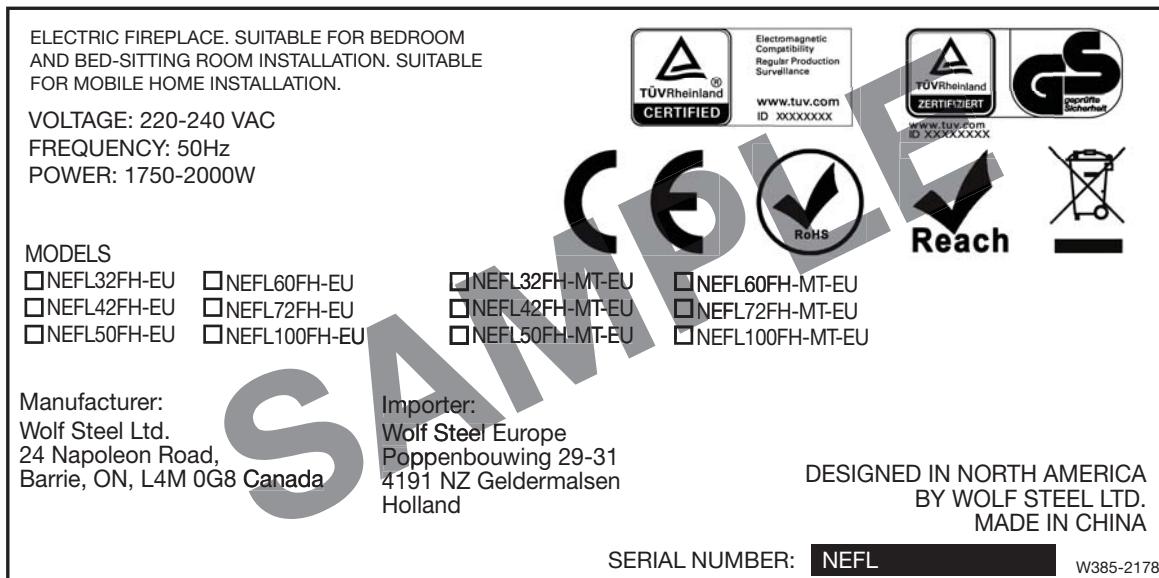
note:

The NEFL50/60/72/100FH-EU appliances are shipped with the front glass not assembled onto the appliance. Refer to the “**front glass installation**” section for assembly.

1.5 hardware parts list

 <p>A - Fireplace NEFL32FH-100FH (1)</p>	 <p>B - Wood Screws NEFL32FH-50FH (6) NEFL60FH-72FH (12) NEFL100FH (16)</p>	 <p>C - Drywall Anchors NEFL32FH-50FH (6) NEFL60FH-72FH (12) NEFL100FH (16)</p>
 <p>D - ST4x12 Metal Screws NEFL32FH-100FH (8)</p>	 <p>E - Remote Control NEFL32FH-100FH (1)</p>	 <p>F - Wall Bracket NEFL32FH-50FH (1) NEFL60FH-100FH (2)</p>
 <p>G - Crystals NEFL32FH-100FH (2)</p>	 <p>H - Cover Plate NEFL32FH-100FH (1)</p>	 <p>I - Strain Relief NEFL32FH-100FH (1)</p>
 <p>J - Metal Bracket NEFL32FH-100FH (4)</p>	 <p>K - Cord Corner NEFL32FH-100FH (2)</p>	 <p>L - Cord Corner NEFL32FH-100FH (2)</p>
 <p>M - Cord Cover NEFL32FH (2) NEFL42FH-100FH (1)</p>	 <p>N - Rubber Foot NEFL32FH-50FH (4) NEFL60FH-100FH (6)</p>	

1.6 rating plate information



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 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, curtains, and similar items at least 36" 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 fire could result.
- Do not expose the electric appliance to the elements (such as rain, etc.)

⚠️ 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 us 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 a wall-mounted, recessed and/or mantel installed 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.

2.1 minimum clearance to combustibles

Measurements are taken from the glass front	
Bottom	0"
Sides	0"
Back	0"
Top	8" (20.3cm) to ceiling / mantel

note:

The power switch is located on the top left hand side of the appliance. Always ensure that access to this switch remains accessible.

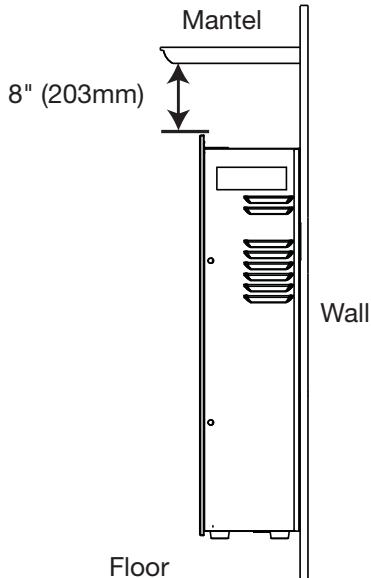
Measurements are taken from the body

Sides, back, and top	0"
----------------------	----

2.2 minimum mantel clearances

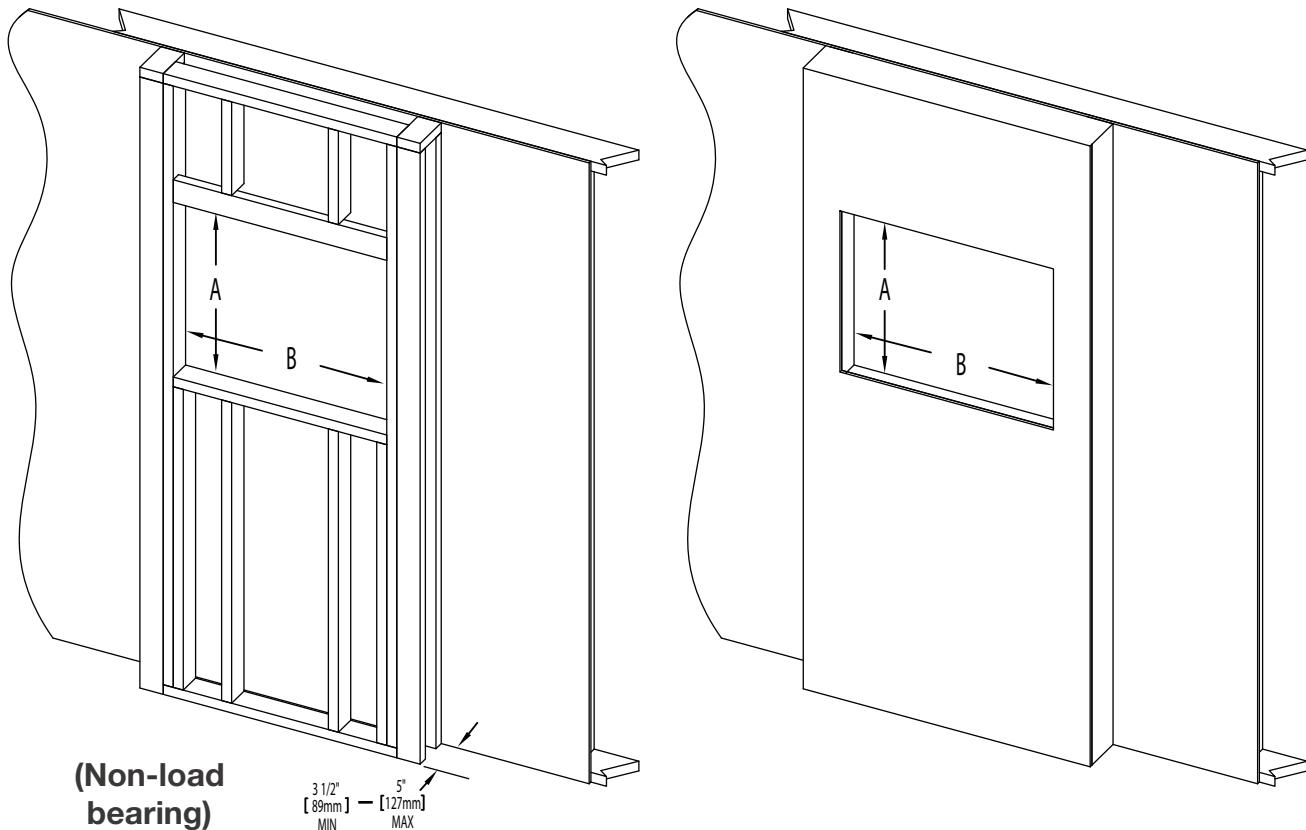
⚠ WARNING

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

**Side View**

2.3 framing

Finishing Material



MODEL NO.	A	B
NEFL32FH-EU	21" (535mm)	27 13/16" (707mm)
NEFL42FH-EU	21" (535mm)	38" (965mm)
NEFL50FH-EU	21" (535mm)	45 15/16" (1166mm)
NEFL60FH-EU	21" (535mm)	55 13/16" (1418mm)
NEFL72FH-EU	21" (535mm)	67 7/8" (1725mm)
NEFL100FH-EU	21" (535mm)	95 7/8" (2435mm)

2.4 installing the appliance

Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

- A.** Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B.** Have two people hold the appliance against the wall to determine the final location.
- C.** Place unit face down on a soft, non abrasive surface. Remove the bracket from the back of the unit by removing the screws, refer to Figure 1.
- D.** Mark out location, then mount the bracket(s) onto the wall using the supplied screws. This bracket MUST have the hooks facing upward and be level.

note:

It is strongly recommended that the mounting bracket be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured.

- E.** With the wall mounting bracket installed, have two people lift the appliance up and insert the two hooks on the bracket into the two slots on the back of the appliance.
- F.** Check the appliance for stability ensuring that the bracket will not pull free from the wall.

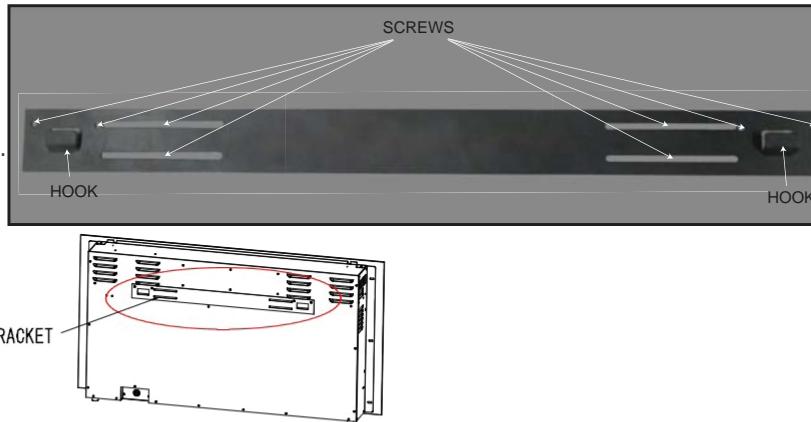
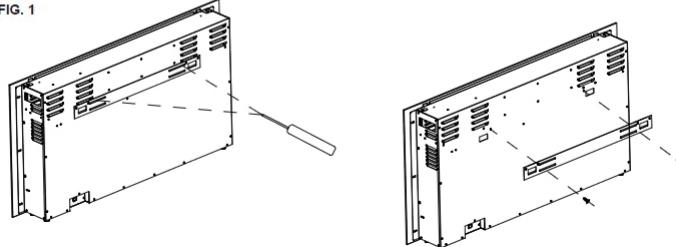
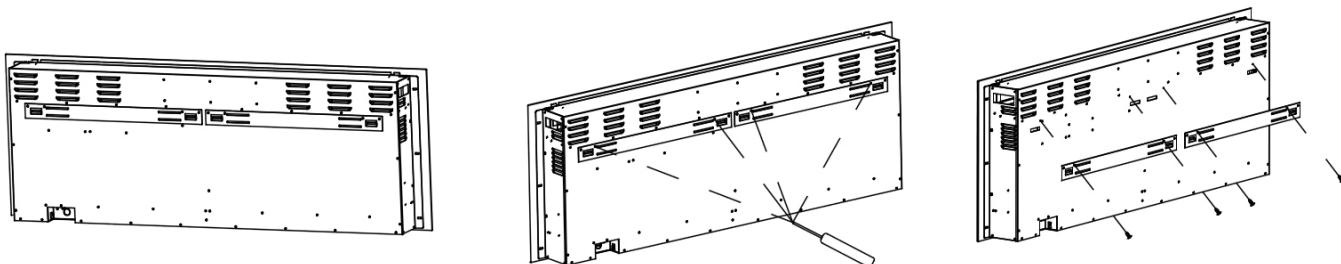


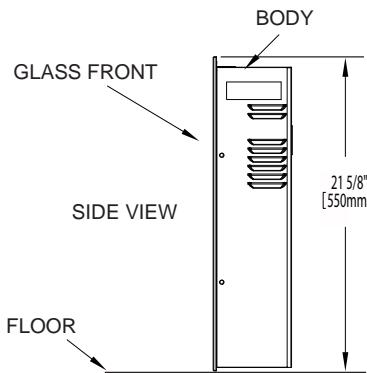
FIG. 1



NEFL32/42/50FH-EU Bracket Illustrated



NEFL60/72/100FH-EU Bracket Illustrated



2.5 recessing the appliance into the wall

Due to the many different finish materials used on walls, it is highly recommended that you consult your local builder before you install this appliance in the wall.

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

- A. Measure the appliance and create a rough in with electrical.
- B. Remove the front glass, refer to "**front glass removal**" section.
- C. Hold the appliance up to ensure it will fit into the framing.
- D. If the appliance is fully recessed into the wall:
 - Bend the two top tabs upward on the front glass. Refer to Figure 4.
 - Use the 6 screws (provided) to lock the appliance into the wall with the existing two side flanges. Refer to Figure 2.
 - Install the media and reinstall the glass front.
- E. If partial recess into the wall:
 - Use the two mounting brackets (supplied) to lock the appliance to the wall, see Figure 3.

note:

Two sets of holes are provided for recessing into wall. The wall structure may limit how far the appliance can be recessed. Use the appropriate set of holes when recessing to the frame. It may be necessary to use the four holes on the top and bottom.

FIG 2

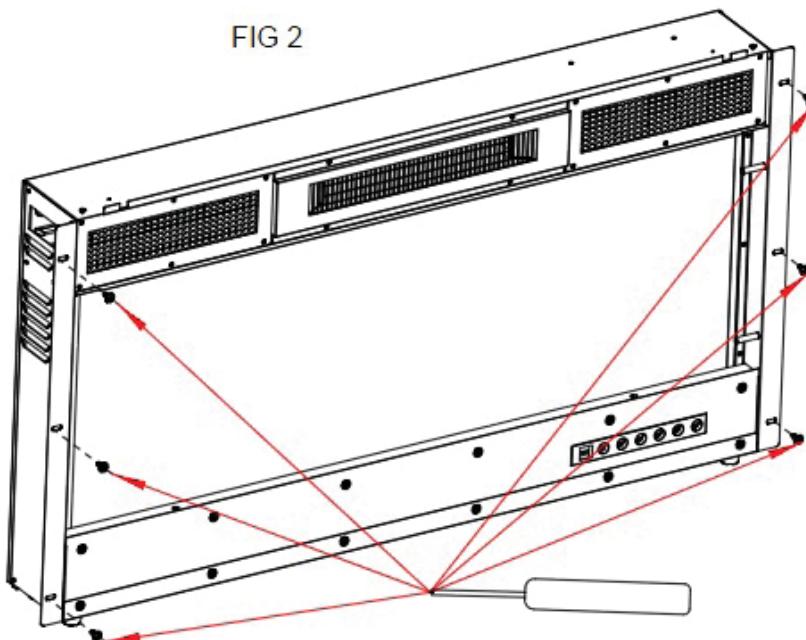
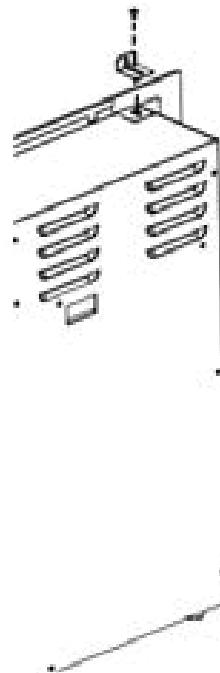


FIG 3

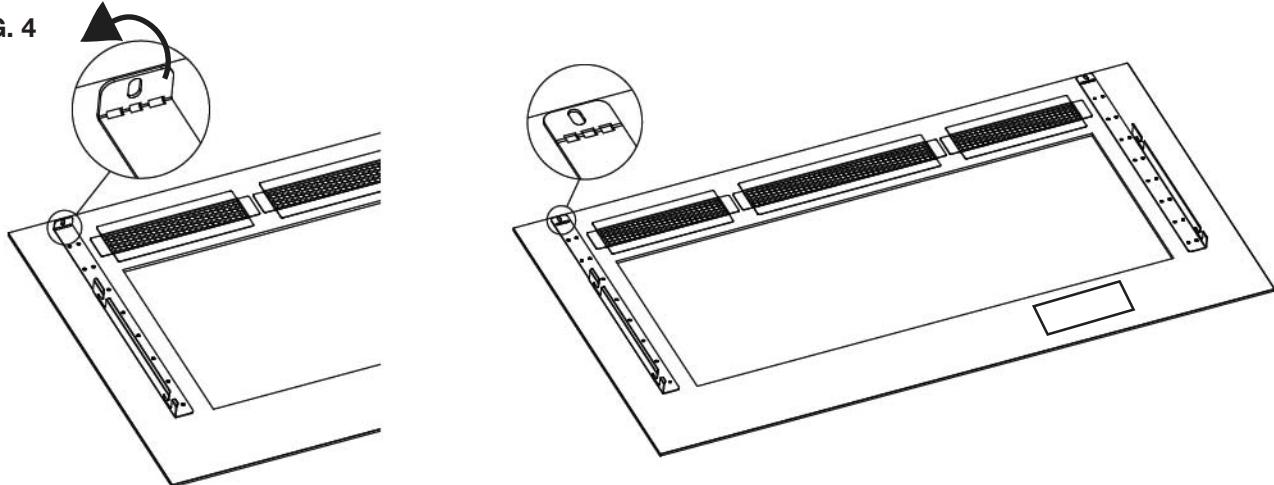


note:

It is recommended the walls of the appliance enclosure be finished (i.e. drywall) to avoid exposed insulation or vapour barrier coming in contact with the appliance. This will ensure clearance to combustibles is maintained.

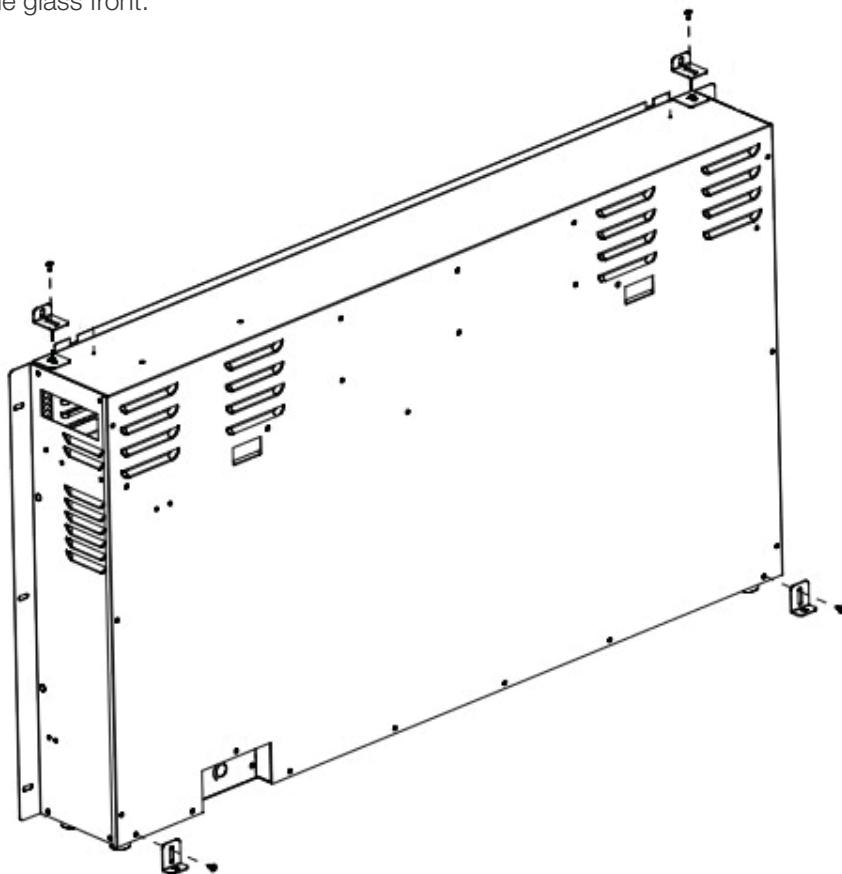
note:

The appliance tabs come bent. You must bend the tab flat by hand when fully recessing the appliance into the wall. See Figure 4.

FIG. 4

2.6 installing the appliance into a mantel

- A.** Remove the glass front, refer to "front glass installation" section for removal instructions.
- B.** Install the rubber feet onto the bottom of the appliance for stability, refer to "rubber feet installation" section for instructions.
- C.** Install the top and bottom brackets provided.
- D.** Insert the appliance into the mantel and secure it with the brackets or refer to "electric fireplace mantel" installation manual for proper appliance installation instructions.
- E.** Place the crystal embers along the media tray, refer to "crystal ember installation" section.
- F.** Reinstall the glass front.

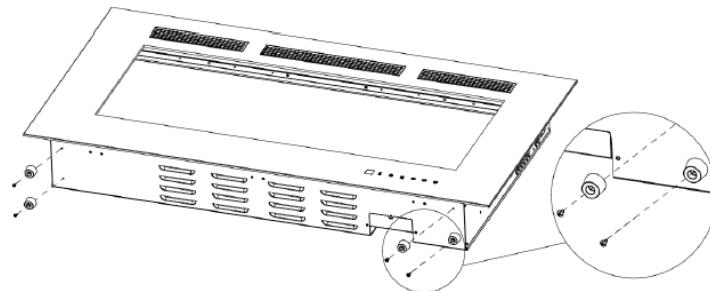


2.7 rubber feet installation

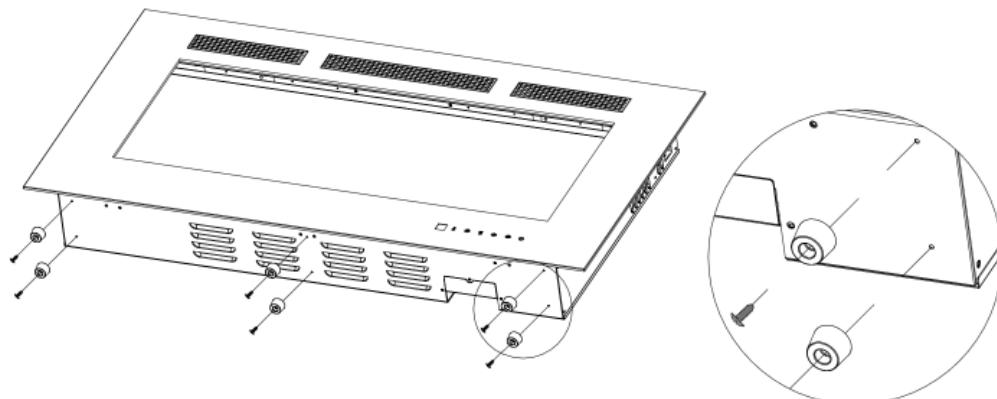
- A. Place the appliance face down on a soft surface.
- B. Using a screw driver, remove the screws on the bottom of the appliance.
- C. Install the 4 rubber feet (6 rubber feet for NEFL60/72/100FH) onto the bottom of the appliance using the screws from Step B, see below.

note:

The screws for installing the rubber feet are secured to the appliance. Removal of the screws is necessary for installing the rubber feet.



NEFL32/42/50FH-EU Illustrated



NEFL60/72/100FH-EU Illustrated

2.8 hard wiring installation**⚠ WARNING**

- Turn off the appliance completely and let it cool down 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 house hold wiring.

This appliance must be electrically connected and grounded in accordance with local codes.

Fig. 1

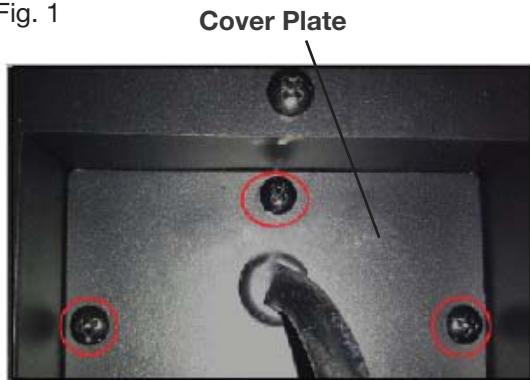


Fig. 2



A. Remove the cover plate from the right side bottom of the appliance by removing the three screws, as shown above.

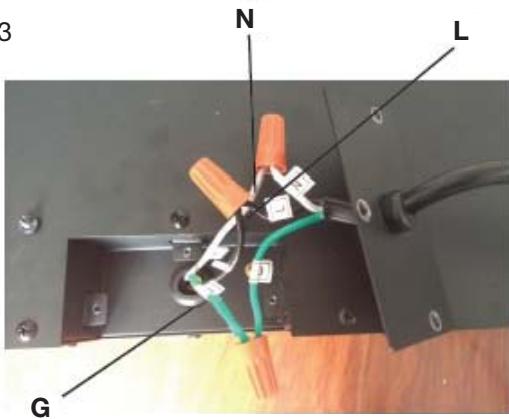
B. Remove the wire connectors from the power cord. The power cord may be discarded.

C. Take the new cover plate, supplied in the hardware bag. Punch out the 7/8" (22.2mm) hole and install a box connector through the junction box. Snap the box connector clamp onto the supply wires.

D. Using the wire connectors, connect the ground green wires (G), the common white wires (N) together, and the hot black wires (L). Refer to Figure 3.

E. Reinstall the cover plate using the three screws, shown in Figure 1.

Fig. 3



7/8" (22.2mm)
Diameter



⚠ WARNING

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

3.1 front glass installation

⚠ WARNING

- Glass may be hot. Do not touch glass until cooled.
- If equipped with door latches that are part of a safety system, they must be properly engaged. Do not operate the appliance with latches disengaged.
- Facing and/or finishing materials must not interfere with air flow through air openings, louvre openings, operation of louvres, or doors/access for service. Observe all clearances when applying combustible materials.
- Before door is removed, turn the appliance off and wait until appliance is cool to touch. Doors are heavy and fragile so handle with care.

FOR MODELS NEFL50/60/72/100FH-EU ONLY:

- Before installing the front glass, remove the screws securing the paper board on the inside of the appliance that protects the control panel. Discard the paper board.
- Reinstall the screws, see Figure 1. (For recessed installed appliances only)
- Remove the 2 screws from the top of the appliance.
- Have two people, lift the glass up and away from the appliance, holding the glass vertical not flat while carrying. Place the glass face down onto a soft, non-abrasive surface, careful not to flex the glass.
- Bend the top tabs flat, see Figure 2
- Install the crystal embers, refer to "CRYSTAL EMBER INSTALLATION" section.
- Install the front glass by aligning with the pins on the appliance. Press the glass in and down to securely engage with the brackets. It must be fully engaged to ensure the touch display panel performs properly.
- Secure the front glass using the screws provided to the top of the appliance, see Figure 3. (If fully recessed this is not necessary)

FIG. 1

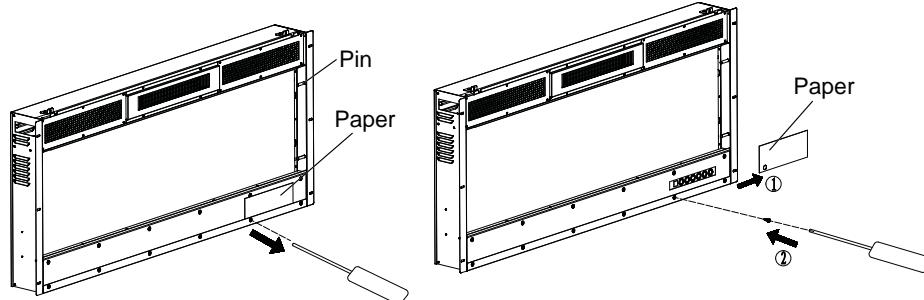


FIG. 2

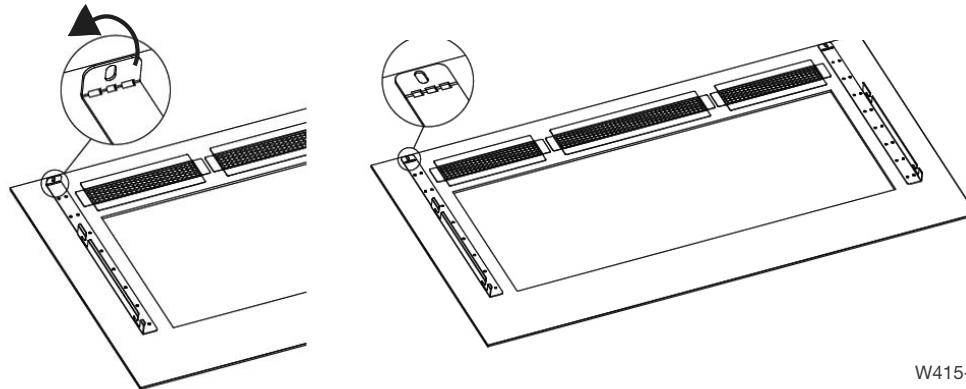
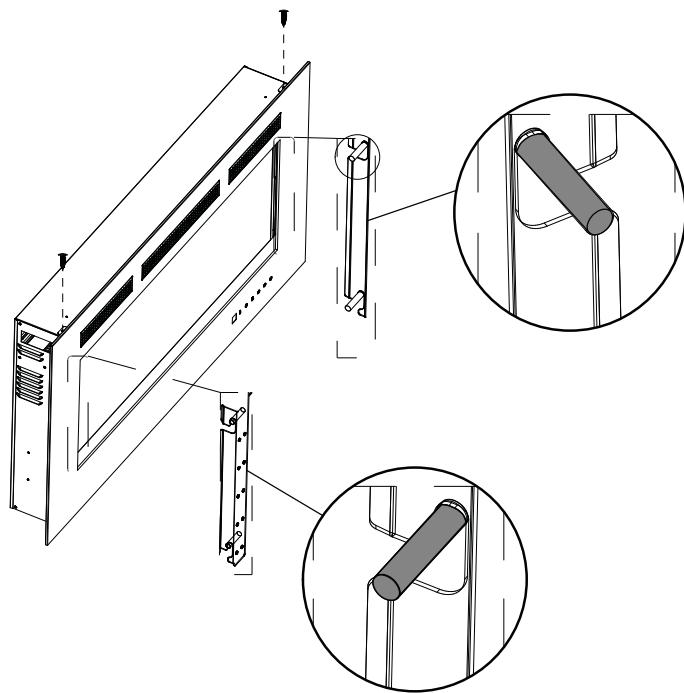


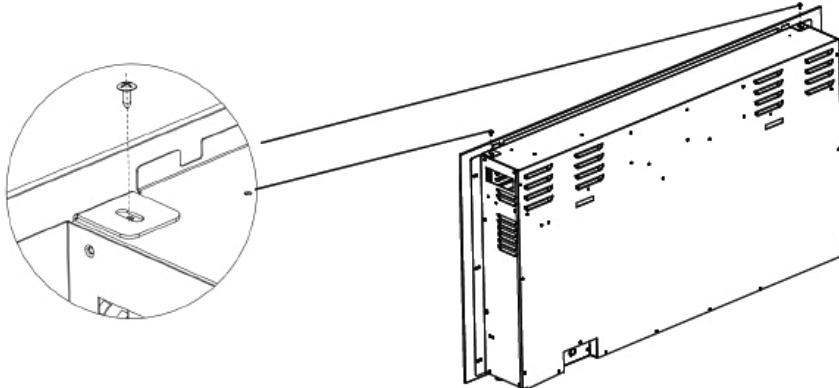
FIG. 3



3.2 front glass removal

FOR WALL MOUNT, PARTIAL RECESS AND MANTEL INSTALLED APPLIANCE ONLY:

- A. Remove the 2 screws from the top of the appliance, as shown below.
- B. Have two people lift the glass up and away from the appliance, holding the glass vertical not flat while carrying. Place the glass face down onto a soft, non-abrasive surface, careful not to flex the glass.
- C. Install the crystal embers, refer to "crystal ember installation" section. Install the front glass by aligning with the pins on the appliance. This ensures the touch display panel performs properly.



3.3 crystal ember installation

The glass front must be removed and the appliance must be secured in its final location before the crystal embers are installed.

- A. Carefully place crystal embers into the bottom media tray on the front of the appliance as illustrated. Apply an even layer from side to side.



⚠ WARNING

- While the appliance is operating do not remove the glass panel. This will cause the remote control and touch panel to dysfunction.

Once the appliance has been plugged into a grounded electrical outlet, it is ready to operate.

note:

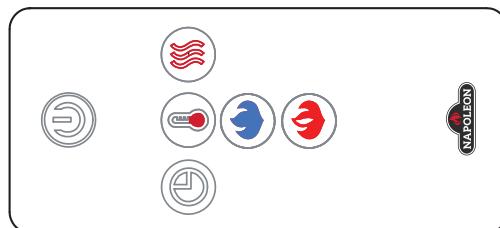
Ensure the house circuit breakers for the power supply are turned on. In the event of a power failure, the appliance will lose its memory function and will reset to factory mode when the power returns.

4.1 main power button

The main power button is located on the front bottom right side of the appliance.



4.2 operating touch display panel and remote control



The touch display panel is shown by LED's on the front bottom right of the appliance. The LED's will disappear after 10 seconds of no function change. The Main Power button will be dim.

POWER		Turns the appliance ON/OFF.																																				
FLAME - ORANGE		Controls Orange Flame brightness. <u>6 Settings:</u> (F5-F4-F3-F2-F1-F0) Flame dims from F5 to F1. F5 is the brightest setting and F0 is off.																																				
FLAME - BLUE		Controls Blue Flame brightness. <u>6 Settings:</u> (F5-F4-F3-F2-F1-F0) Flame dims from F5 to F1. F5 is the brightest setting and F0 is off..																																				
HEATER		Controls the Heater. Press button to initiate the heater. (H0) no heater or blower. (BL) blower only. (H1), heater blows warm air (950W) (H2), heater blows hot air (2000W) NOTE: Heater functions cycle from H0-BL-H1-H2, Press and hold the heater button for 5s, the heater and temperature setting will be locked onto the selected setting. Hold the button for 5s again, the heater will be unlocked.																																				
TIMER		Controls the Timer. <u>9 Settings:</u> (0.5h, 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h) Press button until reach desired setting.																																				
TEMPERATURE		1. Press once: Touch panel indicator becomes active. 2. Press again until desired setting is reached. Digital display shows setting circles as below. <table border="1" style="margin-left: auto; margin-right: auto;"><thead><tr><th>Display Value</th><th>0</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th><th>9</th><th>N</th></tr></thead><tbody><tr><td>Temperature</td><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></td><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></tbody></table> NOTE: Press the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.	Display Value	0	1	2	3	4	5	6	7	8	9	N	Temperature	°C	18	19	20	21	22	23	24	25	26	27		°F	64	66	68	70	72	74	76	78	80	82
Display Value	0	1	2	3	4	5	6	7	8	9	N																											
Temperature	°C	18	19	20	21	22	23	24	25	26	27																											
	°F	64	66	68	70	72	74	76	78	80	82																											

WARNING: Do not move or remove the glass panel, when the appliance is plugged in and operating. This will cause the remote control and touch panel to no longer function.

5.0 maintenance

⚠ WARNING

- Preparation for maintenance: 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.
- Do not install replacement lamps that exceed specified maximum watts.
- The halogen lamps in your appliance can be extremely hot. Allow at least 10 minutes between turning off the appliance and removing the lamps to avoid accidental burns.
- Do not handle the lamp with bare fingers, oils from your skin will damage the lamps when they heat up. use gloves or a clean dry cloth when handling lamps.

5.1 remote battery installation

note:

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

- To replace the existing battery remove the battery holder.
- To remove the battery holder turn remote onto rear 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, as shown.



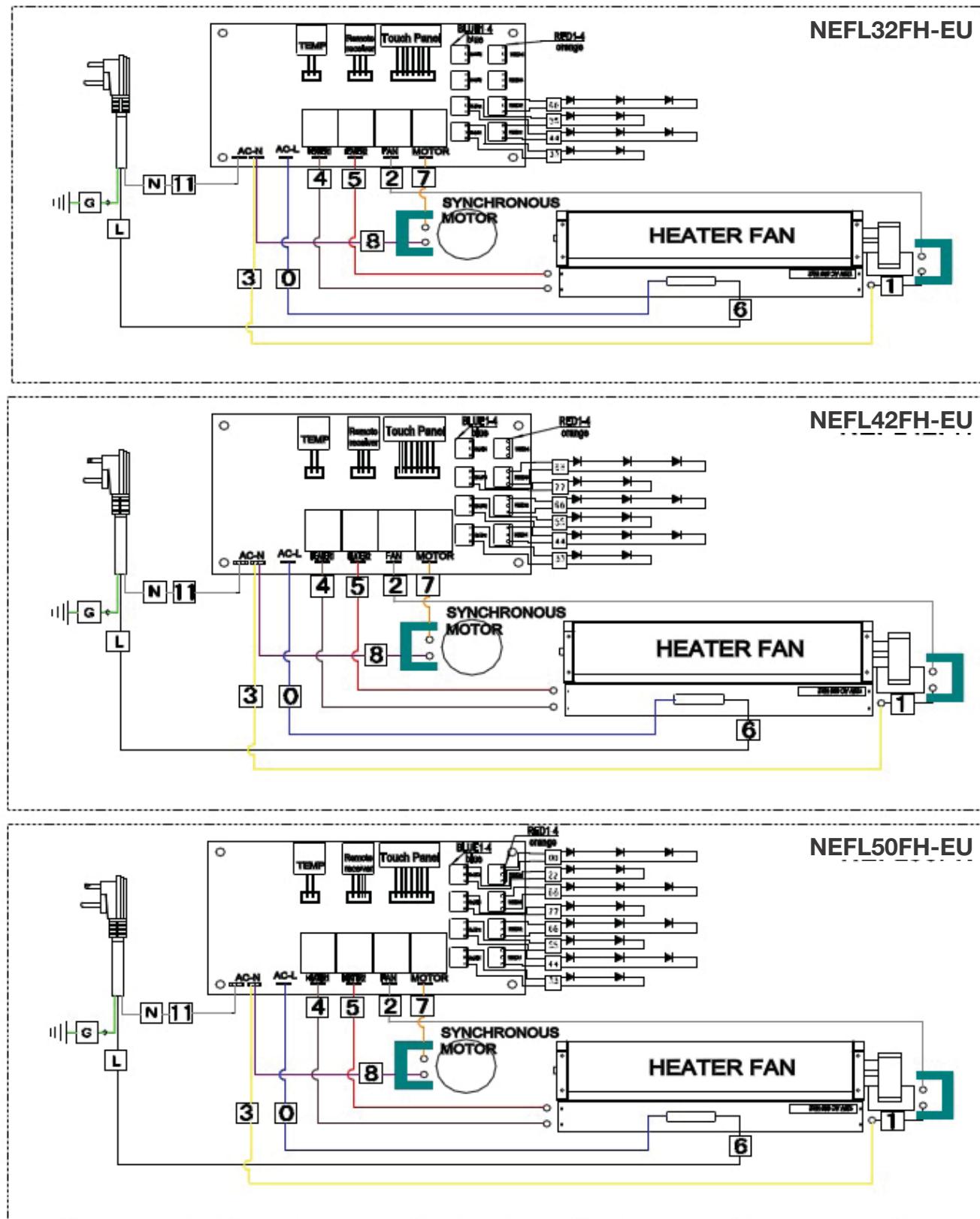
note:

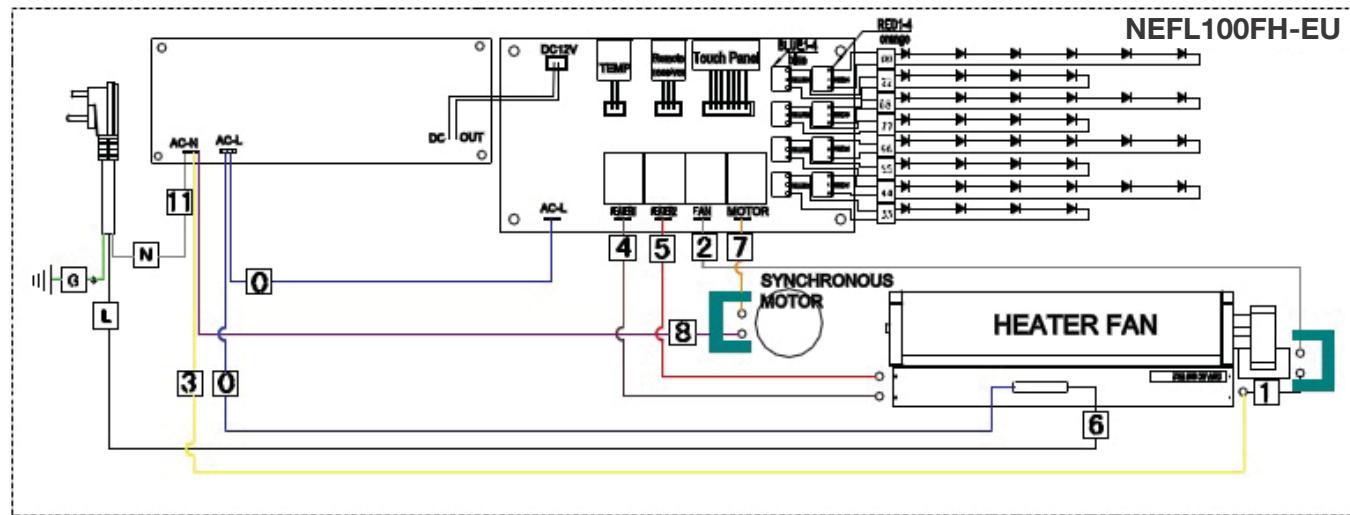
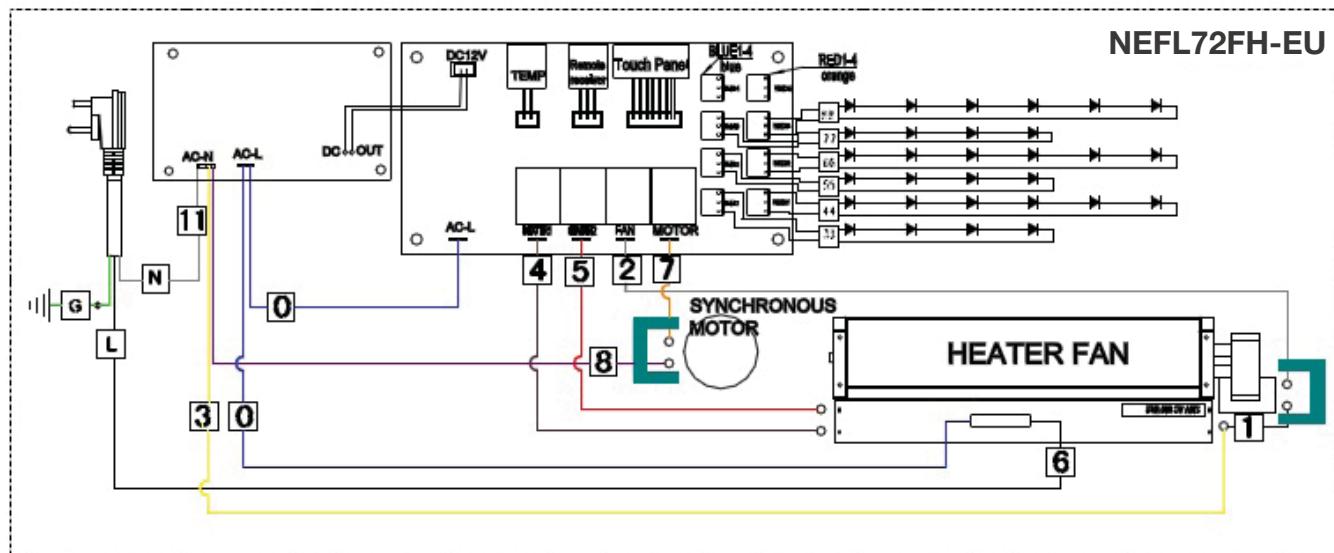
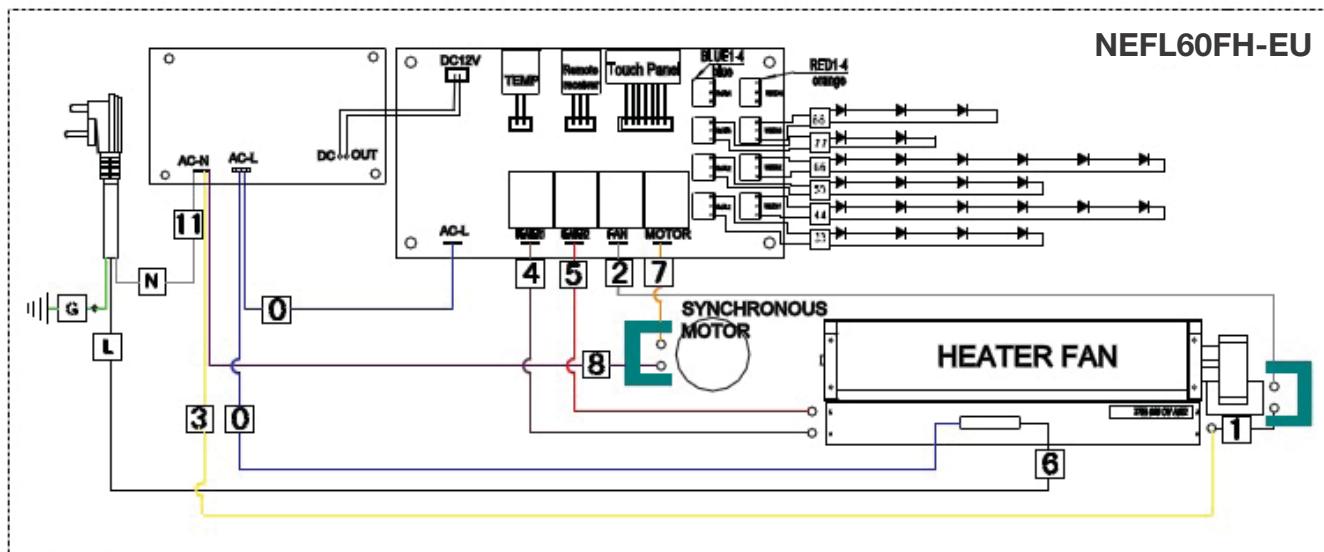
The remote control has a removable plastic tab to prolong the battery life while shipping. Remove the tab for the remote control to function.

The remote control must remain within 5 meters or 17 feet of the appliance to be effective, this range may be reduced when battery power is depleted.

⚠ WARNING

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





⚠ 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:

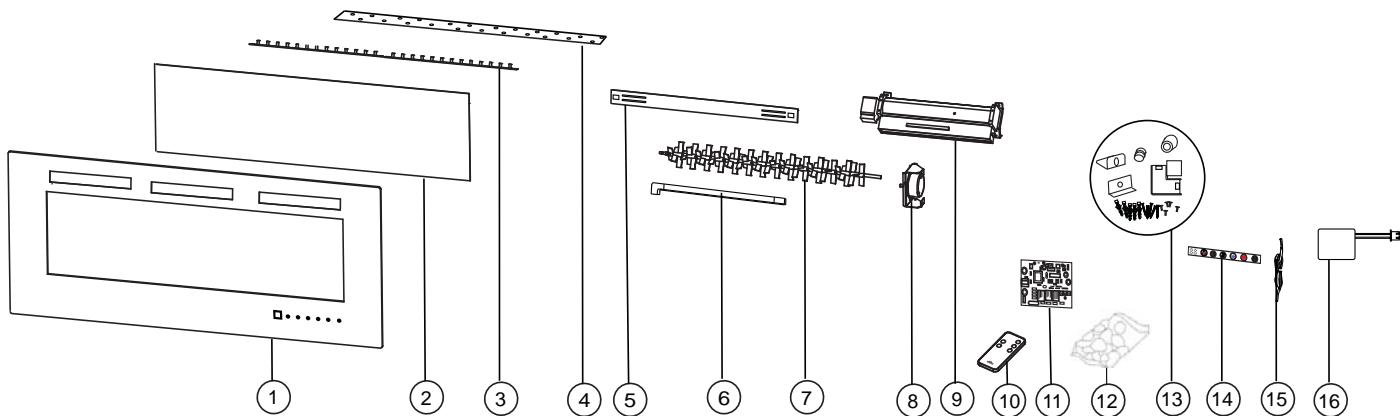
- Model & Serial Number of appliance
- Installation date of appliance
- Part number
- Description of part
- Finish

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



REF.	NEFL32FH-EU	NEFL42FH-EU	NEFL50FH-EU	NEFL60FH-EU	NEFL72FH-EU	NEFL100FH-EU	Description
1	W300-0226	W300-0224	W300-0227	W300-0228	W300-0229	W300-0230	Front Glass
2	W475-1192	W475-1185	W475-1193	W475-1194	W475-1195	W475-1196	Acrylic Plastic Panel
3	W405-0033	W405-0033	W405-0033	W405-0033 + W405-0037	W405-0033 + W405-0037	W405-0033 + W405-0037	LED Light
4	W497-0014	W497-0013	W497-0015	W497-0016	W497-0017	W497-0018	Plastic Strip
5	W080-1616	W080-1616	W080-1616	W080-1616	W080-1616	W080-1621	Wall Mounting Bracket
6	W200-0571	W200-0572	W200-0572	W200-0572	W200-0572	W200-0572	Cord Cover
7	W527-0009	W527-0008	W527-0010	W527-0011	W527-0012	W527-0013	Reflector Spindle
8	W435-0087	W435-0087	W435-0087	W435-0087	W435-0087	W435-0087	Synchronous Motor (EU)
9	W062-0073	W062-0073	W062-0073	W062-0073	W062-0073	W062-0073	Blower and Heater Assembly (EU)
10	W190-0095	W190-0095	W190-0095	W190-0095	W190-0095	W190-0095	Remote Control
11	W190-0096	W190-0096	W190-0096	W190-0101	W190-0101	W190-0101	Circuit Board
12	W497-0019	W497-0020	W497-0021	W497-0022	W497-0023	W497-0024	Crystall
13	W370-0050	W370-0050	W370-0050	W370-0055	W370-0055	W370-0057	Hardware Kit
14	W475-1184	W475-1184	W475-1184	W475-1184	W475-1184	W475-1184	Control Panel (With Remote Receiver)
15	W750-0370	W750-0371	W750-0372	W750-0373	W750-0374	W750-0375	Wire Harness
16	W690-0021	W690-0021	W690-0021	W690-0021	W690-0021	W690-0021	Thermostat

 **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	TEST SOLUTION
Dim or no flame	Flame brightness not selected	See "OPERATING INSTRUCTIONS" section.
	Flame LED's are burnt out	Inspect the LED and replace them if necessary
	Main PCB Board burnt out	Inspect the Main PCB Board and replace if necessary
Ember bed is not glowing or dimming	Brightness not selected	See "OPERATING INSTRUCTIONS" section.
	Ember LED's are burnt out	Inspect the ember bed LED's and replace if necessary
	Main PCB Board burnt out	Inspect the Main PCB Board and replace if necessary
No warm air coming out of appliance	Heater setting not selected	See "OPERATING INSTRUCTIONS" section.
	Heater has been locked out	See "OPERATING INSTRUCTIONS" section..
	Room temp. is higher than appliance setting (if set to room temp)	Reset temperature setting
	Appliance has overheated and safety thermal switch has tripped	Unplug power or turn-off the circuit breaker, allow appliance to cool for 15 minutes
	Heater is burnt out	Inspect the blower and heater and replace it 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 or turn it on.
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 it in
	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 or turn the breaker on.
	Circuit board is burnt out	Inspect the circuit board and replace it if necessary.
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.
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
Touch panel / Remote Control do not work	The front glass is moved or not secured properly.	Unplug the appliance, if the appliance is recessed to the wall, shut off house circuit breaker. Ensure the front glass is in the correct location and is sitting flat to the appliance touch panel. After 10 seconds, plug or turn on the appliance to reset it.

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.

9.0 warranty

NAPOLEON electric appliances are manufactured under the strict Standard of the world recognized ISO 9001 : 2008 Quality Assurance Certificate.

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 Limited Warranty

Electrical components and wearable parts are covered and NAPOLEON will provide replacement parts free of charge during the first year of limited 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 limited 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 limited 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 Limited Warranty, NAPOLEON's 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 Limited 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.

Appliance Service History

This heater must be serviced annually depending on usage

Other Napoleon Products



Fireplace Inserts • Charcoal Grills • Gas Fireplaces • Waterfalls • Wood Stoves
Heating & Cooling • Electric Fireplaces • Outdoor Fireplaces • Gas Grills



24 Napoleon Road, Barrie, Ontario, Canada L4M 0G8
214 Bayview Drive, Barrie, Ontario, Canada L4N 4Y8
103 Miller Drive, Crittenden, Kentucky, USA 41030
7200 Trans Canada Highway, Montreal, Quebec, Canada H4T 1A3

Fireplaces / Heating & Cooling call: 705-721-1212 • Grills call: 705-726-4278
napoleonproducts.com