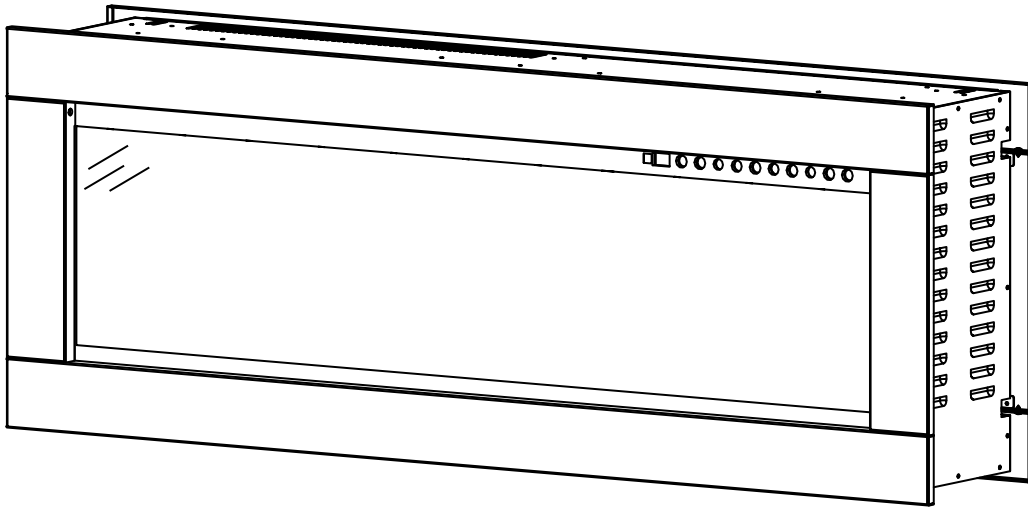




# INSTALLATION AND OPERATION MANUAL

## CLEARion™ ELITE

(NEFBD50HE-AU Illustrated)



To register your appliance, scan here.

### 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

#### 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

APPLY SERIAL NUMBER LABEL FROM CARTON

Serial No.    X X X X X X 0 0 0 0 0 0   

MODEL NO.

## 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.

# table of contents

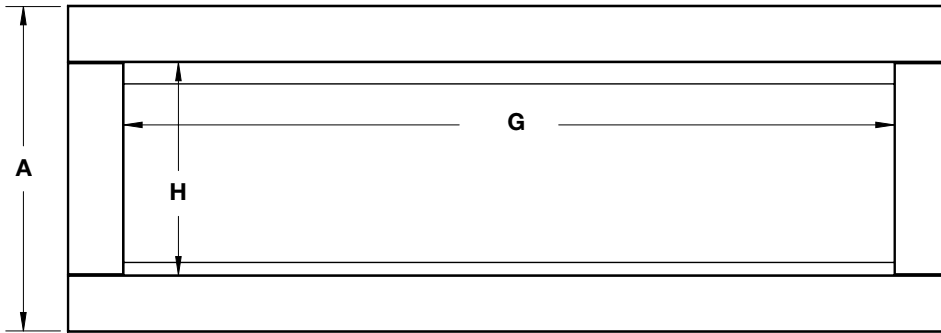
<b>1.0</b>	<b>general information</b>	<b>5</b>
1.1	dimensions	5
1.2	product information	5
1.3	general instructions	6
1.4	unpacking appliance	6
1.5	parts list	7
1.6	rating plate information	7
1.7	magnetic buttons	7
<b>2.0</b>	<b>installation</b>	<b>8</b>
2.1	locating the appliance	8
2.2	grounding the appliance	9
2.3	minimum clearance to combustibles	9
2.4	minimum mantel clearances	9
2.5	framing	10
2.6	installing the appliance	11
<b>3.0</b>	<b>electrical information</b>	<b>13</b>
3.1	NEFBD50HE-AU wiring diagram	13
3.2	NEFBD60HE-AU wiring diagram	14
3.3	hard-wiring installation	15
<b>4.0</b>	<b>finishing</b>	<b>16</b>
4.1	front trim removal / installation	16
4.2	front glass removal / installation	16
4.3	media installation	17
4.3.1	log set and topaz glass installation	17
4.3.2	acrylic crystal media installation	17
<b>5.0</b>	<b>operating instructions</b>	<b>18</b>
5.1	main power button	18
5.2	operating touch panel and remote control	18
<b>6.0</b>	<b>maintenance</b>	<b>21</b>
6.1	cleaning	21
<b>7.0</b>	<b>replacement parts</b>	<b>23</b>
7.1	NEFBD50HE-AU overview	24
7.2	NEFBD60HE-AU overview	25
<b>8.0</b>	<b>accessories</b>	<b>26</b>
8.1	NEFBD50HE-AU accessories	26
8.2	NEFBD60HE-AU accessories	27
<b>9.0</b>	<b>troubleshooting</b>	<b>28</b>
<b>10.0</b>	<b>warranty</b>	<b>30</b>

## note:

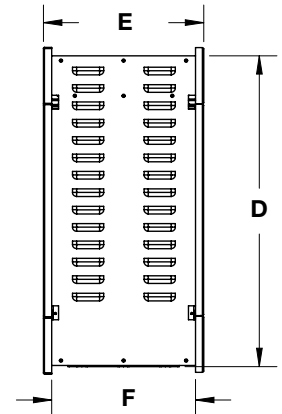
The information throughout this manual is believed to be correct at the time of printing. Wolf Steel Ltd. reserves the right to change or modify any information within this manual at any time without notice. Changes, other than editorial, are denoted by a vertical line in the margin.

## 1.1 dimensions

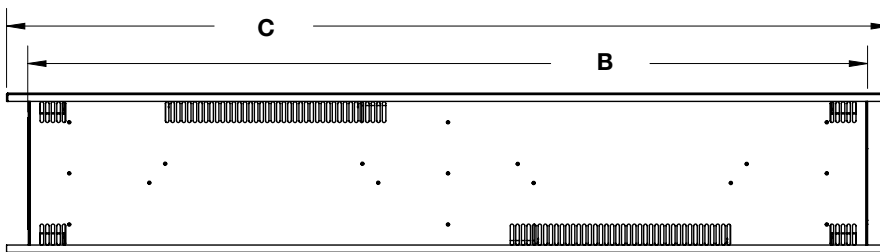
front view



right side view



top view



	A	B	C	D	E	F	G	H
<b>NEFBD50HE-AU</b>	467mm	1208mm	1270mm	447mm	231mm	207mm	1108mm	306mm
<b>NEFBD60HE-AU</b>	518mm	1461mm	1524mm	498mm	234mm	208mm	1359mm	356mm

## 1.2 product information

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

	NEFBD50HE-AU	NEFBD60HE-AU
<b>Description</b>	See-Thru Electric Appliance	
<b>Type</b>	Electric Appliance	
<b>Voltage</b>	240V AC	
<b>Watts</b>	MAX 1900W	
<b>Amps</b>	Dedicated 10 AMP Grounded Circuit	

# general information

## 1.3 general instructions

- 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 or UL certified surge protector.

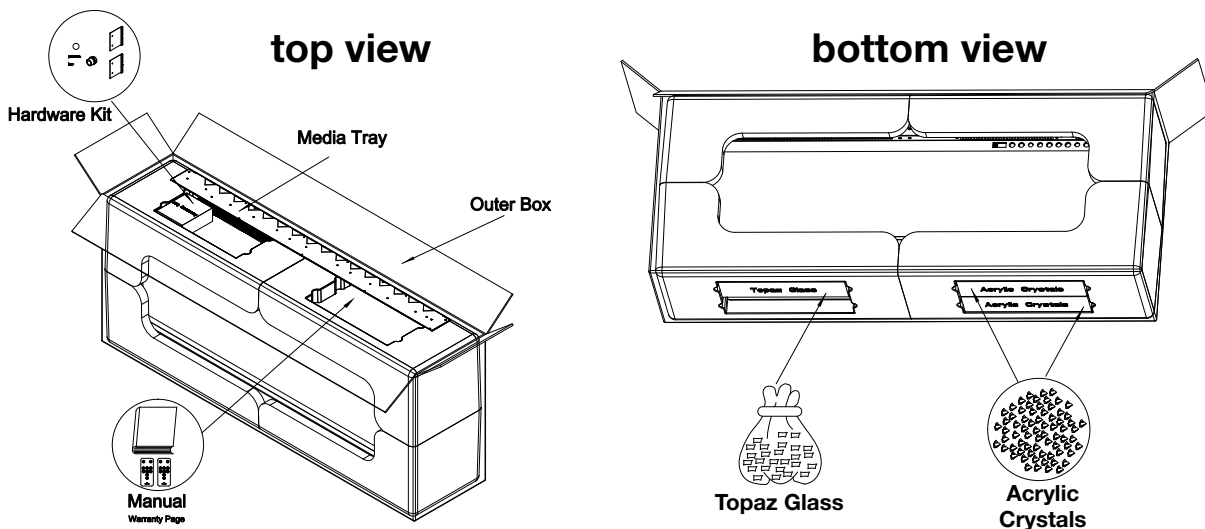
This electric appliance meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

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

## 1.4 unpacking appliance

### WARNING

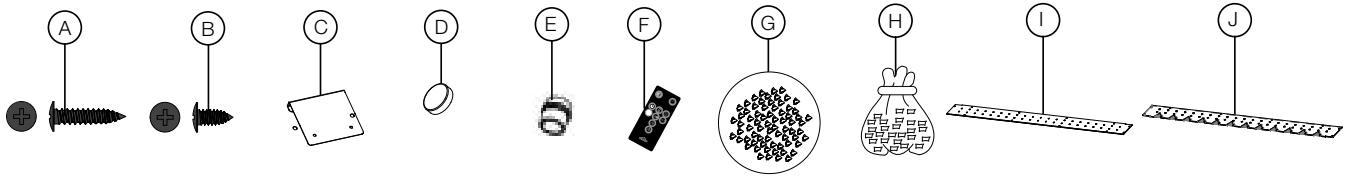
- Ensure to carefully remove the appliance from the box.



#### note:

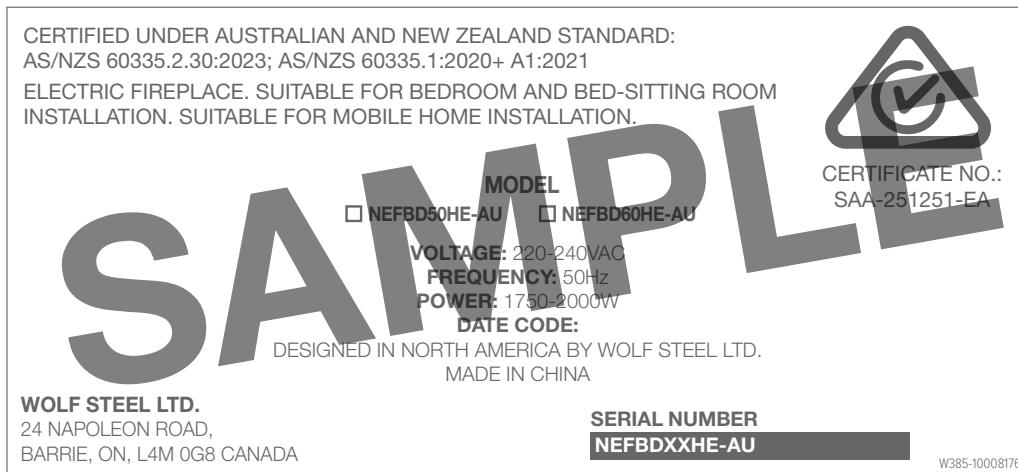
The appliance comes with medium density fibreboard (MDF board) installed on the sides. See “installing the appliance” section for more details about removal.

### 1.5 parts list



Ref.	Description	Quantity	
		NEFBD50HE-AU	NEFBD60HE-AU
A	Metal Screws (Black)	4	
B	Metal Screws (Black)	12	
C	Mounting Bracket	2	
D	Magnetic Buttons	8	
E	Strain Relief	1	
F	Remote Control	2	
G	Acrylic Crystals	1.6kg	2kg
H	Topaz Glass	1.4kg	1.8kg
I	Media Tray (Front)	1	
J	Media Tray (Back)	1	

### 1.6 rating plate information



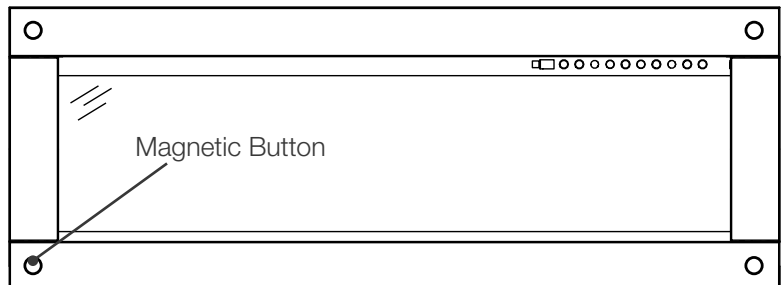
This illustration is for reference only. Refer to the rating plate on the appliance for accurate information.

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

### 1.7 magnetic buttons

Your appliance is equipped with magnetic buttons (see “parts list” and “replacement parts” sections for details). **The buttons are optional and for decorative purposes only.**

If using, place the magnetic buttons on the four corners of the appliance surround (**Fig. 1-1**). Avoid sliding as this can scratch the painted surface.



**Fig. 1-1**

## 2.0 installation

### **! WARNING**

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

This is a see-thru electric appliance installed into a wall. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

**note:**

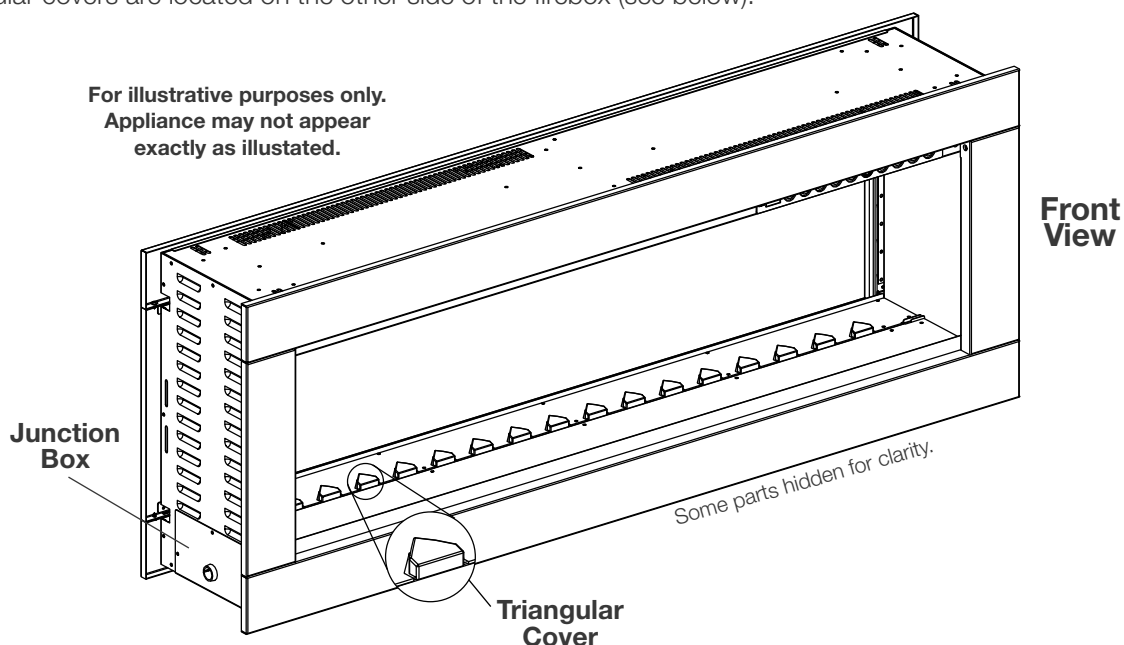
Follow all national and local electrical codes.

### 2.1 locating the appliance

### **! WARNING**

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

To determine the front of the appliance, ensure the junction box is located on the left side of the appliance and the triangular covers are located on the other side of the firebox (see below).



## 2.2 grounding the appliance

### ⚠ WARNING

- This appliance is for use with 240V AC.
- A bonded/grounded power source is **mandatory** for this appliance.
- This appliance must be connected to a dedicated 15 amp circuit. The use of an extension cord is **NOT** permitted.

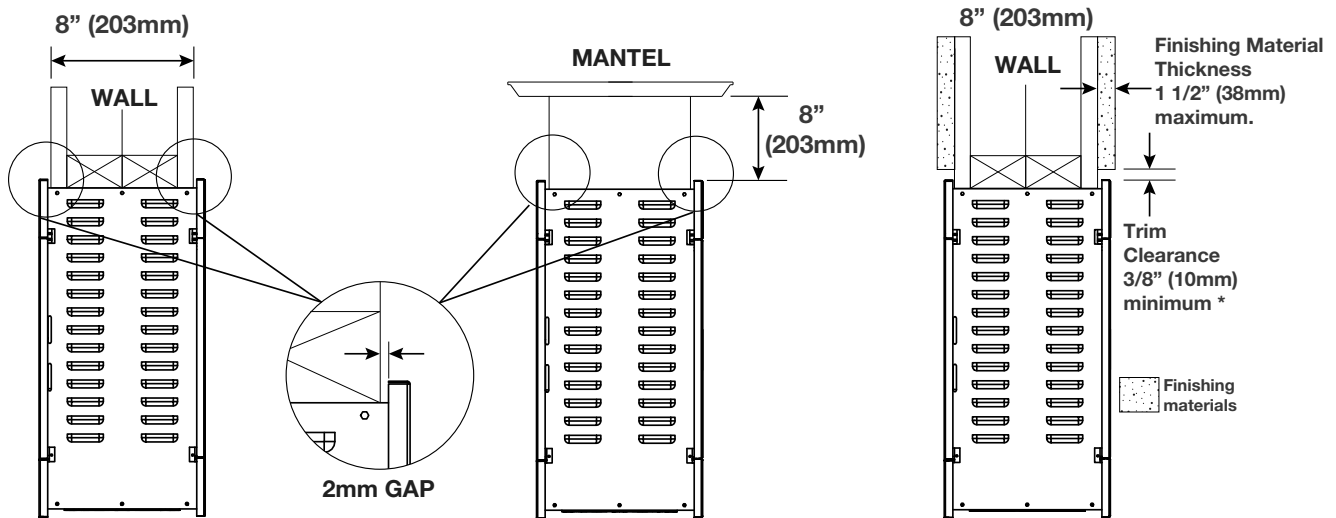
## 2.3 minimum clearance to combustibles

Measurements are taken from the front trim	
Bottom	0"
Sides	0"
Front / Back	36" (914mm)
Mantel	8" (203mm)

## 2.4 minimum mantel clearances

### ⚠ WARNING

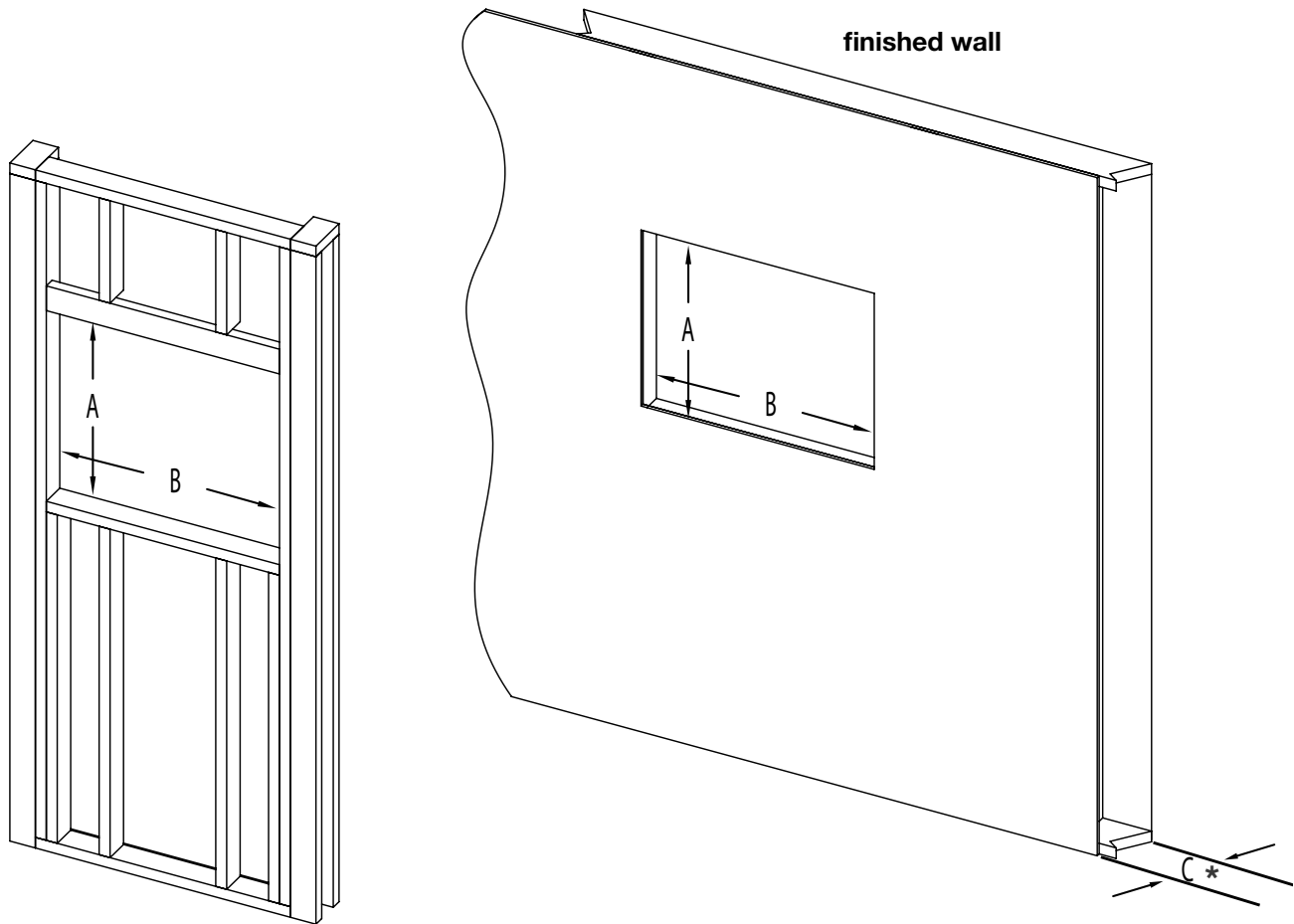
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discoloration.



**note:**

\* If finishing materials are installed on top of the already 203mm wall, a 10mm clearance must be maintained at the top of the trim in order to service the appliance.

EN **installation**  
**2.5 framing**



	NEFBD50HE-AU	NEFBD60HE-AU
<b>A</b>	456mm	506mm
<b>B</b>	1245mm	1497mm
<b>C</b>	203mm max.	
	114mm ** min	

**important:**

\* This measurement includes thickness of finishing materials.

\*\* Deep trim accessory available for this thickness of wall (see “accessories” section).

## 2.6 installing the appliance

**note:**

It is recommended to have 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.

Wall anchors are not required when screwing into the wall stud.

It is recommended to use a magnetic screwdriver bit during installation to prevent the screws from falling into the appliance.

- A. Frame an opening (see “framing” section for details).
- B. Make hardwire connections on the left of the intended front side.
- C. Remove the front trims of the appliance (see “front trim removal / installation” section).
- D. Remove the front glass from the appliance (see “front glass removal / installation” section).
- E. Remove the 2 MDF support ends from the appliance by removing the screws. Discard both MDF boards. Use 4 new screws (supplied) on each side to cover MDF board screw holes (Fig. 2-1).

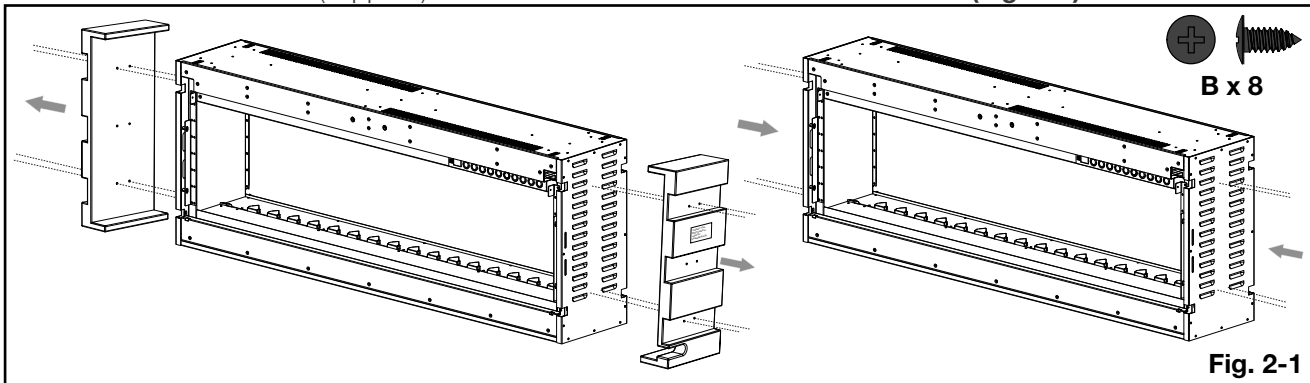


Fig. 2-1

**note:**

Installation uses 2 mounting brackets in opposite corners. Looking at the stud from the centre of the opening, the brackets will extend out to the right (Fig. 2-2).

- F. Mark the centre of the wall depth on the vertical stud and install the mounting brackets by aligning the edge of the bracket with the centre marking. Measure 164mm (NEFB50HE-AU) / 184mm (NEFB60HE-AU) from the bottom of the bracket to the bottom of the opening (Fig. 2-2).

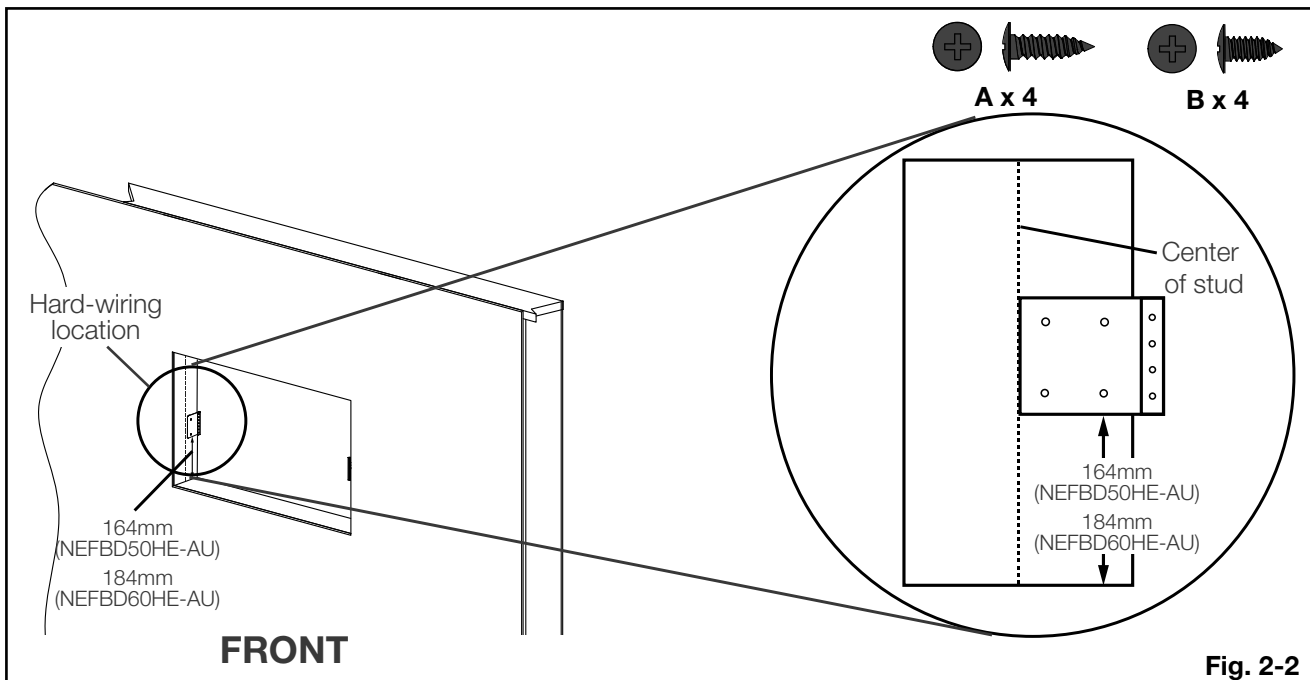
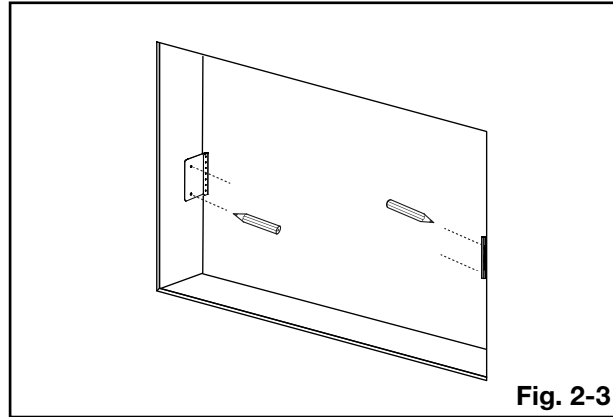


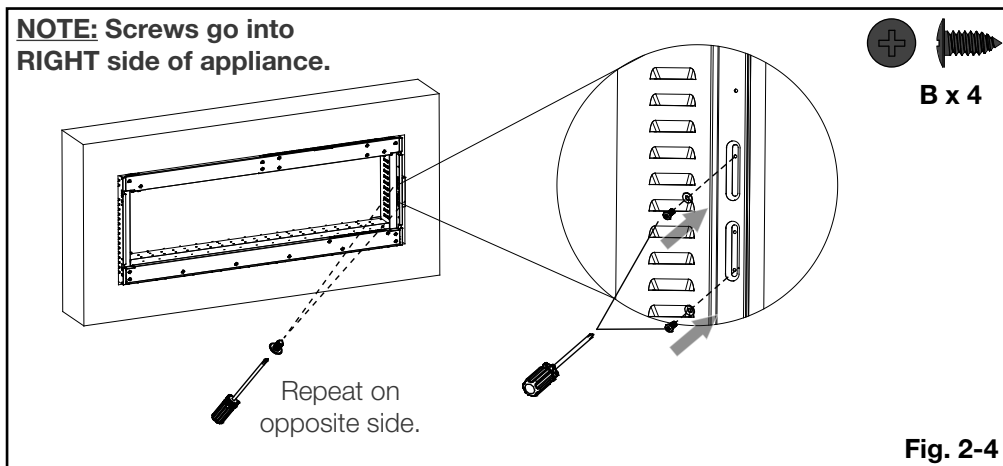
Fig. 2-2

# installation

- G. Mark the holes for the mounting bracket. Ensure the marked holes are on opposite sides, as the brackets cannot be mounted on the same side (**Fig. 2-3**).



- H. Drill marked holes and secure the mounting brackets with screws (supplied).
- I. Locate the appliance to the opening and position so that the hard wiring connections can be made (see “hardwiring” section).
- J. Locate the appliance fully into the opening and position against the mounting brackets. Align the bracket screw hole with the slots in the side of the appliance and screw through the slots to secure the appliance into the mounting brackets. Repeat on opposite side (**Fig. 2-4**).



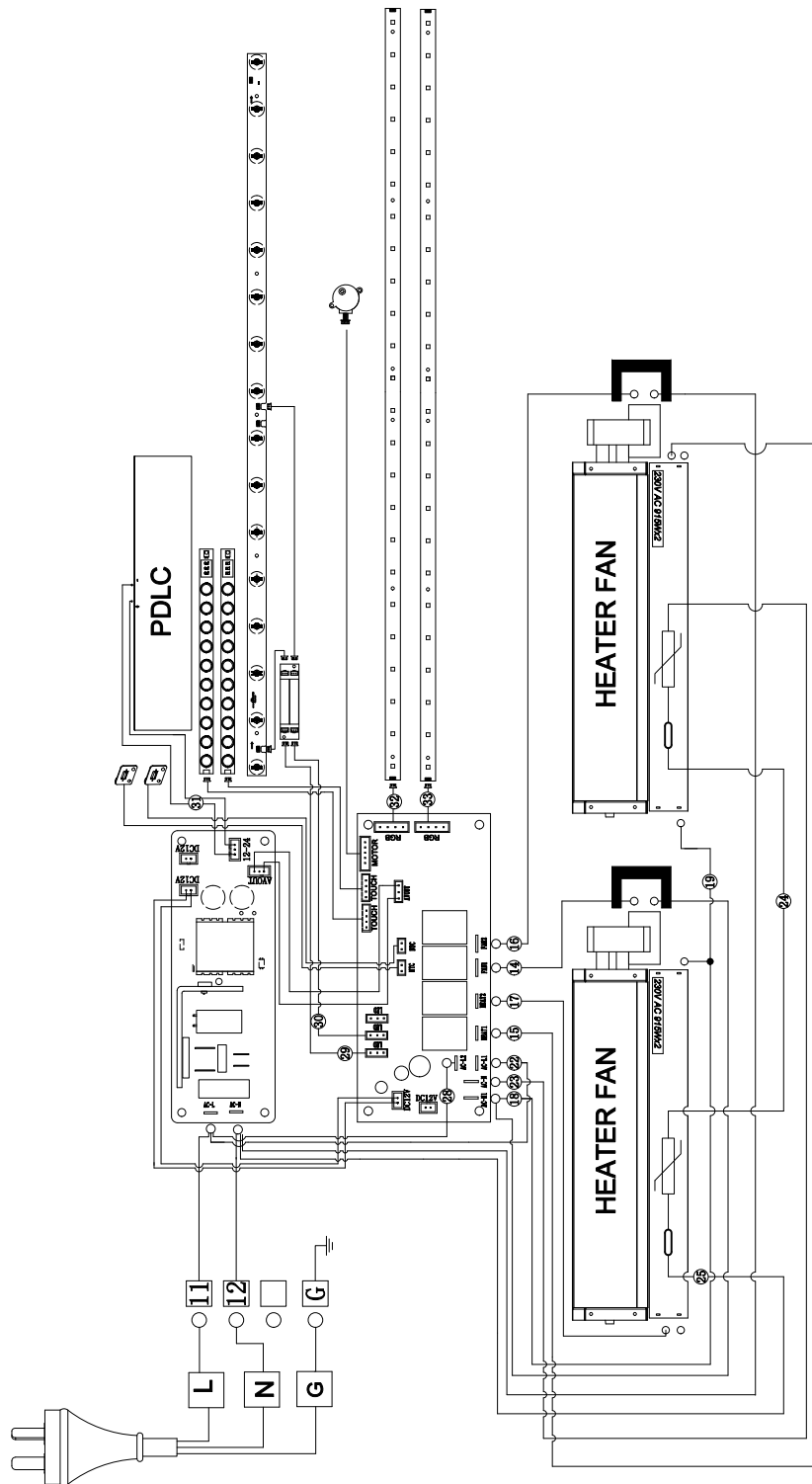
- K. Install media (see “media installation” section).
- L. Reinstall front glass and front trim (see “front glass removal / installation” and “front trim removal / installation” sections).

# 3.0 electrical information

## 3.1 NEFBD50HE-AU wiring diagram

### WARNING

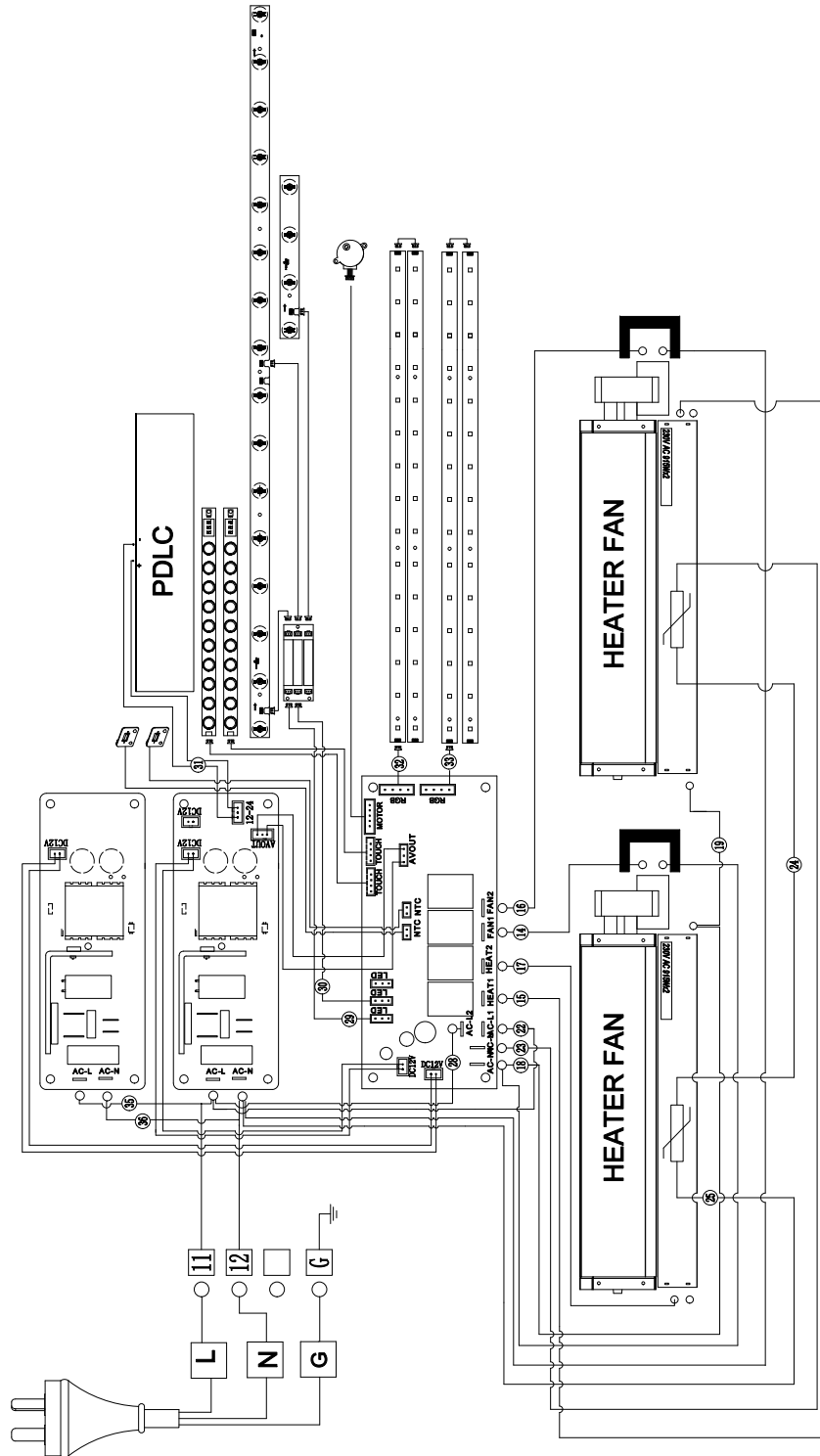
- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.



## 3.2 NEFBD60HE-AU wiring diagram

**! WARNING**

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



### 3.3 hard-wiring installation

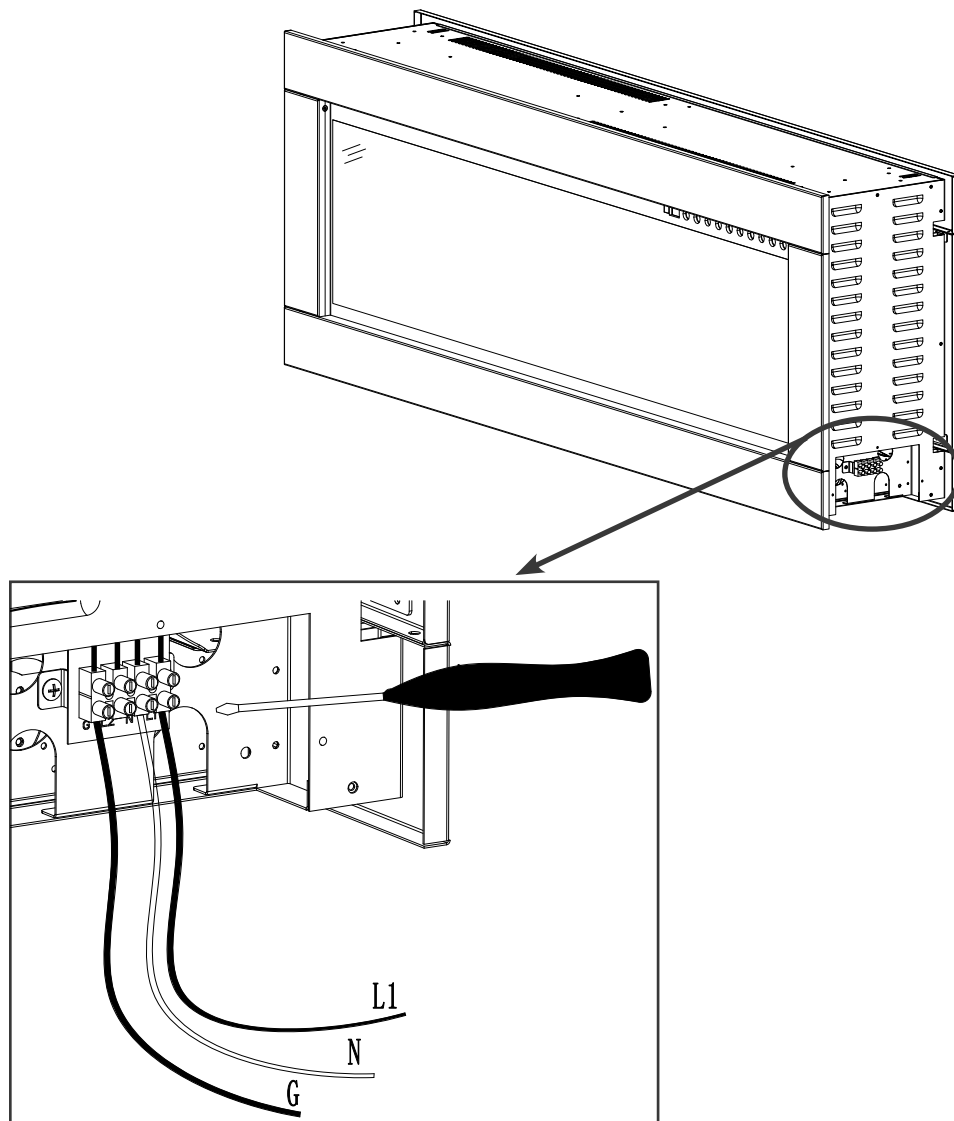
#### **⚠ WARNING**

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

#### **Hard-Wiring Connection**

It is necessary to hard-wire this appliance. A qualified electrician must wire the appliance directly to the household wiring. The wire and power supply breaker must be rated for 220V minimum 10 amps. Use 14AWG for 240V. This appliance requires a Neutral connection 240V connections.

This appliance must be electrically connected and grounded in accordance with local codes, if hard-wired. In the absence of local codes, use the current AUSTRALIAN AND NEW ZEALAND STANDARD: AS/NZS 60335.2.30:2023; AS/NZS 60335.1:2020+ A1:2021.



**220V Hard-Wiring**

## 4.1 front trim removal / installation

### ! WARNING

- Before the front trim or glass is removed or installed, unplug the appliance and wait until it is cool to the touch.
- Trim can be heavy and fragile. Handle with care.

#### note:

Removal / installation steps are the same for both sides of appliance (i.e. front and back).

- Remove the 2 screws holding the front trim in place (**Fig. 4-1**). Set screws aside.
- Have 2 people lift the front trim off the hooks located inside the firebox (**Fig. 4-2**). Place front trim face down on a soft, non-abrasive surface.
- Reverse these steps to install the front trim.

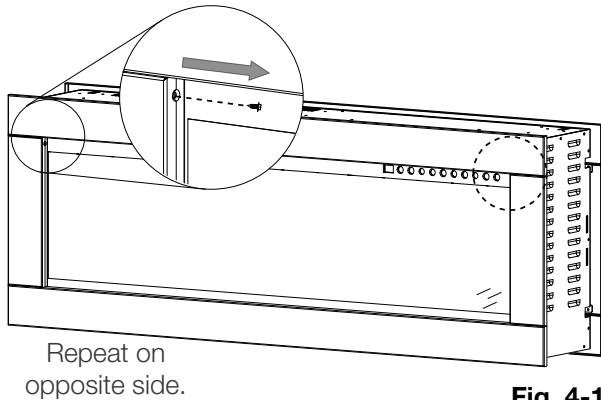


Fig. 4-1

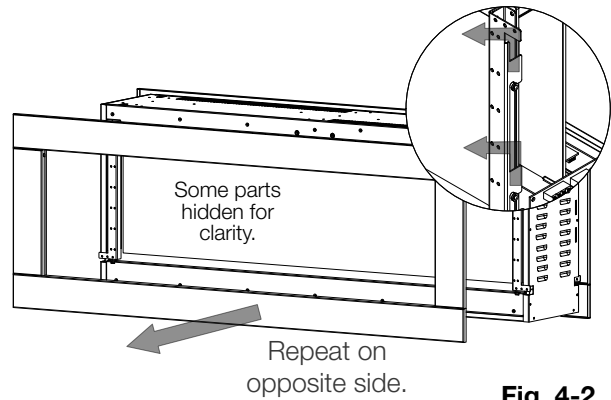


Fig. 4-2

## 4.2 front glass removal / installation

- Remove the 5 screws holding the front glass in place (**Fig. 4-3**).
- Have 2 people lift the front glass up and out, pivoting it away from the side panels (**Fig. 4-4**). Place the front glass face down on a soft, non-abrasive surface.
- Reverse these steps to install the front glass.

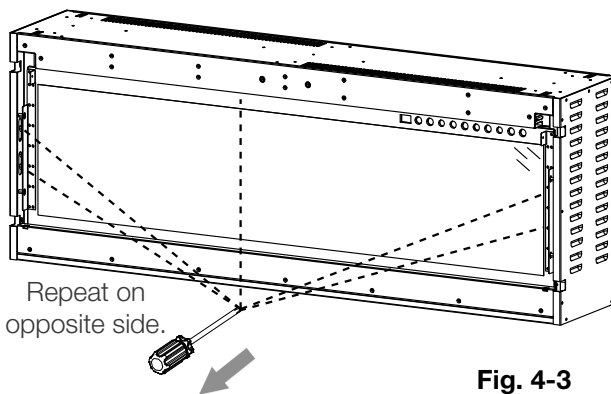


Fig. 4-3

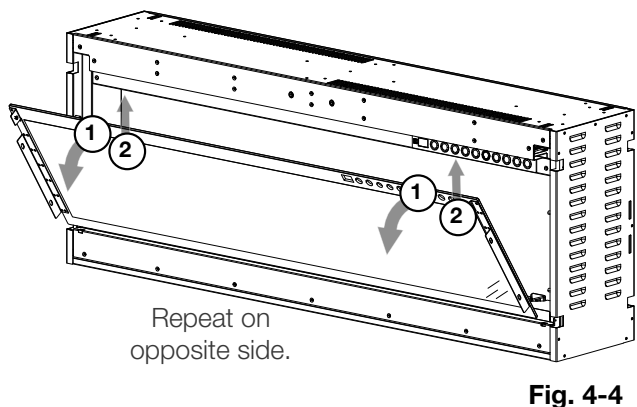


Fig. 4-4

## 4.3 media installation

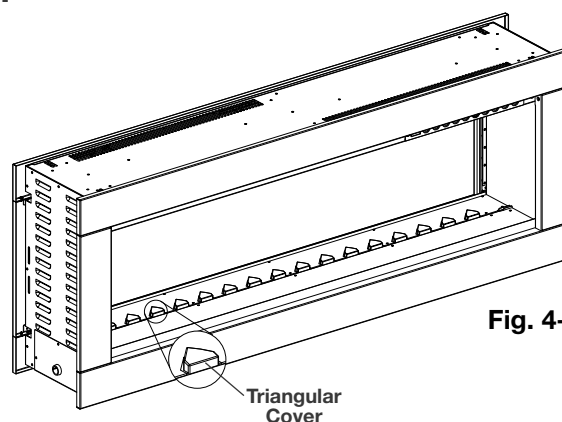
There are 2 media options for this appliance: log set and acrylic crystals. The log set comes pre-installed with the appliance and has to be finished with topaz glass (see “log set and topaz glass installation” section). If desired, the log set and topaz glass can be switched out with acrylic crystals (see “acrylic crystal media installation” section).

### 4.3.1 log set and topaz glass installation

The log set comes pre-installed with the appliance and has to be finished with topaz glass. Carefully place the topaz glass between the log set (front and back sides) after framing the appliance and before installing the front glass.

**note:**

Do NOT cover triangular covers on the back side of the appliance (**Fig. 4-5**). Blocking the triangular covers with media will alter the flame appearance.



**Fig. 4-5**

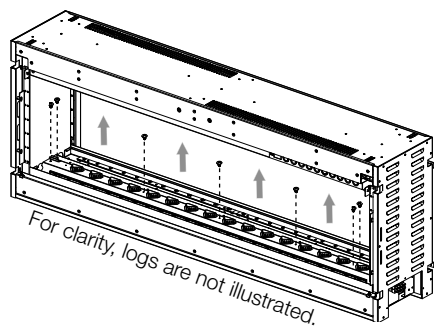
### 4.3.2 acrylic crystal media installation

**note:**

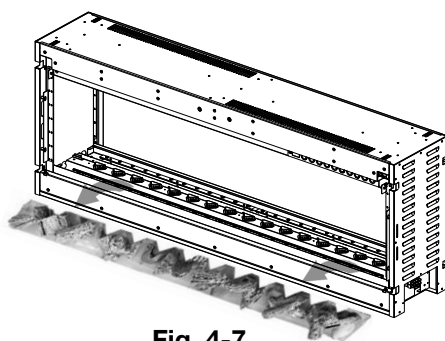
Ensure to vacuum up any topaz glass or acrylic crystals outside the media tray area before operation.

Do NOT cover triangular covers on the back side of the appliance. Blocking the triangular covers with media will alter the flame appearance.

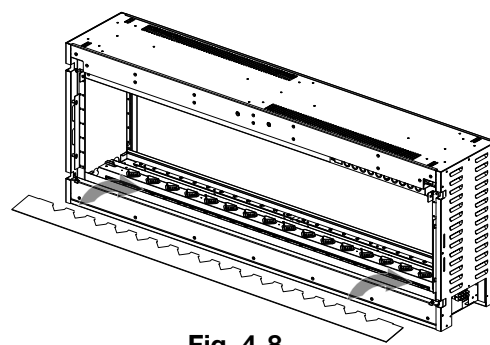
- A. Remove the topaz glass.
- B. Remove the screws from the log set base/media tray. Keep the screw with the log set for future use (**Fig. 4-6**).
- C. Remove the log set (**Fig. 4-7**).
- D. Install the media tray, ensuring to NOT re-install the screws as they can cause the media tray to bow when heated (**Fig. 4-8**).
- E. Carefully place the acrylic crystals into the media tray, creating an even layer from side to side.
- F. Reverse these steps to re-install the log set with topaz glass.



**Fig. 4-6**



**Fig. 4-7**



**Fig. 4-8**

## 5.0 operating instructions

### **!** WARNING

- While the appliance is operating, do not remove the trim. This will cause the remote control and touch panel to malfunction.

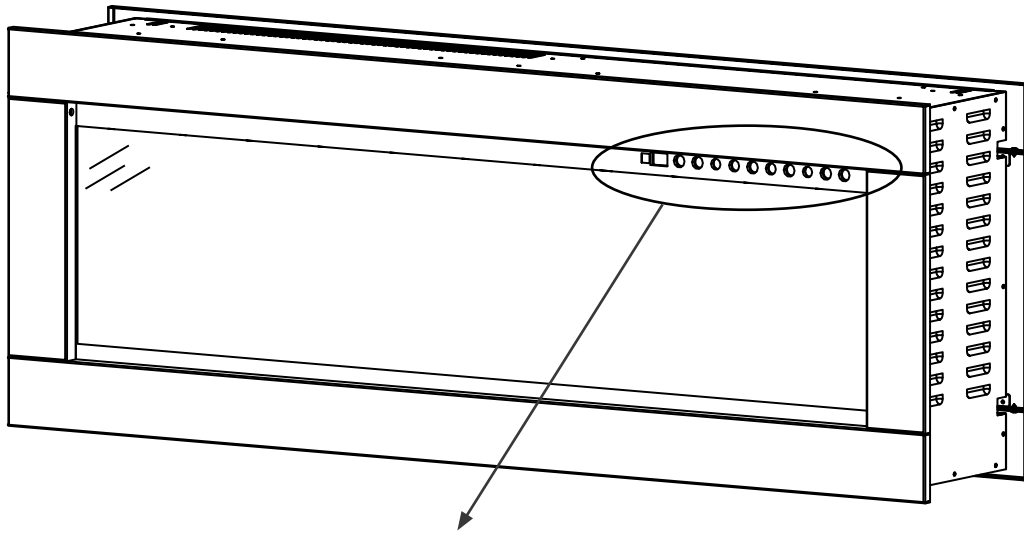
#### **note:**

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.

### 5.1 main power button

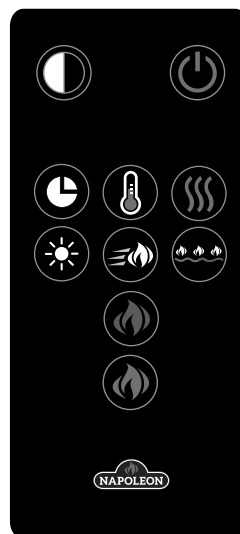
The main power button is located in the top right corner of the glass panel.

### 5.2 operating touch panel and remote control



touch panel

For illustrative purposes only. Touch panel may not always appear as illustrated.








remote control


**note:**





When only the **heat** is on (i.e. no flames, no ember bed lights, etc.), the display window will be dim and show H1 or the chosen temperature.


When only the **fan** is on (i.e. no flames, no ember bed lights, etc.), the display window will be dim and show FAN.

After the heater is turned off, the blower will continue running for 10 seconds. This helps to remove heat from the appliance and bring down its temperature.

<b>Power</b>		Turns appliance on and off.
<b>Privacy Glass Control</b>		<p>Controls the privacy glass.</p> <p><b>Settings:</b>                      G-1 - Half transparent mode (default)                      G-2 - Full transparent mode                      G-0 - No transparent mode</p> <p>Press and hold the button for 5 seconds to lock/unlock the privacy glass to G-0 status. When unlocked, the appliance will return to G-1 (default).</p>
<b>Orange Flame</b>		<p>Controls orange flame brightness.</p> <p><b>Settings:</b>                      OF4 - Brightest flame                      OF3 - Bright flame                      OF2 - Dim flame                      OF1 - Dimmest flame                      OF0 - Flame off</p>
<b>Blue Flame</b>		<p>Controls blue flame brightness.</p> <p><b>Settings:</b>                      BF4 - Brightest flame                      BF3 - Bright flame                      BF2 - Dim flame                      BF1 - Dimmest flame                      BF0 - Flame off</p>
<b>Ember Bed Brightness</b>		<p>Controls the brightness of the ember bed light.</p> <p><b>NOTE:</b> If the ember bed colour is set to L16, the ember bed brightness setting cannot be changed.</p> <p><b>Settings:</b>                      B-5 - Fade in and out                      B-4 - Brightest                      B-3 - Bright                      B-2 - Dim                      B-1 - Dimmest                      B-0 - Off</p>

Continued on next page 

<p><b>Ember Bed Colour</b></p>		<p>Controls ember bed light settings.</p> <p><b>NOTE:</b> Ember bed brightness must be between B-4 and B-1 to control ember bed colour.</p> <p><b>Settings:</b>  L01 - Orange  L02 - Red  L03 - Blue  L04 - Yellow  L05 - Green  L06 - Purple  L07 - Sky Blue  L08 - Purple Red  L09 - White  L10 - Pink  L11 - Yellow Green  L12 - Ice Blue  L13 - Orange Red  L14 - Light Green  L15 - Magenta  L16 - Autocycle  L17 - Lock a colour during L16 cycle</p>
<p><b>Flame Speed</b></p>		<p>Controls flame speed.</p> <p><b>Settings:</b> S-3, S-4, S-5, S-1, S-2</p>
<p><b>Heater</b></p>		<p>Turns the heater and blower on/off.</p> <p><b>Settings:</b>  H-0 - Heater and blower off  FAN - Blower on  H-1 - Heater on  (750W each side @ 240V / 1900W each side @ 240V)  LOC - Lock-out of heater and thermostat</p> <p><b>NOTE:</b> 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><b>NOTE:</b> Each side of the appliance has an independent heater control.</p>
<p><b>Timer</b></p>		<p>Sets the timer.</p> <p><b>Settings:</b>  30M, 1Hr, 2Hr, 3Hr, 4Hr, 5Hr, 6Hr, 7Hr, 8Hr.</p> <p><b>NOTE:</b> The display will read “---” after completing the 9 timer settings.</p>

<p><b>Temperature Control</b></p>		<p>Sets desired temperature.</p> <p><b>Settings:</b>                      18°C (64°F), 19°C (66°F), 20°C (68°F), 21°C (70°F), 22°C (72°F), 23°C (74°F), 24°C (76°F), 25°C (78°), 26°C (80°F), 27°C (82°F), and OFF.</p> <p>To switch between °C and °F or vice versa, hold the temperature control button for 5 seconds.</p>
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## 6.0 maintenance

### 6.1 cleaning

#### **WARNING**

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

**Metal:**

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

**Glass:**

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

**Vents:**

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

**Plastic:**

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

## ! WARNING

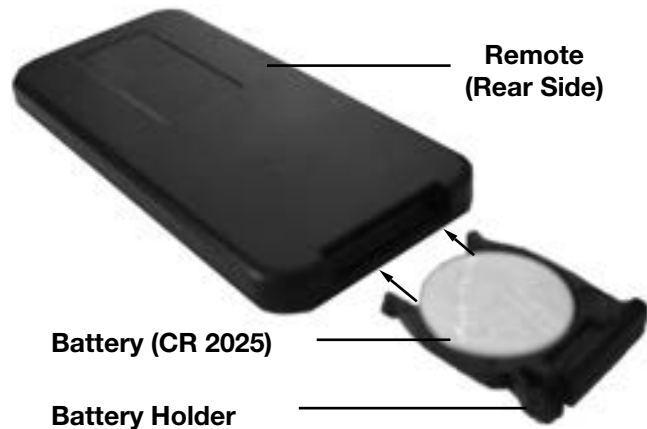
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do **NOT** dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- 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. 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.



### 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. The remote control must be aimed at the bottom centre of the appliance for it to function most effectively.



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

## 7.0 replacement parts

### **WARNING**

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

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

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

When ordering replacement parts always give the following information:

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

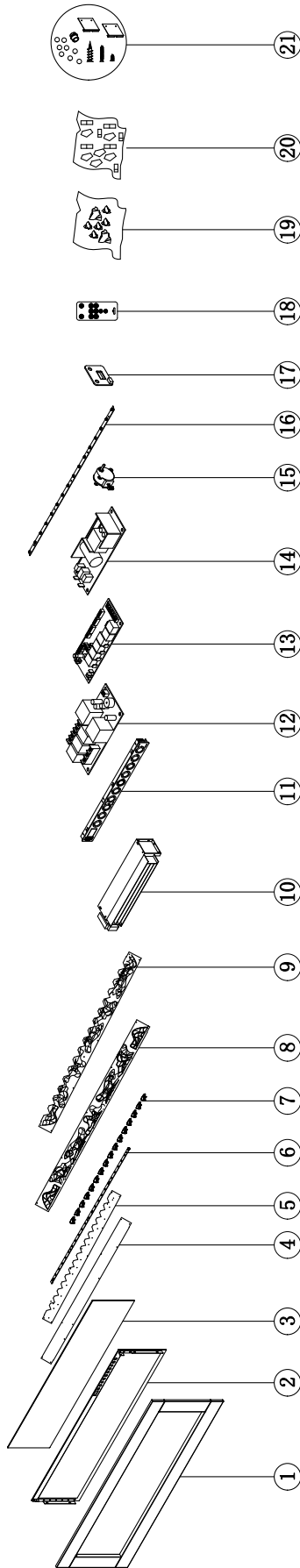
**Parts, part numbers, and availability are subject to change without notice.**

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

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

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

7.1 NEFBD50HE-AU overview



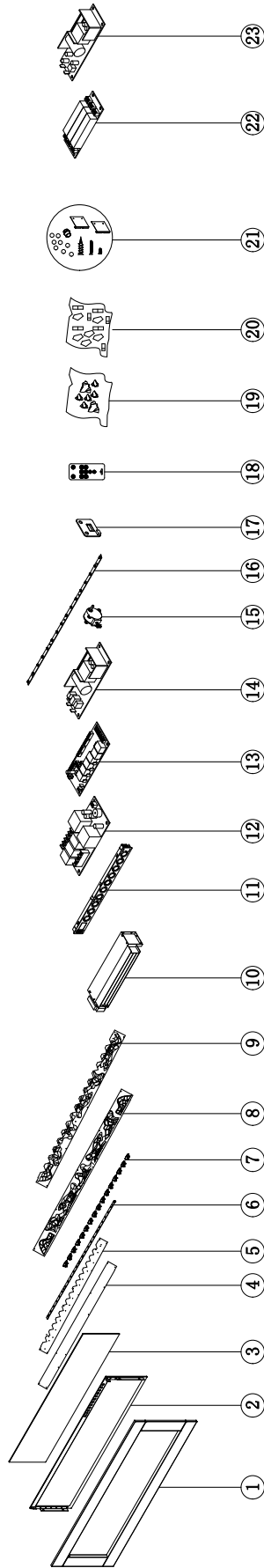
Items may not appear exactly as illustrated.

Ref. No.	Part No.	Qty.	Description	Stocked	Ref. No.	Part No.	Qty.	Description	Stocked
1	W715-1227-SER	2	Front trim, black	Yes	13	W190-0178-SER	1	Main PCB board	Yes
2	W300-0313-SER	2	Front glass	Yes	14	W190-0179-SER	1	Power driver for privacy glass	Yes
3	W300-0314-SER	1	Privacy glass	Yes	15	W435-0090-SER	1	Step motor	Yes
4	W497-1608-SER	1	Front, media tray holder	Yes	16	W405-0083-SER	1	LED light for flame	Yes
5	W497-1609-SER	1	Back, media tray holder	Yes	17	W690-0021	2	Thermostat	Yes
6	W405-0085-SER	2	LED ember bed light strip	Yes	18	W190-0181-SER	2	Remote control	Yes
7	W405-0084-SER	16	Triangular cover	Yes	19	W497-1610-SER	2	Acrylic crystals	Yes
8	W135-0936-SER	1	Front, log set assembly	Yes	20	W300-0315-SER	1	Topaz glass	Yes
9	W135-0937-SER	1	Back, log set assembly	Yes	21	W370-0191-SER	1	Hardware kits & wall mount bracket	Yes
10	W010-4656-SER	2	Heater and blower assembly	Yes	22 **	W430-0023-SER	1	Magnetic buttons (x8)	Yes
11	W475-6144-SER	2	Touch-on control panel with receiver	Yes	23 *	W527-0042-SER	1	Reflector drum	Yes
12	W190-0180-SER	1	120V/240V wiring PCB board	Yes					

\* Parts not illustrated.

\*\* These magnetic buttons are for decorative purposes only. They are meant to be placed in the corners of the appliance surround (see "magnetic buttons" section for details).

## 7.2 NEFBD60HE-AU overview



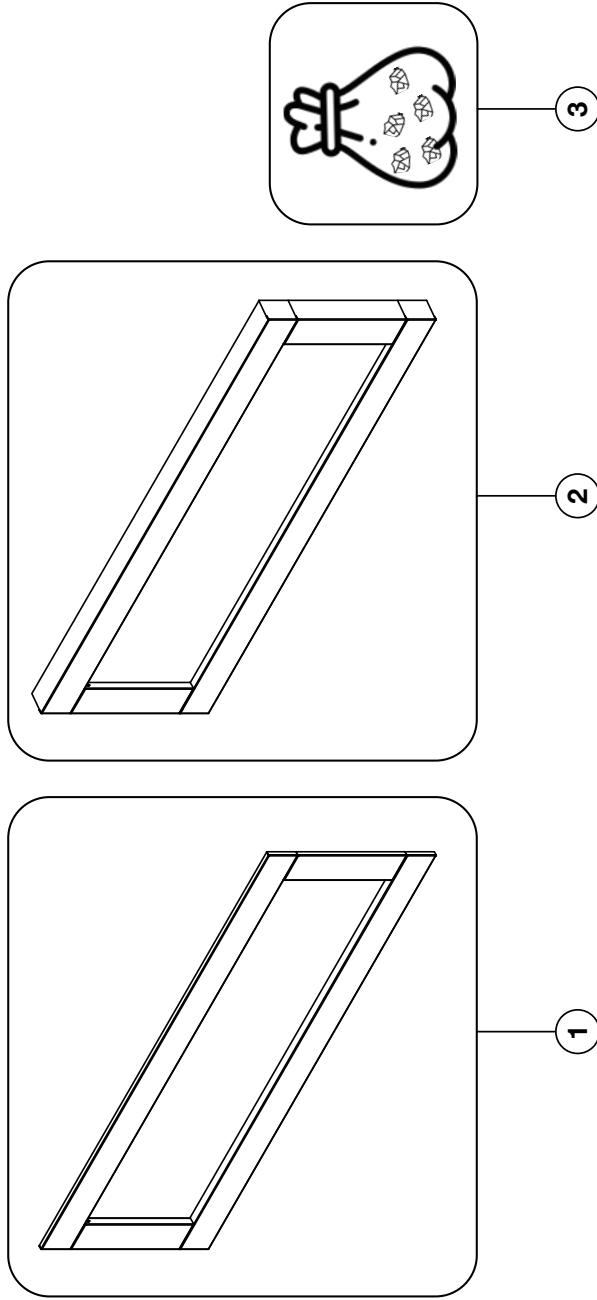
Items may not appear exactly as illustrated.

Ref. No.	Part No.	Qty.	Description	Stocked	Ref. No.	Part No.	Qty.	Description	Stocked
1	W715-1256-SER	2	Front trim, black	Yes	13	W190-0178-SER	1	Main PCB board	Yes
2	W300-0330-SER	2	Front glass	Yes	14	W190-0179-SER	1	Power driver for privacy glass	Yes
3	W300-0331-SER	1	Privacy glass	Yes	15	W435-0090-SER	1	Step motor	Yes
4	W497-1623-SER	1	Front, media tray holder	Yes	16	W405-0093-SER	1	LED light for flame	Yes
5	W497-1624-SER	1	Back, media tray holder	Yes	17	W690-0021	2	Thermostat	Yes
6	W405-0091-SER	2	LED ember bed light strip	Yes	18	W190-0181-SER	2	Remote control	Yes
7	W405-0092-SER	20	Triangular cover	Yes	19	W497-1625-SER	2	Acrylic crystals	Yes
8	W135-0992-SER	1	Front, log set assembly	Yes	20	W300-0332-SER	1	Topaz glass	Yes
9	W135-0993-SER	1	Back, log set assembly	Yes	21	W370-0191-SER	1	Hardware kits & wall mount bracket	Yes
10	W010-1007897	2	Heater and blower assembly	Yes	22	W190-0199-SER	1	Resistance board	Yes
11	W475-6144-SER	2	Touch-on control panel with receiver	Yes	23	W190-0200-SER	1	Power board 2	Yes
12	W190-0180-SER	1	120V/240V wiring PCB board	Yes	24 **	W430-0023-SER	1	Magnetic buttons (x8)	Yes
					25 *	W527-0043-SER	1	Reflector drum	Yes

\* Parts not illustrated.

\*\* These magnetic buttons are for decorative purposes only. They are meant to be placed in the corners of the appliance surround (see "magnetic buttons" section for details).

8.1 NEFBD50HE-AU accessories



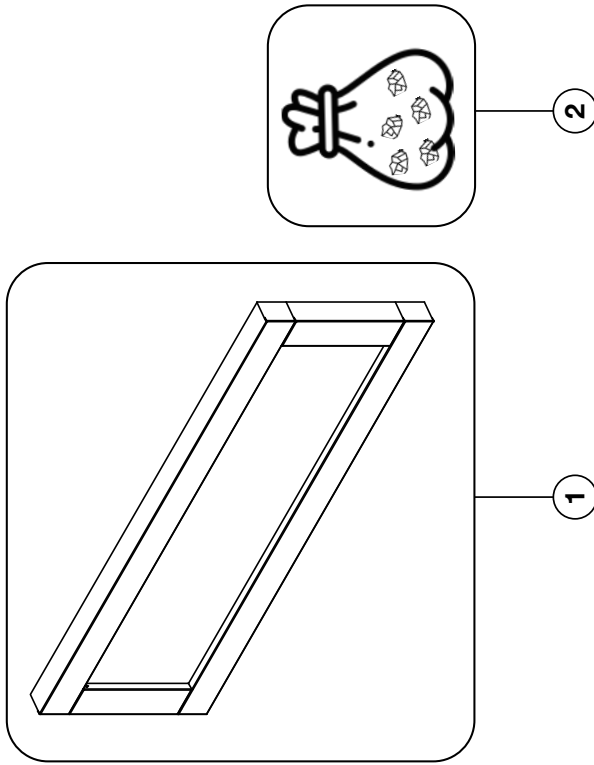
Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked
1	NEFBD50HE-SS-TRIM	Stainless steel trim (x2)	Yes
2 *	NEFBD50HE-SS-DTRM	Stainless steel deep trim (x2)	Yes
2 *	NEFBD50HE-DTRM	Black deep trim (x2)	Yes
3 **	W497-0067-SER	Bag of crystals, large	Yes

\* For use with 4 1/2" (114mm) thick walls. For more information, see "framing" section.

\*\* 5 crystals per bag. This appliance requires 2 bags.

## 8.2 NEFBD60HE-AU accessories



Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked
1 *	NEFBD60HE-SS-DTRM	Stainless steel deep trim (x2)	Yes
1 *	NEFBD60HE-DTRM	Black deep trim (x2)	Yes
2 **	W497-1626-SER	Bag of crystals, large	Yes

\* For use with 4 1/2" (114mm) thick walls. For more information, see "framing" section.

\*\* 6 crystals per bag. This appliance requires 2 bags.

## 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.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace, if necessary.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance’s fuse has blown.	Replace the fuse.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in the appliance or turn the breaker on.
Appliance has returned to default settings.	Power failure.	Re-program appliance to original settings (not applicable with all appliances).
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel.
No warm air coming out of the appliance.	Heater setting not selected.	See “operation” section.
	Heater has been locked out.	See “operation” section.
	Room temperature is higher than appliance setting (if set to room temperature).	Reset temperature setting.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow for appliance to cool for 15 minutes.
	Hard-wire connections are not correct (if applicable).	See “hard-wiring installation” section.
	Heater issue.	Inspect the blower and heater and replace, if necessary.

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.



## NAPOLEON ELECTRIC APPLIANCE 3 YEAR LIMITED 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**.

Electrical components and wearable parts are covered, and Napoleon will provide replacement parts free of charge during the first 3 years, beginning on the date of original installation. 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. The warranty applies only to components included with your specific appliance.*

### WARRANTY CONDITIONS AND LIMITATIONS

**Napoleon** warrants its products against manufacturing defects to the original purchaser only.

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 3 year Limited Warranty does not cover damage caused by misuse, lack of maintenance, accident, alterations, abuse, or neglect and parts installed from other manufacturers will nullify this warranty.

This 3 year 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 3 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 3 year Limited 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 damage to appliance, brass trim or other components 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 3 year 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 defects.

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 the sender.

Shipping costs are not covered under this warranty.

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

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

# NAPOLEON® CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



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#### Address

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