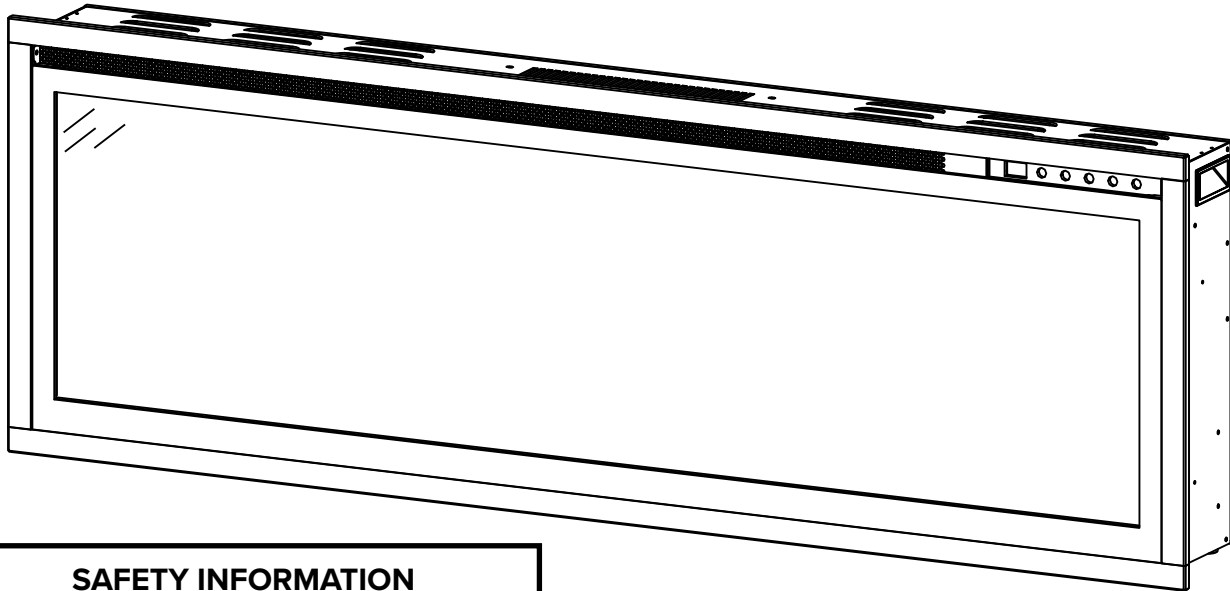




INSTALLATION AND OPERATION MANUAL

ENTICE-1 36 / 42 / 50 / 60 / 72 SERIES

(NEFL50CFH-1-AU 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.

WARNING:

Button Cell Batteries are Hazardous (new or used).

KEEP AWAY FROM CHILDREN.

It can cause severe or fatal injuries in 2 hours or less if they are swallowed or placed inside any part of the body. If you suspect your child has swallowed, please call 24-hour poisons information centre on 13 11 26 for fast, expert advice.



FOR INDOOR USE ONLY

INSTALLER: Leave this manual with the appliance.

CONSUMER: Keep this manual for future reference.

CERTIFIED TO

AS/NZS 60335.2.30:2023;

AS/NZS 60335.1:2020+ A1:2021



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada
 103 Miller Drive, Crittenden, Kentucky, 41030 USA
 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.
- Note:**

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

WARNING

- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocate cable 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.
- 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.
- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

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 measures 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.

- Children must be supervised not to play with the appliance.



CAUTION In order to avoid overheating, do not cover the heater.

- Heater must not be located immediately below a socket-outlet.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.



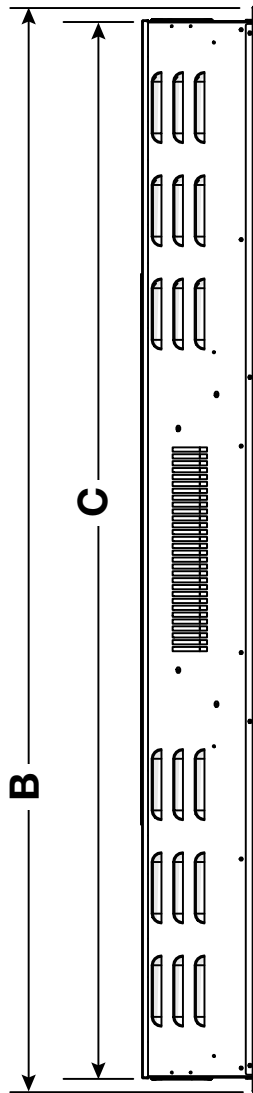
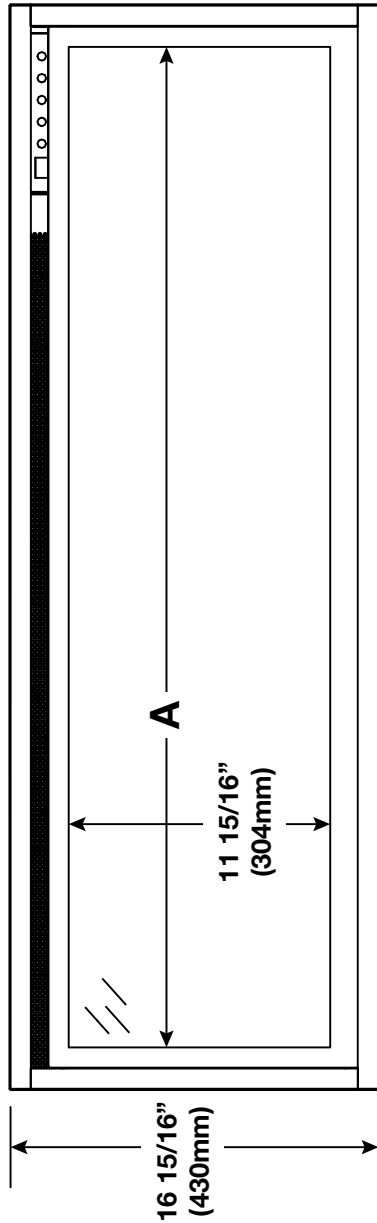
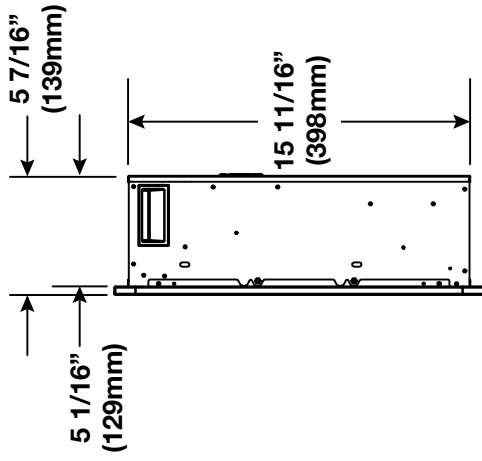
CAUTION In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

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note:

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

1.1 dimensions



	NEFL36CFH-1-AU	NEFL42CFH-1-AU	NEFL50CFH-1-AU	NEFL60CFH-1-AU	NEFL72CFH-1-AU
A	814mm	960mm	1163mm	1416mm	1721mm
B	914mm	1060mm	1262mm	1516mm	1821mm
C	882mm	1027mm	1230mm	1484mm	1789mm

general information

1.3 rating plate information

The below illustration is for reference only. Refer to the appliance rating plate for accurate information.



note:

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

1.2 listing approvals

This appliance has been tested in accordance with the SAA Standards for fixed and location-dedicated electric room appliances in the Australia and New Zealand. 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.

Model	NEFL36CFH-1-AU	NEFL42CFH-1-AU	NEFL50CFH-1-AU	NEFL60CFH-1-AU	NEFL72CFH-1-AU
Description	Electric Appliance				
Type	3 Way Mounting Appliance: Wall-Mount, Partially Recessed into Wall and Fully Recessed into Wall				
Voltage	220-240V AC				
Watts	MAX 1600W				
Amps	Dedicated 10 AMP Grounded Circuit				
Appliance Width	914mm	1060mm	1262mm	1516mm	1821mm
Appliance Height	430mm				
Appliance Depth	139mm				

1.4 general instructions

WARNING

- Read these instructions completely before beginning installation. Failure to follow them could cause an appliance malfunction resulting in serious injury and/or property damage.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are present.
- This electric appliance is tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this electric appliance could void the warranty and/or result in a safety hazard.
- Do not open. Risk of electric shock. No user-serviceable parts inside.
- Do not use damaged electrical cords.
- Servicing should be done only while the appliance is disconnected from the power supply circuit.
- To prevent electric shock, match the wide blade of plug to wide slot of receptacle and fully insert.

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

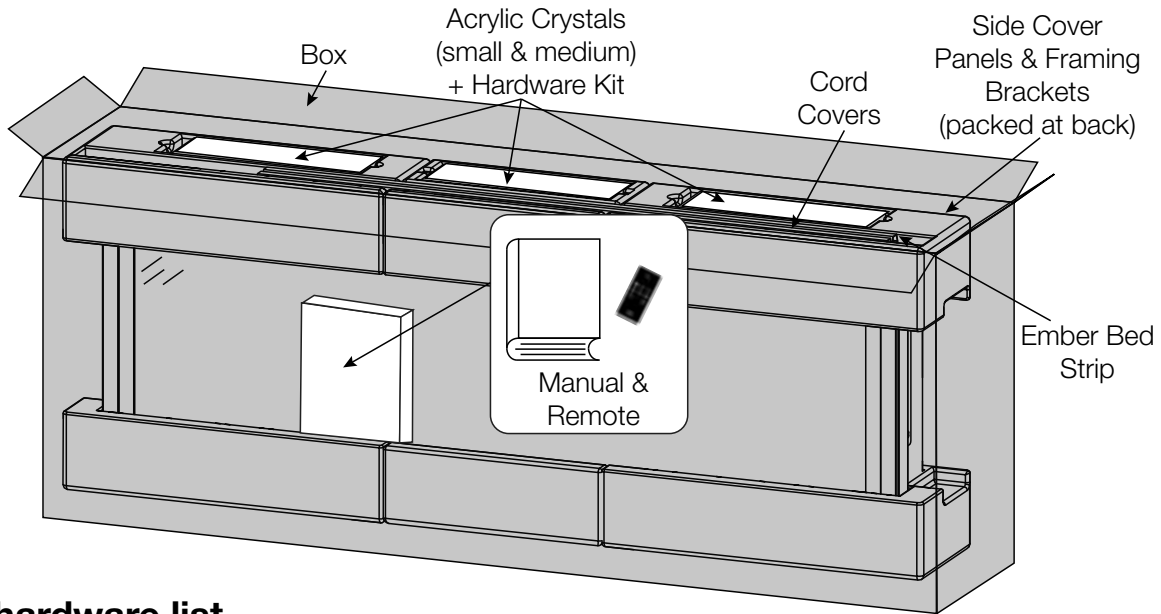
This electric appliance meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

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

general information

1.5 unpacking and testing the appliance

Carefully remove the appliance from the box and remove the support brackets. Prior to installing the appliance, remove all packaging material and test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 220-240V AC, 10 amp minimum grounded outlet.



1.6 hardware list

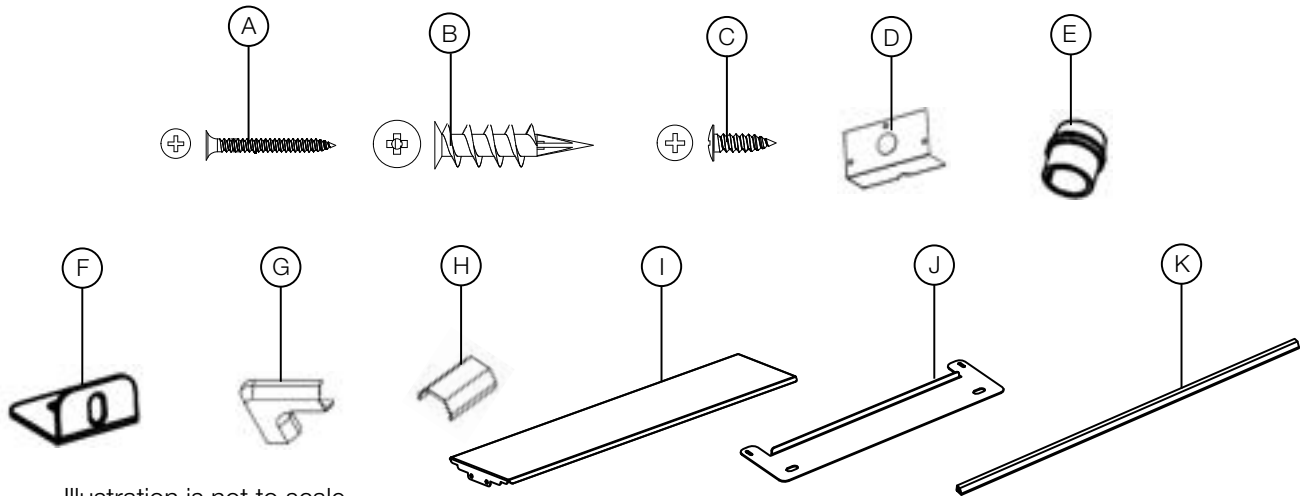


Illustration is not to scale.

Ref.	Description	Quantity				
		NEFL36CFH-1-AU	NEFL42CFH-1-AU	NEFL50CFH-1-AU	NEFL60CFH-1-AU	NEFL72CFH-1-AU
A	Wood Screws		7			9
B	Drywall Anchors		7			9
C	Metal Screws (ST4x12)			8		
D	Cover Plate			1		
E	Strain Relief			1		
F	Metal Bracket			1		
G	Cord Corner			2		
H	Cord Cover Connector			2		
I	Side Cover Panel			2		
J	Framing Bracket			2		
K	Cord Cover			2		

2.0 appliance placement

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 located 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.)

2.1 grounding the appliance

This appliance is for use on 220-240V.

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

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

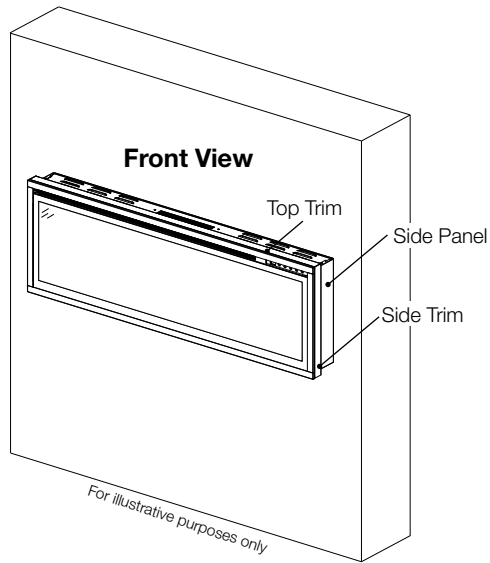
note:

The appliance must be connected to a dedicated 10 amp circuit. The use of an extension cord is NOT permitted.

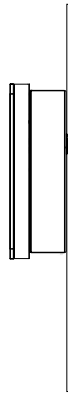
appliance placement

2.2 installation overview

Your appliance is capable of three unique installation configurations: wall-mounted, partially recessed into the wall, and fully recessed into the wall. See below for details:

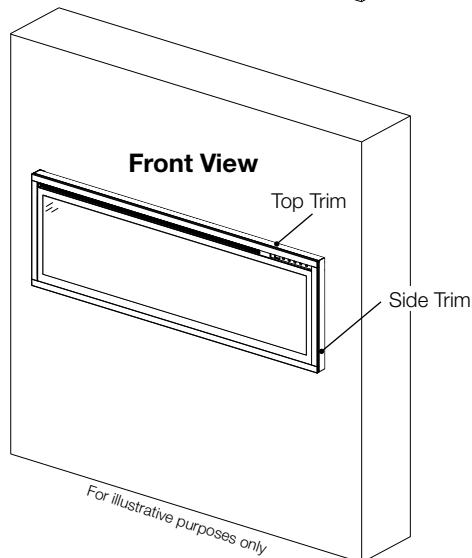


Side View



Wall-Mounted Installation

- Mounted to the wall
- Side and top trims installed
- Side panels installed

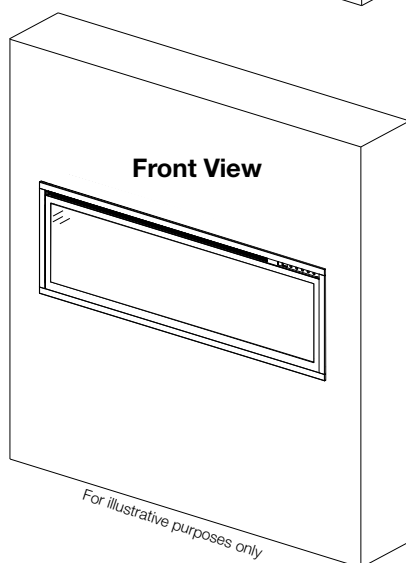


Side View

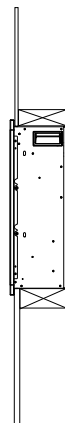


Partially-Recessed Installation

- Partially recessed into the wall
- Side and top trims installed
- Side panels **not** installed
- Wall mount bracket(s) **not** installed



Side View



Fully-Recessed Installation

- Fully recessed into the wall
- Side and top trims **not** installed
- Side panels **not** installed
- Wall mount bracket(s) **not** installed

! 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.

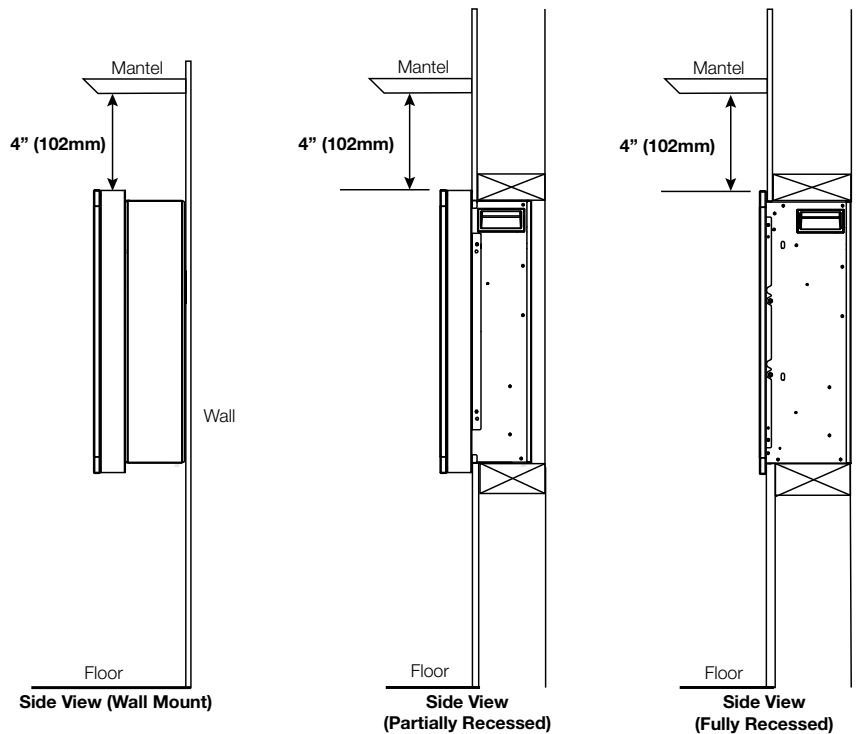
Your NEFL36/42/50/60/72CFH-1AU appliance can be wall-mounted, partially recessed and/or full recessed into the wall. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

note:
Follow all national and local electrical codes.

3.1 minimum clearance to combustibles

! WARNING

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

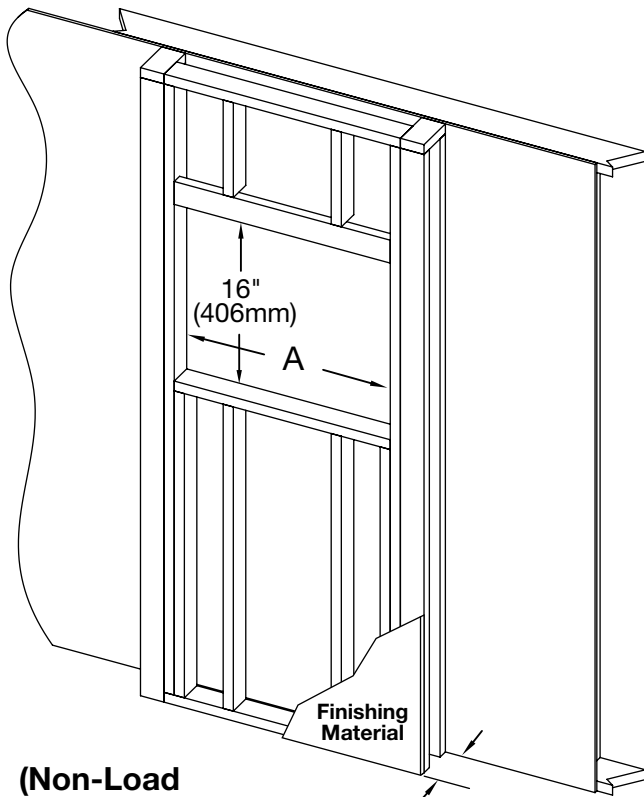


Measurements are taken from trim	
Bottom	0mm
Sides	0mm
Back	0mm
Top	102mm to ceiling
	102mm to mantel

installation

3.2 framing

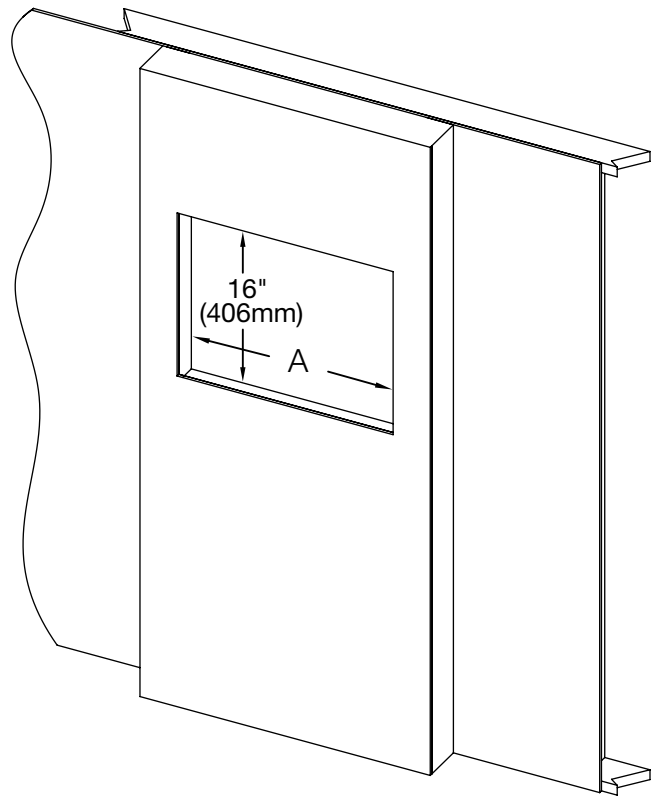
Finishing Material



(Non-Load Bearing)

4" (102mm) minimum (partially recessed)

6" (152mm) minimum * (fully recessed)



MODEL NO.	A
NEFL36CFH-1-AU	892mm
NEFL42CFH-1-AU	1038mm
NEFL50CFH-1-AU	1241mm
NEFL60CFH-1-AU	1495mm
NEFL72CFH-1-AU	1800mm

* Including finishing materials.

3.3 wall mount installation

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" (91.4cm) away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.
- B. Remove the front glass (see "front glass removal / installation" section).
- C. Have two people hold the appliance against the wall to determine the final location.
- D. Place the appliance face down on a soft, non-abrasive surface. Remove the bracket from the back of the appliance by removing the screws (Fig. 3-1). Set the bracket aside and discard the screws.

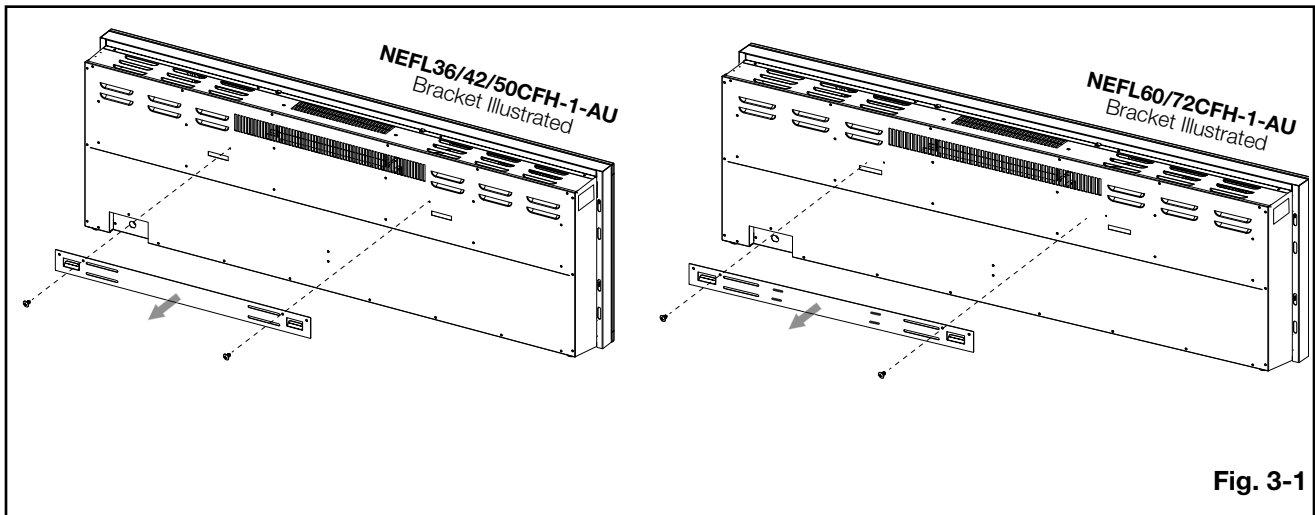
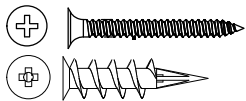


Fig. 3-1

- E. Mark out location, then mount the bracket onto the wall using screws (supplied). This bracket MUST have the hooks facing upwards and be level (Fig. 3-2i and Fig. 3-2ii, next page).



A x 6 for NEFL36/42/50CFH-1-AU

A x 8 for NEFL60/72CFH-1-AU

B x 6 for NEFL36/42/50CFH-1-AU

B x 8 for NEFL60/72CFH-1-AU

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.

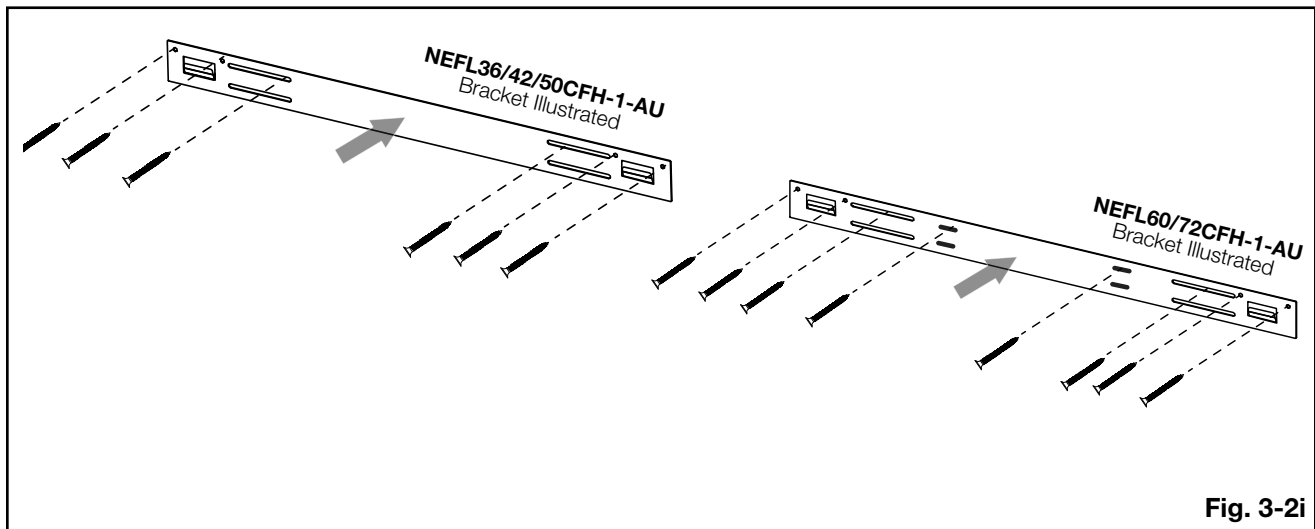
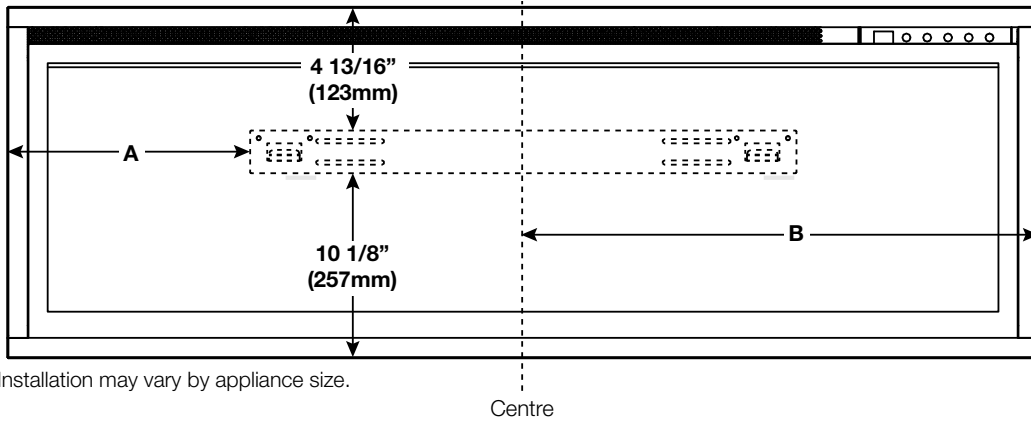
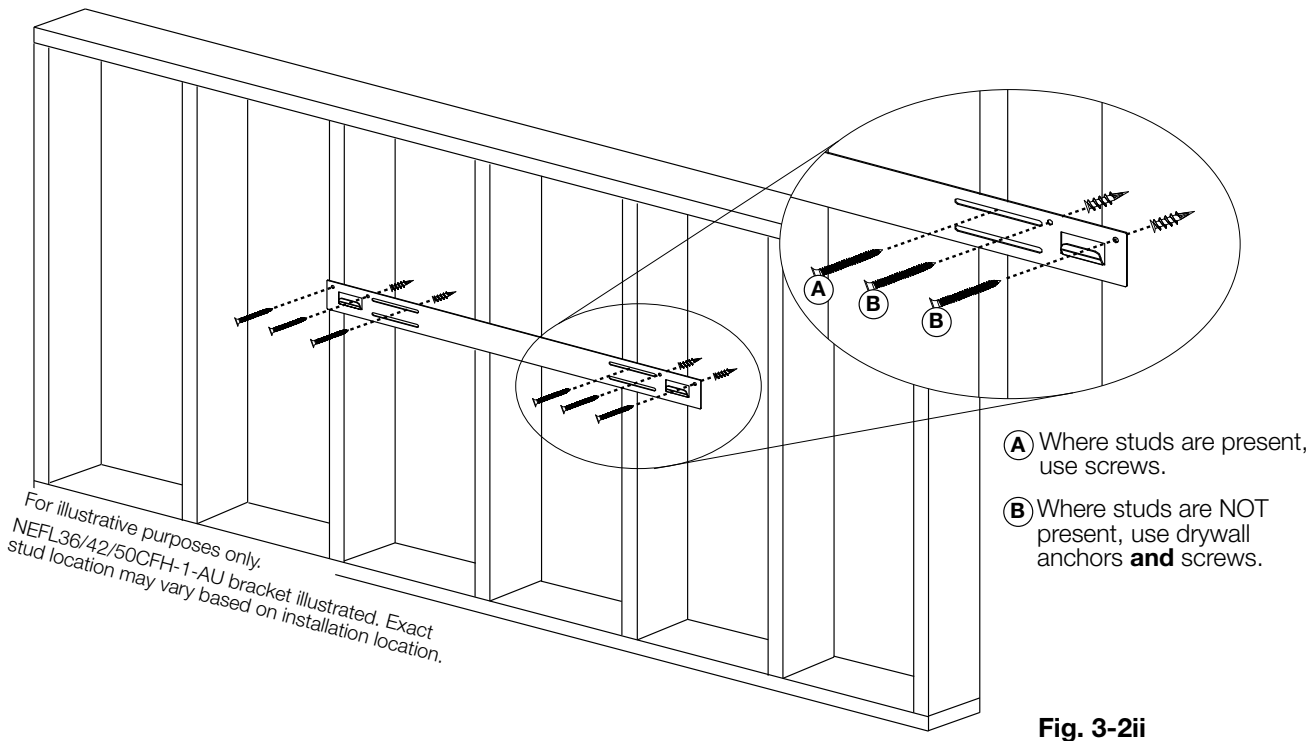


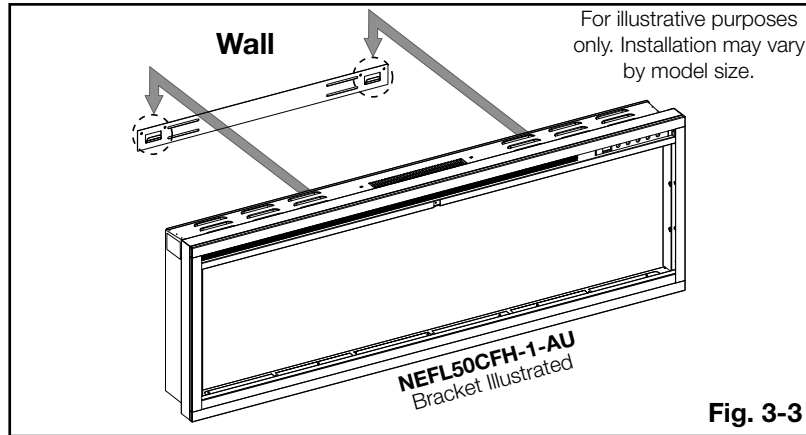
Fig. 3-2i



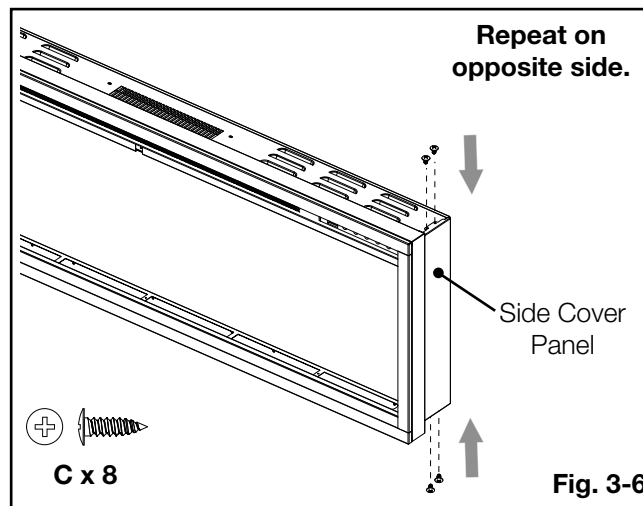
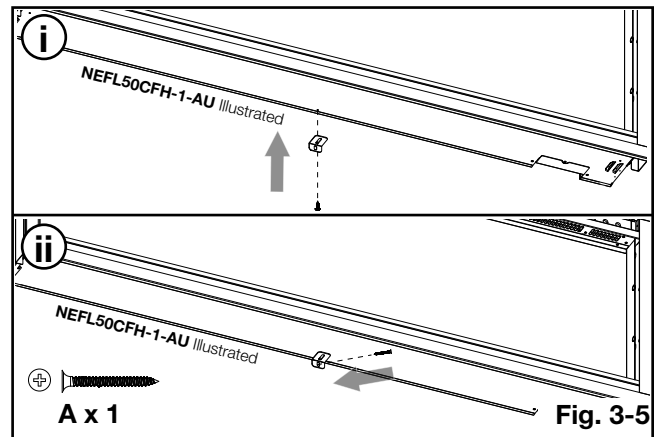
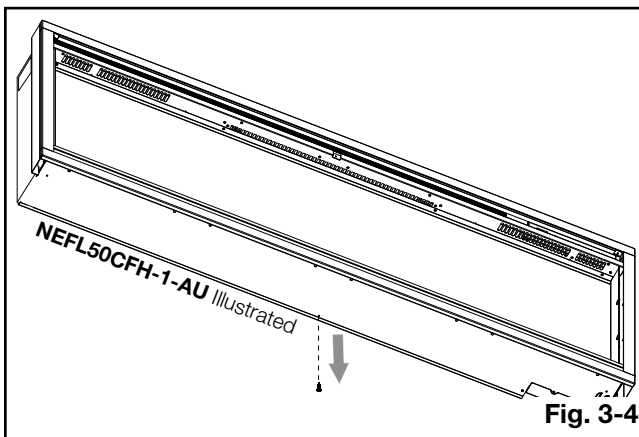
Ref.	NEFL36CFH-1-AU	NEFL42CFH-1-AU	NEFL50CFH-1-AU	NEFL60CFH-1-AU	NEFL72CFH-1-AU
A	137mm	210mm	311mm	223mm	375mm
B	457mm	530mm	631mm	758mm	911mm



- F. With the wall mounting bracket installed, have two people lift the appliance up and insert the hooks on the bracket into the slots on the back of the appliance (**Fig. 3-3**).



- G. Check the appliance for stability, ensuring the bracket will not pull free from the wall.
- H. Remove the white screw from the bottom of the appliance (**Fig. 3-4**).
- I. Secure the bottom bracket to the appliance using the white screw previously removed in step H, then secure the bottom bracket to the wall using the screw supplied (**Fig. 3-5**).
- J. If desired, install the side cover panels to hide sides of the appliance (**Fig. 3-6**).



- K. Install media (see “**crystal ember installation**” section).
- L. Reinstall front glass (see “**front glass removal / installation**” section).

installation

3.4 recessed installation

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.

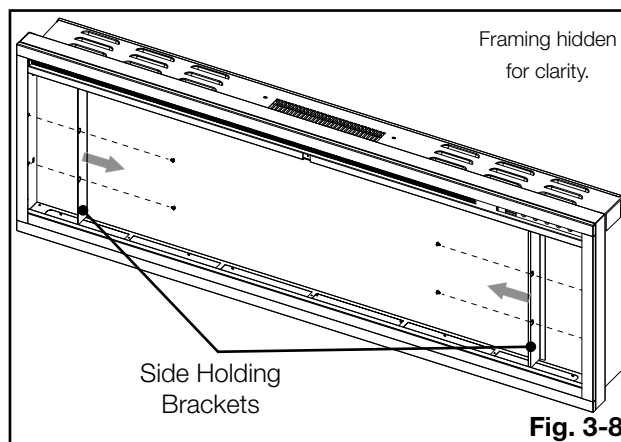
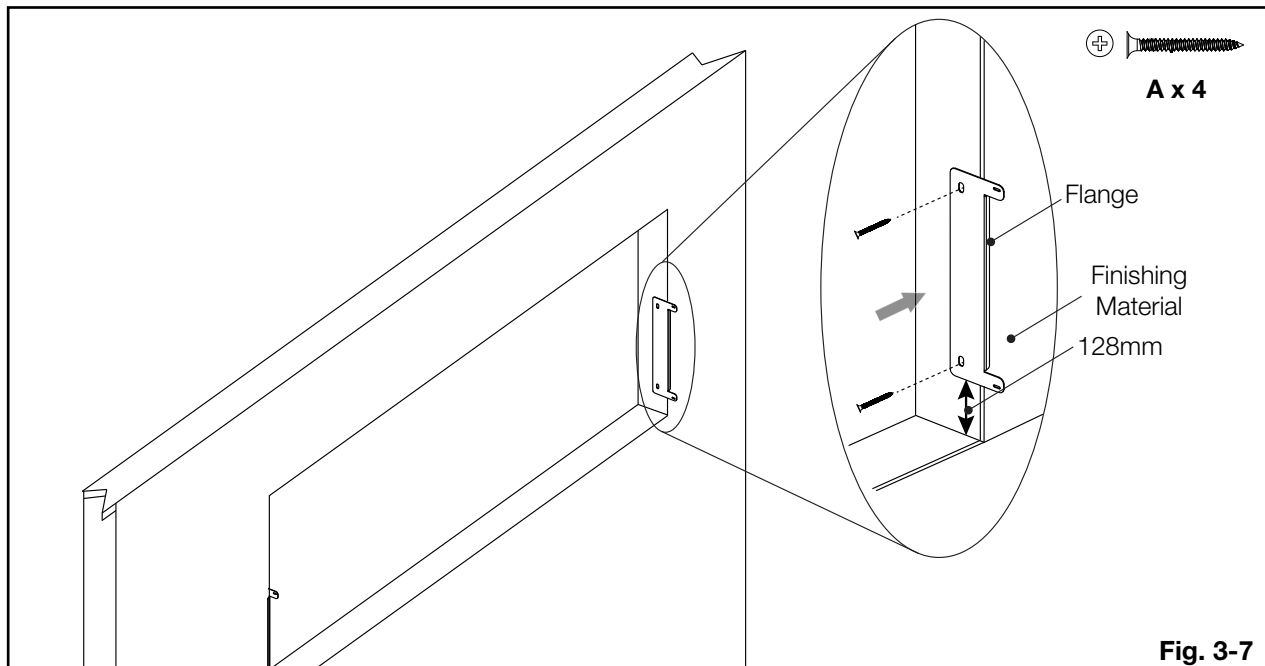
note:

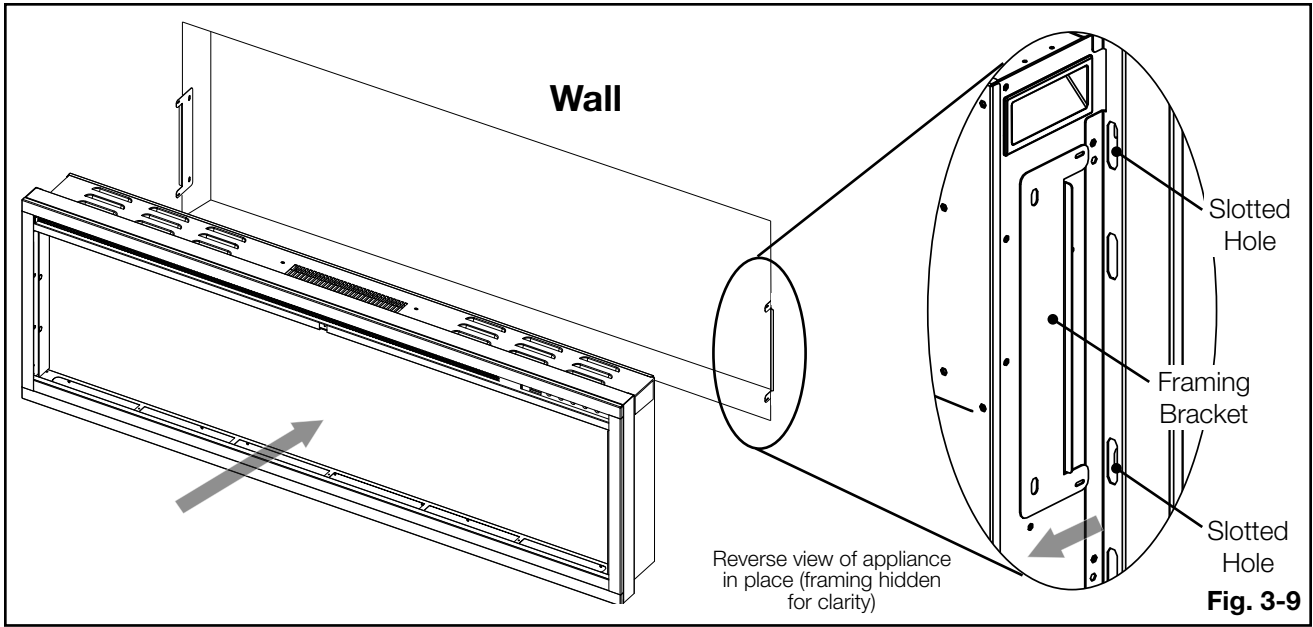
It is recommended the walls of the appliance enclosure be finished (i.e. drywall) to avoid exposed insulation or vapour barrier coming in contact with the appliance. This will ensure clearance to combustibles is maintained.

- A. Select a location that is not prone to moisture and is located at least 36" (94.1 cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B. Refer to framing dimensions and create a rough-in frame with electrical supply (see "framing" section).
- C. Remove wall mount bracket(s).
- D. Remove the front glass (see "front glass removal" section).
- E. Hold the appliance up to ensure it will fit into the frame.

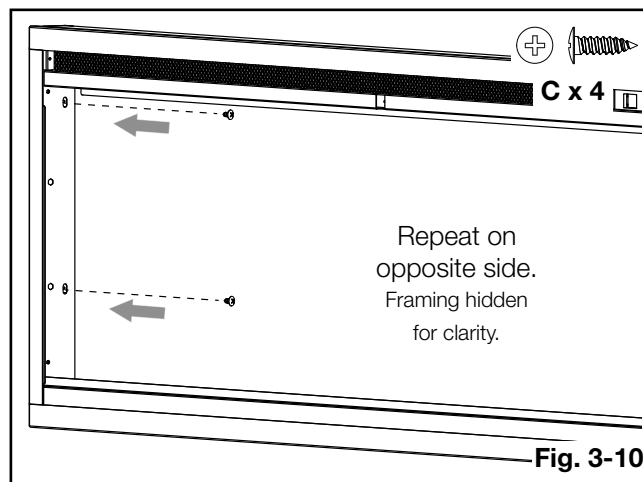
3.4.1 partially recessed installation

- A. Install the framing brackets by aligning the flange on the finishing material, and 5 1/16" (128mm) from the bottom of the framing opening (**Fig. 3-7**).
- B. Remove the side holding brackets by removing the screws from inside the appliance (**Fig. 3-8**).
- C. Remove the power cord and complete hardwiring (see "hardwiring installation" section).





- D. Insert the appliance into the rough framing, and make sure the framing brackets fit into the slotted holes of the side trim (**Fig. 3-9**).



- E. Secure two screws (supplied) through the two slot holes on each side of the appliance with the framing brackets (**Fig. 3-10**).
- F. Reinstall the side holding brackets previously removed in step B.
- G. Install media (see “**crystal ember installation**” section).
- H. Reinstall front glass (see “**front glass removal / installation**” section).

installation

3.4.2 fully recessed installation

- A. Remove side trims and top trims (**Fig. 3-11**).
- B. Remove the power cord and complete hardwiring (see “**hardwiring installation**” section).

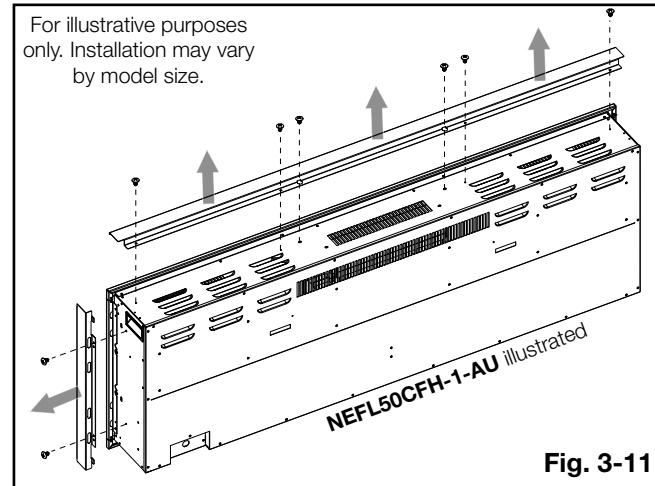


Fig. 3-11

- C. Remove side holding brackets by removing the screws from inside the appliance (**Fig. 3-12**). Reinstall the screws after removing from outer trim.
- D. Insert the appliance into the rough framing.

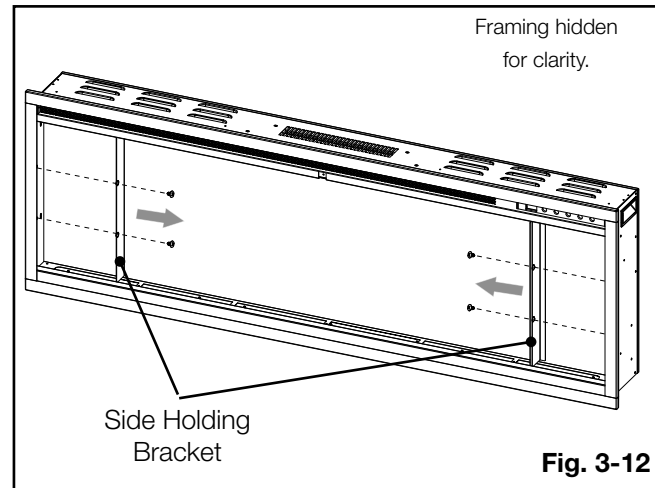


Fig. 3-12

- E. Secure two screws (supplied) to the stud through the two slot holes from each side of the appliance (**Fig. 3-13**).
- F. Reinstall side holding brackets.
- G. Install media (see “**crystal ember installation**” section).
- H. Reinstall front glass (see “**glass removal / installation**” section).

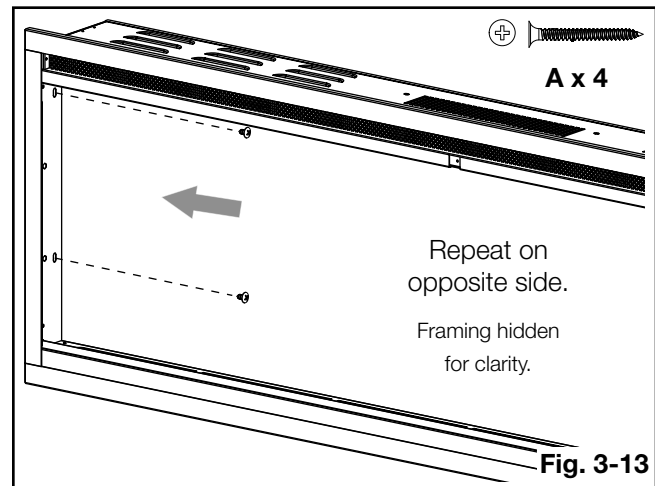


Fig. 3-13

4.0 electrical information

4.1 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

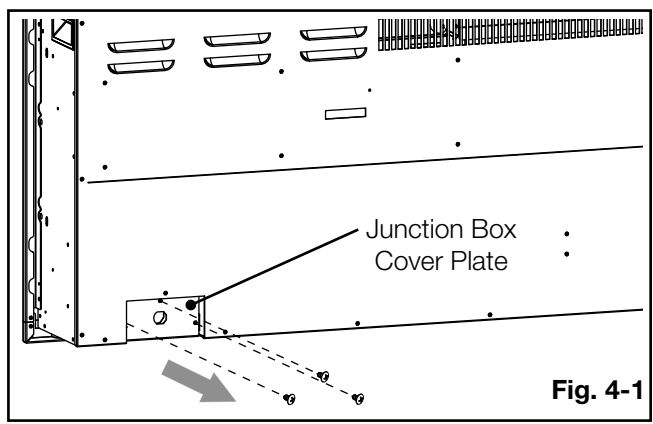
If it is necessary to hard-wire this appliance, a qualified electrician must remove the cord connection and wire the appliance directly to the household wiring. The dedicated circuit and power supply breaker must be rated for 240V AC, 10 amps.

The appliance must be electrically connected and grounded in accordance with local codes. In the absence of local codes.

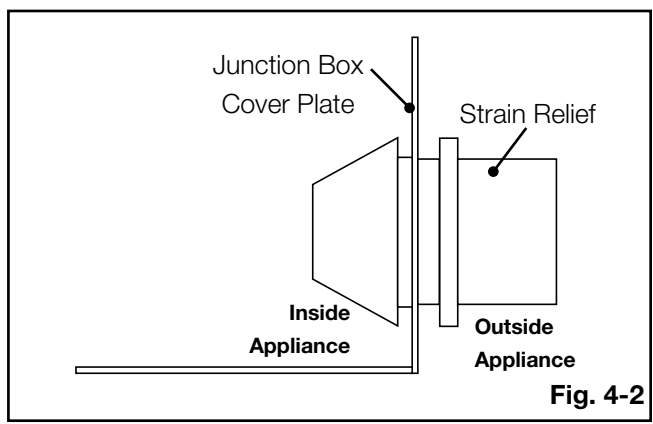
note:

There are 3 wires from the appliance junction: white (neutral), black (power L1), and green (ground) that connect to 240V power supply (break panel). See below.

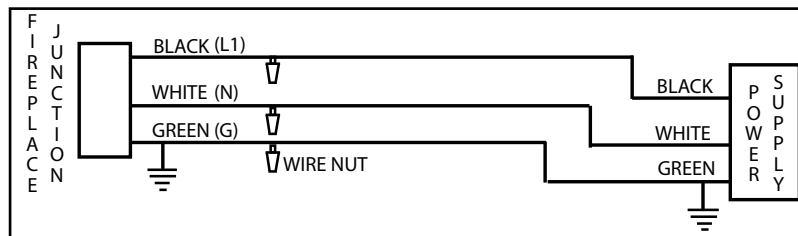
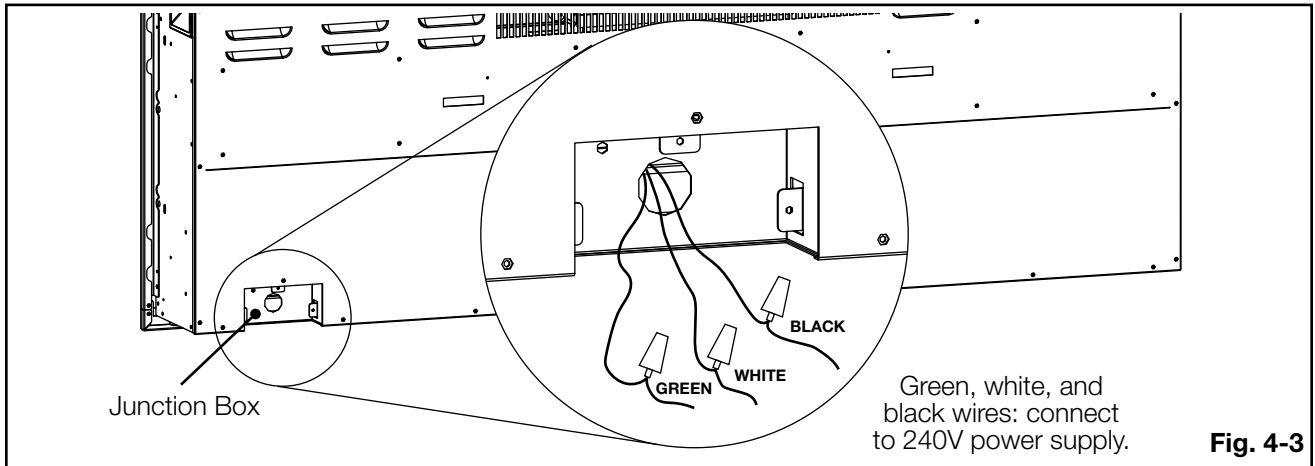
- A.** Remove the 3 securing screws from the junction box cover plate, located on the bottom left hand side of the appliance (**Fig. 4-1**).



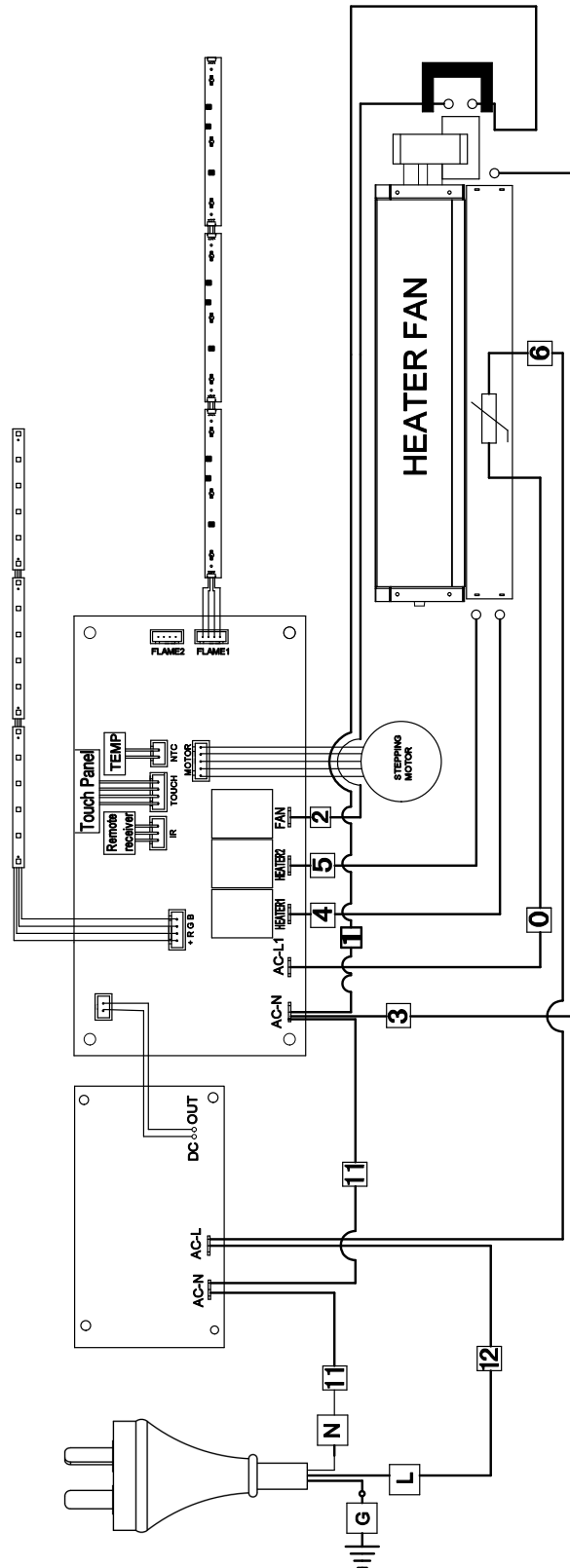
- B.** Install the strain relief to the junction box cover plate (located in hardware bag) (**Fig. 4-2**).



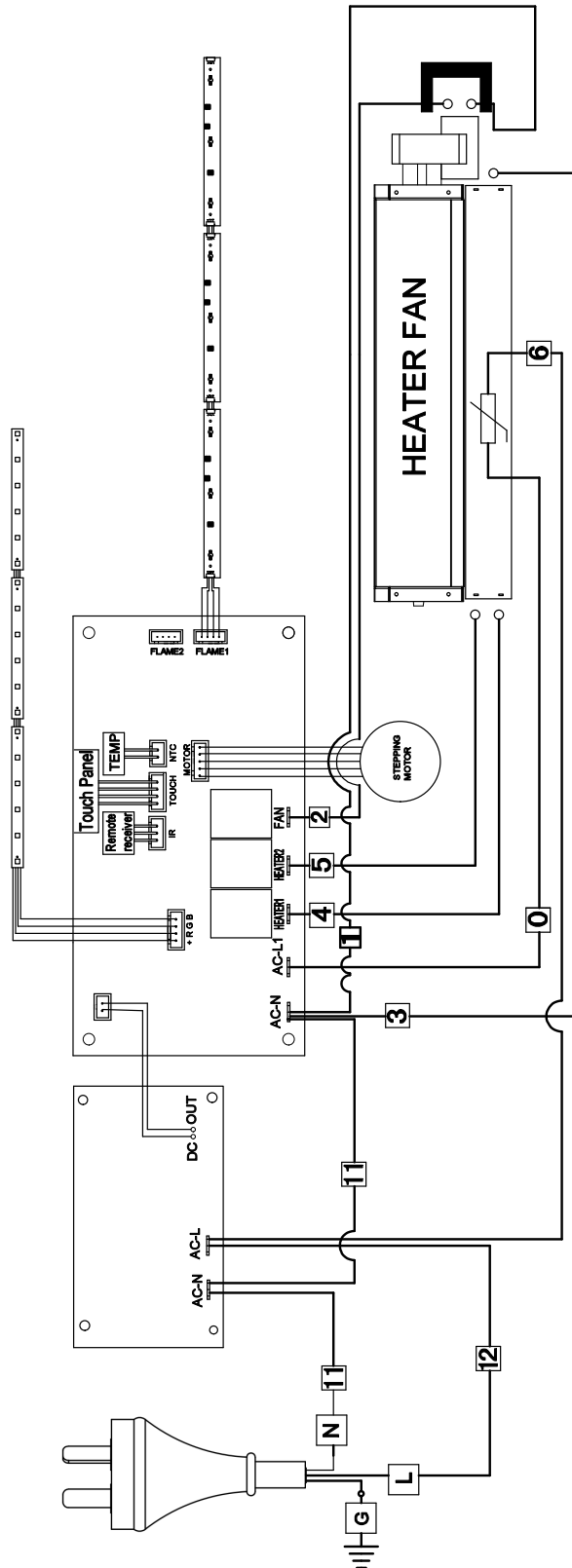
- C. Separate the black, white, and green wires that have the wire nuts on them.
- D. Remove all the wire nuts. Connect the green wire (G) to the supply ground wire, the white wire (N) to the supply Neutral wire, and the black wire (L) to the supply L1 wire. **(Fig. 4-3).**
- E. Resecure the junction box cover plate using the 3 screws previously removed in step A.



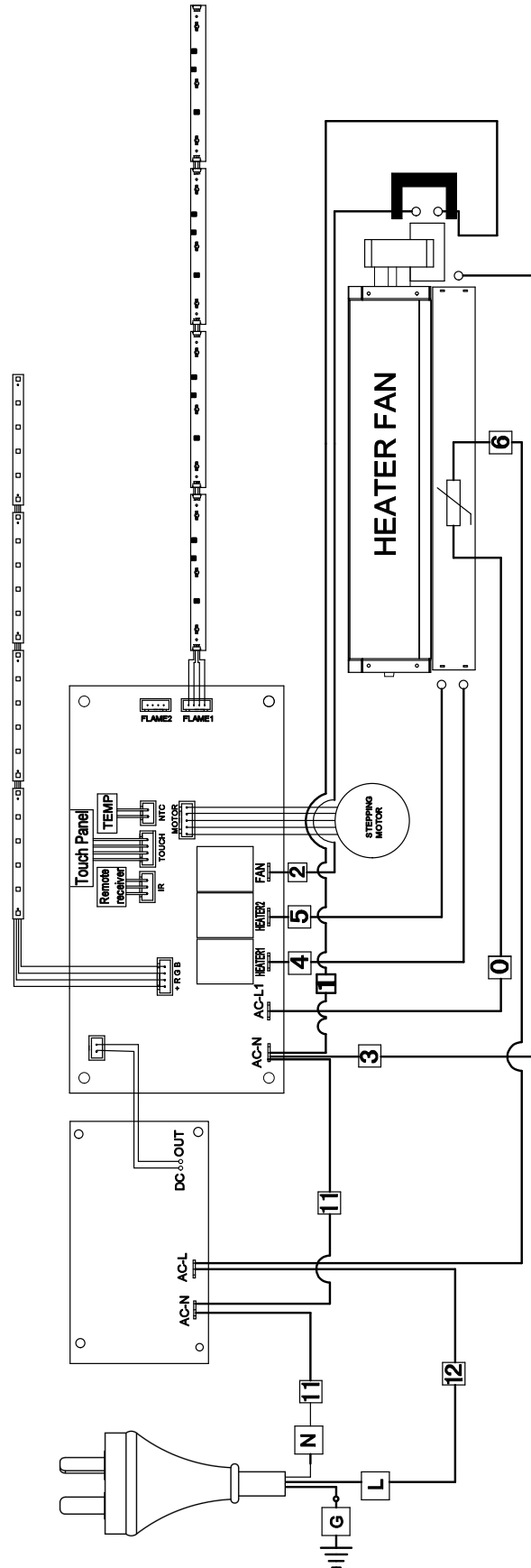
4.2 wiring diagram (NEFL36CFH-1-AU)



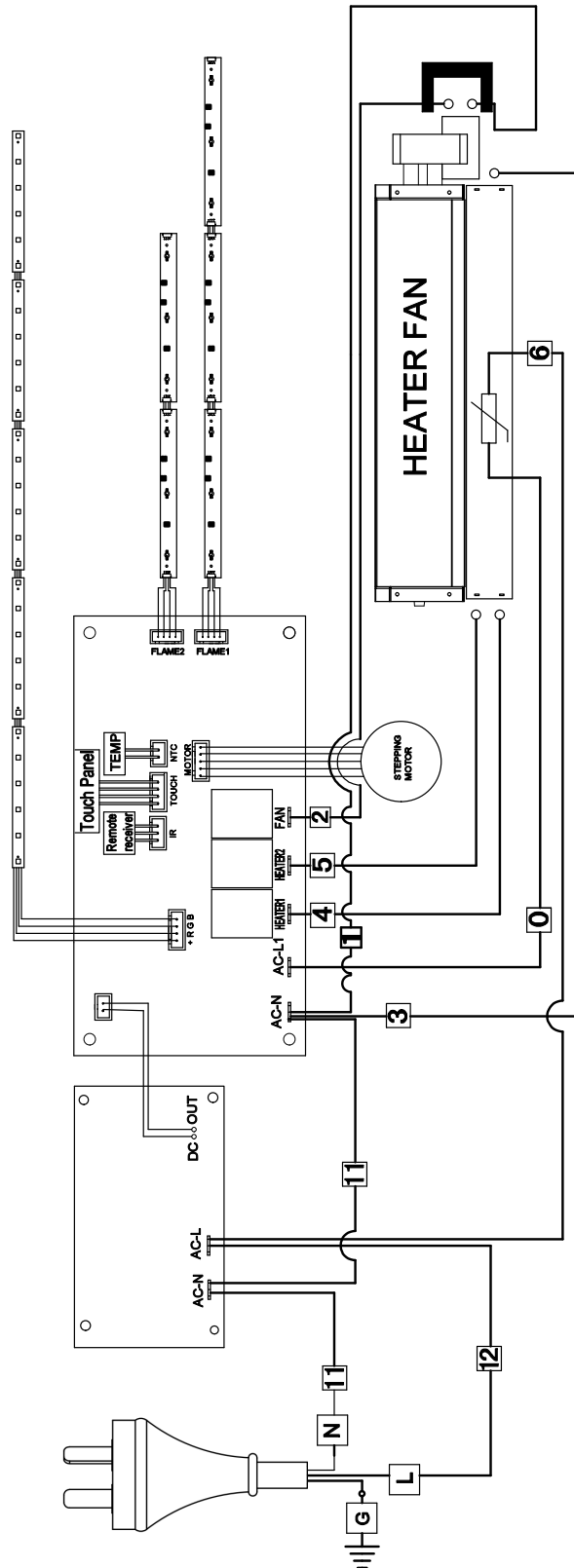
4.3 wiring diagram (NEFL42CFH-1-AU)



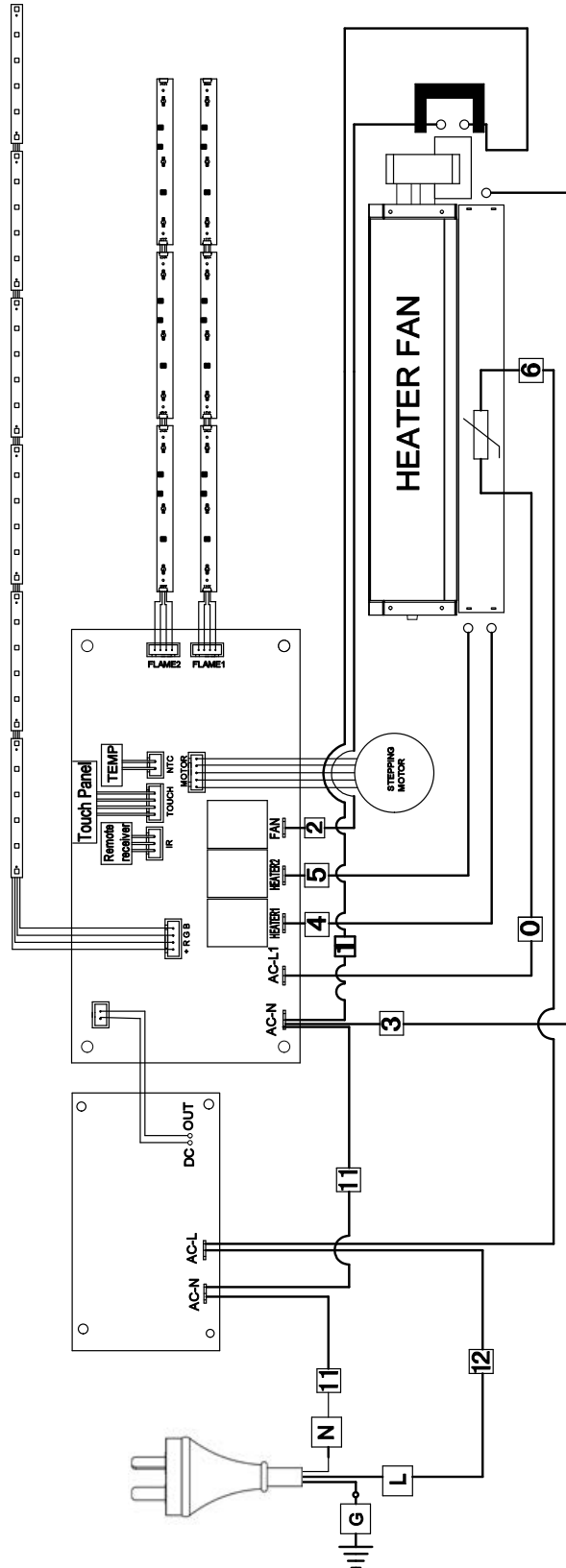
4.4 wiring diagram (NEFL50CFH-1-AU)



4.5 wiring diagram (NEFL60CFH-1-AU)



4.6 wiring diagram (NEFL72CFH-1-AU)



5.0 finishing

! WARNING

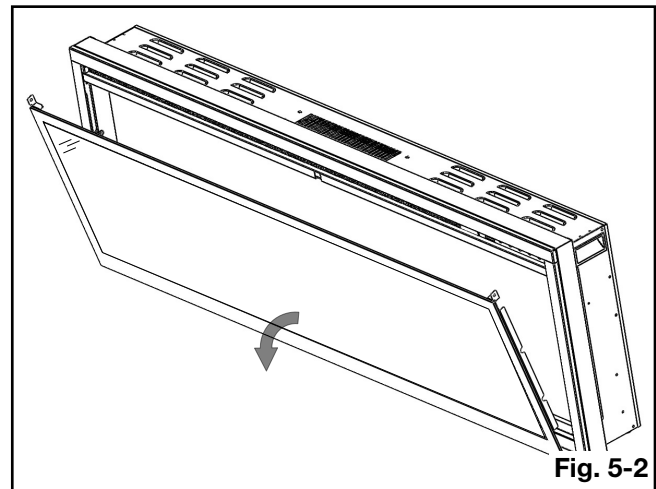
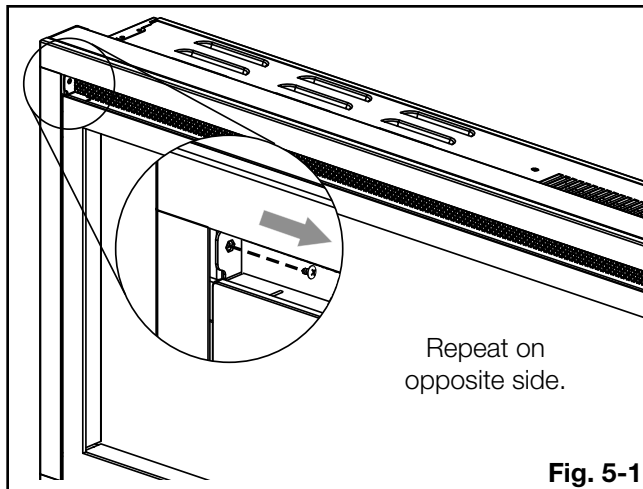
- Power supply service must be completed prior to finishing to avoid reconstruction.
- Heat vents and air openings cannot be covered in any circumstances.

5.1 front glass removal / installation

note:

It is recommended to have two people remove and install the front glass.

- Remove the two screws holding the glass retaining brackets in place (**Fig. 5-1**). Set the screws aside.
- Remove the front glass, placing it face down on a soft, non-abrasive surface (**Fig. 5-2**).
- Reverse these steps to install the front glass.



5.2 crystal ember installation

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

- Place the ember bed strip in position.
- Apply an even layer of small crystals along the media tray and place the medium crystals in desired location.
- Install the front glass.



6.0 operating instructions

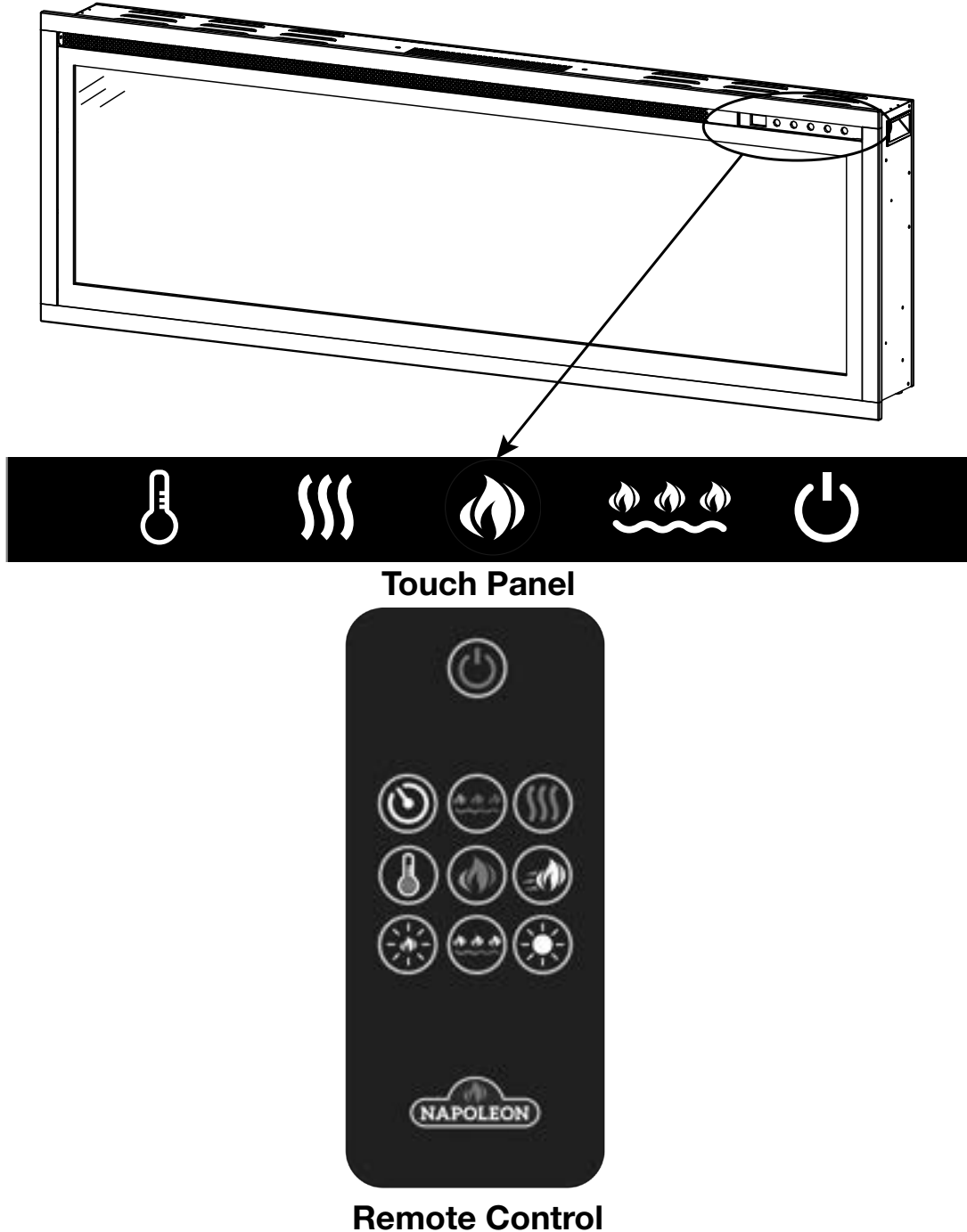
Once the appliance has been plugged into a grounded electrical outlet or hard-wired to a dedicated 240V power supply, it is ready to operate.






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.






6.1 main power button

The main power button is located in the top right corner above the glass panel.

6.2 operating touch panel and remote control



<p>Power</p>		<p>Turns appliance on and off.</p>
<p>Flame Colour</p>		<p>Controls the flame colours.</p> <p>Settings: FB01 - Dark Orange FB02 - Tangerine FB03 - Scarlet FB04 - Aqua FB05 - Electric Blue FB06 - Blue FB07 - Bright Green FB08 - Magenta FB09 - Violet FB10 - Gold FB11 - Colour Cycle FB12 - Select desired colour</p>
<p>Flame Brightness</p>		<p>Controls orange flame brightness.</p> <p>Settings: F04 - Brightest flame F03 - Bright flame F02 - Dim flame F01 - Dimmest flame F00 - Flame off</p>
<p>Ember Bed Colour</p>		<p>Controls ember bed light settings.</p> <p>Settings: L01 - Dark Orange L02 - Tangerine L03 - Scarlet L04 - Aqua L05 - Electric Blue L06 - Blue L07 - Bright Green L08 - Magenta L09 - Violet L10 - Gold L11 - Colour Cycle L12 - Select desired colour</p>
<p>Ember Bed Brightness</p>		<p>Controls the brightness of the ember bed light.</p> <p>NOTE: If the ember bed colour is set to L11, the ember bed brightness setting cannot be changed.</p> <p>Settings: B-5 - Fade in and out B-4 - Brightest B-3 - Bright B-2 - Dim B-1 - Dimmest B-0 - Off</p>

<p>Flame Speed</p>		<p>Controls flame speed.</p> <p>Settings: S-3, S-4, S-5, S-1, S-2</p>
<p>Colour Cycling</p>		<p>Cycle the ember bed and flame colour synchronously.</p> <p>Settings: C01 - Dark Orange C02 - Tangerine C03 - Scarlet C04 - Aqua C05 - Electric Blue C06 - Blue C07 - Bright Green C08 - Magenta C09 - Violet C10 - Gold C11 - Colour Cycle C12 - Select desired colour</p>
<p>Heater</p>		<p>Turns the heater and blower on/off.</p> <p>Settings: H-0 - Heater and blower off FAN - Blower on H-1 - Low heat H-2 - High heat LOC - Lock-out of heater and thermostat</p> <p>NOTE: Child safety feature. Heater can be locked or unlocked by holding the button for 5 seconds. Heater and blower functions are disabled when it is locked. The “LO” will be displayed.</p>
<p>Timer</p>		<p>Sets the timer.</p> <p>Settings: 30M, 1Hr, 2Hr, 3Hr, 4Hr, 5Hr, 6Hr, 7Hr, 8Hr.</p> <p>NOTE: The display will read “---” after completing the 9 timer settings.</p>
<p>Temperature Control</p>		<p>Sets desired temperature.</p> <p>Settings: 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°, 27°C, and OFF.</p> <p>To switch between °C and °F or vice versa, hold the temperature control button for 5 seconds.</p>

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.

- 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 (not supplied).

7.1 remote battery installation

! WARNING

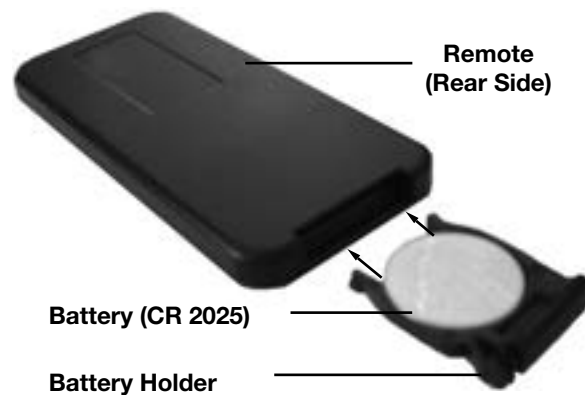
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do **NOT** dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.



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.

1. To replace the existing battery remove the battery holder.
2. The battery holder is equipped with a child lock system. 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.
3. 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.
4. The battery holder is connected to the remote when you hear a "CLICK".



note:

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.



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.

8.0 replacement parts

WARNING

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

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

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

When ordering replacement parts always give the following information:

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

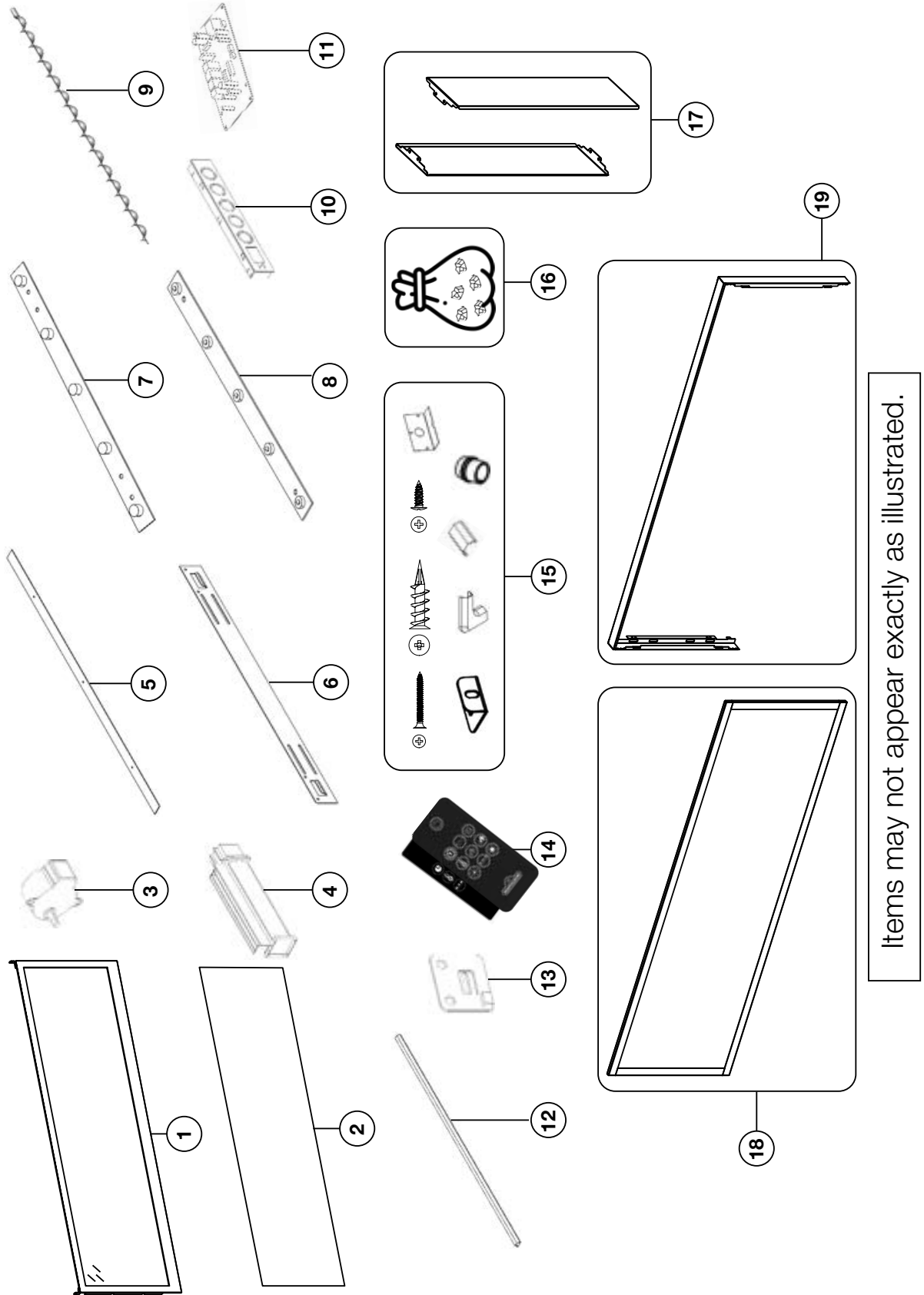
Parts, part numbers, and availability are subject to change without notice.

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

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

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

8.1 NEFL36/42/50/60/72CFH-1-AU overview



Items may not appear exactly as illustrated.

Ref.	Description	Part Number					Stocked
		NEFL36CFH-1-AU	NEFL42CFH-1-AU	NEFL50CFH-1-AU	NEFL60CFH-1-AU	NEFL72CFH-1-AU	
1	Front Glass	W300-0318-SER	W300-0319-SER	W300-0320-SER	W300-0321-SER	W300-0322-SER	Yes
2	Tempered Glass - Flame	W300-0417	W300-0418	W300-0419	W300-0420	W300-0421	Yes
3	Stepper Motor	W435-0090-SER					Yes
4	Blower and Heater Assembly	W010-10007923					Yes
5	Plastic Strip - Ember Bed	W497-1611-SER	W497-1612-SER	W497-1613-SER	W497-1614-SER	W497-1615-SER	Yes
6	Wall Mounting Bracket	W080-1616-SER			W080-1621-SER		Yes
7	LED - Flame Light	W405-0105					Yes
8	LED - Ember Bed Light	W405-0086-SER					Yes
9	Reflector Spindle	W010-6199	W010-6200	W010-6201	W010-6202	W010-6203	Yes
10	Control Panel with Remote Receiver	W190-0183-SER					Yes
11	Main PCB Board	W190-0248					Yes
12	Power Board	W190-0249			W190-0250		Yes
13	Cord Cover	W200-0572					Yes
14	Thermostat	W690-0021					Yes
15	Remote Control	W190-0251					Yes
16	Hardware Kit	W370-0209-SER			W370-0210-SER		Yes
17	Acrylic Crystals	W497-1617-SER	W497-1618-SER	W497-1619-SER	W497-1620-SER	W497-1621-SER	Yes
18	Side Panels	W475-6220-SER					Yes
19	Front Trim	W715-1236-SER	W715-1237-SER	W715-1238-SER	W715-1239-SER	W715-1240-SER	Yes
20	Top and Side Trim	W715-1242-SER	W715-1243-SER	W715-1244-SER	W715-1245-SER	W715-1246-SER	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.

symptom	problem	solution
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.
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.

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



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