

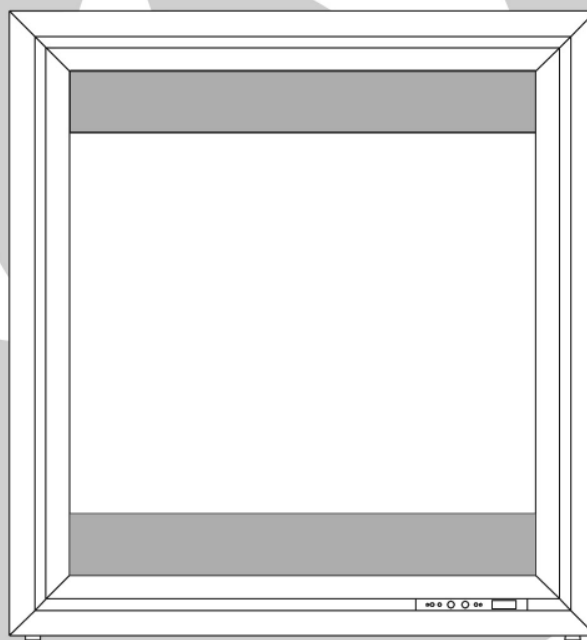
INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE  
CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE



# INSTALLATION AND OPERATION INSTRUCTIONS

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C22.2 No-46 / UL 1278 CSA STANDARD

## EF30 ELECTRIC FIREPLACE



CERTIFIED FOR CANADA AND UNITED STATES USING ANSI/CSA METHODS.

### SAFETY INFORMATION

#### **WARNING**

If the information in these instructions are not followed exactly, an electrical shock or fire 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.



APPLY SERIAL NUMBER LABEL FROM CARTON



Serial No. XXXXX00000  
MODEL NO.

**Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON L4M 4Y8 Canada • (705)721-1212 • fax(705)722-6031**  
**www.napoleonfireplaces.com • ask@napoleon.on.ca**  
**For customer service inquiries, please call 1-866-592-6667**  
**(9:00am - 5:00pm PST)**

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## WARNING

- Do not burn wood or other materials in this fireplace.
- Adults and especially children should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition. Supervise young children when they are in the same room as the fireplace.
- Clothing or other flammable material should not be placed on or near the fireplace.
- Due to high temperatures, the fireplace 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.
- 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.
- Any safety screen or guard removed for servicing must be replaced prior to operating the fireplace.
- It is imperative that the control compartments, burners and circulating blower and its passageway in the fireplace system are kept clean. The fireplace 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 fireplace area must be kept clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- Under no circumstances should this fireplace be modified.
- Do not use this fireplace if any part has been under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system which has been under water.
- Do not operate the fireplace 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 fireplace glass door.

**NOTE:** Changes, other than editorial, are denoted by a vertical line in the margin.

*NAPOLEON® electric fireplaces are manufactured under the strict Standard of the world recognized ISO 9001 : 2000 Quality Assurance Certificate.*

*NAPOLEON® products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work. Once assembled the complete fireplace is thoroughly inspected by a qualified technician before packing to ensure that you, the customer, receive the quality product that you expect from NAPOLEON®.*

## **NAPOLEON® ELECTRIC FIREPLACE PRESIDENT'S LIFETIME LIMITED WARRANTY**

*Electrical components and wearable parts such as fan/heater, motors, switches, nylon bearing components and remote controls are covered and NAPOLEON® will provide replacement parts free of charge during the first year of limited warranty.*

*Light bulbs and fuses are NOT covered by the warranty.*

*Any labour related to warranty repair is not covered.*

## **CONDITIONS AND LIMITATIONS**

NAPOLEON® warrants its products against manufacturing defects to the original purchaser only -- i.e., the individual or legal entity (registered customer) whose name appears on the warranty registration card filed with NAPOLEON® -- provided that the purchase was made through an authorized NAPOLEON® dealer and is subject to the following conditions and limitations:

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

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

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

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

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

NAPOLEON® will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in the President's Limited Lifetime Warranty, NAPOLEON's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.

This warranty defines the obligations and liability of NAPOLEON® with respect to the NAPOLEON® electric fireplace 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 fireplace, 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®.

The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from your authorized dealer. The warranty registration card must be returned within fourteen days to register the warranty.

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

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. PATENTS U.S. 5.303.693.801 - CAN. 2.073.411, 2.082.915. © WOLF STEEL LTD.

## IMPORTANT INSTRUCTIONS

**READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING INSTALLATION. FAILURE TO FOLLOW THEM COULD CAUSE A FIREPLACE MALFUNCTION RESULTING IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.**

### **WARNING**

All electric fireplaces have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are present.

This electric fireplace is tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this electric fireplace could void the fireplace warranty and/or result in a safety hazard.

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

1. Prior to plugging your fireplace into an electrical outlet, verify that the house circuit breakers for the outlet are on.
2. The fireplace may emit a slight, harmless odour when first used. This odour is normal and it is caused by the initial heating of internal fireplace elements and will not occur again.
3. If your fireplace does not emit heat, consult the operation section of this manual for further information.
4. Use with a CSA or UL certified surge protector.

#### **CAUTION**

**Risk of electric shock**

**Do not open**

**No user-serviceable parts inside**

**high temperature**

**keep electrical cords**



Keep drapery and other furnishings at least 3 feet (0.9m) from the front and sides of the fireplace.

#### **CAUTION**

High temperature, risk of fire. Keep electrical cords, drapery, furnishings, and other combustibles at least 3 feet (0.9m) from the front of the fireplace and away from sides and rear.

### **WARNING**

Servicing should be done only while the fireplace is disconnected from the power supply circuit.

When using electric appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using this fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this fireplace. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 meters) from the front of the fireplace and keep them away from the sides and rear.
3. Extreme caution is necessary when this fireplace is used by or near children and whenever the fireplace is left operating and unattended.
4. Always unplug fireplace when not in use.
5. Do not operate this fireplace with a damaged cord or plug after the fireplace malfunctions, has been dropped or damaged in any manner. Return fireplace to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. This fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate fireplace where it may fall into a bathtub or other water container.
8. 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.
9. To disconnect fireplace, turn controls to off, then remove plug from outlet.
10. Connect to properly grounded outlets only.
11. 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 fireplace.
12. 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.
13. Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
14. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if an extension cord must be used, the cord shall be No.14 AWG minimum size and rated not less than 1875 watts.

**SAVE THESE INSTRUCTIONS.**

## LISTING APPROVALS

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

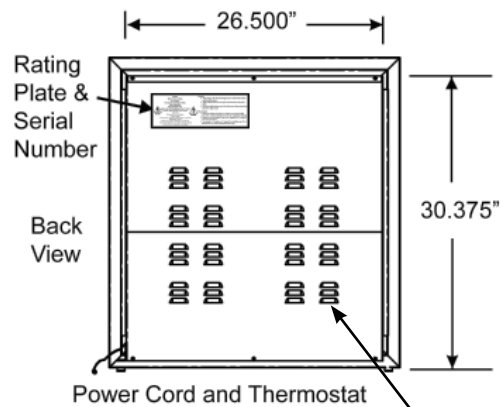
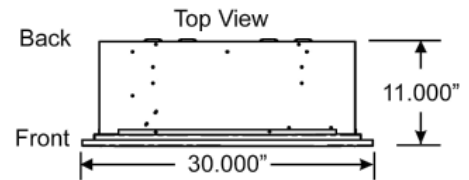
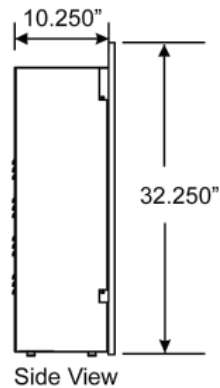
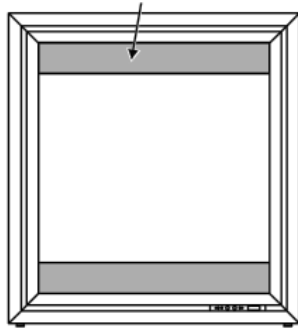
Model Number	EF30
Description	Electric Fireplace
Voltage	120V AC
Watts	MAX 1500W
Amps	15 AMP Grounded Circuit
Unit Width	30" (762mm)
Unit Height	32.29" (820mm)
Unit Depth	11.02" (280mm)
Net Weight	77 lbs (35kgs)
Gross Weight	83.8 lbs (38kgs)

**NOTE:** This fireplace 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 or the Canadian Electric Code, CSA C22.1 as appropriate.

## DIMENSION SPECIFICATIONS

**FIGURE 1a-d**

Heater vents - DO NOT COVER



### ! WARNING

Heater vents and air openings can not be covered in any circumstances.

## LOCATING FIREPLACE

### ! WARNING

Due to high temperatures, this electric fireplace should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9m) from the front of the fireplace.

Never locate this electric fireplace where it may fall into a bathtub or other water container.

#### NOTICE

Minimum clearance of 1" on all sides, back and top must be maintained at all times. Illustrations throughout these instructions reflect typical installations and are for design purposes only. Actual installations may vary slightly due to individual preferences.

#### CAUTION

Wear safety gloves and safety glasses for protection during installation and maintenance.

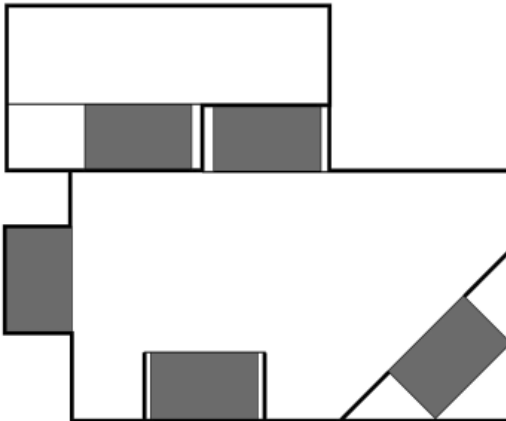
### ! WARNING

To prevent contact with sagging or loose insulation, the electric fireplace must not be installed against vapor barrier or exposed insulation. Localized overheating could occur and a fire could result

Figure 2 illustrates a variety of ways the fireplace may be located in a room. The fireplace may be installed directly on the floor (uncarpeted), or raised on a hearth.

#### TOP VIEW SHOWING APPROVED ROOM LOCATIONS OF FIREPLACE

FIGURE 2



## UNPACKING AND TESTING FIREPLACE

Carefully remove the unit from the box. Prior to installing the fireplace, test to make sure the unit operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

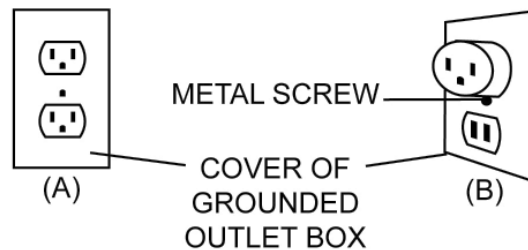
## GROUNDING FIREPLACE

This fireplace is for use on 120 Volts. The cord has a plug as shown in (A) of Figure 1 given below. An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug 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.

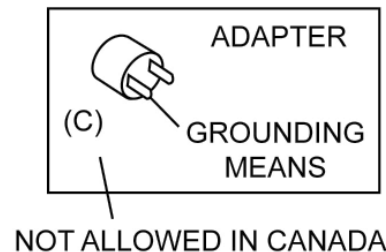
To disconnect fireplace, turn controls to off, then remove plug from outlet.

FIGURE 3

#### GROUNDING METHODS



GROUNDING PIN



# INSTALLATION

## WARNING

**RISK OF FIRE!** The power cord must not be pinched against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. 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 fireplace.

This electric fireplace is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric fireplace 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 fireplace.

### BEFORE INSTALLATION

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. This fireplace can be installed into either an existing fireplace opening or as new construction / renovation.

### EXISTING FIREPLACE INSTALLATION

Thoroughly clean out the existing fireplace and hearth area. Plan the power supply. If an existing grounded outlet is near the fireplace, the power cord can run behind the fireplace. If the cord is not long enough to reach the outlet, a grounded extension cord minimum AWG No. 14 and rated to a minimum of 1875 watts may be used. If you plan to cut or drill a hole in the existing fireplace for wiring, it is best to hire a professional to do this step in order to prevent personal injury. To reduce the risk of fire, do not run the power cord under rugs, carpets, etc. Arrange the power supply cord away from high traffic areas where it may pose a tripping hazard.

## CLEARANCES TO COMBUSTIBLES

Sides	1"
Back	1"
Top	1"

### NEW CONSTRUCTION OR RENOVATION

1. Select a location that is not prone to moisture and is located at least 0.9 m or 3 feet away from combustible materials such as curtains or drapes, furniture, bedding, paper, etc.
2. Place the unit in selected location to see how it will look in the future.
3. Mark the desired location on the floor and store unit in a safe, dry and dust free location.
4. Frame in an opening leaving at least 1/4" (6 mm) around the edge of the unit. Any new wiring must be done in compliance with local and national codes and other applicable regulations in order to reduce the risk of fire, electric shock or other injuries. Therefore, it is strongly recommended that you hire a professional to complete any such work.

### INSTALLING THE FIREPLACE

1. Once the site has been prepared, the fireplace can be installed.
2. Make sure the main power switch is in the "OFF" position.
3. Plug the fireplace into a 15-amp/120 Volt, grounded outlet. Use a CSA or UL approved surge protector.
4. Push in the fireplace so that the trim is against the finished mantel or wall surface.

## WARNING

This appliance must remain removable from the enclosure. The appliance may be hardwired, but it is recommended that it be plugged into a standard outlet using the supplied power cord. This appliance must not be sealed around the front facing.

Fireplace vents located on the front and back of this electric fireplace cannot, in any way, be covered as it may create a fire hazard.

## THERMOSTAT AND THERMAL SENSOR INSTALLATION

This fireplace has two options for heat control.

First is a thermal controlled sensor, which comes plugged into the fireplace beside the main power cord. **Figure 4**. This sensor has no user temperature set points, it will turn off the heater when the sensor reaches its pre-set point, and will only turn the heater back on when it has cooled back down below this set point. On the low setting (green light) the set point is 16°C/61°F, on medium (orange light) 22°C/72°F and on high (red light) 28°C/82°F. This small sensor can be placed anywhere in the room within the length of the sensor wire, but it should not be placed near the top or front of the fireplace. Placing the sensor too close to the heater area of the fireplace will cause unwanted cycling of the heater.

Second is the option of a wall-mounted thermostat. Napoleon Part # W690-0001, W660-0081, or an equivalent low voltage thermostat. A wall thermostat can be used in place of the thermal control sensor. You must first remove the sensor by unplugging it from the right side of the fireplace beside the main power cord. Replace the sensor with the wire harness provided in the manual baggie. Plug it into the fireplace and connect the other end to the thermostat. **Figure 5&6**. The thermostat should be placed as per the thermostat installation instructions.

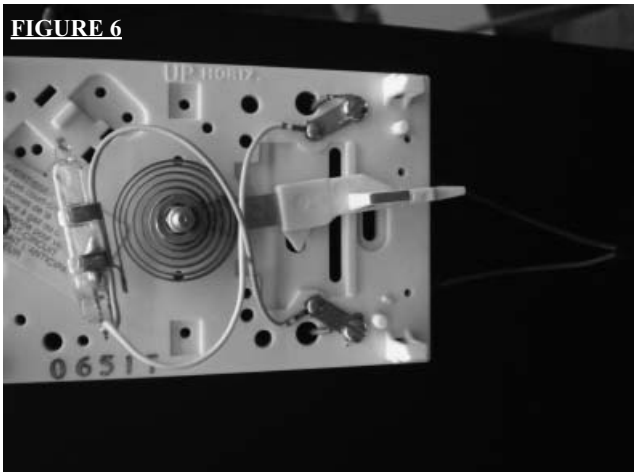
**FIGURE 4**



**FIGURE 5**



**FIGURE 6**

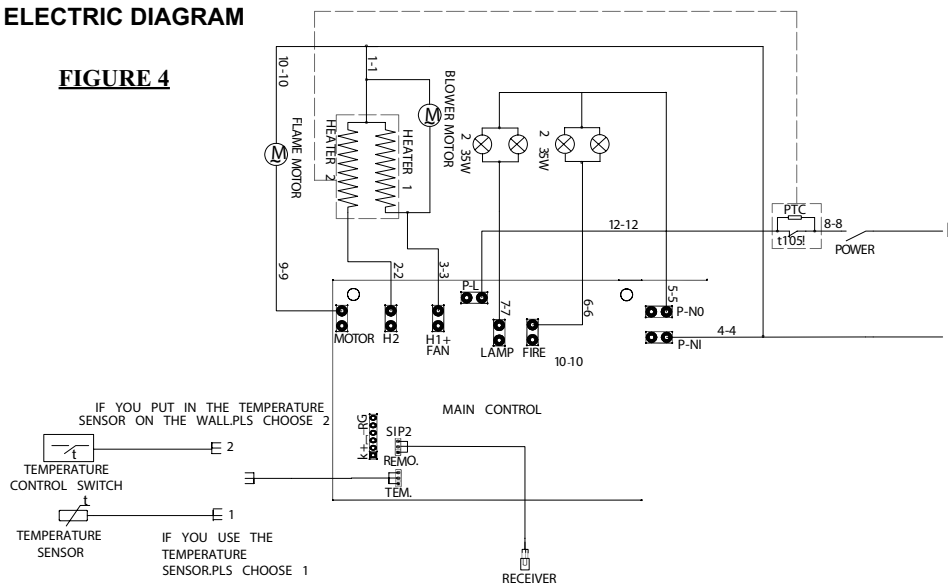




# HARDWIRE INSTALLATION

## ELECTRIC DIAGRAM

**FIGURE 4**



## HARD WIRING CONNECTION

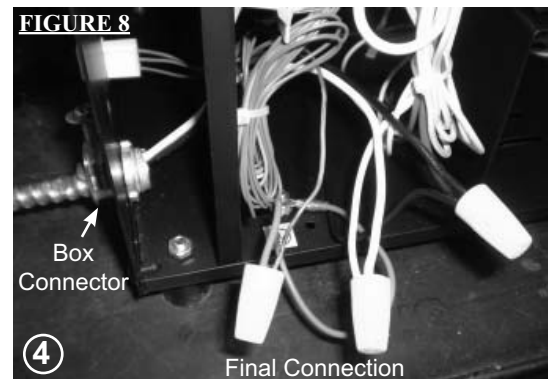
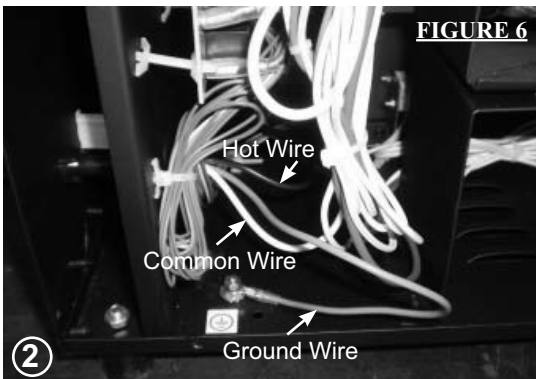
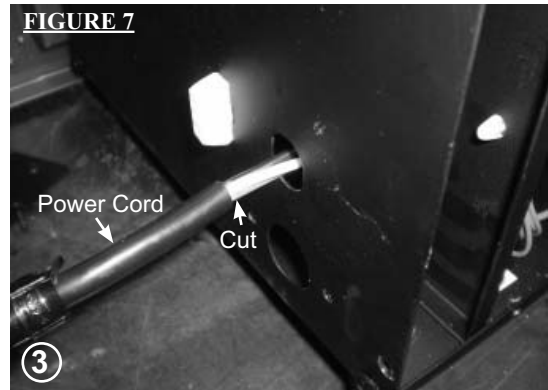
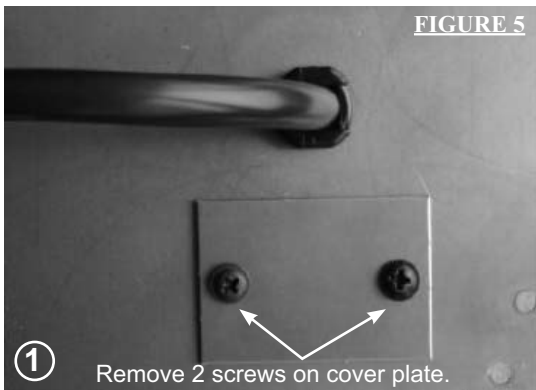
If it is necessary to hard wire this fireplace, a qualified electrician may remove the cord connection, and wire the unit directly to the house hold wiring.

This fireplace 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 ANSI/NFPA 70-1996 NATIONAL ELECTRICAL CODE in the United States.

**CAUTION** Ensure all power is turned off before hard wiring this fireplace.

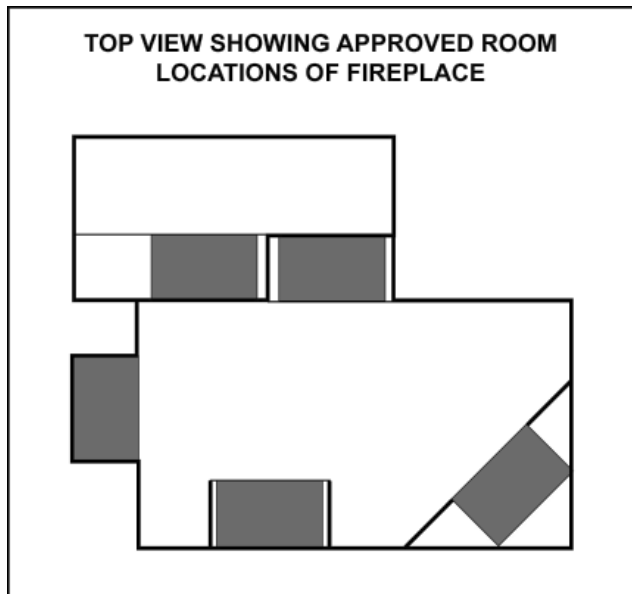
1. Remove cover plate located beside the power cord to reveal the 7/8" wire hole.  
Discard cover plate, screws and insert a box connector into the hole.
2. Remove the lower back panel from the fireplace to expose wiring.
3. Remove the power cord strain-relief from the side of the fireplace and cut the cord where shown below.  
This will be the hardwire connection point.
4. Feed the supply wires through the box connector and the grommet.
5. Using wire connectors connect the common (white) wires together, then the hot (black) wires, and then the ground (green) wires.
6. Ensure the newly connected wires are kept away from the rotating parts and the circuit board, and re-install the back panel.

**NOTE:** This fireplace must be serviced from the back, leave enough wire so that the fireplace can be removed from the enclosure without disconnecting the power supply wires.



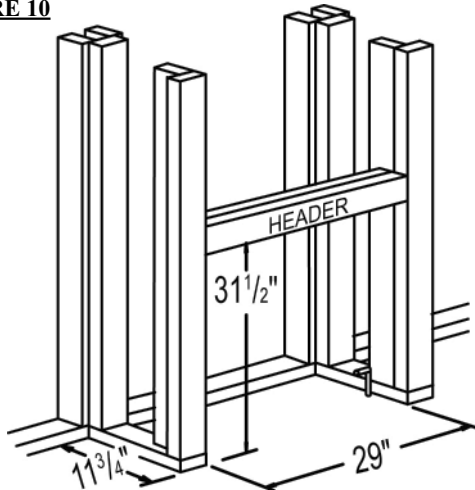
## FINISHING

FIGURE 9



## FRAMING AND FINISHING

FIGURE 10



**NOTE:** In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the fireplace body, it is recommended that the walls of the fireplace enclosure be "finished" (ie: drywall/sheetrock), as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the cavity.

## HEARTH

A hearth is **NOT** necessary but is recommended for aesthetic purposes.

## COLD CLIMATE INSTALLATION

### ! WARNING

It is **MANDATORY** to have an insulated wall behind the fireplace, when the fireplace is being installed on an outside wall or chase.

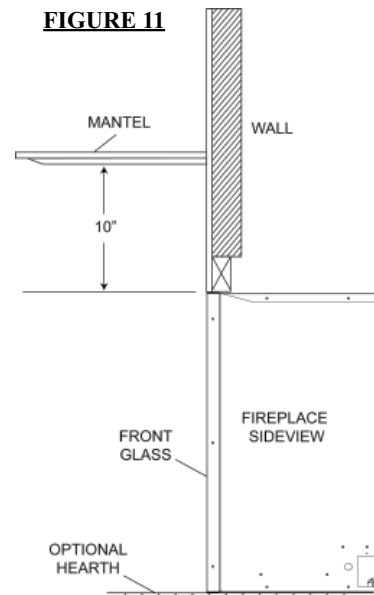
## MANTEL

The minimum distance from the top of the unit that the mantel can be installed is 10", at any depth.

### ! WARNING

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

FIGURE 11



## FINISHING CHECKLIST

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

# OPERATING INSTRUCTIONS

The controls (see **Figure 8**) are located on the bottom right corner of the unit.

1. Plug in your electric fireplace.

## 2. Main ON/OFF Power Switch and LED:

This switch is located on the right side of the control panel. The "I" indicates ON and "O" indicates OFF.

When the unit is first turned on, the default settings are as follows:

- Ember bed: HIGH
- Flame: HIGH
- Fireplace: OFF

## 3. Temperature Control Button and LED:

The FIREPLACE LED is located to the right of the FLAME Button. Push the TEMP button to cycle through different fireplace settings. Press and release the TEMP button to cycle through LO, MED, HI and OFF. Each time the TEMP button is pushed, the FIREPLACE LED will change to its corresponding color: Green for LO, Orange for MED, Red for HI, and blank for OFF. When the fireplace is turned on, heat will emit through the vents located in the middle of the top louvre panel (see **Figure 13**). The fireplace 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.

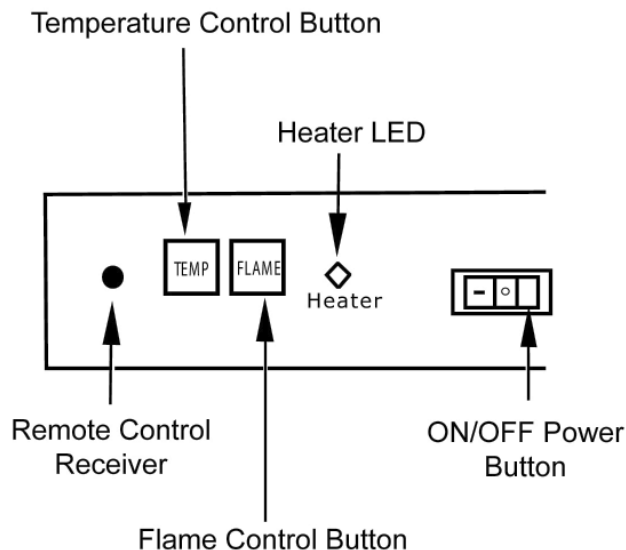
**NOTE:** When the fireplace is turned on for the first time, it may release a slight, harmless odour. This odour is a normal occurrence caused by the initial heating of the internal heating elements and should not occur again.

## 4. Flame Control Button:

This button is located to the right of the TEMP Button (see **Figure 12**). After power is turned on, push the FLAME control button to adjust the flame and ember bed brightness. Press and release the Flame Control Button to cycle through LO, MED, HI and OFF.

## CONTROLS FOR ELECTRIC FIREPLACE

**FIGURE 12**



## OPERATING BY REMOTE CONTROL

1. Plug in your electric fireplace.

2. Make sure the unit's main Power ON/OFF button is at the ON position! The remote control will NOT work if the main Power button is at the OFF position.

3. When operating the remote control, it must be directed towards the front of the unit.

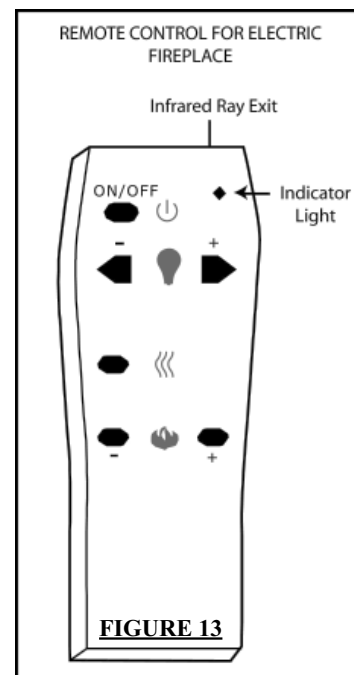
4. The button at the top left corner of the remote is the main ON/OFF power button. Pressing this button activates the power to the unit.

5. To adjust the ember bed brightness, press the "+" or "-" buttons. To increase the ember bed brightness, press the "+" button, to decrease the ember bed brightness, press the "-" button. There are seven levels of brightness.

6. To activate the fireplace, press the fireplace button. Press and release the fireplace button to cycle through LO, MED, HI and OFF. Each time the fireplace button is pushed, the Fireplace LED will change to its corresponding color: Green for LO, Orange for MED, Red for HI, and blank for OFF. The fireplace 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.

7. To adjust the height of the flame, press the "+" or "-" buttons. To increase the height of the flame, press the "+" button, to decrease the height of the flame, press the "-" button. There are seven levels of flame effects.

8. To turn off the fireplace, press the ON/OFF button once. **NOTICE:** This remote control must remain within 8 meters or 26 feet of the fireplace to be effective.



## **NOTE:**

Make sure your batteries are fully charged and installed correctly in your remote control.

# MAINTENANCE

## ! WARNING

### PREPARATION FOR MAINTENANCE

Always disconnect the power and allow the electric fireplace to cool before performing any cleaning, maintenance or relocation of this electric fireplace. Turn controls to OFF and remove plug from outlet or turn off the house circuit breaker to electric fireplace receptacle.

Turn off electric fireplace or the house circuit breaker to the fireplace before performing any cleaning and/or maintenance. Allow electric fireplace to cool completely.

Most halogen light bulbs are rated to last approximately 1800 hours. Like all light bulbs, halogen bulbs require periodic replacement. When the bulbs in your unit have burned out you will notice one or more of following:

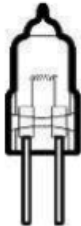
### COMMON OBSERVED PROBLEMS:

- There is no flame
- Flame or Ember bed is dim or dark in certain areas
- Flame is not moving or glowing

Your fireplace unit must be opened in order to replace the light bulbs. To reduce the number of times you need to open the unit, replace all bulbs at the same time if they are close to the end of their rated life.

#### BULB TYPE:

GX 6.35, 120V, 35W  
Maximum



8 pcs included

There are a total of 8 halogen light bulbs (Type GX6.35, rated 120Volts, 35Watts) in your unit:

- 2 bulbs provide illumination for the ember bed
- 2 bulbs provide illumination for flame generation
- 4 extra bulbs for replacement

**FIGURE 14**

## ! WARNING

Do not install replacement bulbs that exceed specified maximum watts.

The halogen light bulbs in your unit can become extremely hot. Allow at least 10 minutes between turning off the fireplace and removing the light bulbs to avoid accidental burns.

### CAUTION

Do not handle the lamp (bulbs) with bare fingers, oils from your skin will damage the bulbs when they heat up. Use gloves or a clean dry cloth when handling bulbs.

### FLAME GENERATION BULB REPLACEMENT

**1.** Remove the 7 screws from the bottom half of the back of fireplace shown in **Figure 15**. Remove back plate.

**2.1.** Locate the flame generation cylinder drum. It is constructed of two removable halves. (See **Figure 15**) They are two (2) matte black sheet metal pieces with holes in them, either of which can be removed from the unit. (See **Figure 15**)

**2.2.** Remove the screw as shown in (**Figure 15**) that is used to secure the flame generation cylinder drum.

**2.3.** Squeeze half of drum cylinder until its top edge clears the top drum track. Remove the bottom edge of the cylinder drum from the bottom drum track (See **Figure 15**). This will give you access to the light bulbs. **NOTE:** Do not exert excessive pressures on the drum cylinder as this may cause damage.

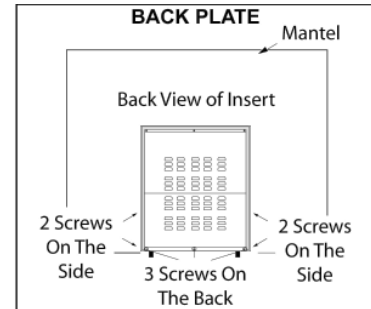
**3.** Remove spring clip. Hold socket and pull out old bulb. (See **Figure 15**)

**4.** Hold socket and push in new bulb (DO NOT exceed wattage). Replace spring clip.

**5.** Repeat steps 3 and 4 for the second bulb.

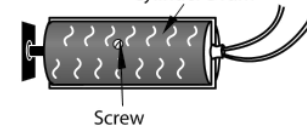
**6.** Insert bottom edge of removed cylinder half into bottom drum track. Gently squeeze drum cylinder until its top edge fit into top drum rack. Reattach the screw that was removed in step 2.2.

**7.** Secure the back-plate of the unit to the main unit by reattaching the 7 screws removed from step 1. (See **Figure 15**)



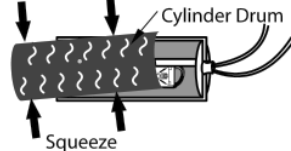
### FLAME GENERATION CYLINDER DRUM

Flame Generation  
Cylinder Drum



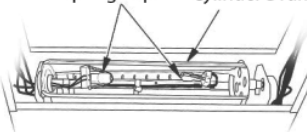
### FLAME GENERATION CYLINDER DRUM

Flame Generation  
Cylinder Drum



### DRUM BULB REPLACEMENT

Bulbs with Flame Generation  
Spring Clips Cylinder Drum



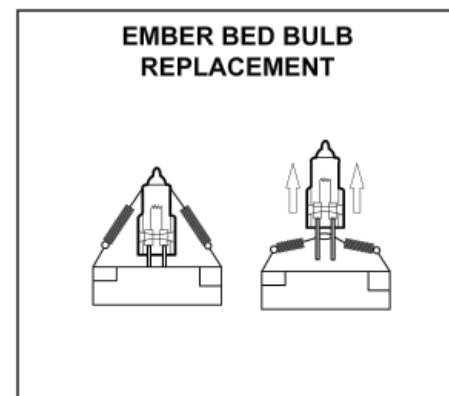
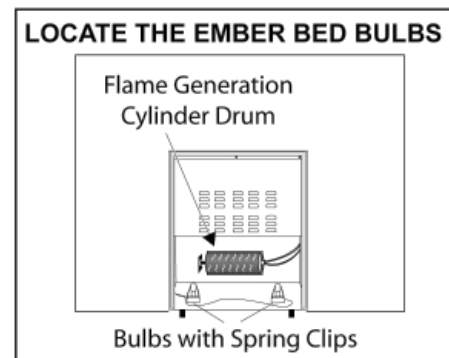
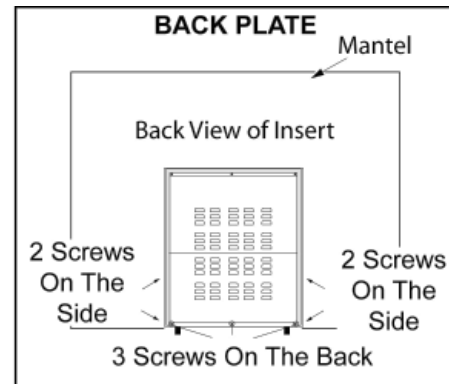
### EMBER BED BULB REPLACEMENT

1. Remove the 7 screws from the bottom half of the back of fireplace shown in **Figure 16**. Remove back plate.
2. Locate the ember bed bulbs which are underneath the flame generation cylinder drum. (**Figure 16**)
3. Remove spring clip. Hold socket and pull out old bulb. (**Figure 16**)
4. Hold socket and push in new bulb (DO NOT exceed wattage or handle with bare hands).
5. Repeat steps 3 and 4 for the second bulb.
6. Secure the back plate of the unit to the main unit by reattaching the 7 screws removed from step 1. (**Figure 16**)

### CLEANING

1. The glass is cleaned in the factory during assembly. During shipment, installation, handling, etc. the glass surface may collect dust particles. These can be removed by buffing lightly with a clean dry cloth.
2. To remove fingerprints or other marks, the glass can be cleaned with a damp cloth using a good quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel.
3. In the event of glass breakage, vacuum all remaining glass pieces with a shop vac. DO NOT VACUUM WHILE PIECES ARE HOT. Replace glass only with replacement part specifically for this fireplace. Never substitute material. Only fully tempered safety glass may be used on this fireplace.

**FIGURE 16a-c**



# REPLACEMENT PARTS

Contact your dealer for questions concerning prices and availability of replacement parts. Normally all parts can be ordered through your Napoleon® dealer or distributor.

When ordering replacement parts always give the following information:

**FOR WARRANTY REPLACEMENT PARTS, A PHOTOCOPY OF THE ORIGINAL INVOICE WILL BE REQUIRED TO HONOUR THE CLAIM.**

\* IDENTIFIES ITEMS WHICH ARE NOT ILLUSTRATED. FOR FURTHER INFORMATION, CONTACT YOUR **NAPOLÉON®** DEALER.

**FOR AFTERMARKET SALES AND SERVICE PLEASE CALL 1-866-592-6667**

1. MODEL & SERIAL NUMBER OF FIREPLACE
2. INSTALLATION DATE OF FIREPLACE
3. PART NUMBER
4. DESCRIPTION OF PART
5. FINISH

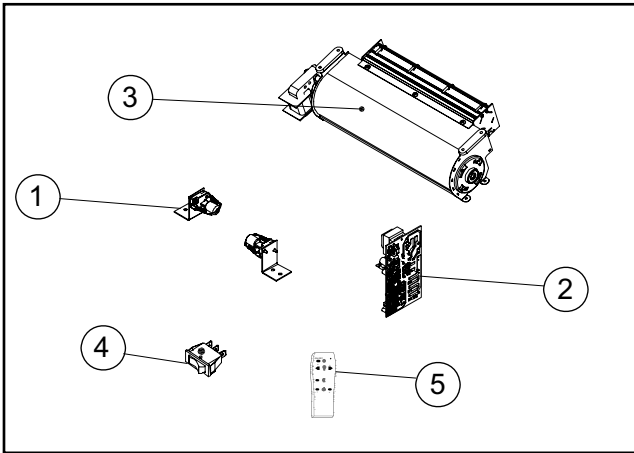
**WARNING**

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

## REPLACEMENT PARTS

#	PART NO.	DESCRIPTION
1	DQ017-002	LIGHT BULBS
2	RC3 DQ002-006	CIRCUIT BOARDS
3	Q/T FRT01-000-00B	HEATER (HEATER WITH BLOWER)
4	DQ006-003	SWITCHES
5	R-14	REMOTE CONTROL

**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 fireplace before operation.



## ACCESSORIES

#	PART NO.	DESCRIPTION
6*	W660-0081	DIGITAL THERMOSTAT
7*	W690-0001	MILLIVOLT THERMOSTAT

# TROUBLESHOOTING

## WARNING

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Dim or no flame	1. Bulb(s) are burnt out	1. Inspect the bulbs inside the flame generation cylinder drum and replace them if necessary
Ember bed is not glowing or dimming	1. Bulb(s) are burnt out	1. Inspect the ember bed bulbs and replace them if necessary
No warm air is coming out of the fireplace	1. Room temperature is higher than the fireplace setting (if it is set to LO or MED)	1. Set fireplace to a higher temperature setting (MED or HI)
Fireplace turns off and will not turn on	1. Fireplace has overheated and safety device has caused the thermal switch to disconnect 2. House circuit breaker has tripped	1. Unplug the unit, allow fireplace to cool for 10 minutes, then plug it back in 2. Reset house circuit breaker
Fireplace will not come on when switch is flipped to ON	1. Fireplace is not plugged into an electrical outlet 2. Fireplace has overheated and safety device has caused the thermal switch to disconnect	1. Check plug and plug it in 2. Unplug the unit, allow fireplace to cool for 10 minutes, then plug it back in
Remote control does not work	1. Low batteries	1. Replace AA batteries in remote control





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