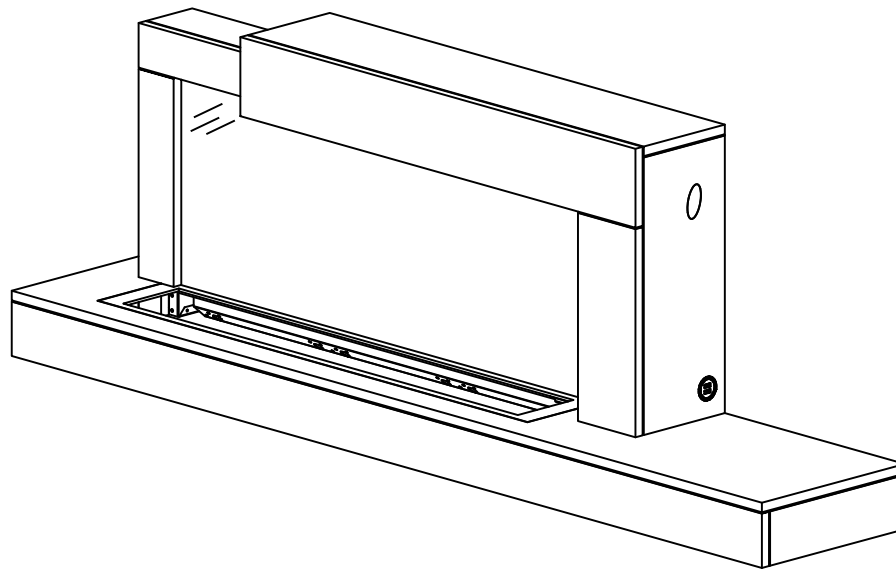




# INSTALLATION AND OPERATION MANUAL

## Stylus Cara & Stylus Steinfeld Wallmount Electric Fireplaces

NEFP32-5019W Illustrated



### SAFETY INFORMATION

#### **WARNING**

#### **FIRE OR EXPLOSION HAZARD**

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

#### **INSTALLER:**

Leave this manual with the appliance

#### **CONSUMER:**

Retain this manual for future reference



**This appliance has a remote that requires button batteries that are hazardous to young children.**

### FOR INDOOR USE ONLY

**CERTIFIED TO THE CANADIAN AND AMERICAN NATIONAL STANDARDS:  
CSA 22.2 NO. 46 / UL 2021**

APPLY SERIAL NUMBER LABEL FROM CARTON



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030  
Phone 1 (866) 820-8686 • www.napoleon.com • hearth@napoleon.com

**! WARNING**

- **If equipped with a heater, this appliance can be hot when operated and can cause severe burns if contacted.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where a gas line, paint or flammable liquids are present.
- Any safety screen or guard removed for servicing must be replaced prior to operating the appliance.
- It is imperative that the control compartments, circulating blower and its passageway in the appliance are kept clean. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Under no circumstances should this appliance be modified.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system which has been under water.
- If equipped with a glass door, do not operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person. Do not strike or slam shut the appliance glass door.
- Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.
- Servicing should be done only while the appliance is disconnected from the power supply circuit.
- Always unplug appliance when not in use.
- Do not operate this appliance with a damaged cord or plug after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Do not use outdoors.
- When installing this appliance in a room where water is present, the installation must comply with codes recognizing the increased hazard of electrical shock and electrocution.

**note:**

This appliance is NOT suitable for installation in a bathroom.


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

 **WARNING**

- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.

**For appliances equipped with a heater:**

- Risk of burns. Power to the appliance should be turned off and the appliance allowed to cool before servicing. To disconnect power to the appliance, turn controls to off, then remove plug from outlet.
- Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Clothing or other flammable material should not be placed on or near the appliance.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Ensure you have incorporated adequate safety measure to protect infants/toddlers from touching hot surfaces.
- Even after the appliance is off, the glass and/or screen will remain hot for an extended period of time.
- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a TV or other electronic components.
- This appliance's wood surrounds (NEFS32-5019 and NEFS32-5320BW) comply with EPA TSCA Title VI and C.A.R.B. Phase 2 Formaldehyde Emissions Standard 93120.2 (a).

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

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**note:**

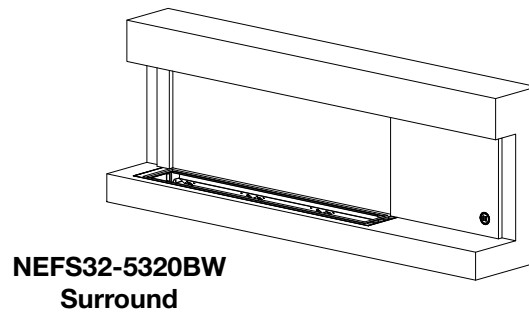
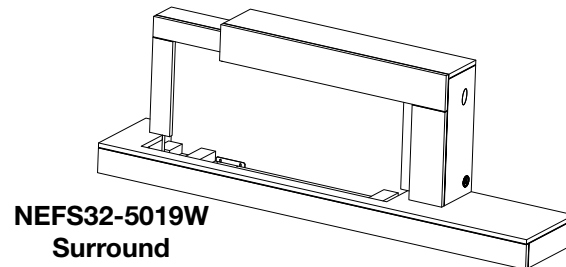
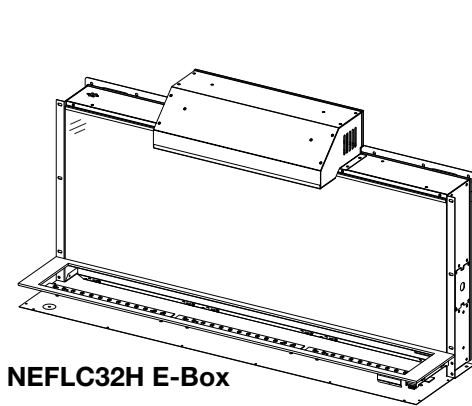
The information throughout this manual is believed to be correct at the time of printing. Wolf Steel Ltd. reserves the right to change or modify any information within this manual at any time without notice. Changes, other than editorial, are denoted by a vertical line in the margin.

## 1.1 appliance overview

### 1.1.1 e-box & surround

Your electric appliance comes fully assembled with the exception of media (see "finishing" section for details). The table below shows what each appliance consists of. **Please read it carefully.**

Appliance	NEFLC32H E-Box	NEFS32-5019W Surround	NEFS32-5320BW Surround
Stylus Cara NEFP32-5019W	✓	✓	N/A
Stylus Steinfeld NEFP32-5320BW	✓	N/A	✓



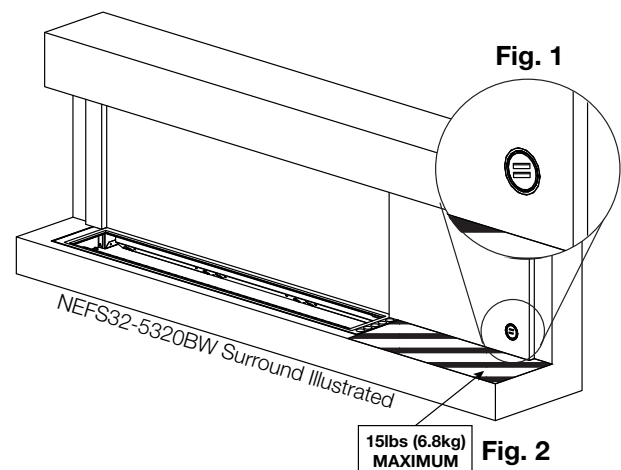
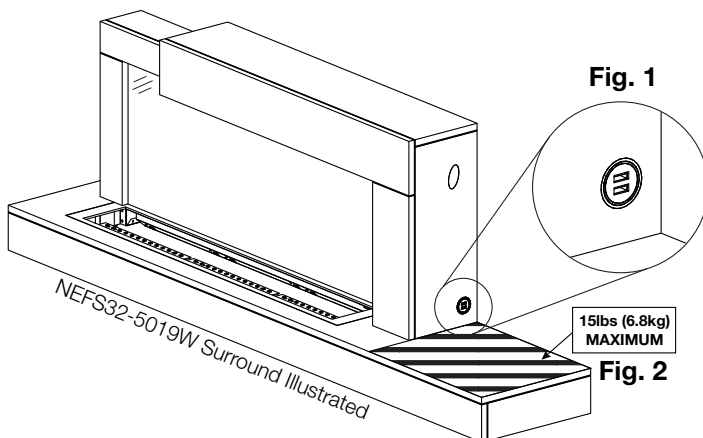
### 1.1.2 features

This appliance features a USB charger located on the right side of the surround (**Fig. 1**). See "operating instructions" section for more details.

The surround is load-bearing in the hatched area **ONLY** (**Fig. 2**), with a maximum load-bearing capacity of **15lbs (6.8kg)**. Objects may **not** be placed on any other part of the appliance.

**note:**

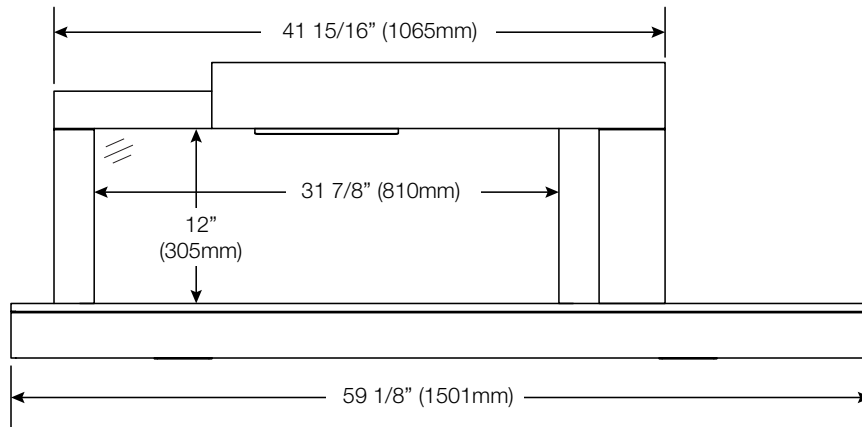
This USB charger may not be compatible with all phone types.



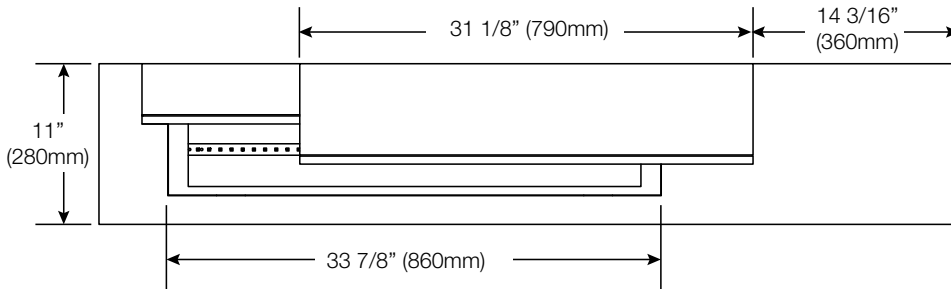
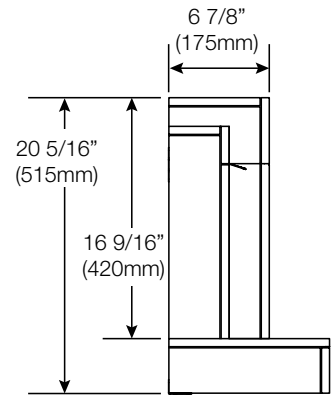
# general information

## 1.2 NEFP32-5019W dimensions

front view



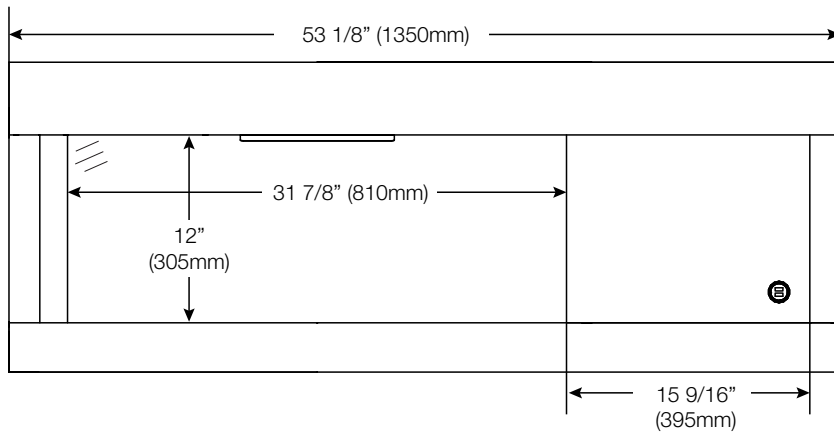
side view



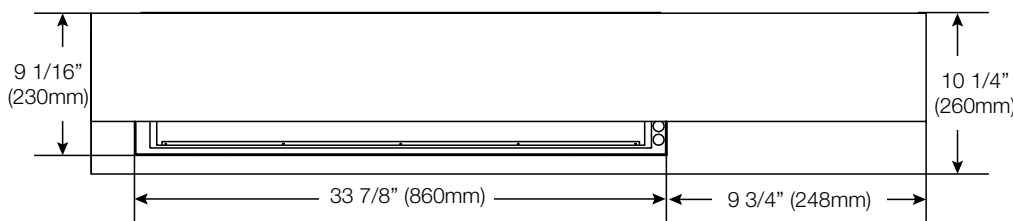
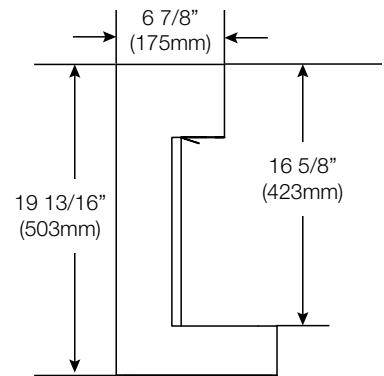
top view

## 1.3 NEFP32-5320BW dimensions

front view



side view



top view

### 1.4 listing approvals

<b>Model Number</b>	NEFP32-5019W	NEFP32-5320BW
<b>Description</b>	59" Contemporary Wall-Mounted Electric Appliance	
<b>Voltage</b>	120V AC	
<b>Watts</b>	Max 1500W	
<b>Amps</b>	Dedicated 15 AMP Grounded Circuit	
<b>Appliance Width</b>	59 1/8" (1501mm)	53 1/8" (1350mm)
<b>Appliance Height</b>	20 5/16" (515mm)	19 11/16" (500mm)
<b>Appliance Depth</b>	11" (280mm)	10 1/4" (260mm)
<b>Net Weight</b>	58lbs (26.3kg)	61lbs (27.8kg)
<b>Gross Weight</b>	96lbs (43.5kg)	91lbs (41.5kg)

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

**note:**  
 This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70 latest edition in the United States or the Canadian Electric Code CSA C22.1 in Canada.

### 1.5 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.
- Use with a CSA or UL certified surge protector.
- Do not route the power cord directly underneath the appliance.

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

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

### 1.6 unpacking & testing appliance

Carefully remove the appliance from the box and remove the support brackets. Prior to installing the appliance, remove all packaging material and test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120V, 15 Amp minimum dedicated A.P. grounded outlet.

## 1.7 rating plate information

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARD: CSA 22.2 NO. 46 AND UL 2021 /  
HOMOLOGUÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES: CSA 22.2 NO. 46 UL 2021

ELECTRIC FIREPLACE. SUITABLE FOR  
BEDROOM AND BED-SITTING ROOM  
INSTALLATION.

FOYER À ÉLECTRIQUE. HOMOLOGUÉ POUR  
INSTALLATION DANS UNE CHAMBRE À  
COUCHER ET UN STUDIO.

**MASTER CONTRACT: 161746** C **US** **CONTRAT-CADRE: 161746**

**MODEL / MODÈLE:**  
 NEFLC32H  CEFLC32H

**VOLTAGE: 120 VAC** **TENSION: 120VCA**  
**FREQUENCY: 60Hz** **FRÉQUENCE: 60Hz**  
**POWER: 1500W** **PUISSANCE: 1500W**  
**DATE CODE:** **CODE DE DATE:**  
DESIGNED IN NORTH AMERICA DÉSIGNÉ AMÉRIQUE DU  
BY WOLF STEEL LTD. NORD PAR WOLF STEEL LTD.  
MADE IN CHINA FABRIQUÉ EN CHINE

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

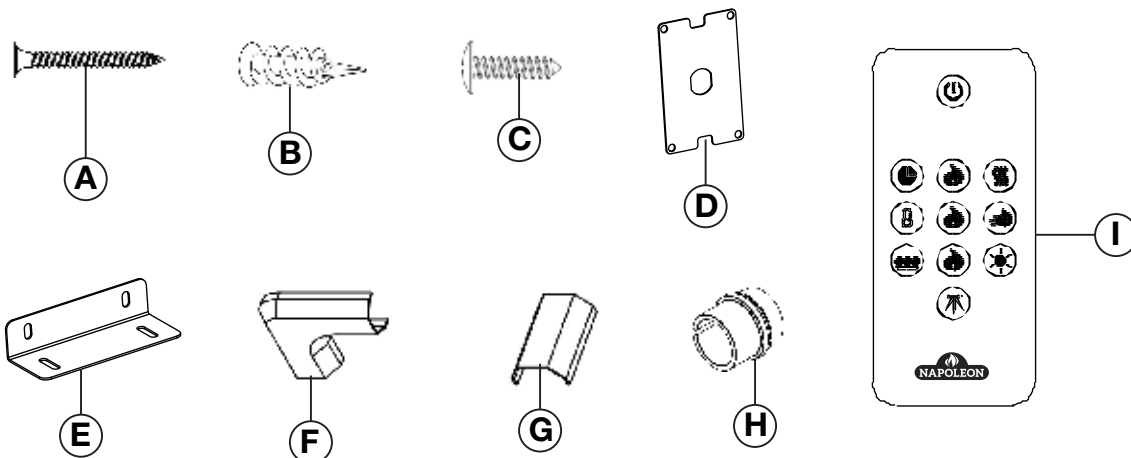
**SERIAL NUMBER/NO. DE SÉRIE: NEFLC32** W385-2344 / B

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.

## 1.8 hardware list



	Description	Quantity
<b>A</b>	Wood Screws	18
<b>B</b>	Drywall Anchors	
<b>C</b>	ST4x12 Metal Screws	4
<b>D</b>	Cover Plate	1
<b>E</b>	Support Bracket	2
<b>F</b>	Cord Corner	
<b>G</b>	Cord Cover	1
<b>H</b>	Strain Relief	
<b>I</b>	Remote control	



## WARNING

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

Your appliance is a wall-mounted appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

**note:**

Follow all national and local electrical codes.

### 2.1 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 water container.
- Wear safety gloves and safety glasses for protection during installation and maintenance.
- To prevent contact with sagging or loose insulation, the electric appliance must not be installed against vapor barrier or exposed insulation. Localized overheating could occur, possibly resulting in a fire.
- Do not expose the electric appliance to the elements (i.e. rain).

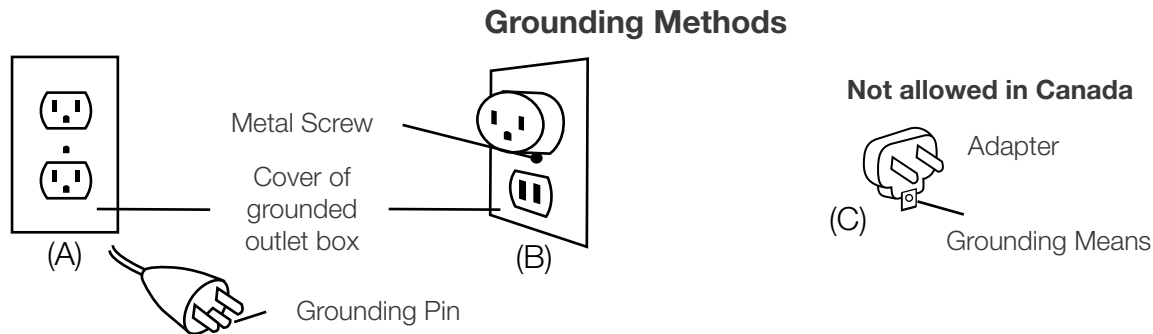
# Installation

## 2.2 grounding appliance

This appliance is for use on 120 volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles, as shown in (B).

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

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



**note:**

The appliance must be connected to a **dedicated** 15 amp circuit. The use of an extension cord is NOT permitted.

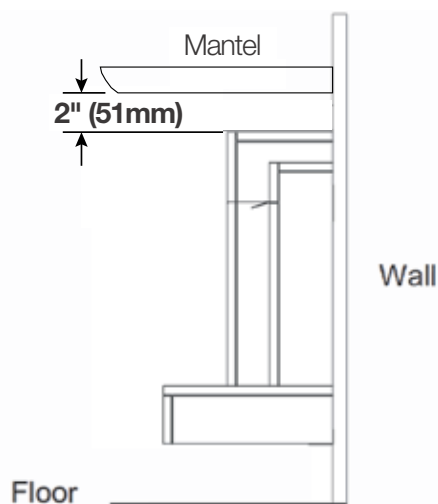
## 2.3 minimum clearance to combustibles

Clearance to Combustibles	
Combustibles to top	0"
Combustibles to bottom	
Combustibles to sides	
Combustibles to back	

## 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 discolouration.



**Side View (Wall Mount)**  
**NEFP32-5019W Illustrated**

**note:**

Although this appliance is safe to operate with a 0" mantel height, a 2" (51mm) gap between the appliance and the mantel is recommended in order to lift the appliance on/off the rear wall bracket hooks.

## 2.5 installing the appliance onto the wall (wall mount)

### **! WARNING**

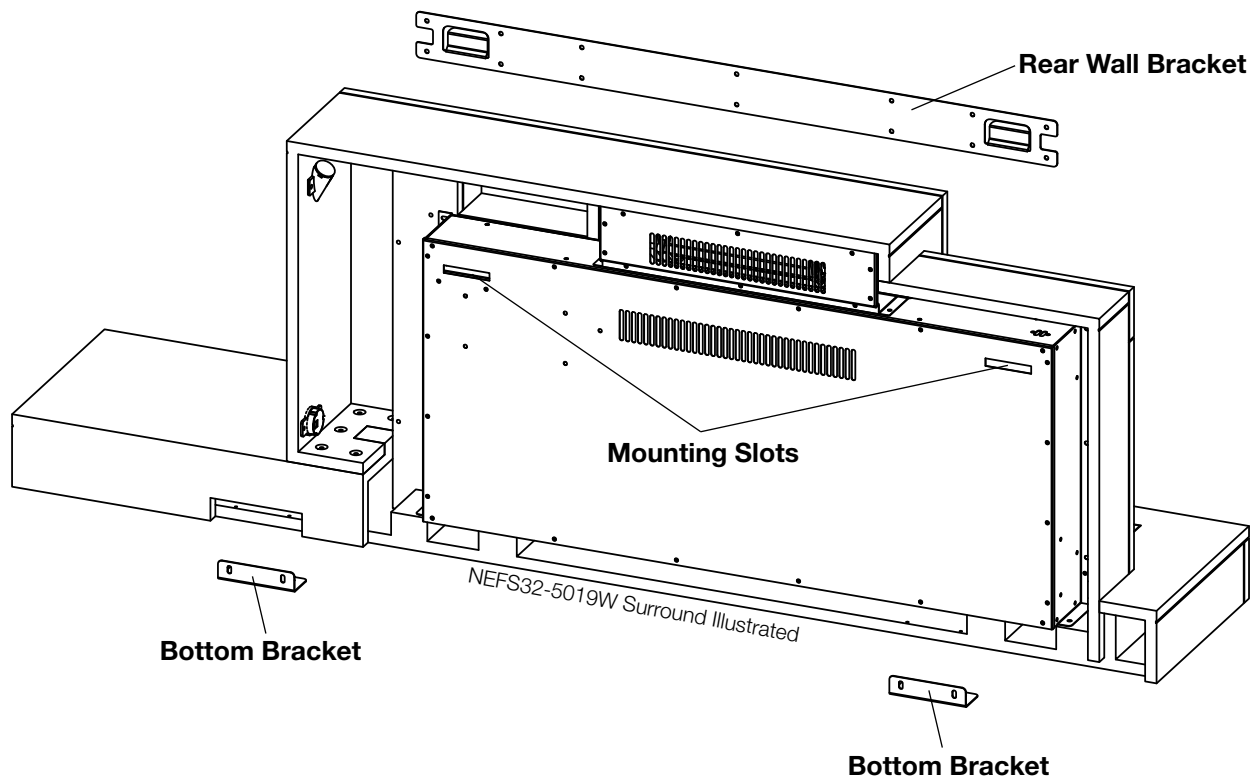
- Consult your local builder before installing the appliance. Appliance must be installed in accordance with local building codes.
- Appliance must be installed in a location not prone to moisture.
- Appliance must be installed at least 36" (91.4cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

**note:**

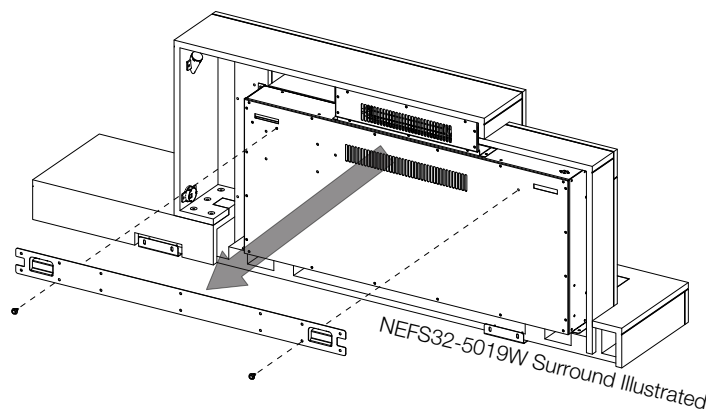
We recommend having two people install this appliance.

Installation of the NEFP32-5019W surround is illustrated throughout this section; however, installation of the NEFP32-5320BW is exactly the same.

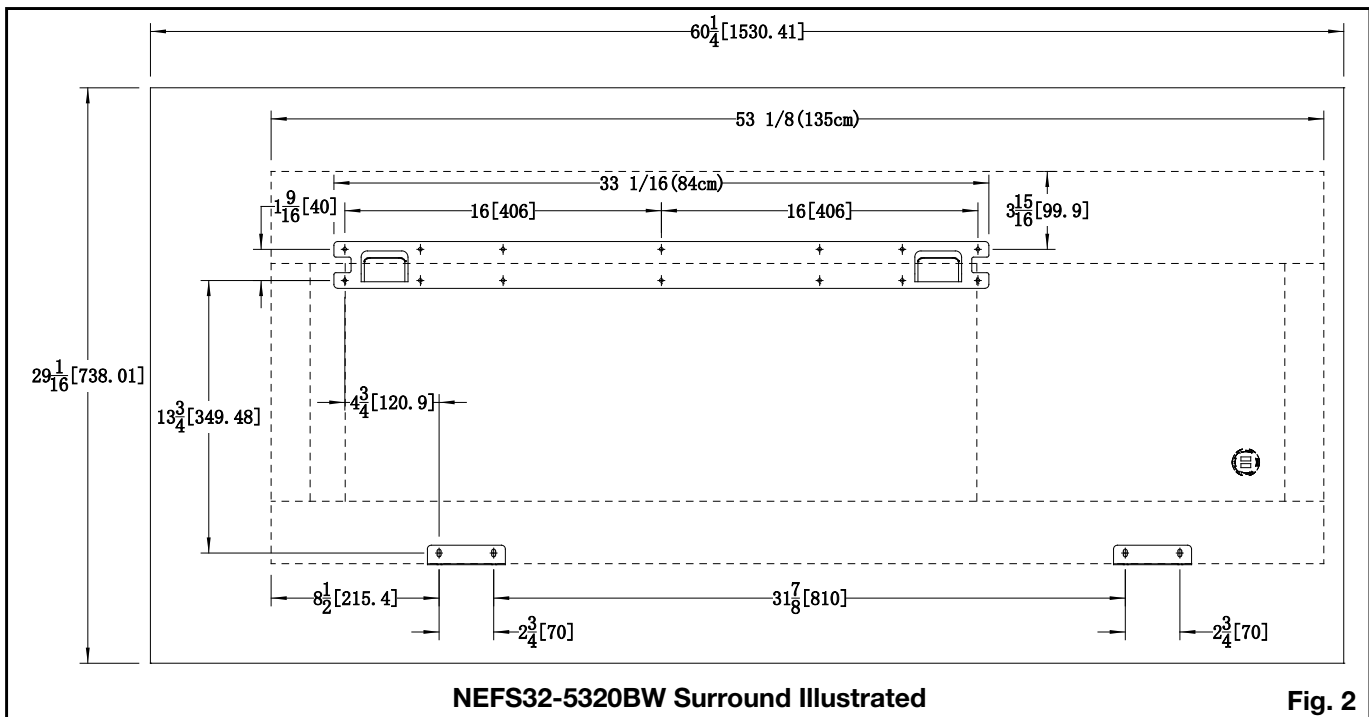
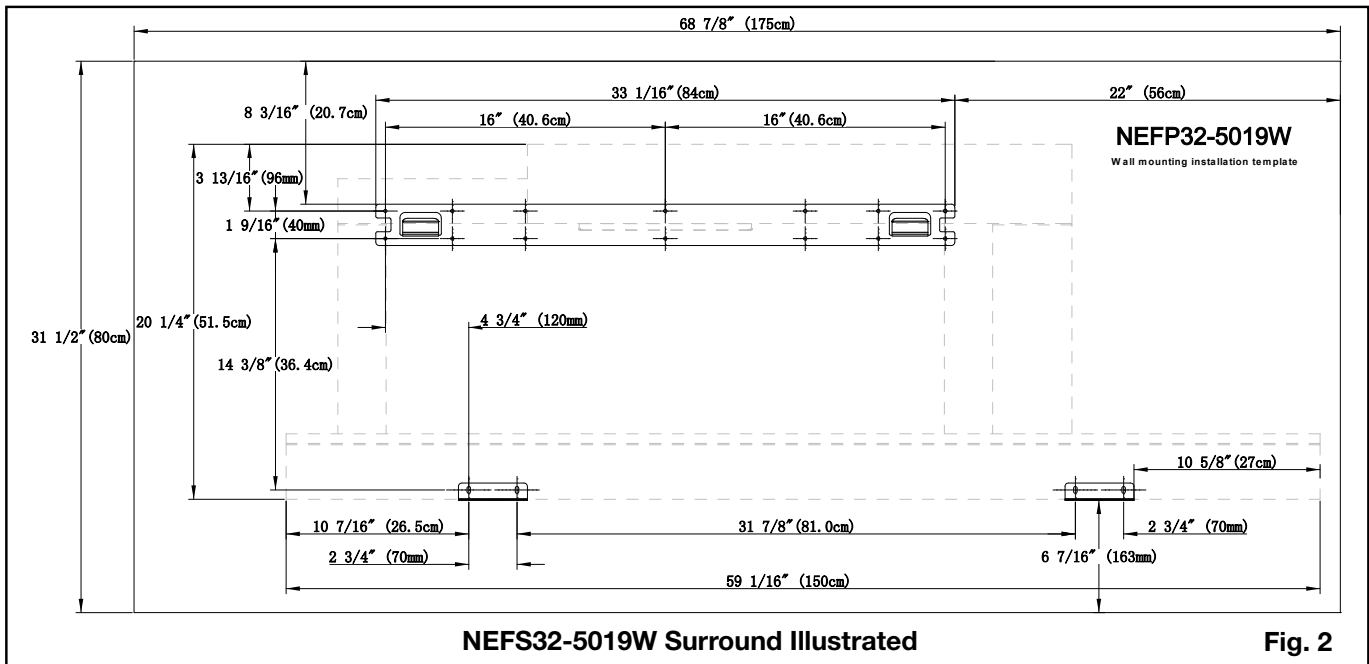
### Appliance Overview




1. Have two people hold the appliance against the wall to determine the final location.
2. Place the appliance on a soft, non-abrasive, and flat surface. Remove the rear wall bracket from the back of the appliance by removing the 2 screws (**Fig. 1**).



**Fig. 1**



- Using the wall mounting installation template (**Fig. 2**), mark out the locations of the rear wall bracket and bottom brackets on the wall.
- Install the rear wall bracket onto the wall using 14 screws (supplied).  **A x14**

**note:**

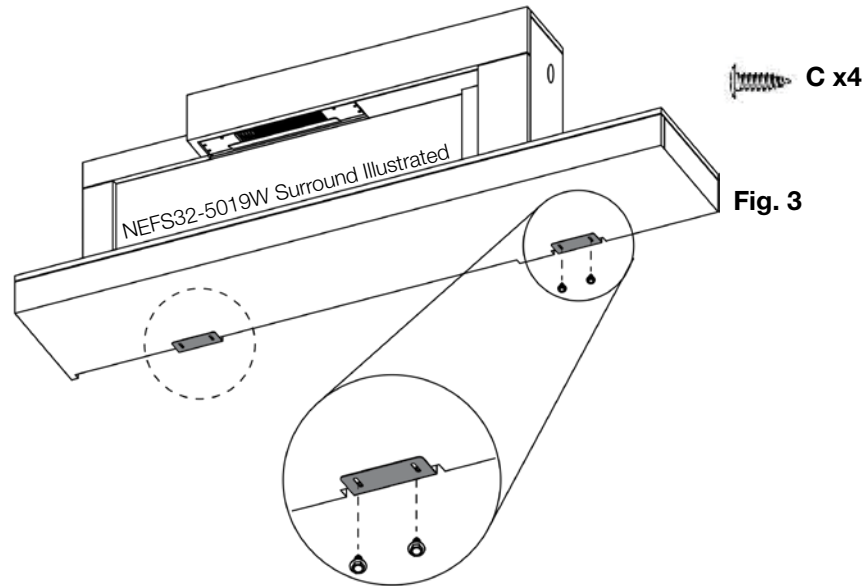
The rear wall bracket **MUST** have hooks facing upward and be level.

**note:**

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

- Install the bottom brackets onto the wall using 4 screws (supplied).  **A x4**

6. Lift the appliance up until the two mounting slots clear the hooks on the rear wall bracket. Slide appliance down until completely secured.
7. Secure the appliance to the bottom brackets using 4 screws (supplied) **(Fig. 3)**.

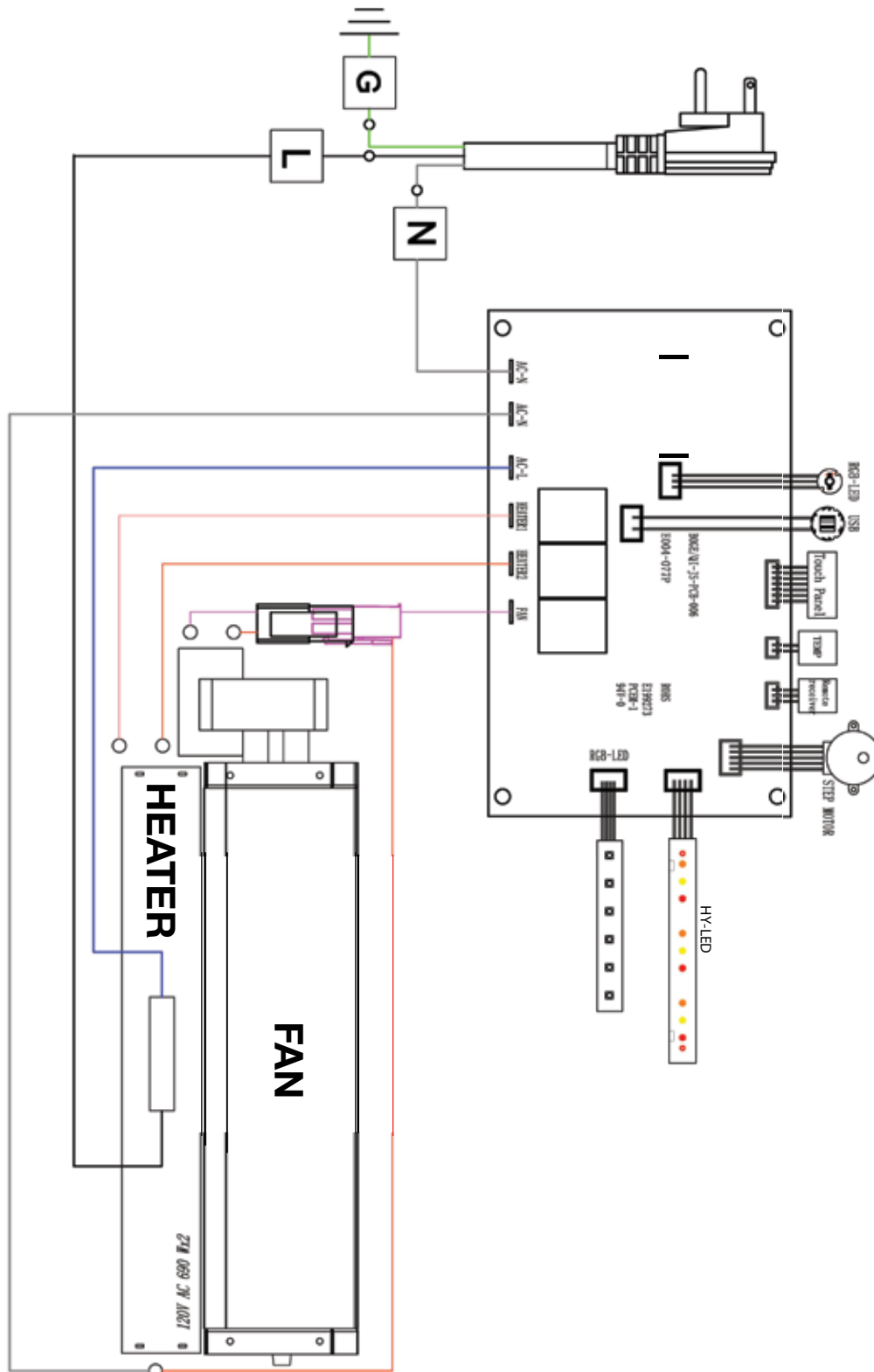


## 3.0 electrical information

### 3.1 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 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

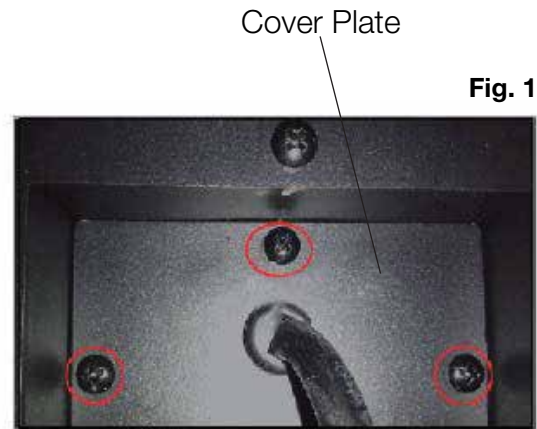
If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring. The wire and power supply breaker must rated for 120V minimum 15 Amps.

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 CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

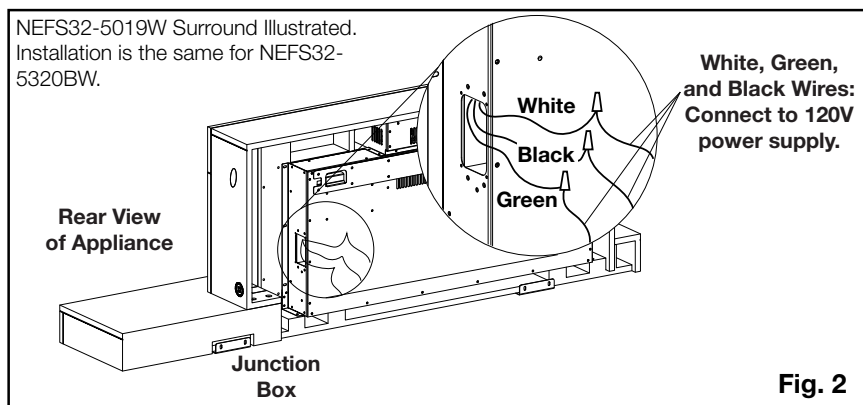
#### note:

There are 3 wires from the appliance junction: white (neutral), black (power L1), and green (ground) that connect to 120V power supply (breaker panel). See below.

- Remove the cover plate from the bottom right side of the appliance by removing the three screws (**Fig. 1**).
- Remove the wire connectors from the power cord (**Fig. 2**). The power cord may be discarded.
- Punch out the 7/8" (22mm) hole in the new cover plate (supplied) (**Fig. 3**), and install a box connector through it into the junction box. Snap the box connector clamp onto the supply wires.
- Using the wire connectors, connect the ground green wires (G) and the common white wires (N) together, then the hot black wires (L) (**Fig. 4**).
- Reinstall the cover plate using the three screws previously removed in Step A (**Fig. 1**).



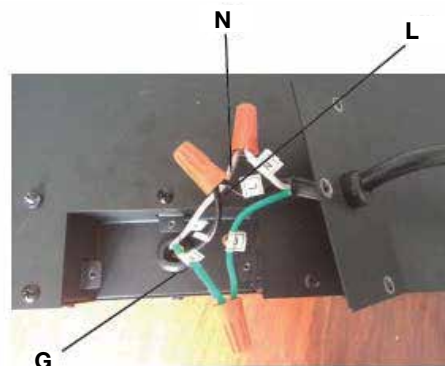
**Fig. 1**



**Fig. 2**



**Fig. 3**



**Fig. 4**

## 4.0 operating instructions







### WARNING

- Ensure the house circuit breakers for the power supply are turned on. When initially connecting the appliance to a power source, the appliance will beep then remain off until turned on.

Once the appliance has been plugged into a grounded electrical outlet or hard wired to a dedicated 120V power supply, it is ready to operate.

### 4.1 operating control panel

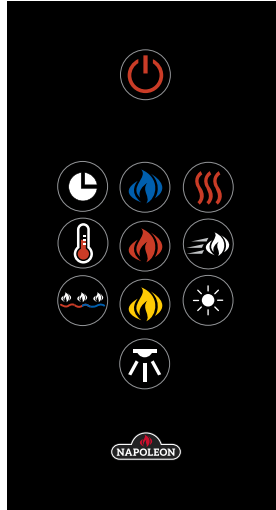
The Control Panel is located on the right side of the appliance.








<b>Power</b>		Turns the appliance on/off.
<b>Accent Light Control</b>		Controls accent light. <b>Settings:</b> d8 - Cool white & warm white, both 100% brightness d7 - Cool white & warm white, both 75% brightness d6 - Cool white & warm white, both 50% brightness d5 - Cool white & warm white, both 25% brightness d4 - Warm white with 100% brightness d3 - Warm white with 50% brightness d2 - Cool white with 100% brightness d1 - Cool white with 50% brightness d0 - Accent light off
<b>Flame Light Control</b>		Controls flame. <b>8 Settings:</b> F0 - Flame off F1 - Orange flame F2 - Yellow flame F3 - Blue flame F4 - Yellow / orange flame F5 - Orange / blue flame F6 - Yellow / blue flame F7 - Yellow / orange / blue flame
<b>F° / C° Switch</b>		Changes temperature format from Fahrenheit to Celsius or vice versa. Press and hold the Flame button for 5 seconds.
<b>Heater Control</b>		Turns the heater and blower on/off. <b>4 Settings:</b> H0 - Heater and blower off bL - Blower on H1 - Low heat H2 - High heat
<b>Heater Lock</b>		LO - Heater button can be locked or unlocked by holding the Heater button for 5 seconds.









4.2 operating remote control



<b>Power</b>		Turns the appliance on/off.
<b>Blue Flame</b>		Controls flame brightness.
<b>Orange Flame</b>		<b>Settings:</b> F4 - Brightest flame F3 - Bright flame F2 - Medium flame F1 - Small flame F0 - Flame off
<b>Yellow Flame</b>		
<b>Heater</b>		Turns the heater and blower on/off.  <b>Settings:</b> H0 - Heater and blower off bL - Blower on H1 - Low heat H2 - High heat
<b>Flame Speed</b>		Controls the speed of the flame.  <b>Settings:</b> 01 - slowest 02 03 04 05 - fastest
<b>Accent Light Control</b>		Controls the accent light.  <b>Settings:</b> d8 - Cool white & warm white, both 100% brightness d7 - Cool white & warm white, both 75% brightness d6 - Cool white & warm white, both 50% brightness d5 - Cool white & warm white, both 25% brightness d4 - Warm white with 100% brightness d3 - Warm white with 50% brightness d2 - Cool white with 100% brightness d1 - Cool white with 50% brightness d0 - Accent light off

Ember Bed Color		<p>Controls ember bed light settings.</p> <p><b>Settings:</b>  L0 - Ember bed light off  L1 - White  L2 - Blue  L3 - Green  L4 - Red  L5 - Yellow  L6 - Purple  L7 - Auto-cycle through white, blue, green, red, yellow, and purple.  <b>(NOTE: It will take 8.5 seconds to switch between colours.)</b>  L8 - Lock to desired color</p>
Ember Bed Brightness		<p>Controls the brightness of the ember bed light.</p> <p><b>Settings:</b>  b5 - Gradual brightening effect from b1-b4  b4 - Brightest  b3 - Bright  b2 - Medium  b1 - Low</p>
Timer		<p>Controls the timer.</p> <p><b>Settings:</b>  00  30min.  1h  2h  3h  4h  5h  6h  7h  8h</p>
Temperature Control		<p>Controls the temperature.</p> <p><b>Settings:</b>  61°F [16°C]  64°F [18°C]  70°F [21°C]  75°F [24°C]  81°F [27°C]  85°F [29°C]  and OFF</p>
USB Charger		<p><b>Phone Charging:</b> Red indicator</p> <p><b>Phone Charged:</b> Green indicator</p> <p><b>NOTE:</b> This is only a rough indication of your phone's charge. Check your phone for accurate charge status.</p> <p>See "features" section for more information on the USB charger.</p>

### 4.3 remote battery installation

#### **WARNING**

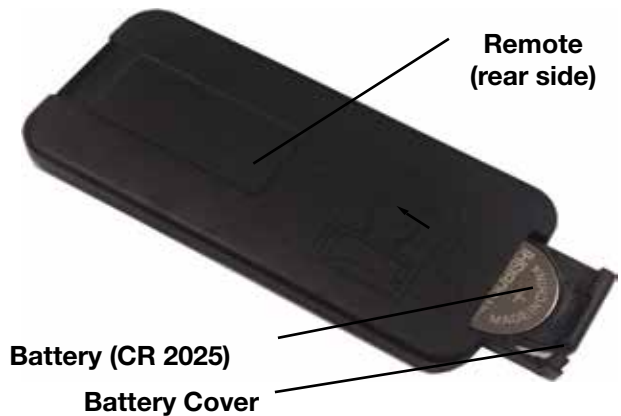
- This remote control requires button batteries that are hazardous to young children.
- **WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN.**
- Swallowing may lead to serious injury or death in as little as 2 hours due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery, immediately seek urgent medical assistance.
- Examine devices and make sure the battery compartment is correctly secured (i.e. that the screw or other mechanical fastener is tightened). Do not use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
- Tell others about the risks associated with button batteries and how to keep their children safe.



**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 front side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
3. Replace existing battery, type CR 2025, with a new battery and reinstall the battery holder into the remote by sliding it into position, as shown.
4. Battery cover is secure onto the remote control when a "CLICKING" noise is heard.



**note:**

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

## 5.0 finishing

### ! WARNING

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

### 5.1 crystal ember installation

1. Carefully place the medium crystal embers into the bottom media tray (**Fig. 1**).
2. Apply an even layer from side to side.
3. Randomly place the 6 large crystal embers on top of the medium crystal embers (**Fig. 2**).



Fig. 1



Fig. 2

### 5.2 optional birch wood log installation

1. Carefully place birch wood logs on the media tray (**Fig. 1**).
2. Use the medium and large crystal embers (see "crystal ember installation" section) to fill in spaces between the birch wood logs (**Fig. 2**). This will improve the overall look of the appliance.

Ref.	Log Number	Quantity
A	W135-0768	2
B	W135-0770	2
C	W135-0769	1

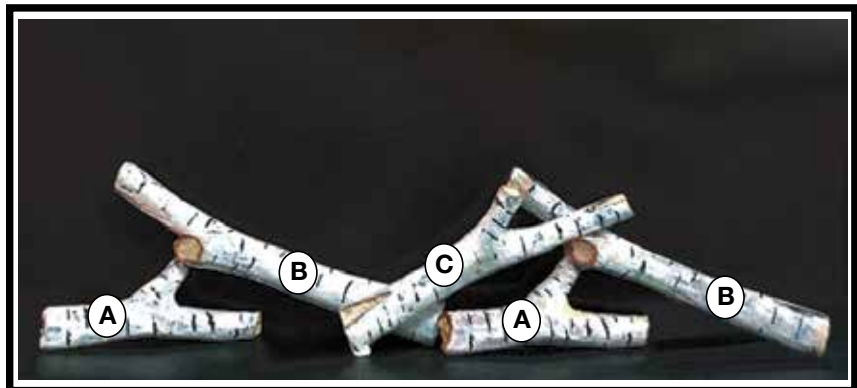


Fig. 1 (Recommended placement)



Fig. 2

**! WARNING**

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

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

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

When ordering replacement parts always give the following information:

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

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

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

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

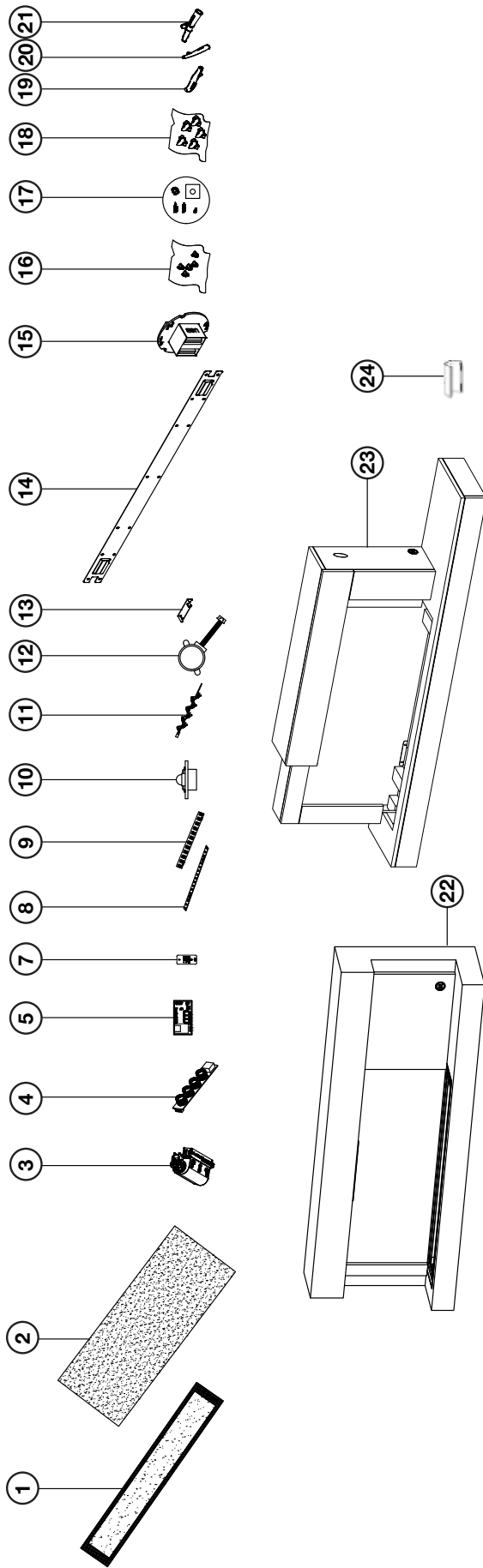
**Parts identified as 'SO' are special order and can take up to 90 days for delivery.**

For after sales service, please call 1-866-820-8686.

**note:**

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

6.1 overview



Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked
1	W300-0291-SER	Black frosted base, glass	
2	W497-0053-SER	Plastic acrylic panel	
3	W010-4397-SER	Heater and blower assembly	Yes
4	W190-0143-SER	Touch-on control panel	
5	W190-0144-SER	Main PCB control	
6*	W690-0021	Thermostat	Yes
7	W190-0136-SER	Remote control	Yes
8	W405-0069-SER	Ember LED light	
9	W405-0068-SER	Flame LED light	
10	W405-0075-SER	Accent LED light	
11	W627-0032-SER	Reflector spindle	
12	W435-0090-SER	Step motor	
13	W080-1916-SER	Bracket, bottom rear wall	
14	W080-1917-SER	Bracket, rear wall	
15	W190-0203-SER	USB charger	
16	W497-0054-SER	Crystals, medium	
17	W370-0150-SER	Hardware kit	
18	W497-0055-SER	Crystals, large	
19	W135-0768-SER	Log A (x2)	Yes
20	W135-0770-SER	Log B (x2)	Yes
21	W135-0769-SER	Log C (x1)	Yes
22	NEFS32-5320BW	Surround	
23	NEFS32-5019W	Surround	
24	W200-0572-SER	Cord cover	Yes

\* Parts not illustrated.

## WARNING

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

symptom	problem	solution
Appliance will not come on when power button/switch is put into the "on" position.	Appliance is not plugged into an electrical outlet.	Check plug, and plug in the appliance if necessary.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in 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.
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.

## 8.0 warranty

**Napoleon** electric appliances are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

**Napoleon** products are designed with superior components and materials and assembled by trained craftsmen who take great pride in their work. Once assembled, the complete appliance is thoroughly inspected by a qualified and authorized installer, service agency, or supplier before packing to ensure that you, the customer, receive the quality product that you expect from **Napoleon**.

### Napoleon Electric Appliance Premium Warranty

Electrical components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first 2 years of premium warranty. This covers: fan/heaters, motors, switches, nylon bearing components, remote controls, and LED lights.\*

Light bulbs and fuses are NOT covered by the warranty.

In the first year only, any labour related to warranty repair is covered.

\* Construction of models vary. Warranty applies only to components included with your specific appliance.

### Conditions and Limitations

**Napoleon** warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. Provided that the purchase was made through an authorized **Napoleon** dealer, your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation.

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This premium warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse, or neglect and parts installed from other manufacturers will nullify this warranty.

This premium warranty further does not cover any scratches, dents, corrosion, or discolouring caused by excessive heat, abrasive and chemical cleaners, nor chipping on porcelain enamel parts, mechanical breakage of PHAZER™ logs.

In the first 2 years only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship, provided that the product has been operated in accordance with the operation instructions and under normal conditions.

After the first year, **Napoleon** will not be responsible for installation, labour, or any other expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the Premium Warranty, **Napoleon** responsibility under this warranty is defined as above, and it shall not in any event extend to any incidental, consequential, or indirect damages.

This warranty defines the obligations and liability of **Napoleon** with respect to the **Napoleon** electric appliance and any other warranties expressed or implied with respect to this product; its components or accessories are excluded.

**Napoleon** neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.

Any damages to appliance, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals, or cleaners will not be the responsibility of **Napoleon**.

**Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim.

All parts replaced under the Premium Warranty Policy are subject to a single claim.

All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.

The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.

Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

Shipping costs are not covered under this warranty.

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

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





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