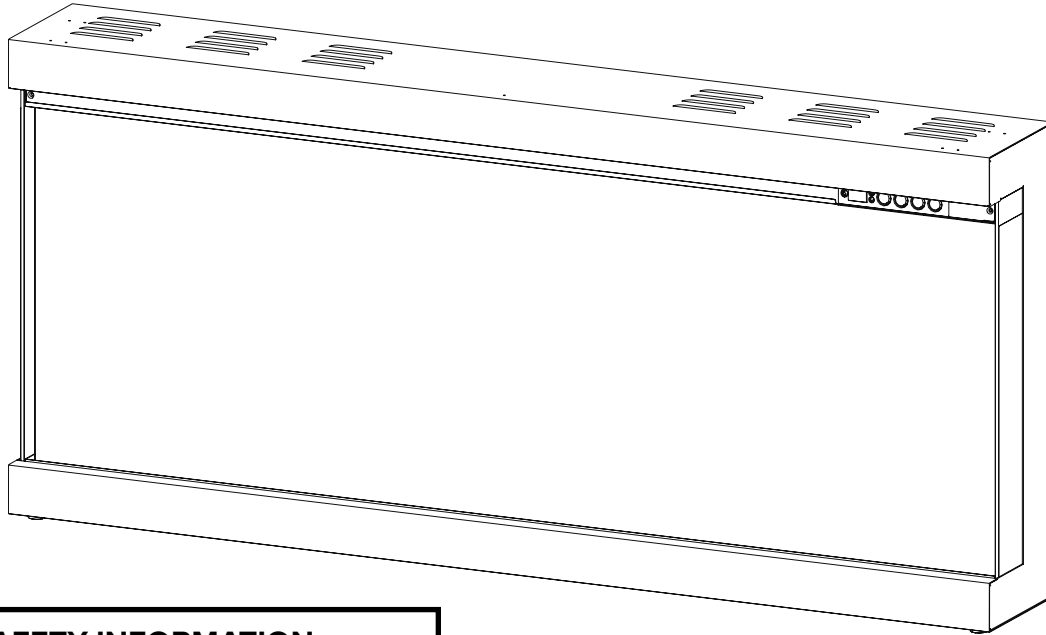




# INSTALLATION AND OPERATION MANUAL

## Astound FlexMount Series

(NEFL50AB-AU Illustrated)



### SAFETY INFORMATION

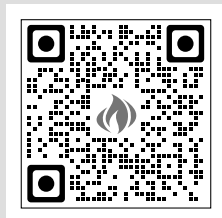
#### WARNING

##### 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.

To register your appliance, scan here.



### FOR INDOOR USE ONLY

CERTIFIED TO

AS/NZS 60335.2.30:2023;

AS/NZS 60335.1:2020+ A1:2021

**INSTALLER:** Leave this manual with the appliance.

**CONSUMER:** Keep this manual for future reference.



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.

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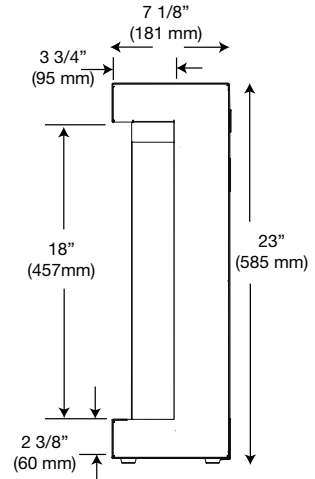
# 1.0 general information

## 1.1 dimensions

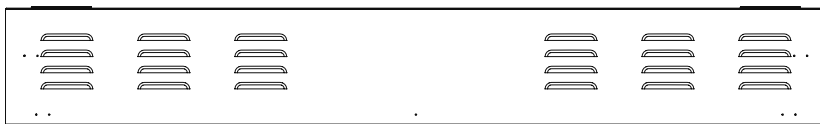
front view



side view



top view



Dimensions		
Model No.	A (inside width)	B (outside width)
NEFL50AB-AU	1262 mm	1270 mm
NEFL62AB-AU	1567 mm	1575 mm
NEFL74AB-AU	1872 mm	1880 mm

## 1.2 listing approvals

<b>Description</b>	Electric Appliance
<b>Type</b>	Wall mounted Electric fireplace
<b>Voltage</b>	240V AC
<b>Watts</b>	MAX 1900W
<b>Amps</b>	Dedicated 10 AMP Grounded Circuit

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.

### note:

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

## 1.3 general instructions

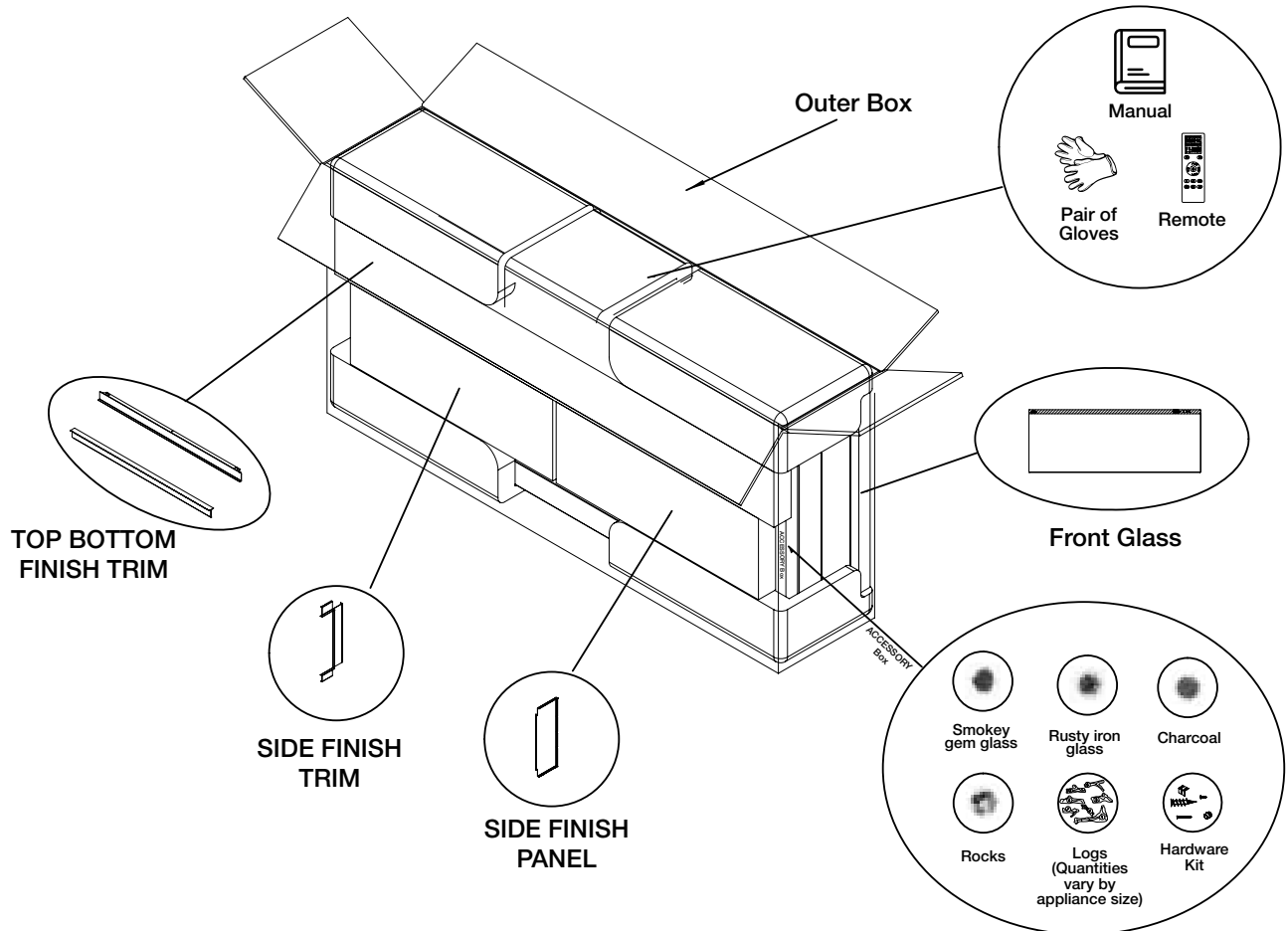
- Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- The appliance may emit a slight, harmless odour when first used. This odour is normal and it is caused by the initial heating of internal appliance elements and will not occur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

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

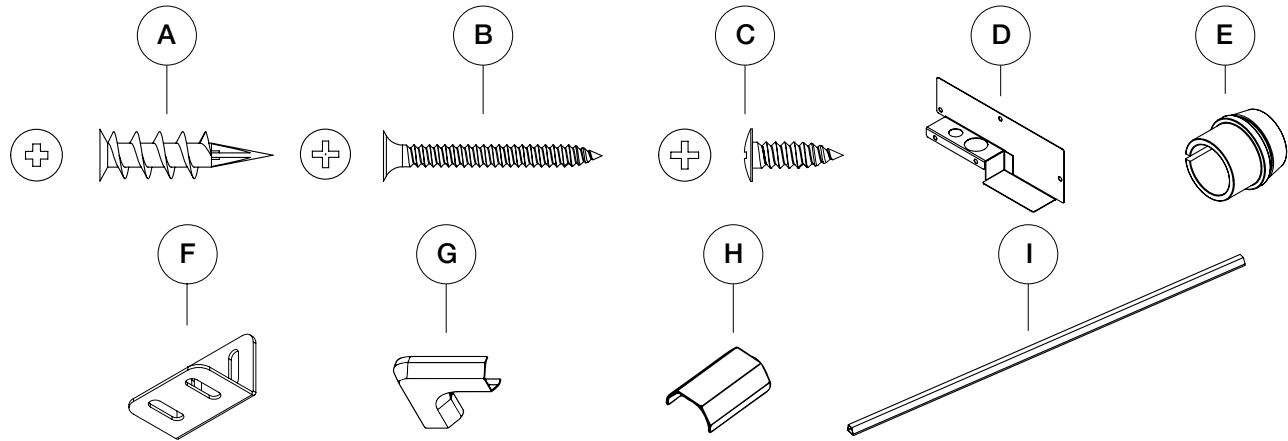
As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C and 35°C. During the colder winter months, allow the appliance to reach room temperature before turning it on.

## 1.4 unpacking and testing the appliance

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



### 1.5 hardware list



Hardware List				
Item	Description	Quantity		
		NEFL50AB-AU	NEFL62AB-AU	NEFL74AB-AU
A	45 mm Drywall anchors	7		
B	#6 35 mm Wood Screws	7		
C	ST4-12 Metal screws	18	18	24
D	Junction box cover plate	1		
E	Strain relief	1		
F	Bracket	5	5	7
G	Cord Corner	2		
H	Cord Cover Connector	2		
I	Cord Cover	2		

### 1.6 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.

## 2.0 installation

### 2.1 overview

#### 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 the cord away from traffic areas to prevent tripping.
- 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.
- Failure to follow these instructions exactly may result in a fire or explosion, causing property damage, personal injury, or death. Do not store or use gasoline or other flammable vapors near this or any other appliance.
- This appliance is heavy. It is highly recommended that two people install it for safety.
- If your appliance is equipped with a heater, ensure that the heater vents cannot be covered in any way, as this may create a fire hazard.

This appliance is designed as a Wall Mounted appliance that can also be recessed into an enclosure. Select a suitable location that is not susceptible to moisture and

#### **note:**

Follow all national and local electrical codes.

is away from drapes, furniture and high traffic areas. 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.

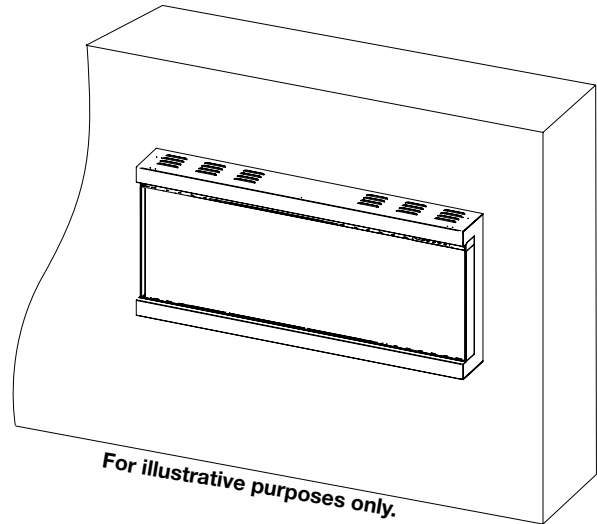
This appliance can be installed in multiple applications. This appliance can be hung on the wall, partially in the

wall, fully in the wall (single sided) at the end of a wall (2 Sided) or in a bay “bump out” enclosure (3 Sided).

1. Select a location that is not prone to moisture and is located at least 36” (91.4 cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
2. The installation consists of 6 major steps, rough framing, unit installation, hard-wiring, finishing material, fireplace log media, then glass and trim installation. Each step must be completed before advancing to the next stage to achieve a seamless installation and to avoid damaging the product or enclosure.

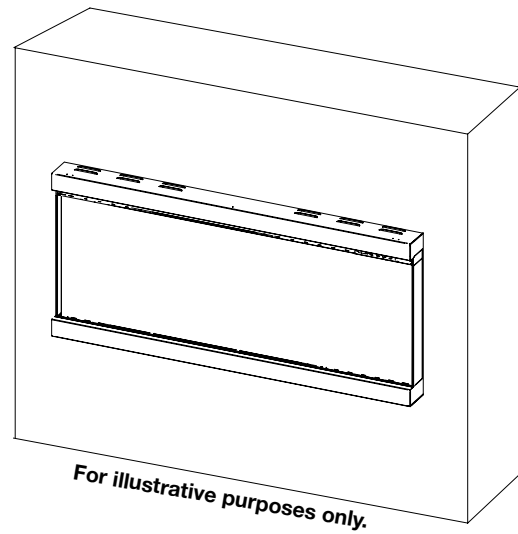
### Wall Mounted Installation

- Appliance is mounted on the wall with a bracket.
- Front, left, and right sides views.
- Plugged into a 240V electrical source.



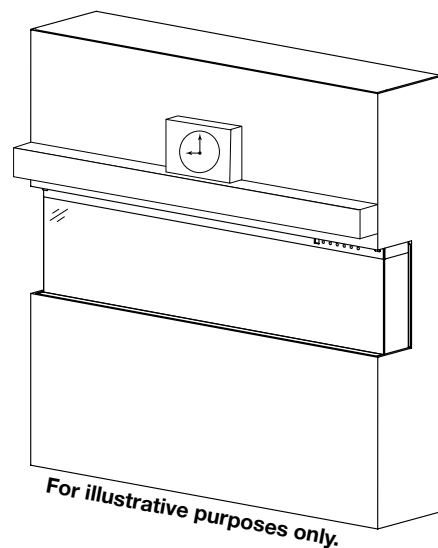
### Partial Recess Installation

- Appliance is mounted into a narrow depth wall.
- Appliance will protrude outward.
- Can be hard-wired to 240 V.
- Front, left, and right side views.



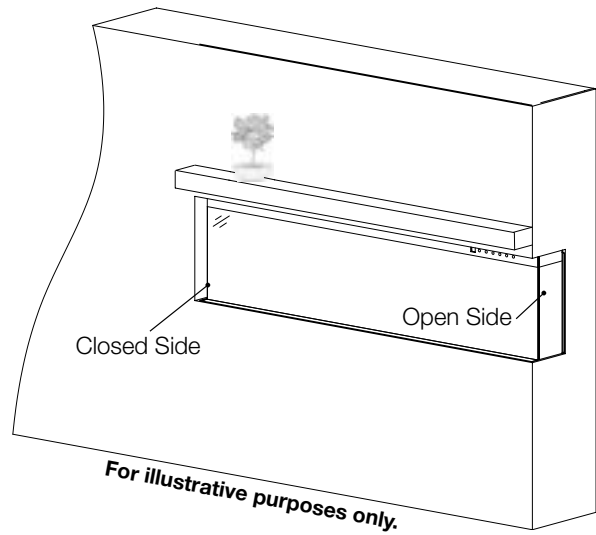
### Three-Sided Viewing Installation

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



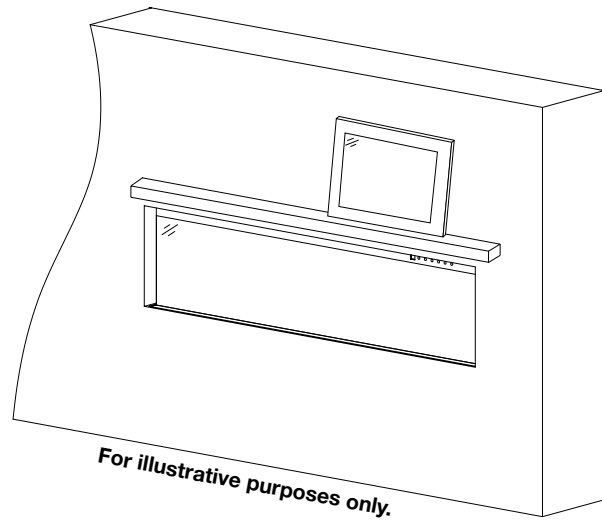
### Two-Sided Viewing Installation

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



### Single-Sided Viewing Installation

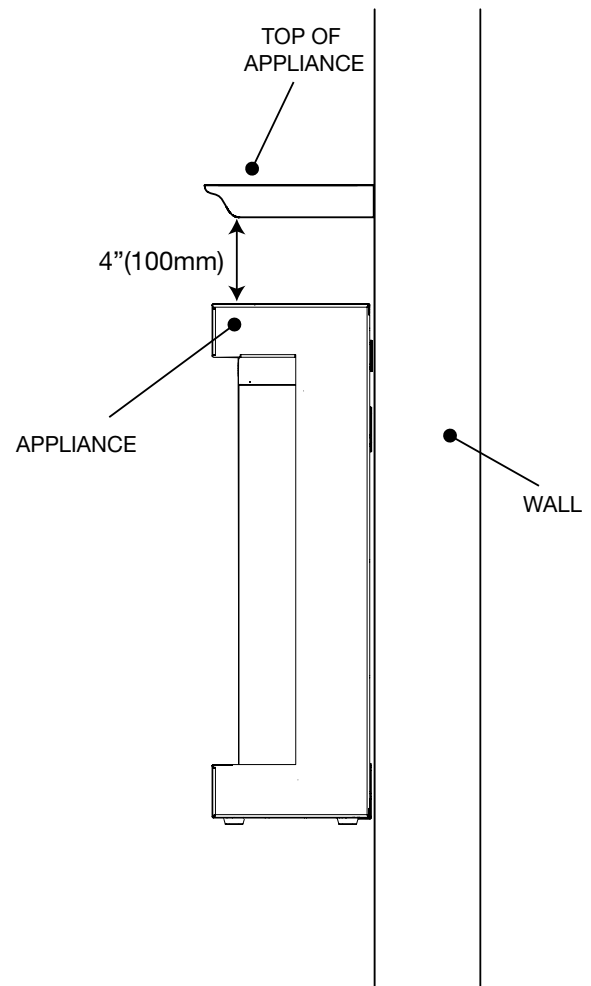
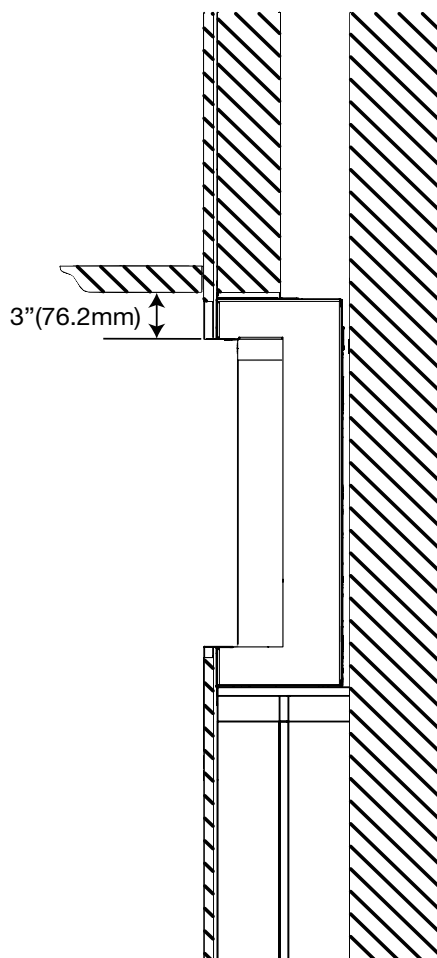
- Appliance is fully recessed into the wall.
- Front view **only**.
- Left and right side views are covered.



## 2.2 minimum mantel clearances

### WARNING

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



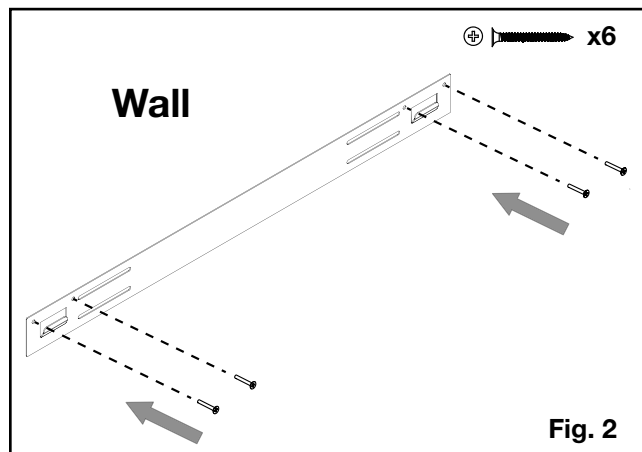
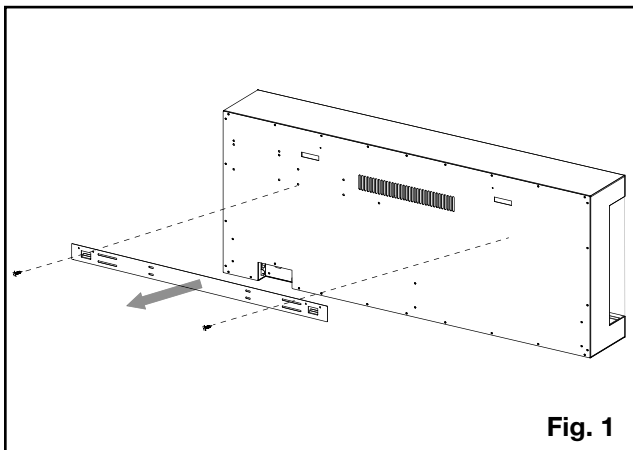
## 2.3 wall mount installation

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

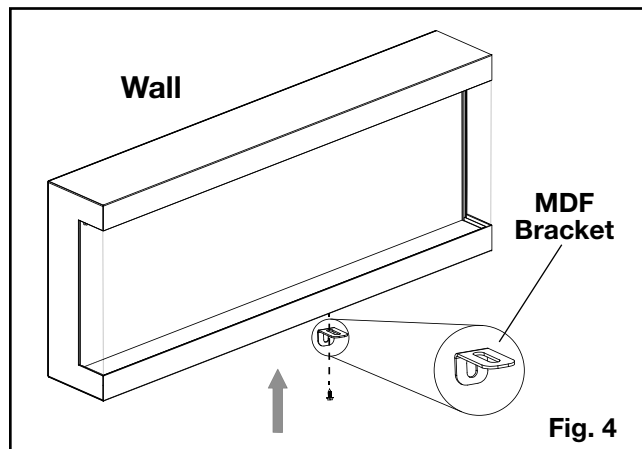
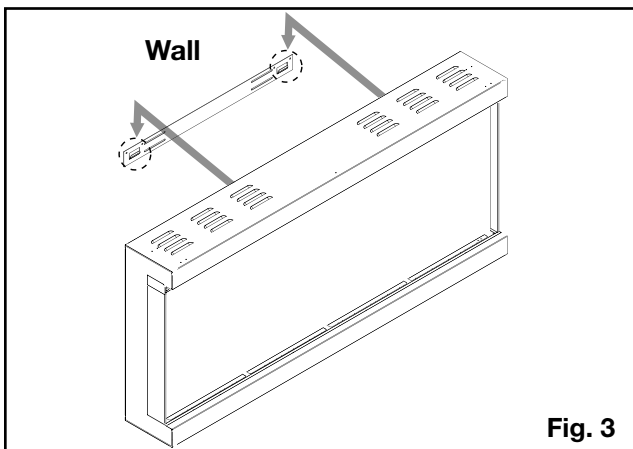
1. Select a location that is not prone to moisture and is located at least 91.4 cm away from combustible materials, such as curtains, drapes, furniture, bedding, paper, etc.
2. Have two people hold the appliance against the wall to determine its final location.
3. Place the appliance face down on a soft, non-abrasive surface. Remove the bracket from the back of the appliance by removing the screws (**Fig. 1**). Set the bracket aside and discard the screws
4. Mark out the location, then mount the bracket onto the wall using screws (supplied). This bracket **MUST** have the hooks facing upward and it **MUST** be level (**Fig. 2**).

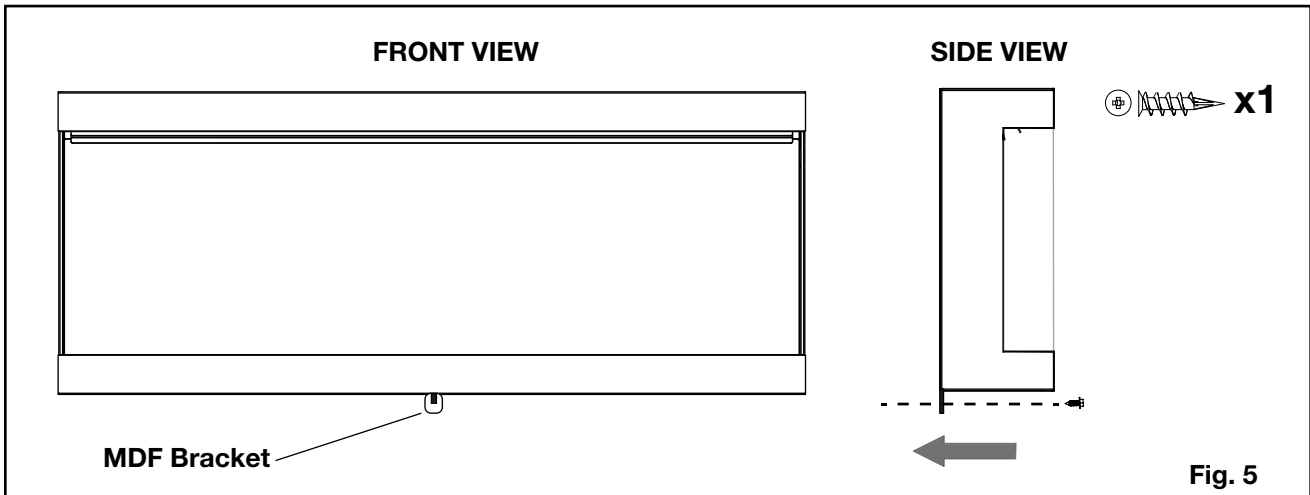
### note:

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 that the bracket is adequately secured.

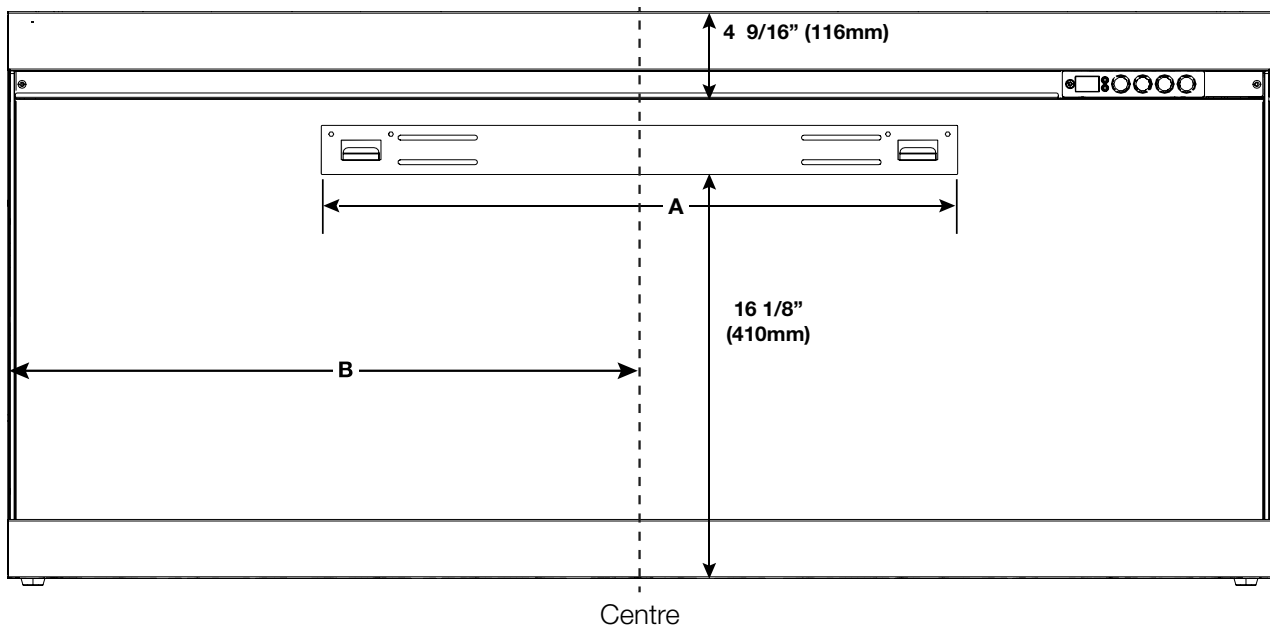


5. With the wall-mounting bracket installed, have two people lift the appliance up and insert the hooks on the bracket into the slots on the back of the appliance (**Fig. 3**).
6. Install the MDF bracket (supplied) to the bottom of the appliance by removing the unpainted existing screw in the centre of the appliance and then reinstalling it with the MDF bracket (**Fig. 4**).

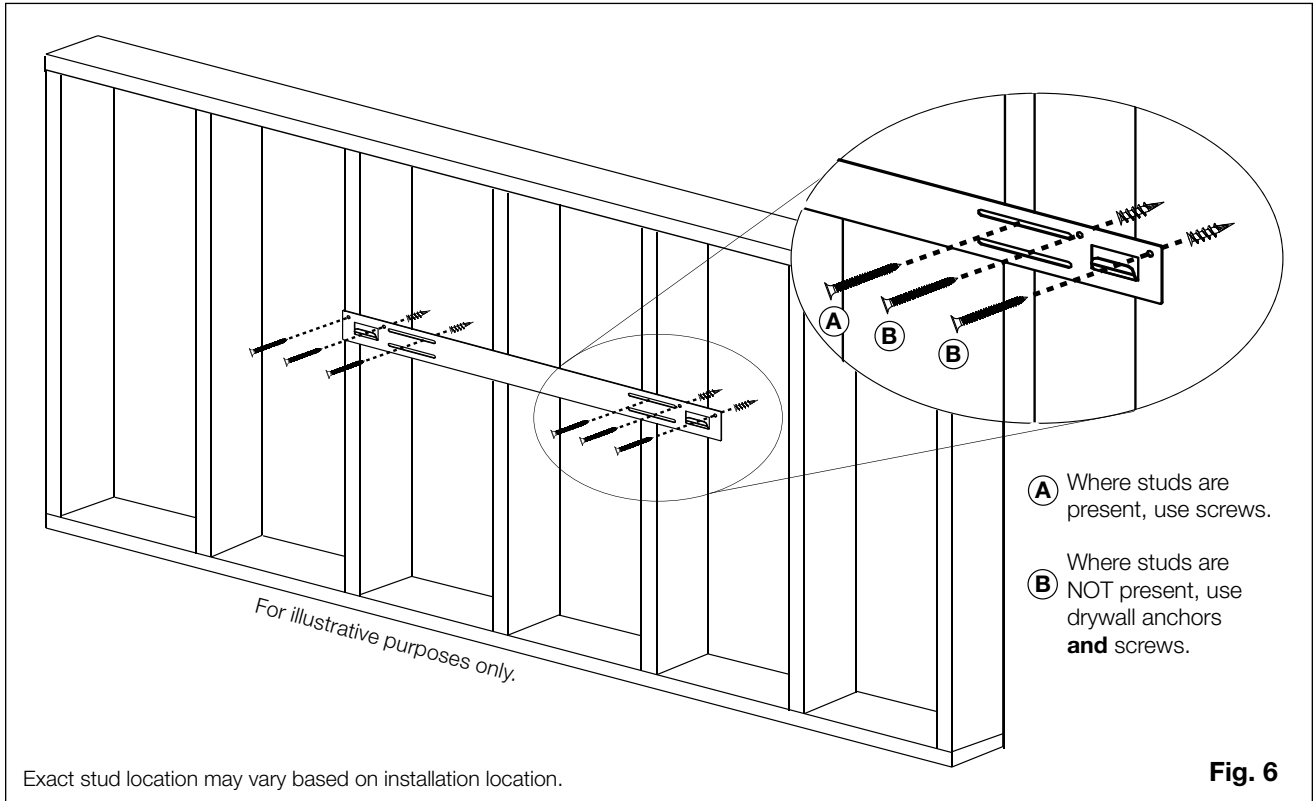




7. With the MDF bracket secured to the appliance, secure the MDF bracket to the wall using one screw (**Fig. 5**).
8. Check the appliance for stability, ensuring that the bracket will not pull free from the wall (**Fig. 6**).
9. Install media (see “media installation” section). **You must complete this step before moving onto the next step.**
10. Install the front glass (see “front glass installation/removal” section).

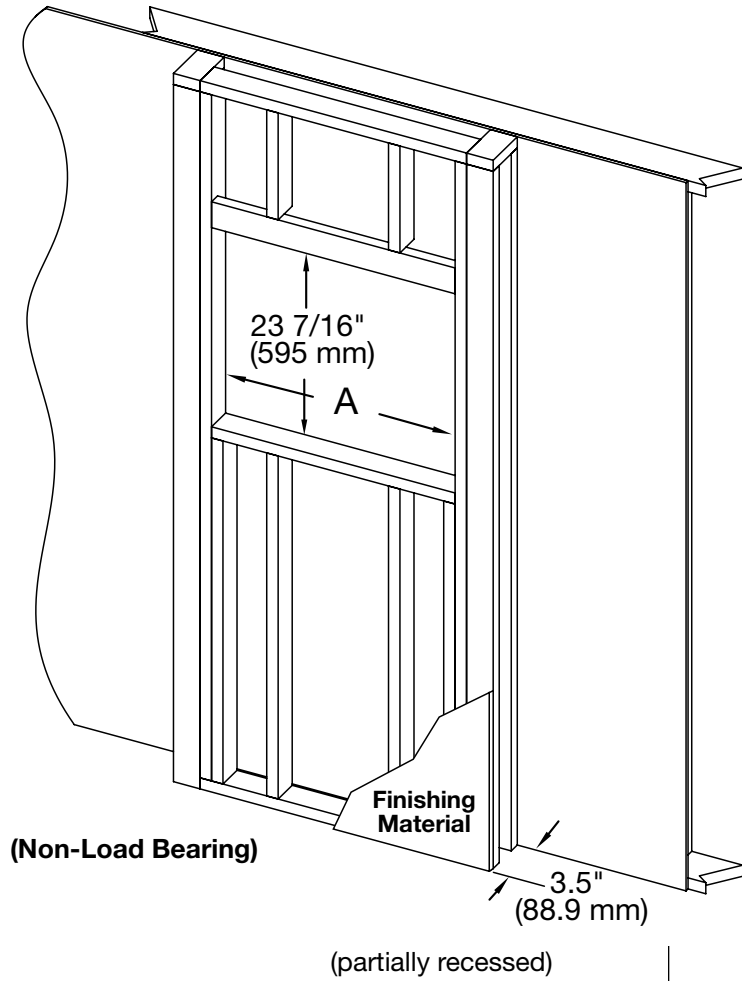


Model	A	B
NEFL50AB-AU	640 mm	635 mm
NEFL62AB-AU	640 mm	788 mm
NEFL74AB-AU	1071 mm	940 mm

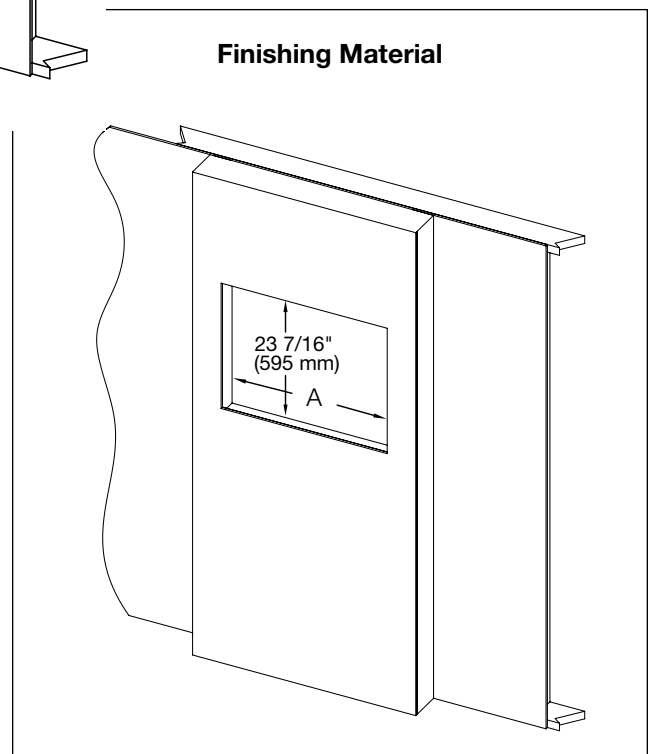


## 2.4 partial recessed installation

### 2.4.1 rough framing

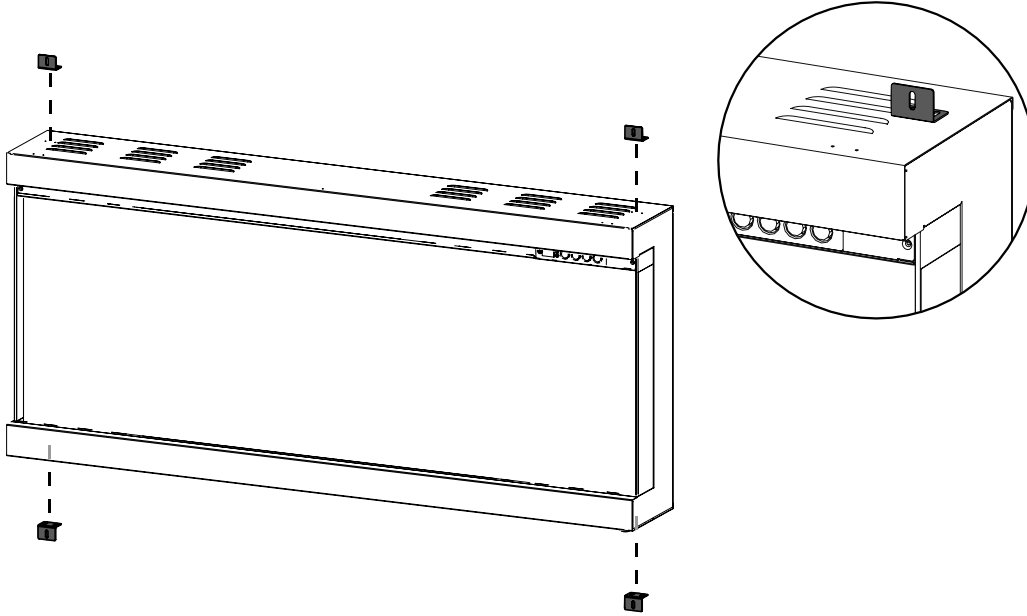


Model	A
NEFL50AB-AU	1283 mm
NEFL62AB-AU	1588 mm
NEFL74AB-AU	1892 mm

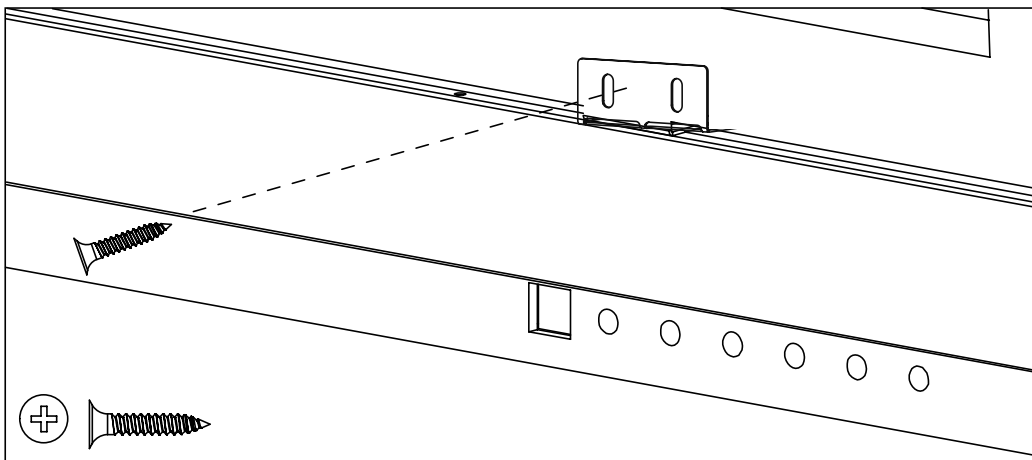


## 2.4.2 unit preparation

1. Ensure front glass is removed from appliance before installation prep (see **front glass removal**).
2. Place the appliance face UP on a soft, non-abrasive surface.
3. Install the metal brackets to the rearmost set of holes on the top of the fireplace using the screws and washers (supplied).
4. Remove the power cord and complete hard-wiring (see **“hard-wiring installation”** section).



5. Insert the appliance into the rough framing by securing the screws (supplied) through the slotted holes on each securing bracket of the appliance into the rough framing. **(Fig. 7)**.
6. Proceed to Finishing

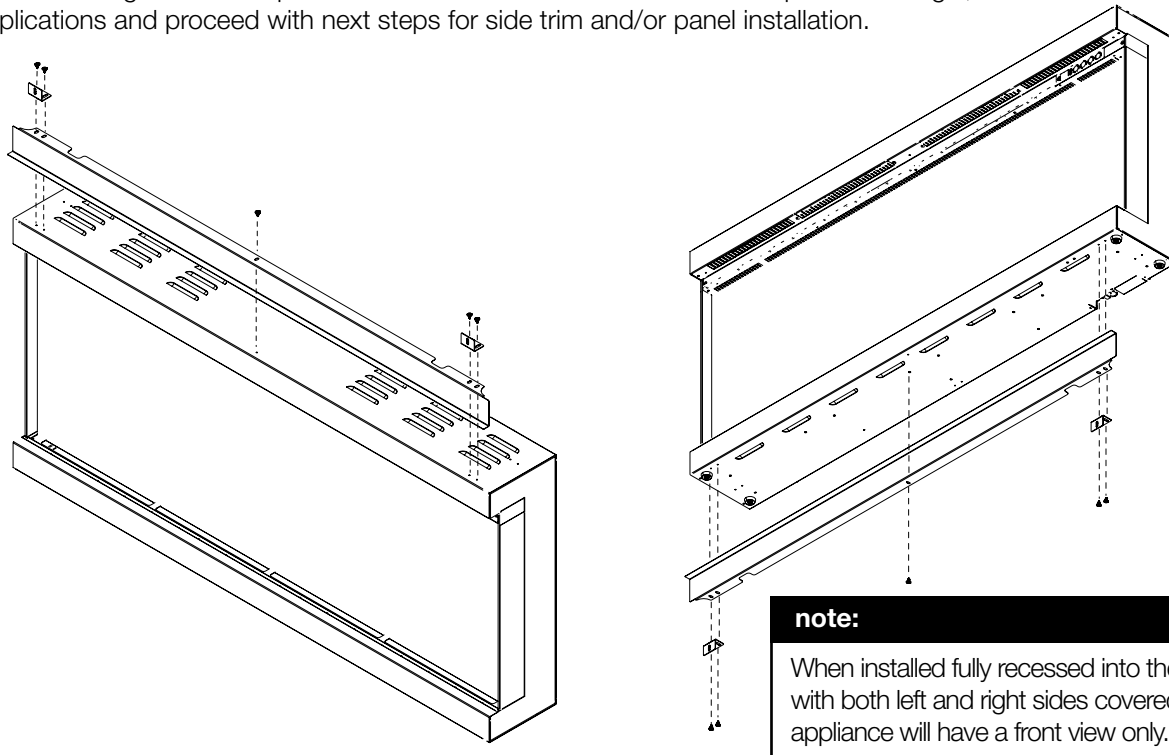


**Fig. 7**

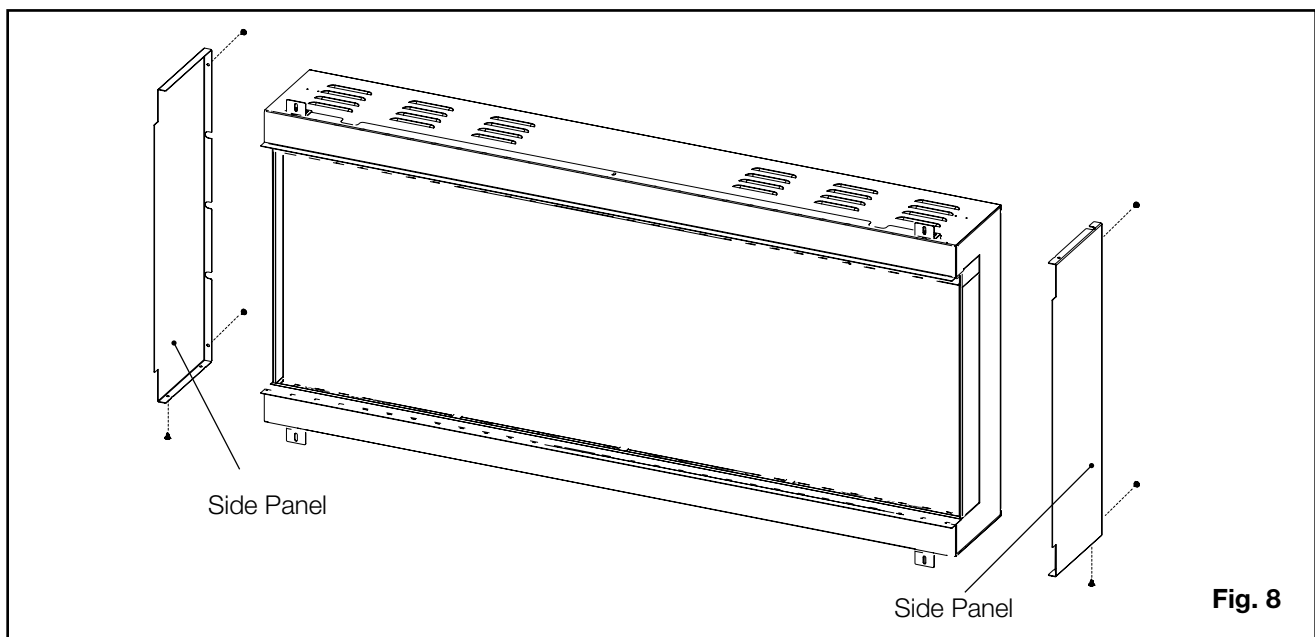
## 2.5 built in application

### 2.5.1 trim / panel installation

The Fireplace requires the use of additional trim and panels in order to be recessed fully into the wall to allow a protective surface and butting edge for finishing material. Install the top and bottom trims with the mounting brackets using the screws provided as shown. Review the installation options for single, 2 sided and 3 sided applications and proceed with next steps for side trim and/or panel installation.



1. Remove the screws from the back and bottom of the fireplace which align with the panel then secure the panels using the metal screws provided (**Fig. 8**).



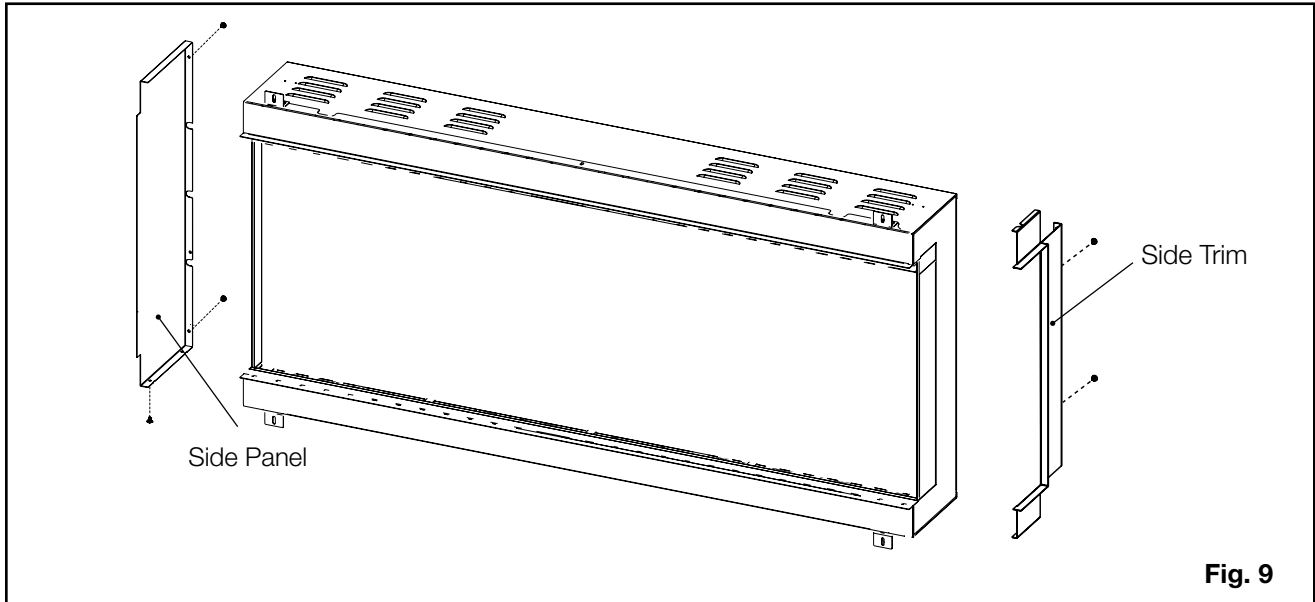
## installation

For an end wall enclosure with 2 sides (front and 1 side) install the top and bottom trims along with 1 C shaped panel and 1 flat panel to the respected side which are required to be open and closed.

### note:

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

- For desired open side, remove the screws from the back of the fireplace which align with the trim then secure the trim using the metal screws provided **(Fig. 9)**.
- For desired closed side, remove the screws from the back and bottom of the fireplace which align with the panel then secure the panels using the metal screws provided **(Fig. 10)**.

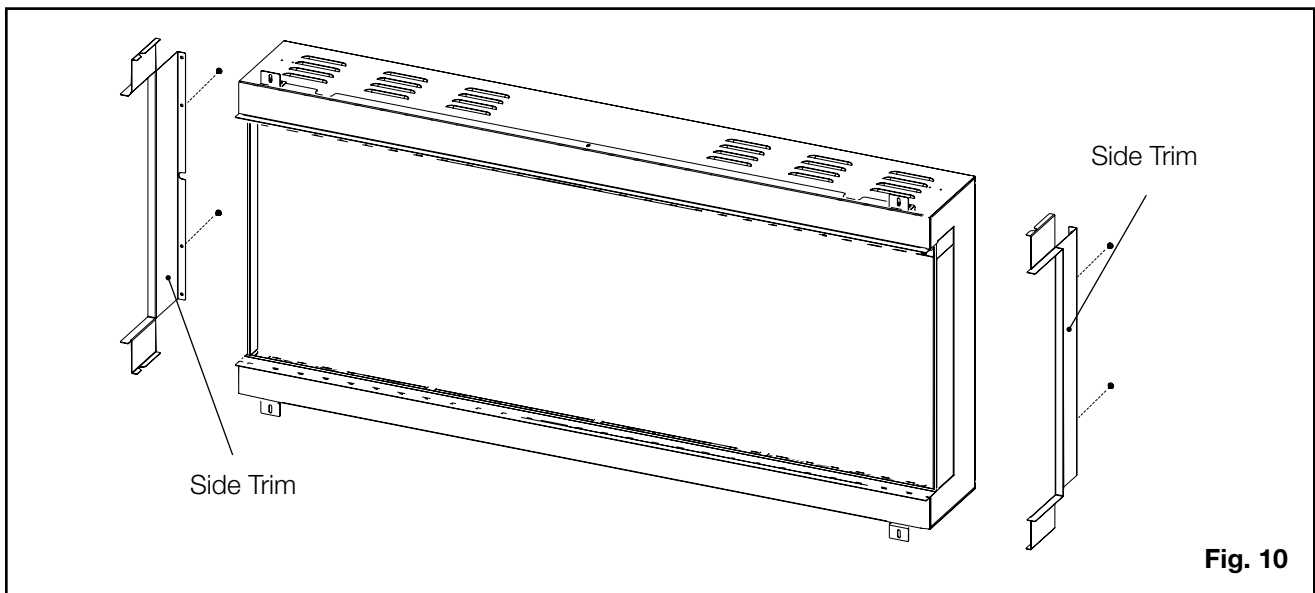


**Fig. 9**

- Secure both side trims by removing the screws from the back of the fireplace which align with the trim then secure the trim using the metal screws provided. **(Fig. 10)**.

### note:

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



**Fig. 10**

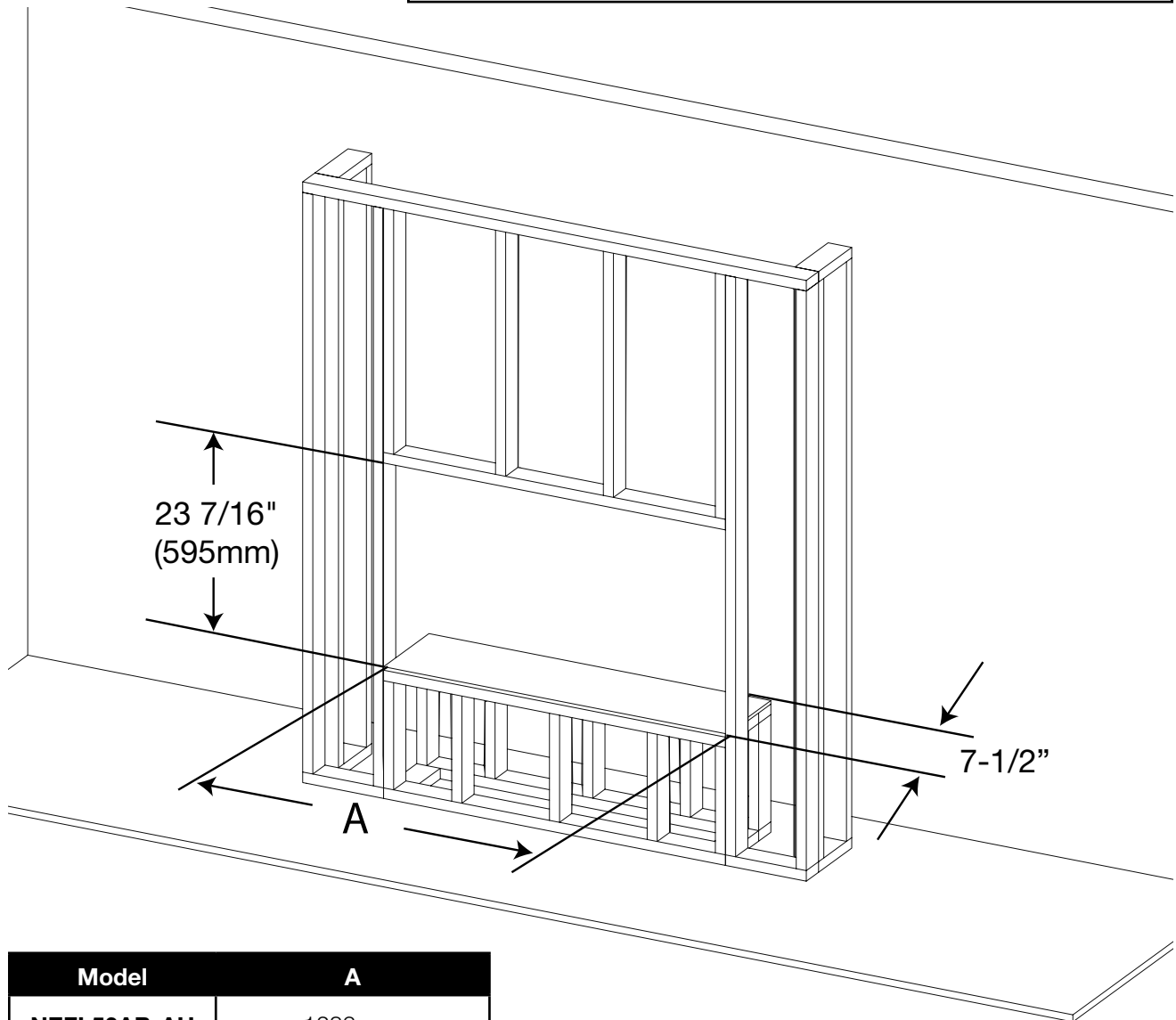
## 2.5.2 rough framing

### Non-Load Bearing Wall Framing Hard wire location

**note:**

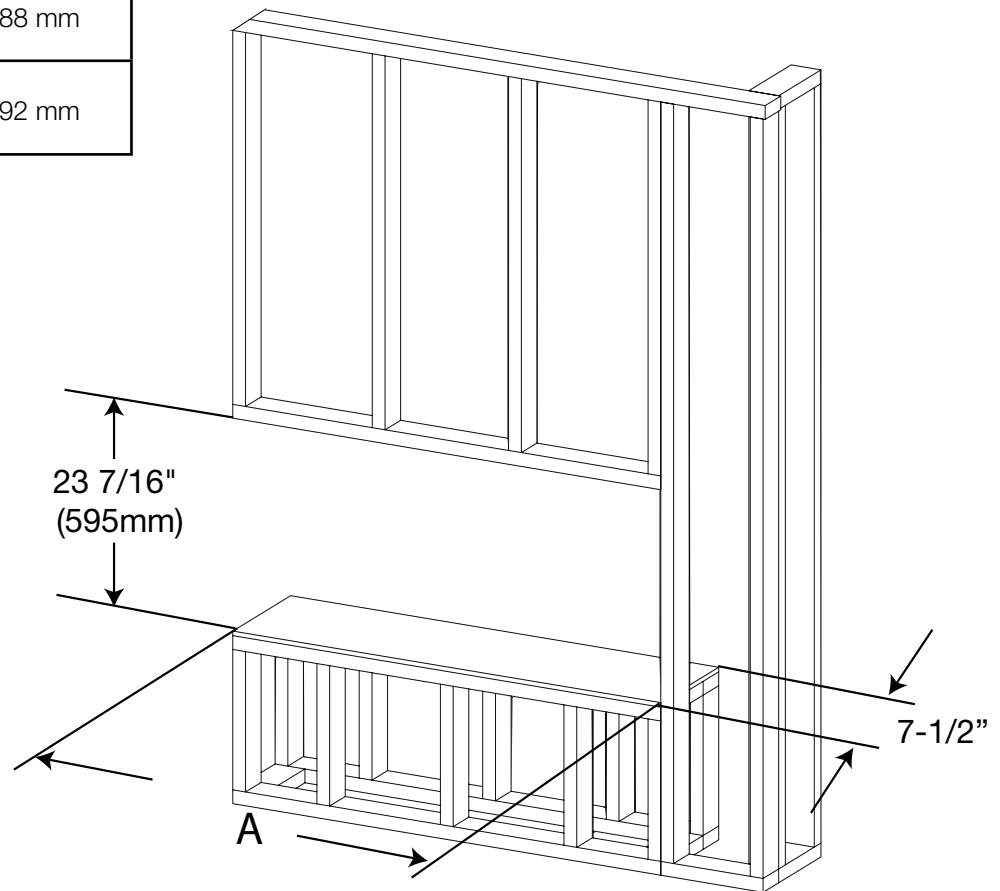
Appliance is NOT load-bearing. Carefully consider weight of finishing materials when constructing rough framing.

Ensure installation complies with all local building codes and requirements.



Model	A
NEFL50AB-AU	1283 mm
NEFL62AB-AU	1588 mm
NEFL74AB-AU	1892 mm

Model	A
NEFL50AB-AU	1283 mm
NEFL62AB-AU	1588 mm
NEFL74AB-AU	1892 mm



### 2.5.3 recessed installation

1. With the brackets and trim installed, have 2 people lift the appliance up and insert the appliance into the rough in framing.
2. Check the appliance for stability and then secure it into the rough framing by fastening the supplied wood screws through the slotted holes on each securing bracket.

### 3.0 electrical information

#### **! WARNING**

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

It is necessary to hard-wire this appliance when recessed into the wall. A qualified electrician must wire the appliance directly to the household wiring.

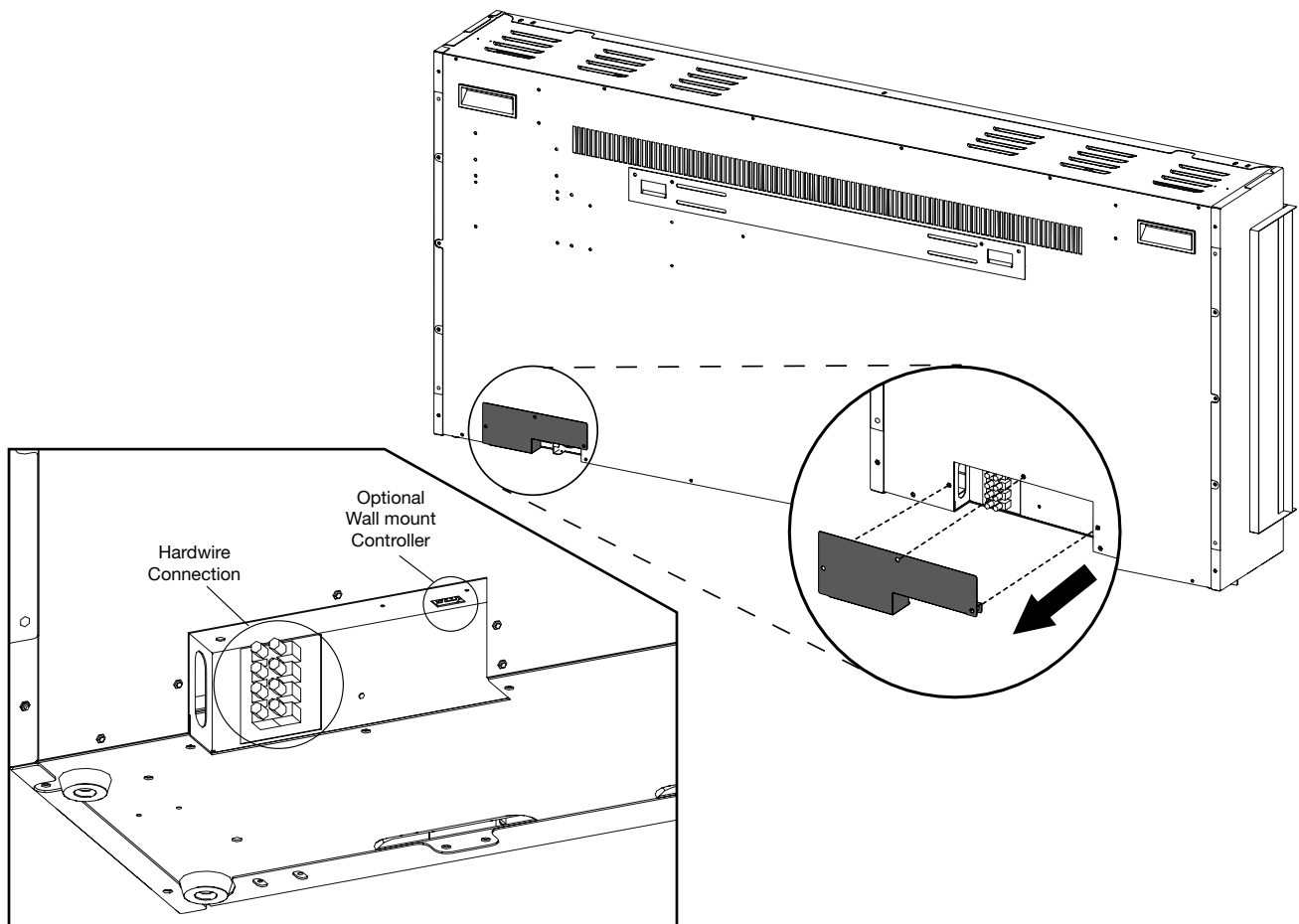
This appliance must be electrically wired and grounded in accordance with local codes.

Before hard-wiring the appliance, remove the junction box control cover by removing the fasteners as shown.

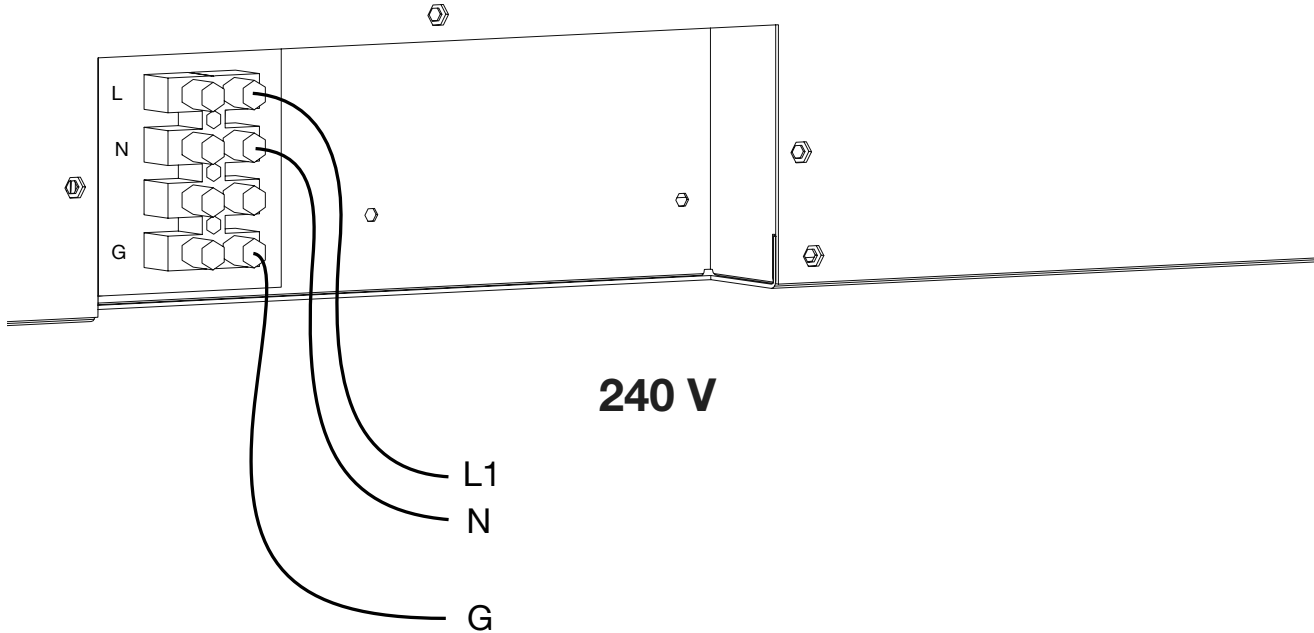
1. Remove the power cord by ensuring the appliance is unplugged then locate and remove the screws connecting the cover plate to the fireplace. Once

removed, Loosen the terminal screws too pull the wires out of the terminal block.

2. Locate the desired 2 conductor or 3 conductor wire cable to the bottom right side of the enclosure for the hard-wiring installation based on the desired 240V AC 50 Hz heat output capability.
3. With the appliance in the rough-in framing, insert far enough into the enclosure to locate the supply wires to the terminal block.
4. Insert the wires from your home through the junction box cover plate with the strain relief (supplied) and locate the wires to the specified terminal block location based on desired voltage selection.



### 3.1 240 V hard-wiring



1. Insert Green or bare copper wire to the designated G Terminal. Tighten the screw.
2. Insert Neutral wire to the designated N Terminal. Tighten the screw.
3. Insert L1 wire to the designated L1 Terminal. Tighten the screw.
4. Make sure all connections are tightened properly.
5. Reinstall the junction box cover plate.

**note:**

If installing with Optional Wall mount Controller installation. Plug in the wire harness connection to the 4 pin connector located above the hard wire terminal block.

### 3.2 optional wall-mount controller installation

The wall-mount controller is designed with a recessed securing bracket to allow it to secure directly to the finishing material and does not require to be fixed to a stud. Route the wire harness for the wall-mount controller from the fireplace junction box to the desired location for the wall-mount controller. Some finishing

material may need to be fixed to the enclosure to allow the wall-mount controller to be secured. See finishing material installation.

## 4.0 finishing

### 4.1 finishing materials

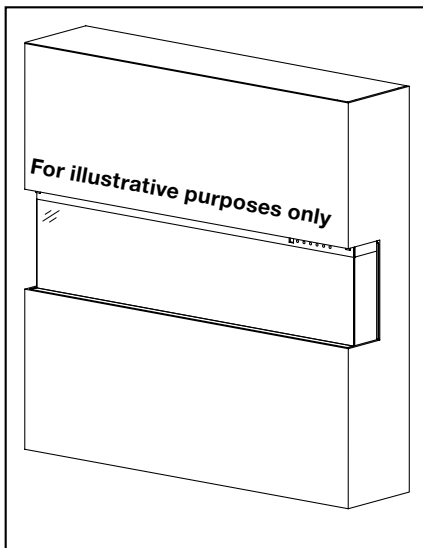
#### **! WARNING**

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

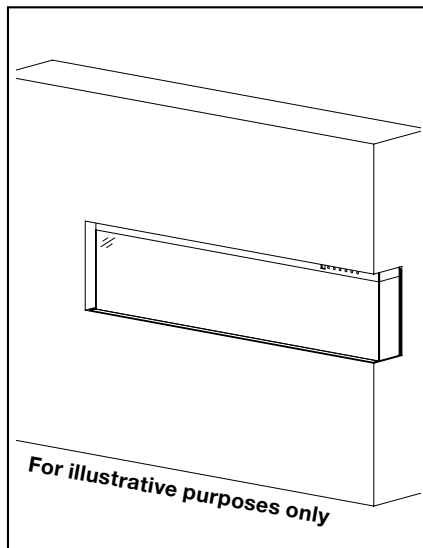
1. Both Combustible and non-combustible finishing materials can be used for this product installation.
2. Finishing material will be covering the front of the

unit and will butt against the finishing material edge flange (Fig 11).

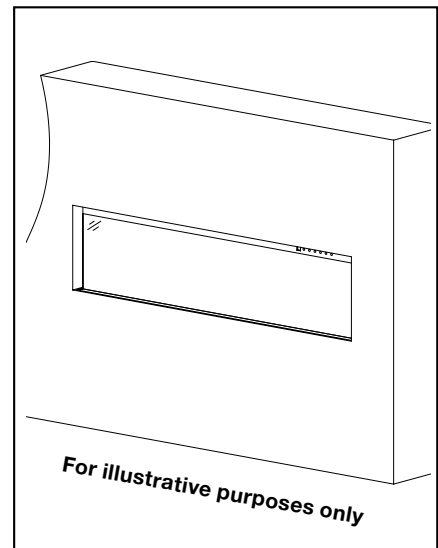
**Three-Sided Viewing Installation**



**Two-Sided Viewing Installation**



**Single-Sided Viewing Installation**



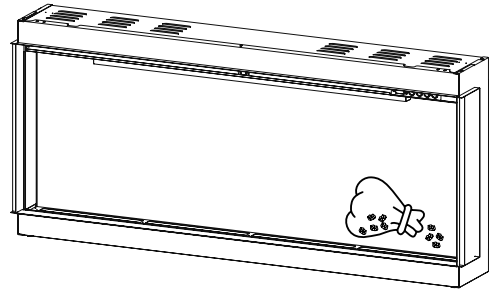
**Fig. 11**

#### **! WARNING**

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

## 4.2 media installation

The front glass must be removed and the appliance must be secured in its final location before the crystal embers are installed (see “front glass installation and removal” section).



### 4.2.1 beach fire logs and woodland media kit

1. Start by laying out the 2 types of glass along the media bed. Mix the 2 colors together to create a realistic burning appearance once fireplace is turned on.
2. Place the logs into desired position, reference pictures are shown in figure 7 as recommended
3. Place the mineral rocks and charcoal pieces around the logs according to your desired preference.

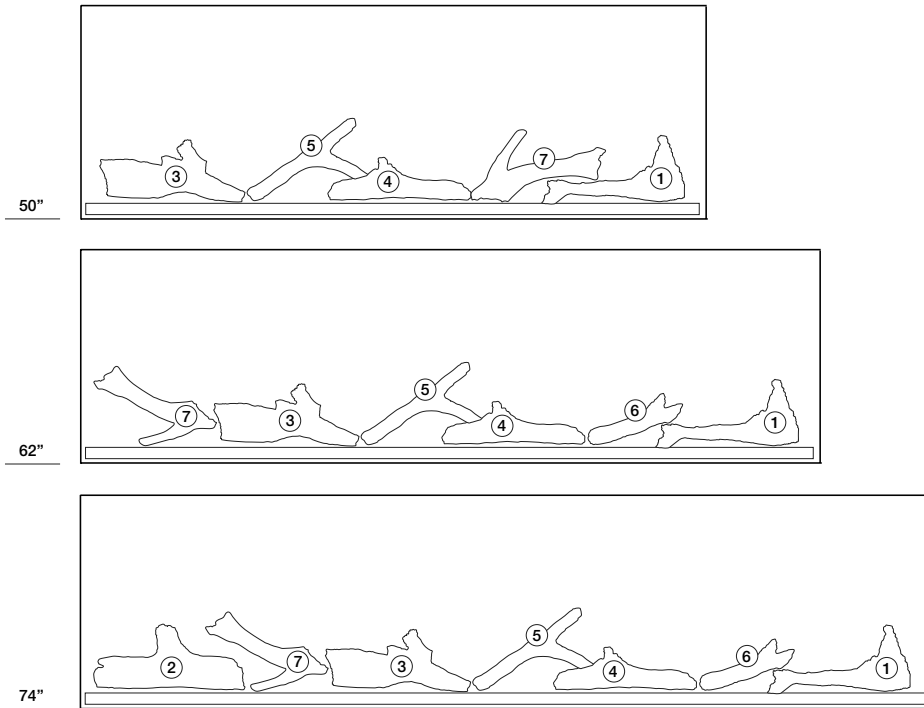
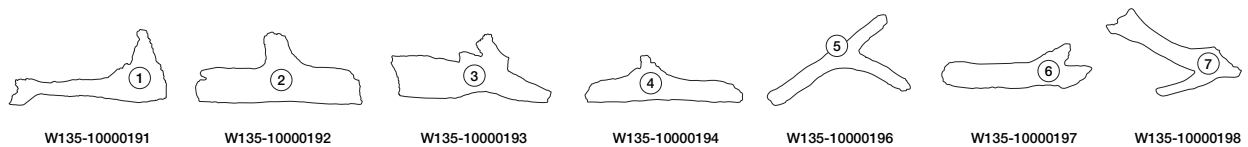


Fig. 12



Size	W135-10000191 #1	W135-10000192 #2	W135-10000193 #3	W135-10000194 #4	W135-10000196 #5	W135-10000197 #6	W135-10000198 #7	Total Qty.
50"	1	0	1	1	1	0	1	5
62"	1	0	1	1	1	1	1	6
74"	1	1	1	1	1	1	1	7

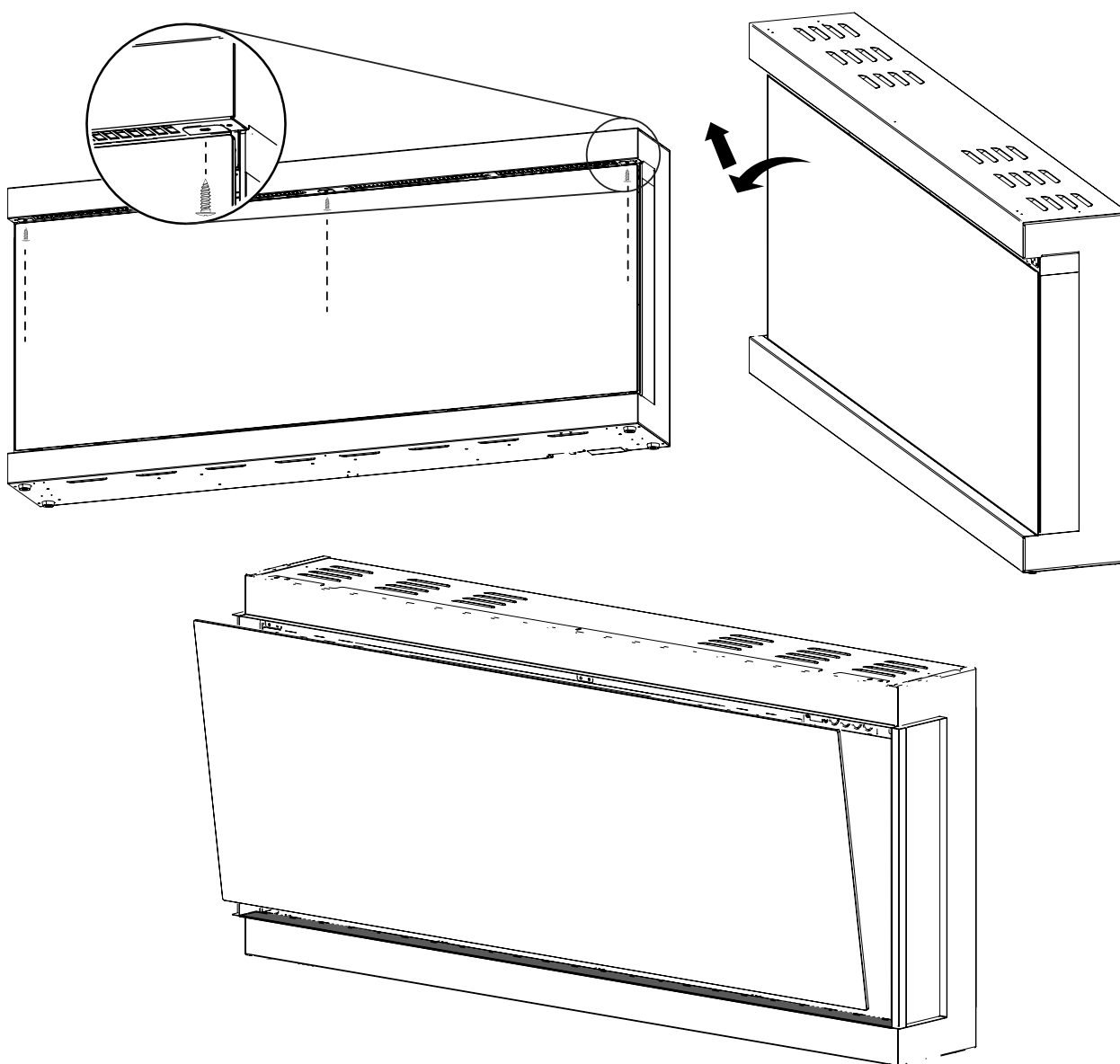
### 4.3 front glass installation and removal

Remove the screws holding the securing brackets at the top of the glass. Pull the glass away from the unit

then lift up and out. Once removed, the glass should be placed on a soft non-abrasive surface.

#### WARNING

- Before the front glass is installed or removed, unplug the appliance and wait until appliance is cool to the touch. Glass can be heavy and fragile, so handle with care.

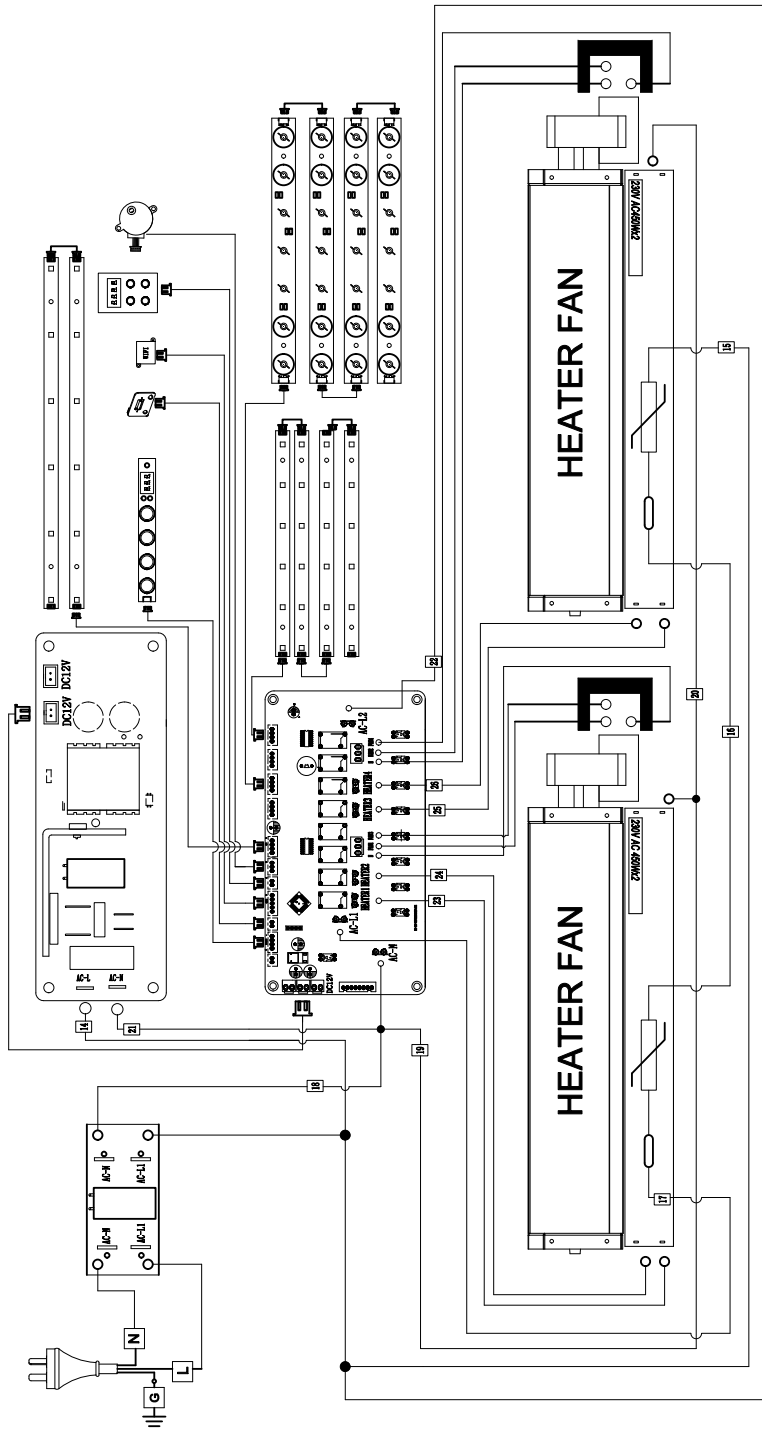


## 5.0 wiring diagram

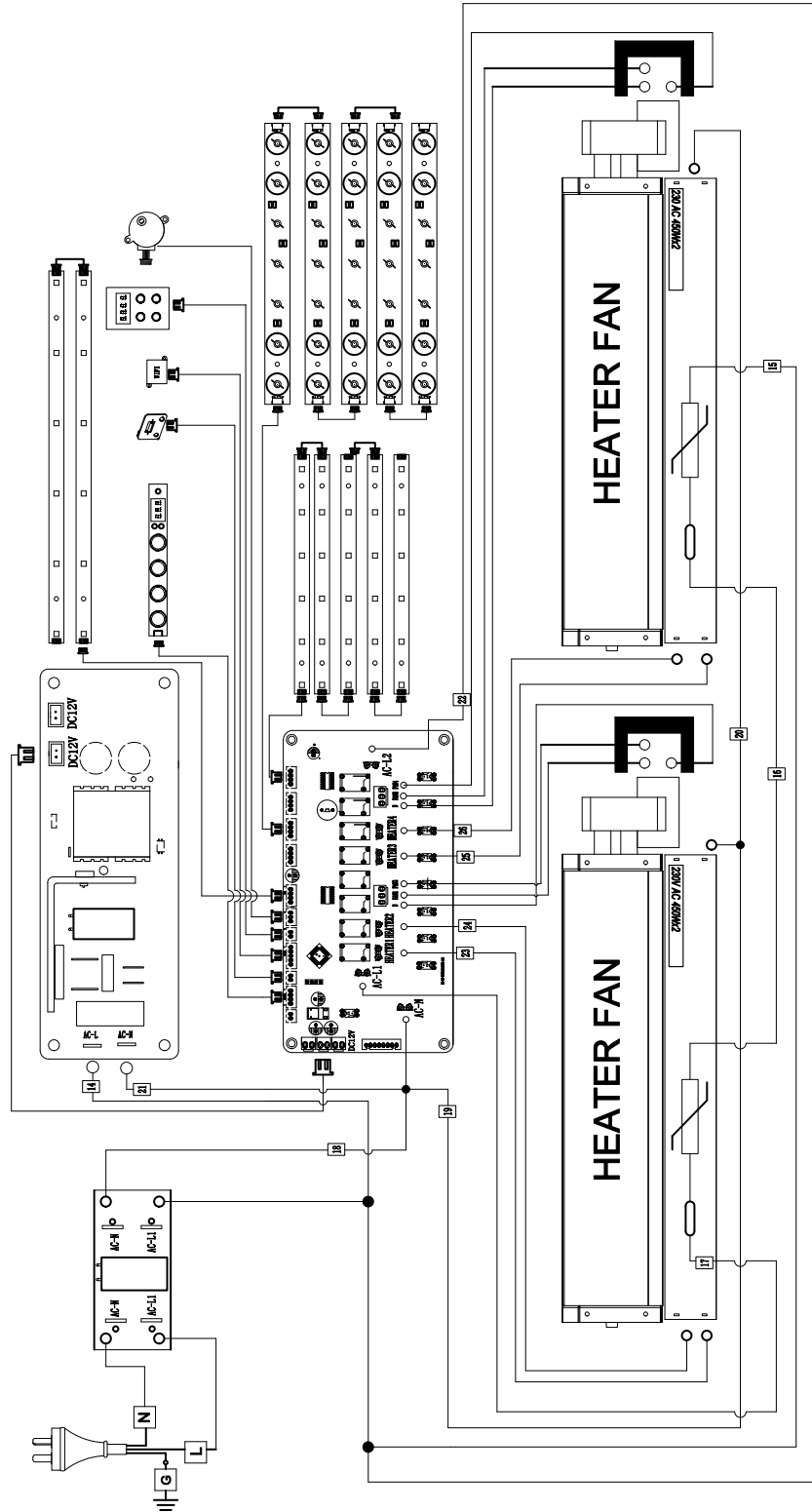
### 5.1 NEFL50AB-AU wiring diagram

#### ! WARNING

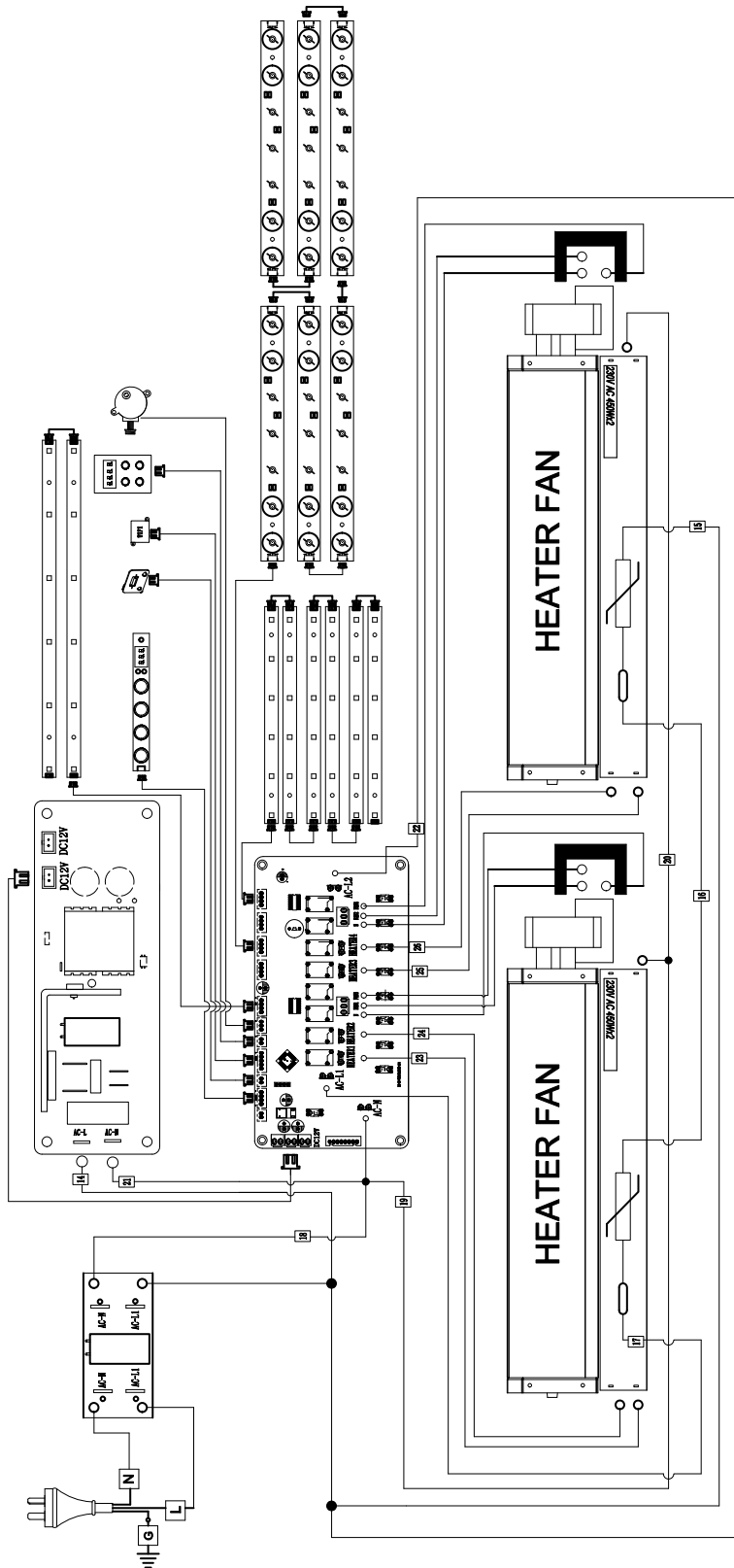
- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.



## 5.2 NEFL62AB-AU wiring diagram



### 5.3 NEFL74AB-AU wiring diagram



## 6.0 operation

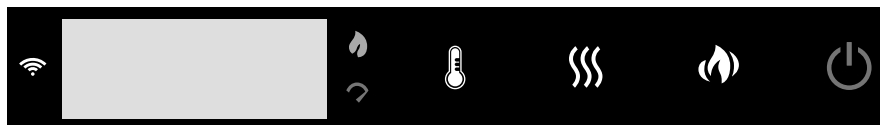
Once the appliance has been electrically connected to a grounded circuit and the breaker is on, it is ready to operate.








**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 operating control panel

The control panel is located on the top right-hand corner of the appliance.



<b>Power</b>		Turn the appliance on/off.
<b>Temperature</b>		Control the temperature of the appliance with 11 settings. <b>Settings:</b> 18 °C, 19 °C, 20 °C, 21 °C, 22 °C, 23 °C, 24 °C, 25 °C, 26 °C, 27 °C and OFF. <b>Note:</b> Press and hold the button for 3s to switch between °C and °F
<b>Heater</b>		Turns the heater and blower on/off. <b>Settings:</b> H-0: Heater and blower off FAN: Heater is off and blower is on H-1: Heater and blower on <b>Note:</b> Heater control function can be enabled/disabled by holding the button for 3s. When the heater function is disabled, "LOC" will be displayed.
<b>Flame</b>		Turn the flame effect on/off. <b>Settings:</b> F-1: Both orange and yellow flame on, 100% brightness F-0: Both orange and yellow flame off <b>Note:</b> Press and hold the button 8s for Wi-Fi setup.
<b>ECO Mode Indicator</b>		Indicates the appliance is working under ECO mode.
<b>Boost Mode Indicator</b>		Indicate the appliance is working under Boost mode.
<b>Wi-Fi Indicator</b>		Indicates the appliance is connected to the wireless network.

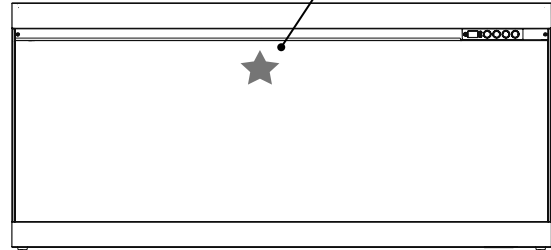
## 6.2 operating remote control



### Features:

















Power / standby  
 Heater setting: H-0, FAN, H-1  
 ECO mode  
 Boost mode  
 Temperature setting  
 Flame color setting: orange/yellow  
 Flame speed setting  
 Ember bed color setting  
 Ember bed brightness setting  
 Top light setting







Infrared Remote  
 Point Remote Here





### Special features:

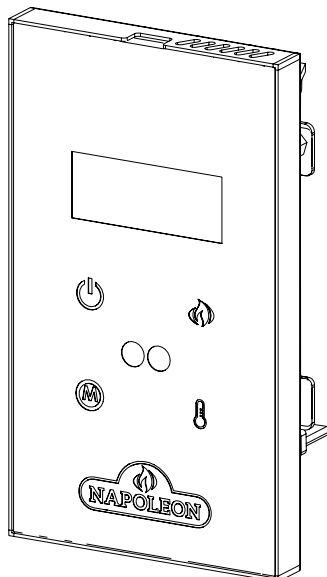
7/24 timer programming  
 open window alert





<b>Power/ Standby</b>		Turn the appliance on/off.
<b>Heater</b>		<p>Turns the heater and blower on/off.</p> <p><b>Settings:</b>          H-0: Heater and blower off          FAN: Heater is off and blower is on          H-1: Heater and blower on</p> <p>Note:          Heater control function can be enabled/disabled by holding the button for 3s. When the heater function is disabled, "LOC" will be displayed.</p>
<b>7/24 Timer</b>		<p>Press the  button to set the <b>current day and time</b>.</p> <p>When "MON" starts flashing, use  to select current day.          Press OK to complete setting.</p> <p>When the hour digits start flashing, use  to select the current hour.          Press OK to complete the setting.</p> <p>When the minute digits start flashing, use  to select the current minute.          Press OK to complete the setting.</p> <p>Hold the  button to set the <b>weekly schedule</b>.</p> <p>Press and hold the  for 3s.  ON logo will appear on screen.          When "MON" starts to flash, use  to select the desired day.          Press OK to complete setting.</p> <p>When "--:--" starts flashing, use  to select the time. Press OK to confirm.          Every time when the  is pressed, 30 minutes will be added or reduced.          Press  any time to clear digits. Leave hour and minute in "--:--" to not set up the schedule.</p> <p>When "18 °C" starts flashing, use  to select desired temperature to on heater (thermostat function on). Press OK to complete the setting.</p> <p>After finishing step 4,  OFF logo will appear on screen. Repeat steps 2 and 3 to set the day and time for off schedule.          Repeat steps 1 to 5 to set the time ON/OFF schedule every day.</p>

<p><b>ECO</b></p>		<p>Hold the button for 3s to turn on/off heater with half heat output (ECO mode).</p> <p>Note: When running in ECO mode, ECO indicator will light up on the control panel.</p>			
<p><b>Boost</b></p>		<p>Hold the button for 3s to turn on/off Boost mode for 30 mins.</p> <p>Note: When running in Boost mode, BST indicator will light up on the control panel.</p>			
<p><b>Thermostat Control</b></p>		<p>Control the temperature of the appliance. Use <math>\updownarrow</math> to change settings.</p> <p><b>Settings:</b> 18 °C, 19 °C, 20 °C, 21 °C, 22 °C, 23 °C, 24 °C, 25 °C 26 °C, 27 °C and OFF.</p> <p><b>Note:</b> Press and hold the button for 3s to switch between °C and °F.</p>			
<p><b>Flame</b></p>		<p>Turn the flame effect on/off.</p> <p>Press the button, flame 1 icon on the LCD display will start to flash. Use the <math>\updownarrow</math> to change brightness. Press the button again, flame 2 icon on the LCD display will start to flash. Use the <math>\updownarrow</math> to change brightness. Press the button for a third time, both flame 1 and flame 2 icons on the LCD display will start to flash.</p> <table border="1" data-bbox="561 972 1437 1155"> <tr> <td data-bbox="561 972 850 1155"> <p>Icon 1: Orange flame. OF4 (100%) OF3 (75%) OF2 (50%) OF1 (25%) OF0 (0%)</p> </td> <td data-bbox="855 972 1144 1155"> <p>Icon 2: Yellow flame. YF4 (100%) YF3 (75%) YF2 (50%) YF1 (25%) YF0 (0%)</p> </td> <td data-bbox="1149 972 1437 1155"> <p>Icon 1 + 2: Both flames. F-1 Both flame on (100%) F-0 Both flame off. (0%)</p> </td> </tr> </table>	<p>Icon 1: Orange flame. OF4 (100%) OF3 (75%) OF2 (50%) OF1 (25%) OF0 (0%)</p>	<p>Icon 2: Yellow flame. YF4 (100%) YF3 (75%) YF2 (50%) YF1 (25%) YF0 (0%)</p>	<p>Icon 1 + 2: Both flames. F-1 Both flame on (100%) F-0 Both flame off. (0%)</p>
<p>Icon 1: Orange flame. OF4 (100%) OF3 (75%) OF2 (50%) OF1 (25%) OF0 (0%)</p>	<p>Icon 2: Yellow flame. YF4 (100%) YF3 (75%) YF2 (50%) YF1 (25%) YF0 (0%)</p>	<p>Icon 1 + 2: Both flames. F-1 Both flame on (100%) F-0 Both flame off. (0%)</p>			
<p><b>Flame Speed</b></p>		<p>Control the flame speed.</p> <p>Press the button, flame speed icon will start to flash on LCD display. Use <math>\updownarrow</math> to change settings.</p> <p><b>Settings:</b> S-3 (12 RPM) S-2 (10.5 RPM) S-1 (9 RPM) S-5 (15 RPM) S-4 (13.5 RPM) S-3 (12 RPM)</p>			
<p><b>Ember Bed Color</b></p>		<p>Control the ember bed color.</p> <p>Press the button, ember bed color icon will start to flash on the LCD display. Use <math>\updownarrow</math> to change settings.</p> <p><b>Settings:</b> L01 L02 ... L13 L-C (Cycle) L01</p>			

<b>Ember Bed Brightness</b>		<p>Control ember bed brightness. Press the button, ember bed bright ness icon will start to flash on the LCD display. Use <math>\uparrow</math> <math>\downarrow</math> to change settings.</p> <p><b>Settings:</b> B-4 (100%) B-3 (60%) B-2 (40%) B-1 (10%) B-0 B-F (Fade in and fade out) B-4</p>
<b>Top Light</b>		<p>Control the top light. Press the button, top LED icon will start to flash on the LCD display. Use <math>\uparrow</math> <math>\downarrow</math> to change settings.</p> <p><b>Settings:</b> D01 D02 ... D13 D-C (Cycle) D00 D01</p>

### 6.3 operating optional wall mount controller



<p><b>Power</b></p>		<p>Turn the appliance on/off.</p>
<p><b>Flame On/ Off</b></p>		<p>Turns the flame on/off.</p> <p><b>Settings:</b>                      F-1: Flame on at 100% brightness for both orange and yellow flame (default setting)                      F-0: Flame off</p>
<p><b>Mode Selection</b></p>		<p>Switches between running modes.                      Default setting: H-0</p> <p>Settings:                      H-0: Heater and blower off                      FAN: Heater is off and blower is on                      H-1: Heater and blower on                      ECO: Heater running in economic mode                      BST: Heater in enhance mode, blower running at high speed</p> <p>Note: Heater control function can be enabled/disabled by holding the button for 3s. When the heater function is disabled, "LOC" will be displayed.</p>
<p><b>Thermostat Control</b></p>		<p>Press this button to activate the thermostat. Continue pressing the same button to increase the temperature setting. Each press will increment the temperature by 1 °C, starting from the default setting of 18 °C.</p> <p>To turn off temperature mode:                      Repeatedly press the button until no temperature value is displayed, indicating "OFF." The temperature setting will reset to the default value of 18 °C.</p> <p><b>Settings:</b>                      18 °C, 19 °C, 20 °C, 21 °C, 22 °C, 23 °C, 24 °C, 25 °C, 26 °C, 27 °C and OFF.</p> <p><b>Note:</b> Press and hold the button for 5s to switch between °C and °F.</p>

## 7.0 napoleon connectivity

# NAPOLEON HOME APP



### HOW DOES IT WORK?

Access your appliance remotely by downloading the **Napoleon Home App** from your app store.

In order to access the app, you will be required to create an account by following the instructions listed within the app (see below for details).

By pairing your appliance to the **Napoleon Home App** via WiFi, you gain control to all modes and functions of the appliance.

All notifications and alarms are sent through the app to keep you connected with ease.



Scan this QR code for direct access to the **Napoleon Home App** website.

### let's get started

#### 1 DOWNLOAD



Download the **Napoleon Home App** from your app store (Google Play or Apple App Store).

**Note:** This requires Android 7.0 or iOS 13.0.

#### 2 REGISTER



Register an account with the **Napoleon Home App** OR sign-in using your Facebook, Google, or Apple account information.

#### 3 CREATE



Enter user information and create a password for the account. Select the country in which the appliance is located.

#### 4 ALMOST THERE



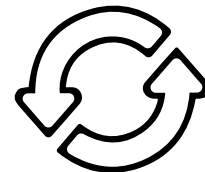
The information entered in Step 3 will be registered to the **Napoleon Home App** and a confirmation will be sent to the email provided.

#### 5 CONFIRM



Open email inbox and select the confirmation link.  
**Note:** The confirmation link must be opened on the device that the **Napoleon Home App** is installed on.

#### 6 RE-CONFIRM



If no email is found, click "Re-Send Confirmation Link" and check junk folder.

## 7.1 adding device

1. Ensure the appliance is plugged in and turned on (**Fig. 1**).
2. Press and hold the FLAME Light Control button on the appliance control panel for 10 seconds (**Fig. 2**).
3. The Fireplace will display P0 on the Display which will indicate the fireplace is searching for a wifi connection. Once connected the display will display P4 and the wifi icon to the left of the display will be illuminated.



### note:

Depending on the manufacturing date of the product the fireplace May also display a Blue light as a secondary indication to the display showing P0.

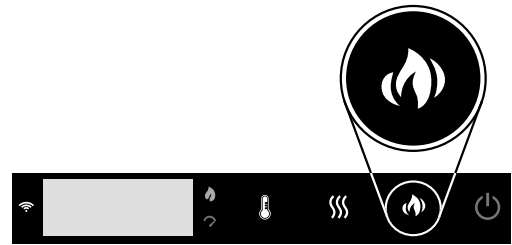


Fig. 1

Fig. 2

4. Select “Add Device” and accept permissions (**Fig. 3 & 4**).



Fig. 3



Fig. 4

5. Search for devices and select the device from the list (**Fig. 5 & 6**).



**Fig. 5**



**Fig. 6**

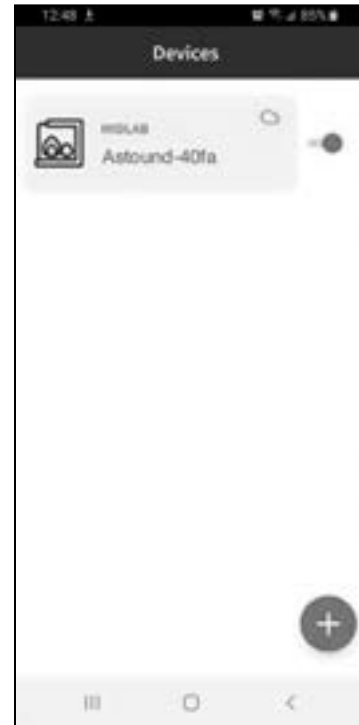
6. Select desired Wi-Fi and connect by entering the Wi-F password of your home (**Fig. 7 & 8**).
7. Once the appliance has been connected to the access point, it can be given a nickname in order to be more recognizable (**Fig. 9**).



**Fig. 7**



**Fig. 8**



**Fig. 9**

## 7.2 using the app

### 7.2.1 power setting

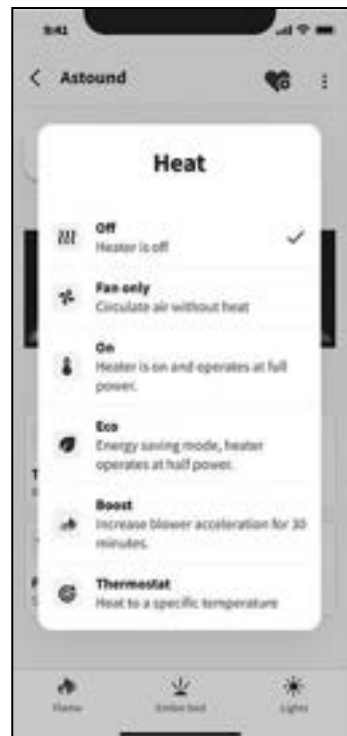


**Power Setting:**

Press to turn the appliance On and Off.

The brightness settings are not accessible on this home page when the appliance is turned off. When the appliance is turned on, navigate to the bottom tabs to change fireplace display settings.

### 7.2.2 heat setting

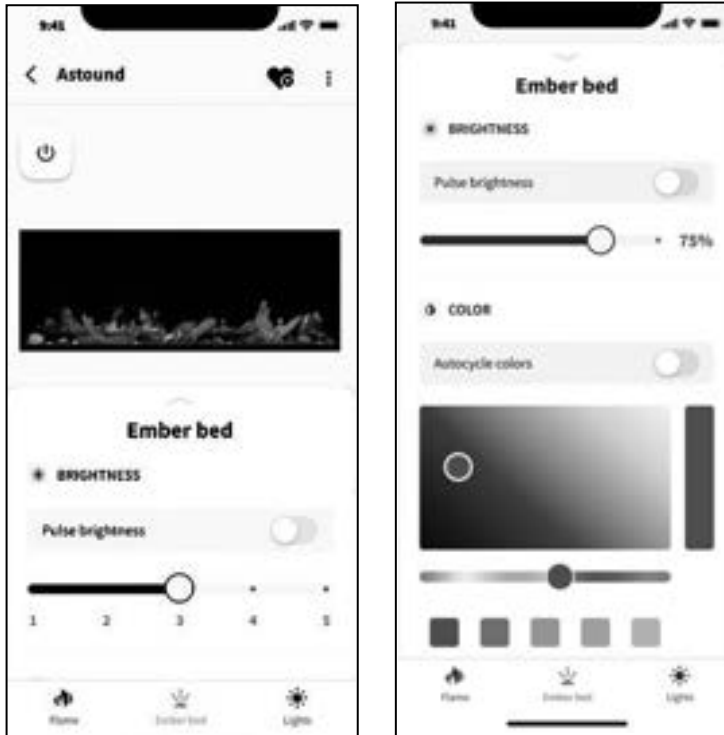


**Heat Setting:**

The heat setting can be selected through the heat tab on the appliance home page. The current ambient temperature is displayed on the temperature tab and updated to reflect the target temperature when thermostat mode is selected.

<b>Off</b>	No heat.
<b>Fan Only</b>	Turns on only the fan to circulate air without heat.
<b>On</b>	Heater is on and operates at full power.
<b>ECO</b>	Energy saving mode, heater operates at half power.
<b>Boost</b>	Increase blower acceleration for 30 minutes with Heater operates at full power.
<b>Thermostat</b>	Automatically turns the heater ON and OFF to regulate the room temperature to the desired set temperature.

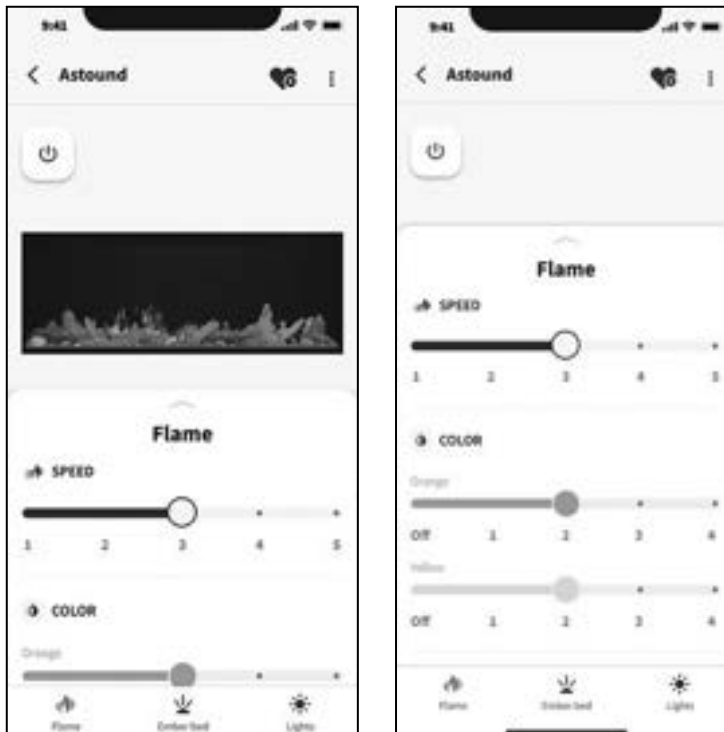
### 7.2.3 ember bed setting



#### Ember Bed Setting:

Select the preferred ember bed colours and brightness settings from the list in the ember bed tab or toggle the auto cycle or pulse brightness function on to cycle through all available colours.

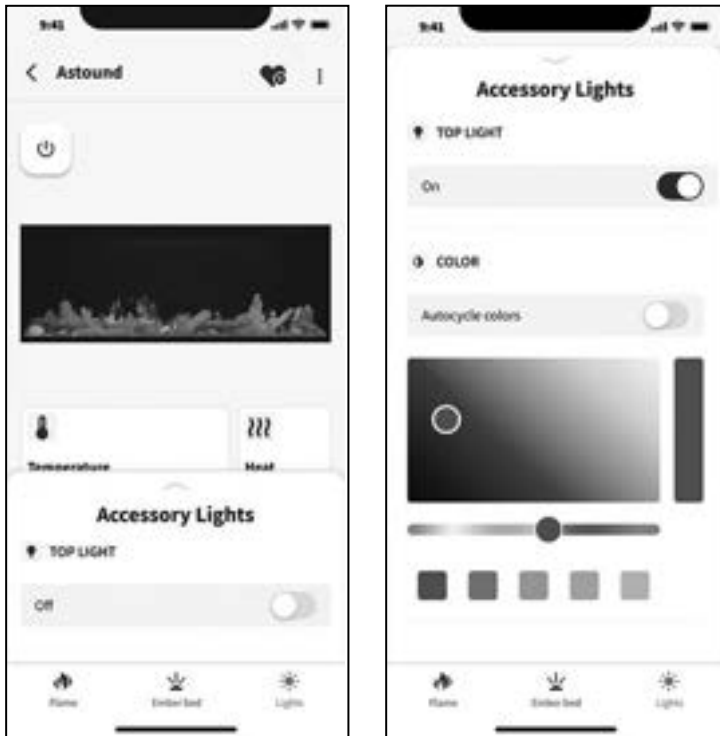
### 7.2.4 flame setting



#### Flame Setting:

Control the display of the different flame colours by adjusting the slider for each flame colour. The flame speed can also be adjusted on this page.

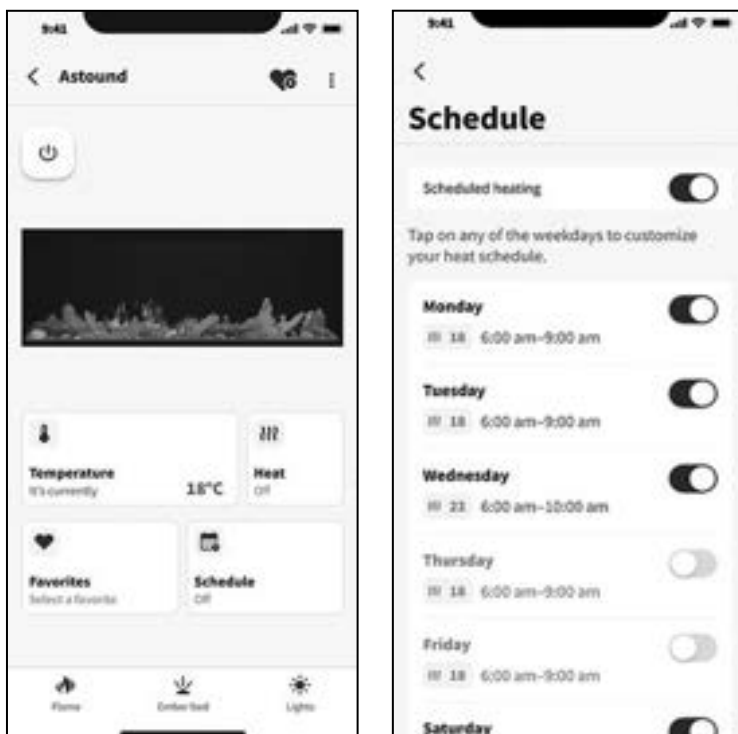
## 7.2.5 accessory lights settings



### Accessory Lights Setting:

The weather display brightness can be controlled in the app either on the home page when the appliance is turned off or the lights bottom tab. The side light is also controlled from the lights tab. Bulb warmth selection and brightness can be modified in this section.

## 7.2.6 timer settings



### Timer Settings:

The timer feature can be accessed on the main page. Select from the list of preset times to set a timer that will power off the appliance once the countdown is complete.

## 8.0 maintenance

### 8.1 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:

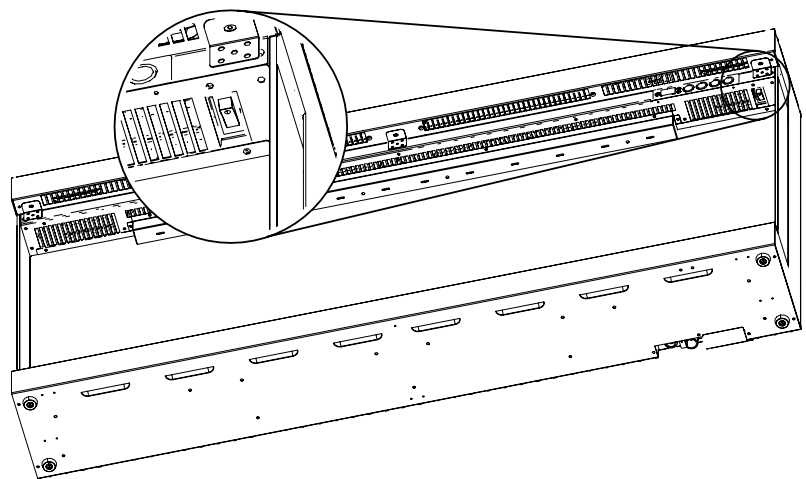
- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.



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.

### 8.2 heater lockout switch

This fireplace features a switch positioned behind the front glass, underneath the touch panel, serving as an additional mechanism to physically lock out the heater's operation. When activated the display will flash LOC any time the heater function is pressed and not allow the heater to turn on.



## 9.0 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.**

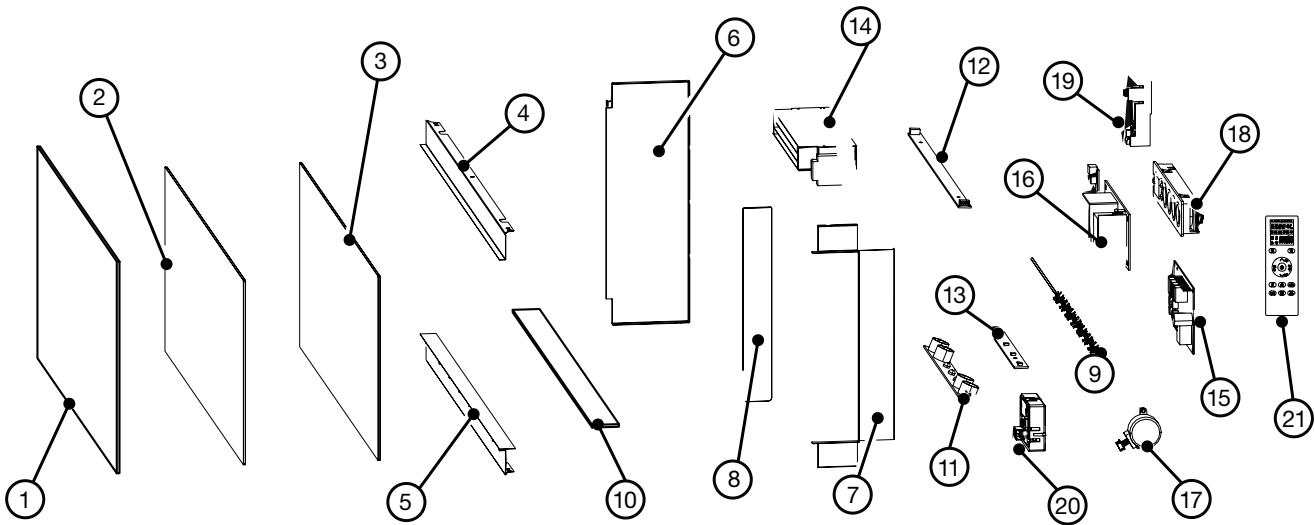
**Parts not identified as stocked will be delivered within a 2 to 4 week period, for most cases.**

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

### 9.1 NEFL50/62/74AB-AU

**note:**

Care must be taken when removing and disposing of any broken glass or damaged components. Be sure to vacuum away any broken glass from inside the appliance before operation.



Items may not appear exactly as illustrated.

No.	Description	NEFL50AB-AU	NEFL62AB-AU	NEFL74AB-AU
1	Front Glass	W300-0441	W300-0442	W300-0443
2	Plastic Flame Panel	W565-0542	W565-0543	W565-0544
3	Glass Flame Panel	W300-0446	W300-0447	W300-0448
4	Top recess Trim	W715-1320	W715-1321	W715-1322
5	Bottom Recess trim	W715-10000207	W715-10000210	W715-10000209
6	Recess Side Panel (closed)	W715-1324 (2)		
7	Recess Side trim (open)	W715-1325 (2)		
8	Side glass Panel	W300-0450 (2)		
9	Reflector	W010-6266	W010-6267	W010-6268
10	Plastic Ember bed	W497-1655	W497-1656	W497-1657
11	Flame LED strip	W405-10000212 (4)	W405-10000212 (5)	W405-10000212 (6)
12	Top LED strip	W405-10000213 (2)	W405-10000213 (2)	W405-10000213 (3)
13	Ember LED strip	W405-10000214 (4)	W405-10000214 (5)	W405-10000214 (6)
14	Heater & Blower assembly	W010-10007922		
15	Main PCB Board	W190-0259		

Table continued >

No.	Description	NEFL50AB-AU	NEFL62AB-AU	NEFL74AB-AU
16	Power Supply PCB	W190-0260		
17	Reflector motor	W435-0090-SER		
18	Touch Control Panel	W190-0261		
19	Remote Receiver	W190-10000217		
20	Temperature Sensor	W190-10000219		
21	Remote Control	W190-0252		
22*	Hardware Kit	W370-0324	W370-0325	W370-0326
23*	Wire Harness	W750-0541	W750-0542	W750-0543
24*	Wifi module PCB	W010-6212		
25*	120V/240V Protection PCB	W190-10000220		
26*	PCB Filter	W190-10000221		

\* Part not illustrated.

(#) Number in brackets indicates total number of parts in the fireplace. Order quantity is based on actual Service requirements.

## 10.0 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.
	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 " <b>operation</b> " section.
	Heater has been locked out.	See " <b>operation</b> " 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.
	Heater issue.	Inspect the blower and heater and replace, if necessary.
Heater shuts off automatically.	Room is too warm.	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.

symptom	problem	solution
Dim or no flame	Flame brightness not selected.	See “ <b>operation</b> ” 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 “ <b>operation</b> ” 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.
LED flashing “E-1”.	Error code for temperature sensor.	Consult local service dealer.
		Inspect / replace temperature sensor.
LED flashing “E-2”.	Error code for blower.	Consult local service dealer.
		Inspect wire harness / replace blower and heater assembly.
LED flashing “E-3”.	Error code for heater	Consult local service dealer.
		Inspect wire harness / replace blower and heater assembly.
LED Flashing “WIN”	Open Window Notification	<p>The fireplace has detected that the room temperature has dropped significantly while the heater is on, indicating that a door or window in the room is open and the fireplace is no longer heating effectively and has turned off the heater to conserve electricity.</p> <p>Press and hold “X” and “OK” on remote while pointing at the fireplace, or use the Napoleon Home App to reset the alert notification. If the problem persists, consult your dealer.</p>
Appliance will not turn ON and Long Continuous BEEP when Power On / Plugged in.	120/240V Protection PCB has detected a fault in supply connection.	Consult local Service 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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