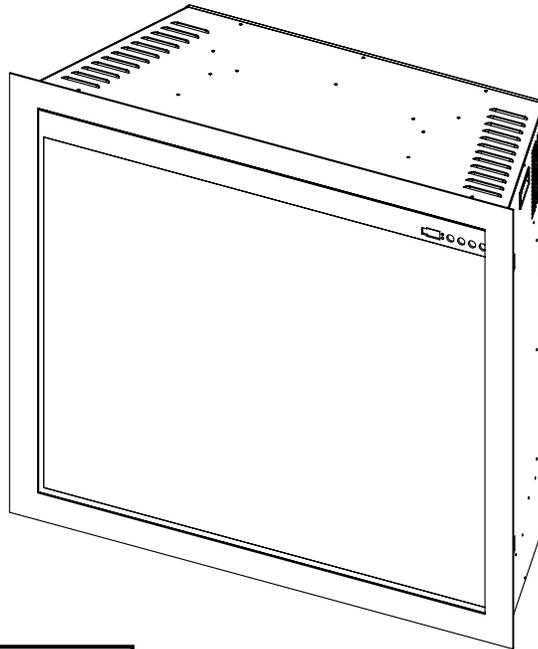




# INSTALLATION AND OPERATION MANUAL

## Elevation Electric Fireplace Series (NEFB36H-MF 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.

To register your appliance, scan here.



### **FOR INDOOR USE ONLY**

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



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 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.

### 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, discoloration or damage to decorations, a TV or other electronic components.

 **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)**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
1) The device may not cause harmful interference;  
and 2) the device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there

is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTE:** This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

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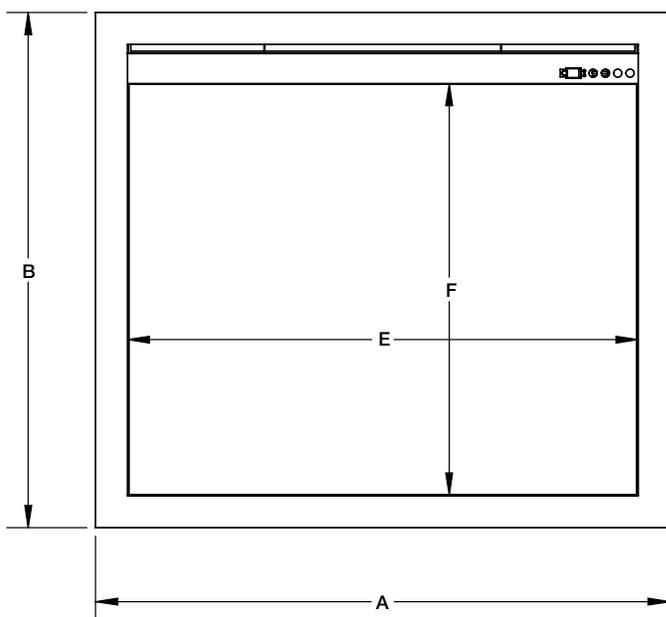
**note:**

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.

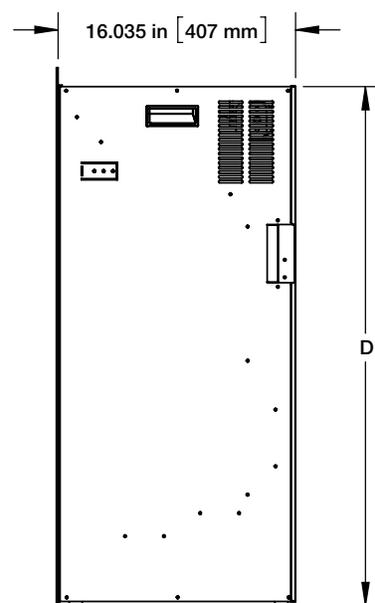
# 1.0 general information

## 1.1 dimensions

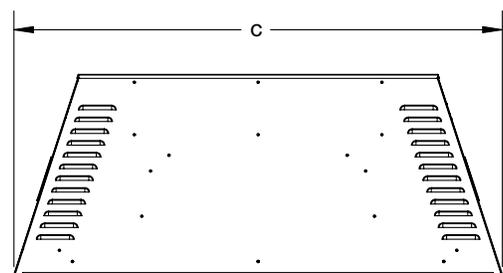
Front view



Side view



Top view



Dimensions						
Model No.	A Decorative Trim Width	B Decorative Trim Height	C Appliance outside width	D Appliance Height	E Viewing Width	F Viewing Height
NEFB36H-MF	40 3/8 [1026 mm]	36 3/8 [924 mm]	38 13/16 [986 mm]	35 5/16 [897 mm]	35 3/4 [908 mm]	29 1/16 [738 mm]
NEFB42H-MF	46 3/8 [1178 mm]	40 3/8 [1026 mm]	44 13/16 [1138 mm]	39 5/16 [999 mm]	41 3/4 [1060 mm]	33 1/16 [840 mm]

## 1.2 listing approvals

Model No.	Net Weight	Gross Weight
NEFB36H-MF	146 lbs (66.15 kg)	180 lbs (81.5 kg)
NEFB42H-MF	176.5 lbs (80 kg)	211lbs (95.6 kg)

<b>Description</b>	Electric Appliance
<b>Type</b>	Build-in only
<b>Voltage</b>	120 V AC / 240 V AC *
<b>Watts</b>	MAX 1465 W / 2930 W *
<b>Amps</b>	Dedicated 15 AMP Grounded Circuit

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 the latest edition of the National Electrical Code ANSI/NFPA 70 in the United States or the Canadian Electrical Code, CSA C22.1 in Canada.

## 1.3 general instructions

- This appliance is designed to be fully recessed into an enclosure.
- Ensure to test the appliance once installed into the finished framing to verify all functions are performing as intended.
- This appliance can be serviced while it is in an enclosure.
- 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.
- Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.

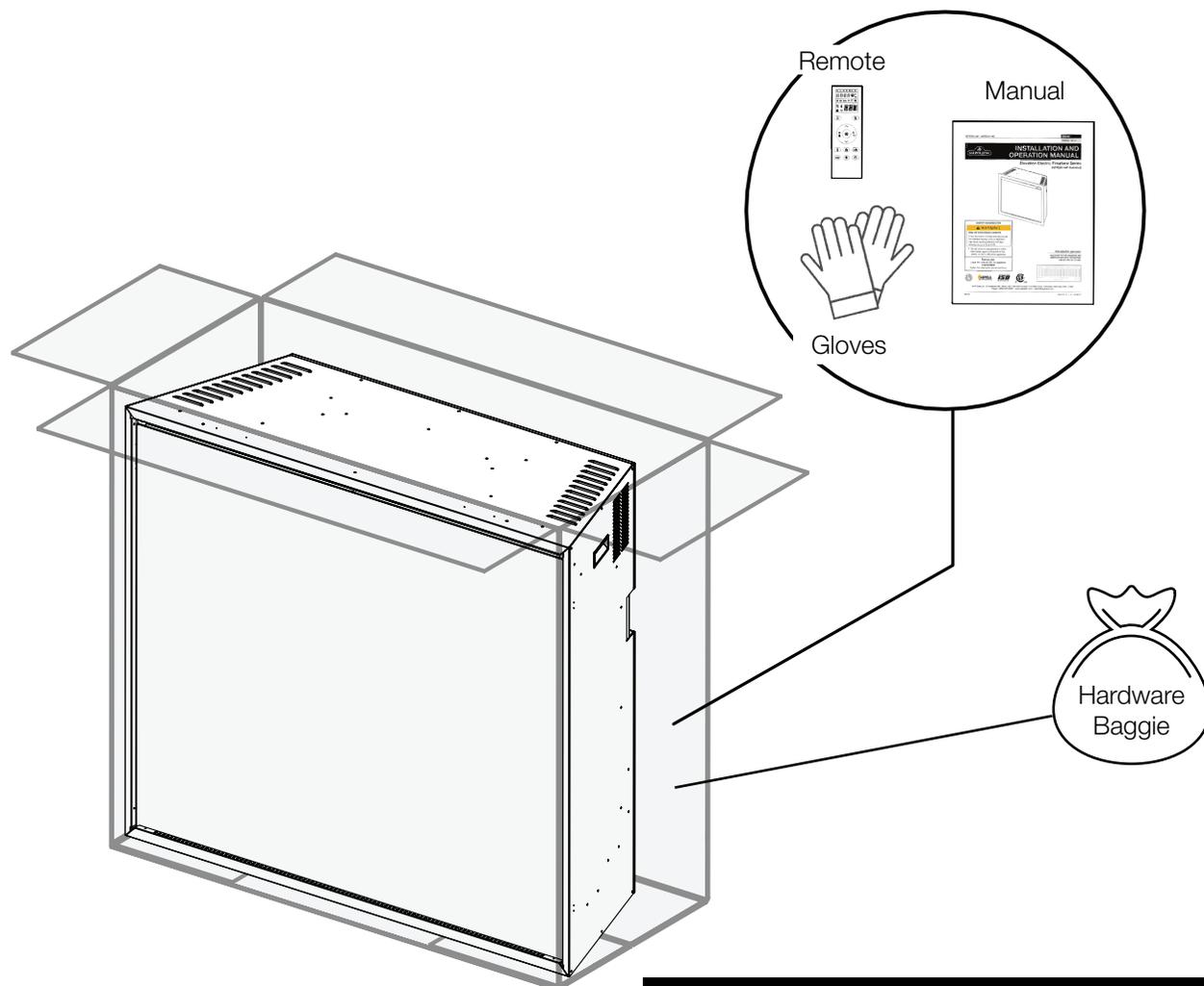
- Use with a CSA or UL certified surge protector.
- Do not route the power cord directly underneath the appliance.

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.

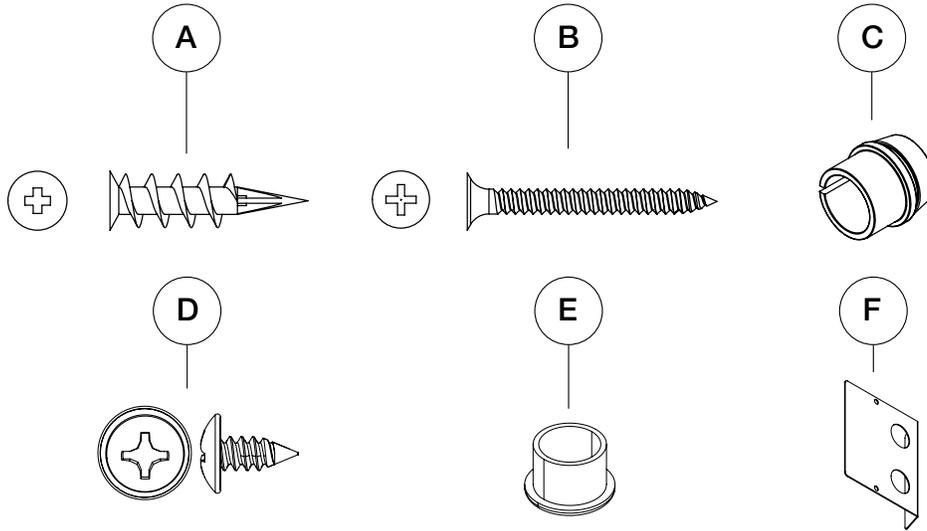
## 1.4 unpacking and testing the appliance

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

**note:**

Exact packaging location may vary.  
Some packaging has been hidden for clarity.

### 1.5 hardware list



Hardware List		
Item	Description	Quantity
A	Wood Screws	4
B	Drywall Anchor	4
C	Strain Relief	1
D	ST4x12 Metal screws	12
E	Plastic Caps	2
F	Cover Plate	1

### 1.6 rating plate information

The below illustration is for reference only. Refer to the appliance rating plate for accurate 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. SUITABLE FOR MOBILE HOME INSTALLATION.

FOYER ÉLECTRIQUE. HOMOLOGUÉ POUR INSTALLATION DANS UNE CHAMBRE À COUCHER, UNE SALLE DE BAIN ET UN STUDIO. APPROPRIÉ POUR INSTALLATION DANS UNE MAISON MOBILE.

NEFB36H-MF  NEFB42H-MF

**VOLTS:** 120V AC / 240V AC **TENSION:** 120V AC / 240V AC  
**FREQUENCY:** 60Hz **FRÉQUENCE:** 60Hz  
**POWER:** 1500/3000W **PUISSANCE:** 1500/3000W  
**DATE CODE: XXXXX** **CODE DE DATE: XXXXX**  
 DESIGNED IN NORTH AMERICA / DÉSIGNÉ EN AMÉRIQUE DU NORD PAR WOLF STEEL LTD.  
 BY WOLF STEEL LTD. / FABRIQUÉ EN CHINE

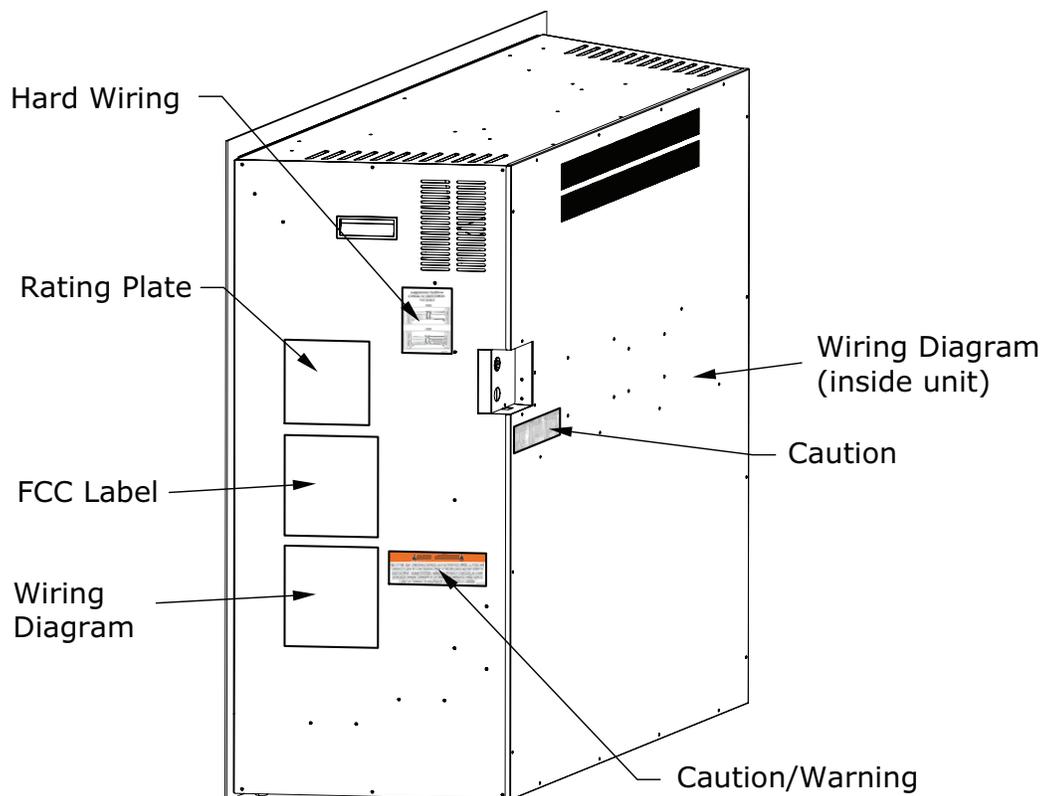
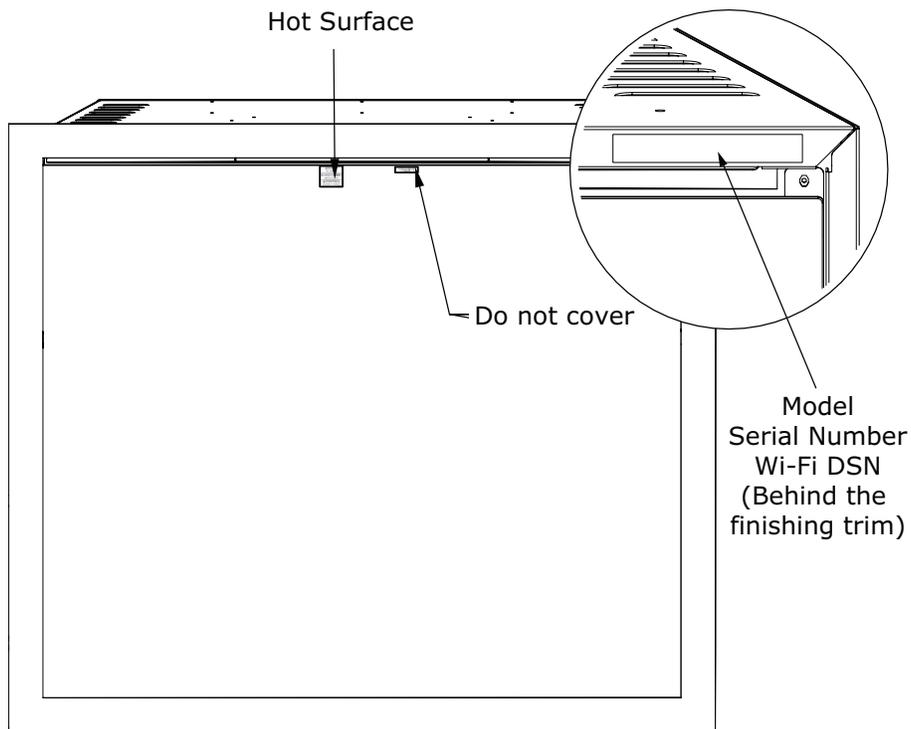
**WOLF STEEL LTD.**  
 24 NAPOLEON ROAD,  
 BARRIE, ON, L4M 0G8 CANADA

**SERIAL NUMBER/NO. DE SÉRIE:** NEFBXXHMF

W385-10001347

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

### 1.7 label location



## 2.0 installation 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.
- Do not run the power cord horizontally, directly below the appliance.

Your NEFB42H-BS is recessed 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 minimum clearance to combustibles

Measurements are taken from the glass front			
<b>Bottom</b>	0"	<b>TOP</b>	0" to mantel
<b>Sides</b>	0"	<b>TOP</b>	0" to ceiling
<b>Back</b>	0"		

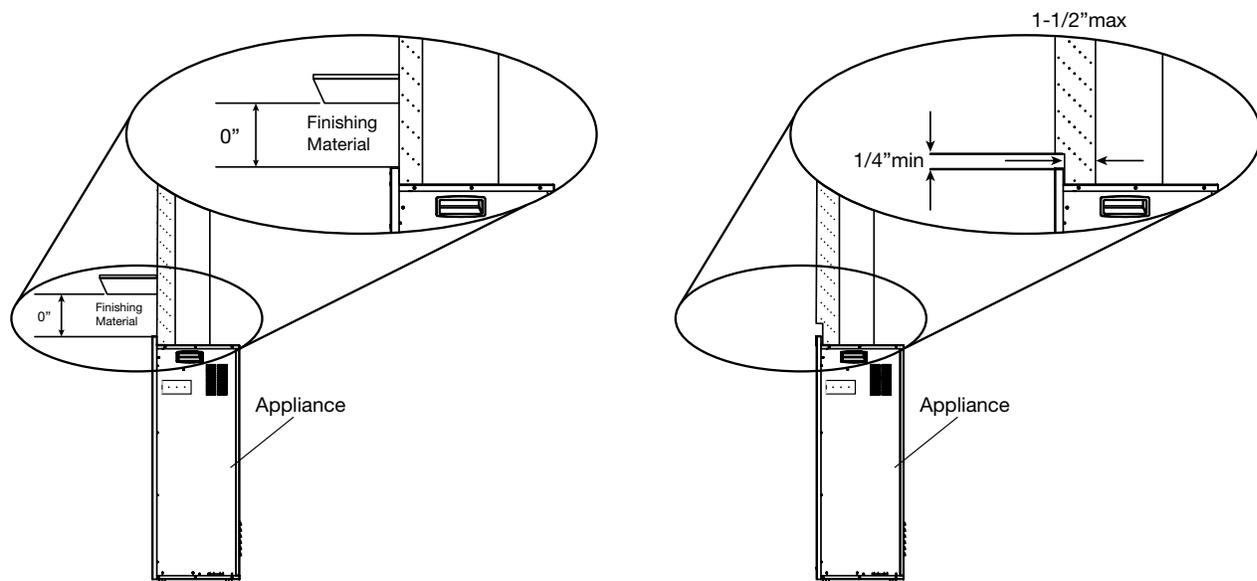
#### note:

The power switch is located on the upper right hand side of the appliance. Ensure to maintain access to this switch at all times.

## 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.



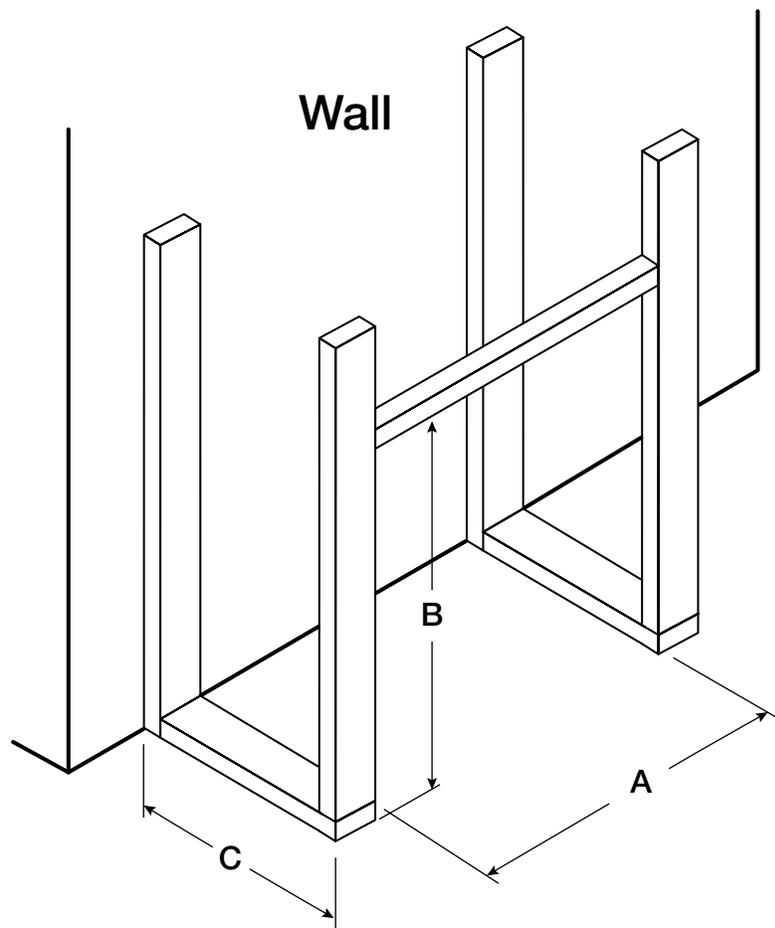
## 2.3 rough framing

### **!** WARNING

- Select a location that is not prone to moisture and is located at least 36" (91.4 cm) away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.

**note:**

- It is recommended to complete finishing of the wall before fully securing the appliance.
- Once the rough framing and the finishing materials have been prepared and the power has been routed to the right side of the recess, the appliance may be installed.
- The electrical connection must be made prior to placing the appliance into position (see “electrical information” section).
- Have two people lift the appliance into position.
- In order to avoid the possibility to exposed insulation or vapour barrier coming in contact with the appliance body, it is recommended that the walls of the appliance enclosure be “finished” (i.e. drywall / sheet rock, etc.) as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the enclosure.

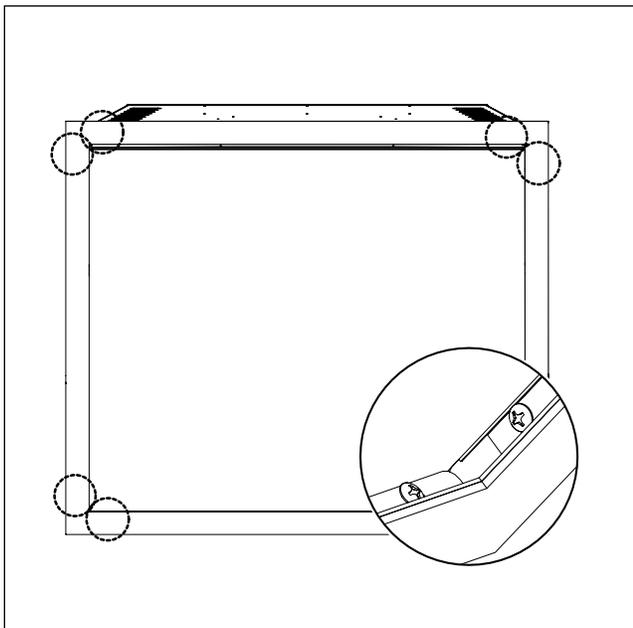


Dimensions	Model	
	NEFB36H-MF	NEFB42H-MF
A (Framing Width)	39 3/4"	45 3/4"
B (Framing Height)	35 9/16"	39 9/16"
C (Framing Depth)	16 1/4"	16 1/4"

## 2.4 appliance installation and finishing

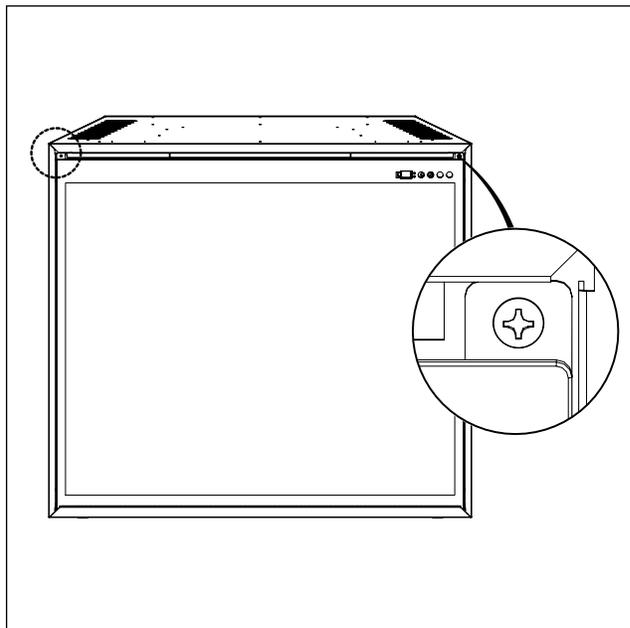
### STEP 1:

Remove the front decorative trim by removing 8 screws from the corners of the appliance.



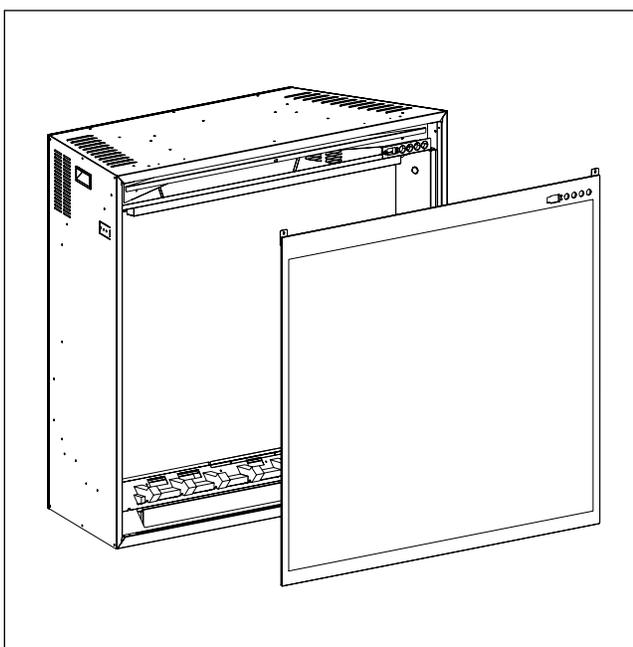
### STEP 2:

With one hand on the glass door to prevent it from falling, remove the 2 screws holding the front glass in the place.



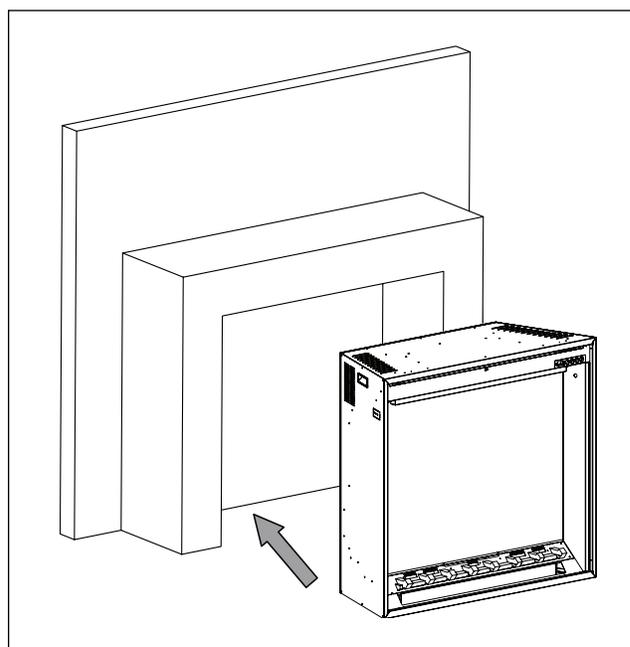
### STEP 3:

Carefully lift the front glass out of the slot in the bottom of the firebox. Set the front glass on a soft, non-abrasive surface.



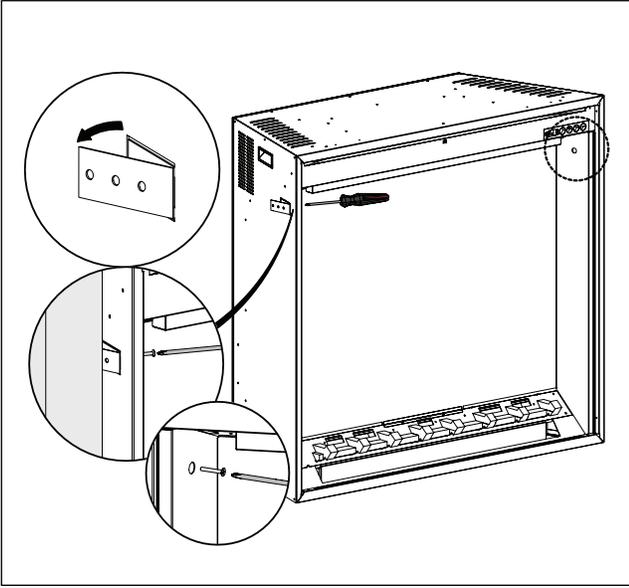
### STEP 4:

After completing hard-wiring (see “electrical information” section), carefully lift the appliance into the finished enclosure.

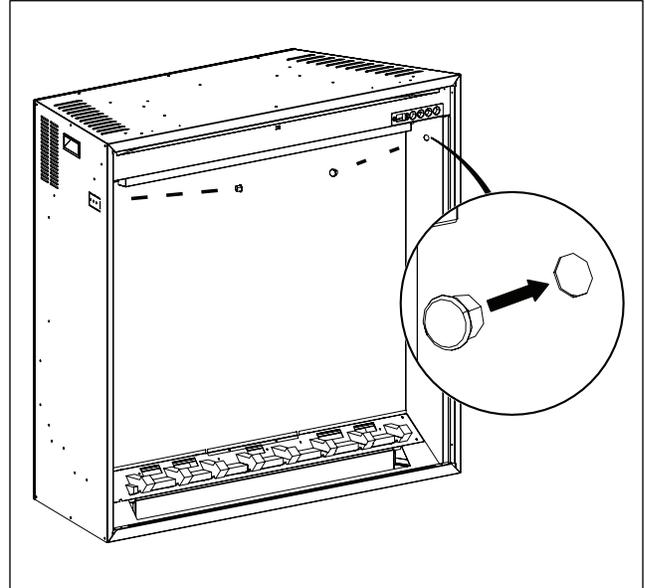


**STEP 5:**

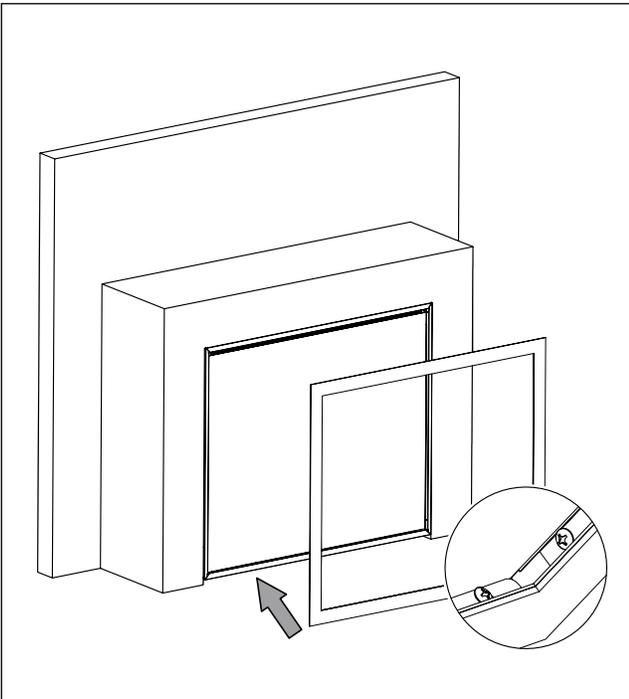
Using the woodscrews provided, secure the unit into the finished enclosure by screwing from the inside of the firebox through the access hole into one of the available pilot holes on the bending tab then into the side of the framing. Adjust the appliance where necessary to ensure proper fit and alignment.

**STEP 6:**

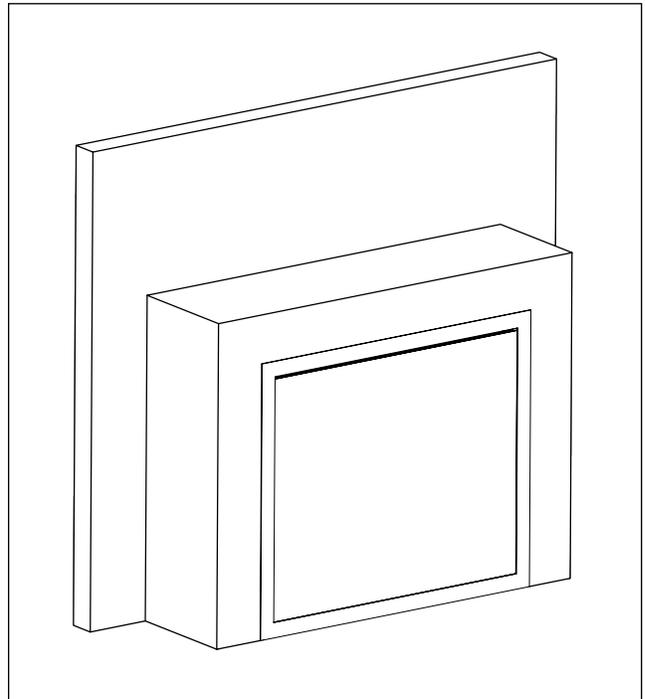
Attach the plastic caps (from the hardware baggie) on to the reflective panels to cover access holes.

**STEP 7:**

Re-install the front glass and decorative trim back on to the appliance to finish.

**STEP 8:**

Finished appliance.



### 3.0 electrical information

#### **! WARNING**

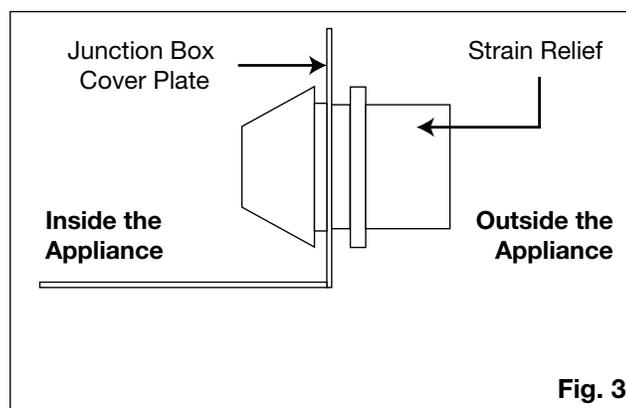
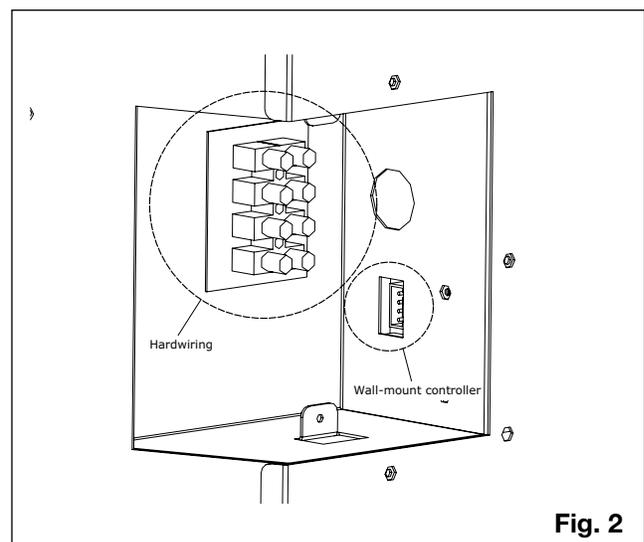
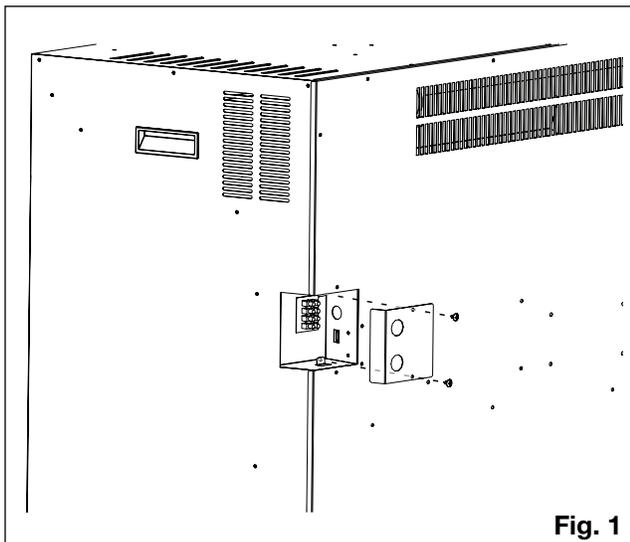
- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

It is necessary to hard-wire this appliance. A qualified electrician must wire the appliance directly to the household wiring. The wire and power supply breaker must be rated for 120V, minimum 15 amps.

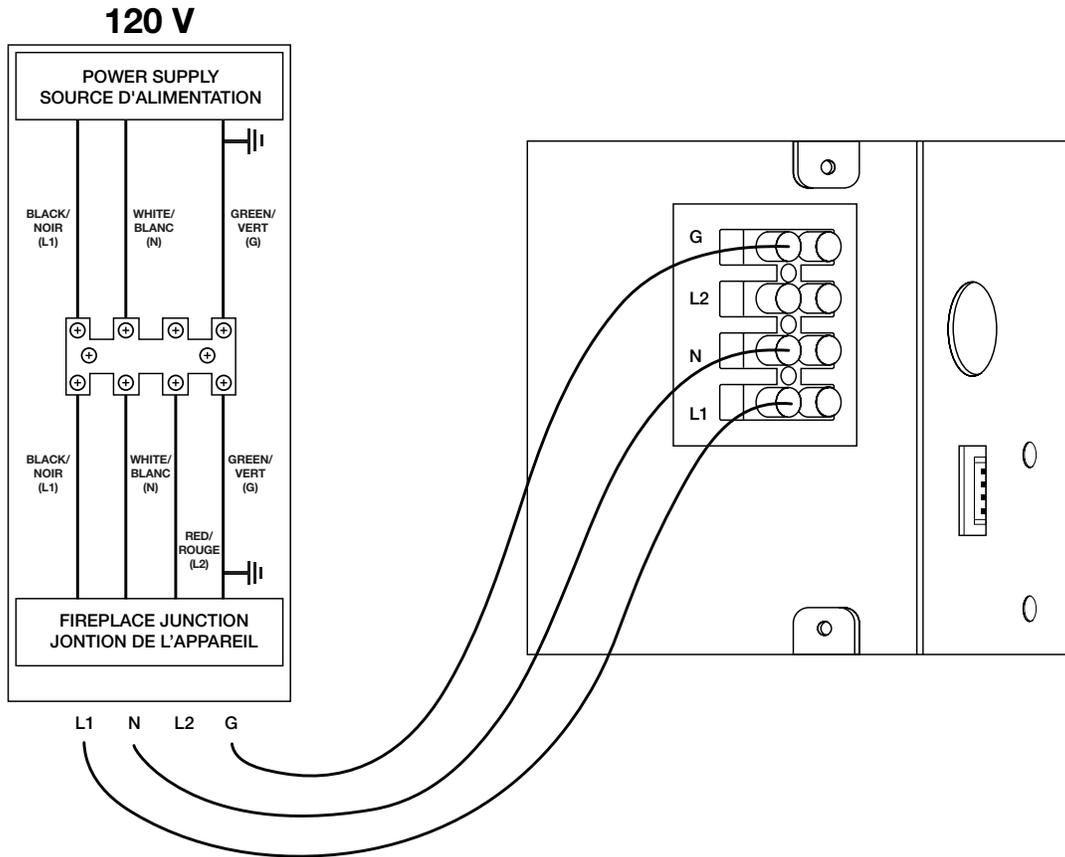
This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with the latest edition of the National Electrical Code ANSI/NFPA 70 in the United States or the Canadian Electrical Code CSA C22.1 in Canada.

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

1. Locate the desired 2 conductor or 3 conductor wire cable to the right side of the enclosure for the hard-wiring installation based on the desired 120 V or 240 V heat output capability. (Fig.1).
2. With the appliance in the rough-in framing, insert far enough into the enclosure to locate the supply wires to the terminal block. (Fig.2).
3. 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. (Fig.3).



### 3.1 120 V hard-wiring installation

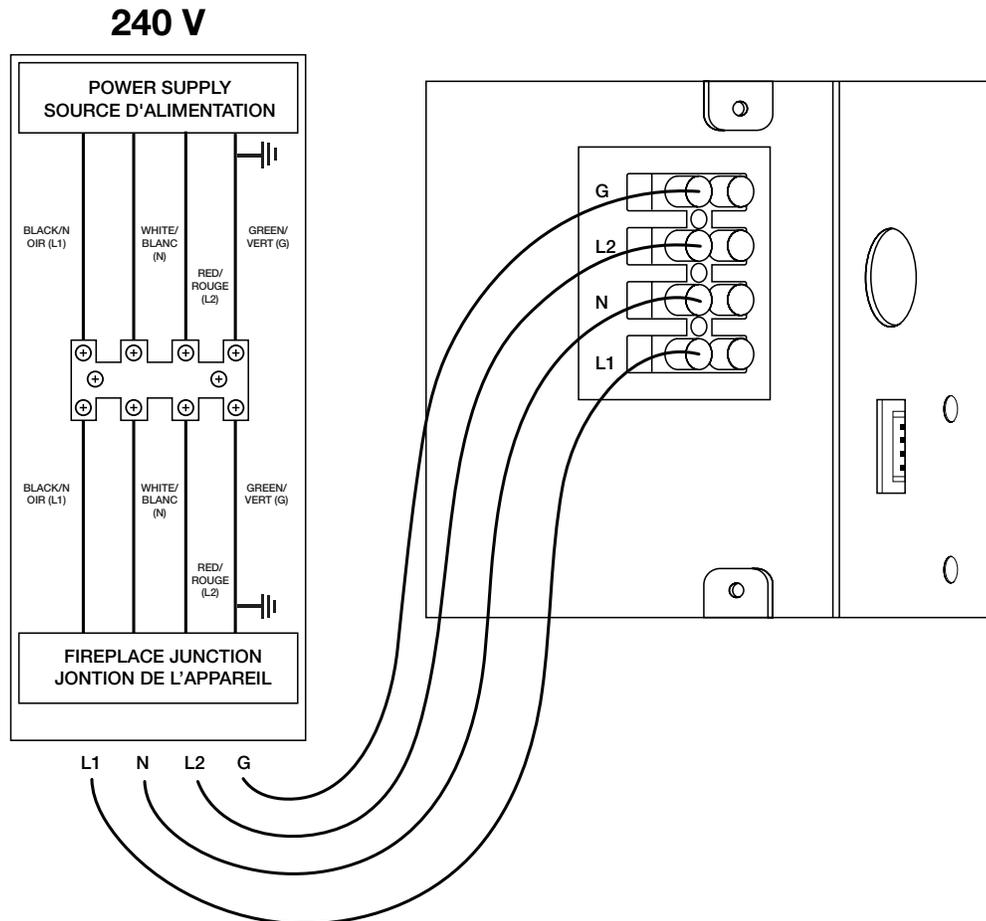


1. Insert Green or bare copper wire to the designated G Terminal. Tighten the screw.
2. Insert Neutral wire to the designated N Terminal. Tighten the screw.
3. Insert L1 wire to the designated L1 Terminal. Tighten the screw.
4. Make sure all connections are tightened properly.
5. Reinstall the junction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

**note:**

If you are using the optional wall mount controller during installation, connect the wire harness to the 4-pin connector located next to the hardwire terminal block.

## 3.2 240 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. Insert L2 wire to the designated L2 Terminal. Tighten the screw.
5. Make sure all connections are tightened properly.
6. Reinstall the junction box cover plate.

**note:**

If you are using the optional wall mount controller during installation, connect the wire harness to the 4-pin connector located next to the hardwire terminal block.

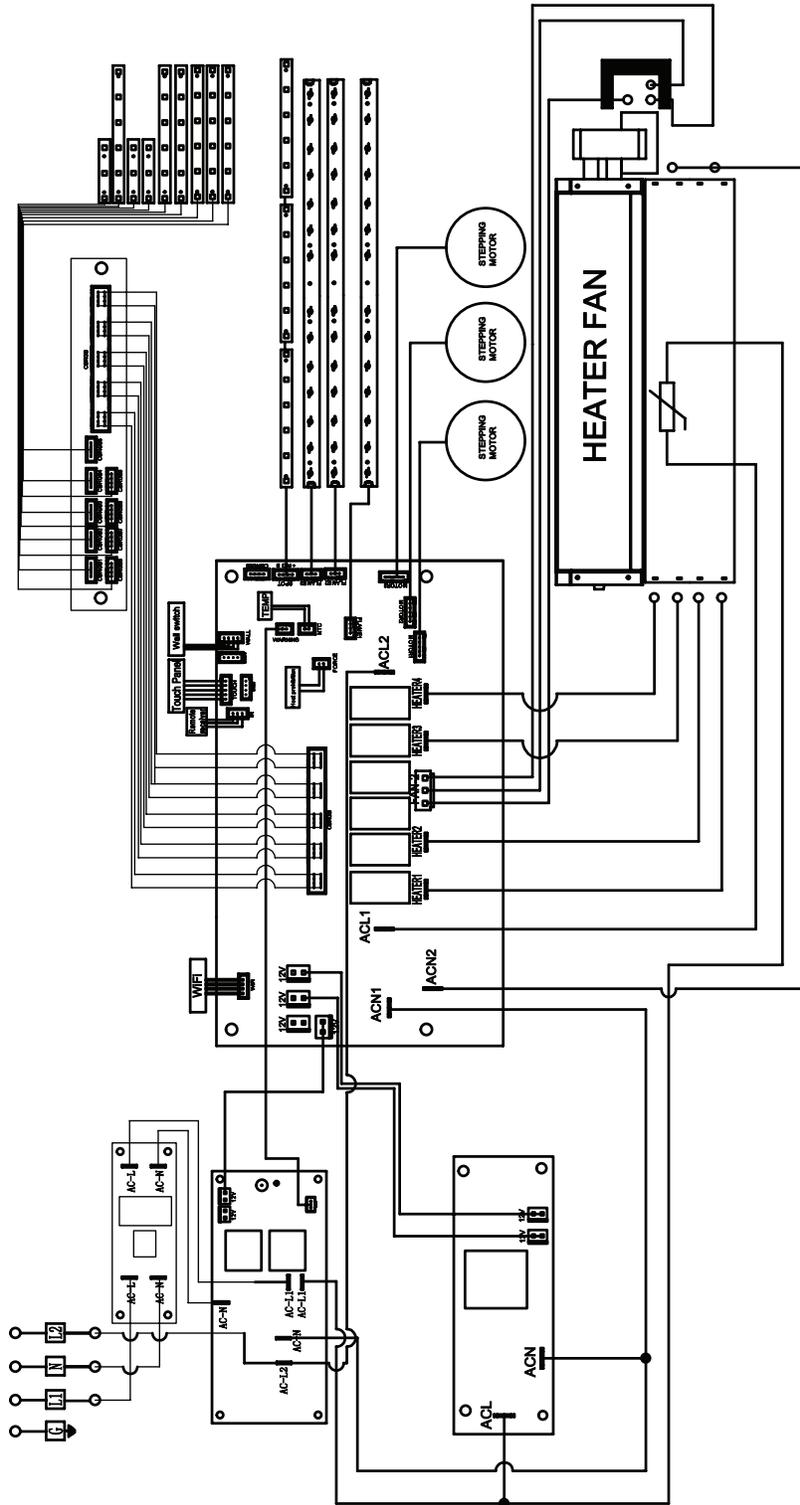
## 3.3 optional wall-mount controller installation

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.

# 4.0 wiring diagram

## 4.1 NEFB36H-MF wiring diagram





## 5.0 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.

## 5.1 operating control panel

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



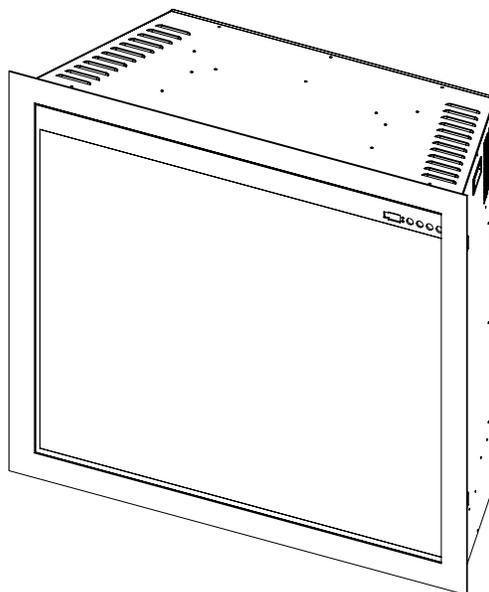
<b>Power</b>		Turn the appliance on/off.
<b>Heater</b>		Turns the heater and blower on/off.  <b>Settings:</b> H-0: Heater and blower off. H-1: Heater and blower on. FAN: Heater is off and blower is on.  <b>Note:</b> Heater control function can be enabled/disabled by holding the button for 5s. When the heater function is disabled, "LOC" will be displayed.
<b>Flame</b>		Turn the flame effect on/off.  <b>Settings:</b> F-1: Style 1 - yellow colour. F-0: Flame OFF.
<b>ECO Mode Indicator</b>		Indicates the appliance is working under ECO mode (energy saving).
<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. Press and hold the button 8s to enter Wi-Fi setup mode. Indicator flashes.

## 5.2 operating remote control



### Features:

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



### Special features:

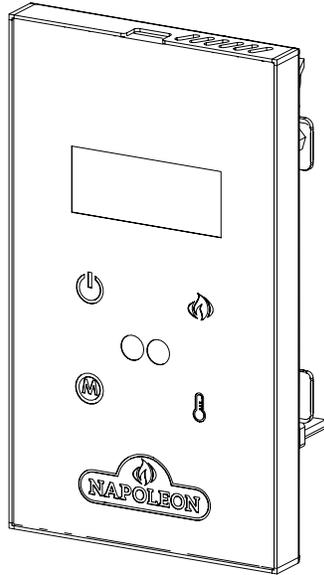
- 7/24 timer programming
- open window alert

<b>Power/Standby</b>		Turn the appliance on/off.
<b>Heater</b>		<p>Press  button to set fireplace heating mode.</p> <p>H-0: Heater and blower off.                      FAN: Heater is off and blower is on.                      H-1: Heater and blower on.</p> <p><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.</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> <ol style="list-style-type: none"> <li>1. Press and hold the  for 3s.  ON logo will appear on screen.</li> <li>2. When “MON” starts to flash, use  to select the desired day. Press OK to complete setting.</li> <li>3. 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.</li> <li>4. When “18 °C” starts flashing, use  to select desired temperature to on heater (thermostat function on). Press OK to complete the setting.</li> <li>5. After finishing step 4,  OFF logo will appear on screen. Repeat steps 3 to set the time for off schedule.</li> <li>6. Repeat steps 1 to 5 to set the time ON/OFF schedule every day.</li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• During the time and scheduling setting, only when the IR receiver is aimed the signal can be received by PCB. When the signal is received successfully, a BEEP sound will be heard.</li> <li>• During the ‘hour and minute’ setting, every data indicates a meaningful signal not “screen up and screen down” only.</li> <li>• “--:--” means no timer setting.</li> <li>• When press and holding the “up or down button”  the digits go much faster.</li> </ul>
<b>ECO</b>		<p>Hold the button for 3s to turn on/off heater with half heat output (ECO mode).</p> <p><b>Note:</b> When running in ECO mode, ECO indicator will light up on the control panel.</p>
<b>Boost</b>		<p>Hold the button for 3s to turn on/off Boost mode for 30 mins.</p> <p><b>Note:</b> When running in Boost mode, BST indicator will light up on the control panel.</p>
<b>Thermostat Control</b>		<p>Default setting: OFF (display C on the display). Press and hold the button for 3s to switch between °C and °F. Use  to change settings.</p> <p>OFF 18 °C [64 °F], 19 °C [66 °F], 20 °C [68 °F], 21 °C [70 °F], 22 °C [72 °F], 23 °C [74 °F], 24 °C [76 °F], 25 °C [78 °F], 26 °C [80 °F], 27 °C [82 °F].</p>

<p><b>Flame</b></p>		<p>Flame colour updates all the flame layers at the same time. No individual layers of flame colour adjustment allowed. Press button once, flame 1 icon will start to flash. Press the button again, flame 2 icon will start to flash. Press the button again, flame 1 &amp; flame 2 icon will start to flash.</p> <p>Use   buttons to change brightness settings.</p> <table border="1" data-bbox="565 436 1455 667"> <thead> <tr> <th data-bbox="565 436 805 510">Flame 1 Yellow Colour</th> <th data-bbox="805 436 1045 510">Flame 2 Orange Colour</th> <th data-bbox="1045 436 1455 510">Flame 1+2 Both Colours</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 510 805 548">YF4 (100%)</td> <td data-bbox="805 510 1045 548">OF4 (100%)</td> <td data-bbox="1045 510 1455 548">F-1 Both flame ON (100%) Default</td> </tr> <tr> <td data-bbox="565 548 805 585">YF3 (75%)</td> <td data-bbox="805 548 1045 585">OF3 (75%)</td> <td data-bbox="1045 548 1455 585"></td> </tr> <tr> <td data-bbox="565 585 805 623">YF2 (50%)</td> <td data-bbox="805 585 1045 623">OF2 (50%)</td> <td data-bbox="1045 585 1455 623">F-0 Both flame OFF (0%)</td> </tr> <tr> <td data-bbox="565 623 805 661">YF1 (25%)</td> <td data-bbox="805 623 1045 661">OF1 (25%)</td> <td data-bbox="1045 623 1455 661"></td> </tr> <tr> <td data-bbox="565 661 805 678">YF0 (OFF)</td> <td data-bbox="805 661 1045 678">OF0 (OFF)</td> <td data-bbox="1045 661 1455 678"></td> </tr> </tbody> </table>	Flame 1 Yellow Colour	Flame 2 Orange Colour	Flame 1+2 Both Colours	YF4 (100%)	OF4 (100%)	F-1 Both flame ON (100%) Default	YF3 (75%)	OF3 (75%)		YF2 (50%)	OF2 (50%)	F-0 Both flame OFF (0%)	YF1 (25%)	OF1 (25%)		YF0 (OFF)	OF0 (OFF)	
Flame 1 Yellow Colour	Flame 2 Orange Colour	Flame 1+2 Both Colours																		
YF4 (100%)	OF4 (100%)	F-1 Both flame ON (100%) Default																		
YF3 (75%)	OF3 (75%)																			
YF2 (50%)	OF2 (50%)	F-0 Both flame OFF (0%)																		
YF1 (25%)	OF1 (25%)																			
YF0 (OFF)	OF0 (OFF)																			
<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   to change settings.</p> <ul style="list-style-type: none"> <li>• S-5</li> <li>• S-4</li> <li>• S-3 (Default)</li> <li>• S-2</li> <li>• S-1</li> </ul> <p>Flame speed updates all the flame layers at the same time. No individual layers of flame speed adjustment allowed.</p>																		
<p><b>Ember Bed Colour &amp; Brightness</b></p>		<p>Default setting: L01.</p> <p>Press the button once, ember bed colour icon will start to flash. Use   to change settings.</p> <ul style="list-style-type: none"> <li>• L01 (Default)</li> <li>• L02</li> <li>• ...</li> <li>• L05</li> <li>• L-C (Cycle)</li> </ul> <p>Press button again, brightness icon will start to flash. Use   to change settings.</p> <ul style="list-style-type: none"> <li>• B-F (Pulsing)</li> <li>• B-4 (Default)</li> <li>• B-3</li> <li>• B-2</li> <li>• B-1</li> <li>• B-0 (OFF)</li> </ul>																		
<p><b>Flame Layer</b></p>		<p>Press multiple flame button, MF icon will start to flash. Use   buttons to decrease and increase the number of Flame Layers.</p> <p>C-3- Layer 1- ON, Layer 2 - ON, Layer 3 - ON (Default) C-2- Layer 1- ON, Layer 2 - ON, Layer 3 - OFF C-1- Layer 1- ON, Layer 2 - OFF, Layer 3 - OFF</p>																		
<p><b>Top Light</b></p>		<p>Press the button, top LED icon will start to flash. Use   to change settings.</p> <ul style="list-style-type: none"> <li>• D01 (Default)</li> <li>• D02</li> <li>• ...</li> <li>• D13</li> <li>• D-C (Cycle)</li> </ul>																		

### 5.3 operating wall mount controller



<b>Power</b>		Turn the appliance on/off.
<b>Flame ON/OFF</b>		Turn the flame effect ON/OFF. <b>2 Settings:</b> F-0: All light effects OFF F-1: Flame colour OF4 and YF4; flame speed S-3, ember bed colour L1; ember bed brightness B-F.
<b>Mode Selection</b>		Switches between running modes. Default setting: H-0  <b>Settings:</b> 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.  <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>Thermostat Control</b>		Press this button once, temperature setting will increase 1 °C (2 °F). Start from 18 °C (64 °F). Hold this button for 5s, can switch between °C and °F. When temperature reaches 27 °C [82 °F] press this button once again, temperature will turn OFF and display unit. Press button again to restart from 18 °C [64 °F].  <b>Settings:</b> 18 °C [64 °F], 19 °C [66 °F], 20 °C [68 °F], 21 °C [70 °F], 22 °C [72 °F], 23 °C [74 °F], 24 °C [76 °F], 25 °C [78 °F], 26 °C [80 °F], 27 °C [82 °F] and OFF.  <b>Note:</b> Press and hold the button for 5s to switch between °C and °F.

## 6.0 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



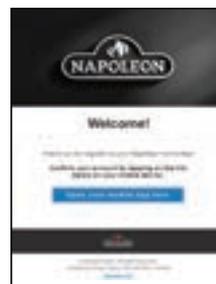
Enter user information and create a password for the account. Select the country in which the appliance is located.

#### 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.

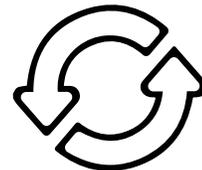
#### 5 CONFIRM



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.

## 6.1 connecting to the app

1. Ensure the appliance is plugged in and turned on (**Fig. 1**).
2. Press and hold the Wi-Fi button on the appliance control panel for 10 seconds (**Fig. 2**).



Fig. 1

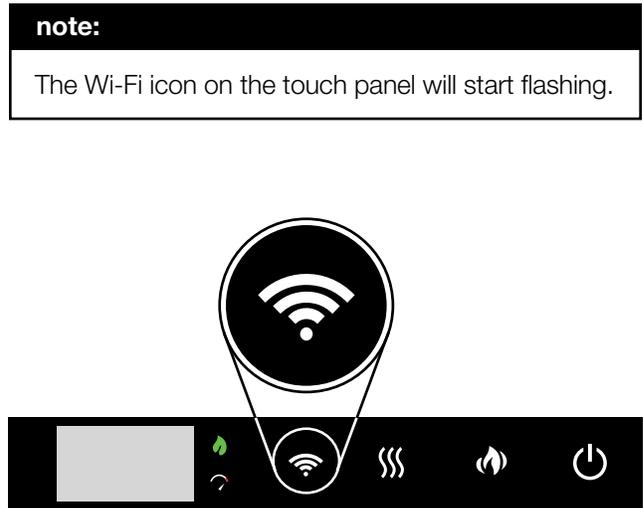


Fig. 2

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

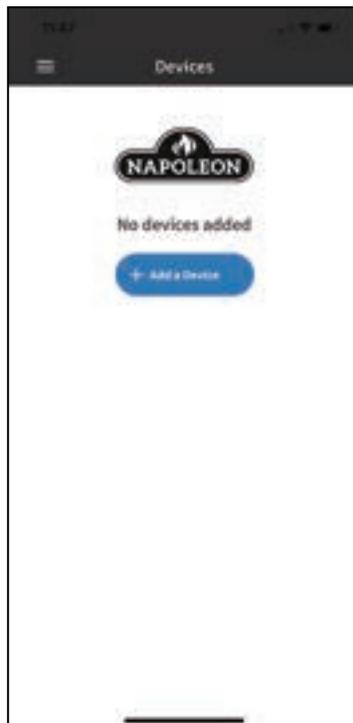


Fig. 3



Fig. 4

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



Fig. 5

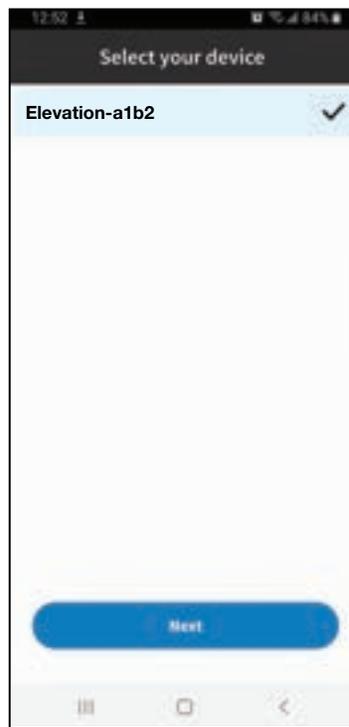


Fig. 6

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

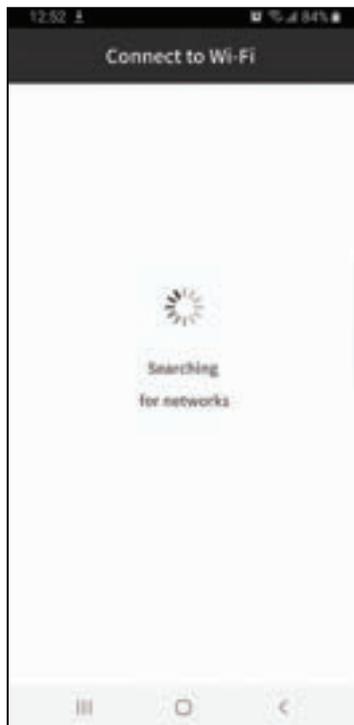


Fig. 7



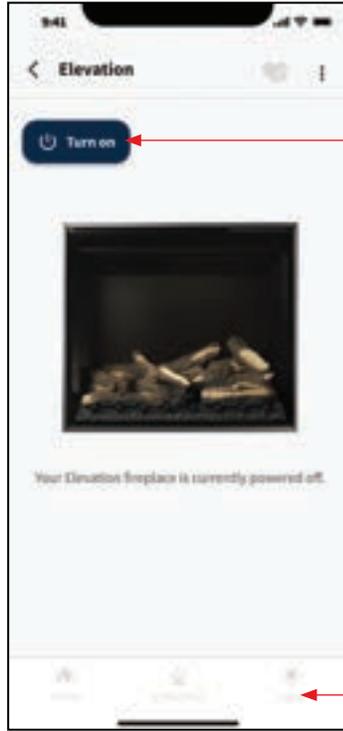
Fig. 8



Fig. 9

## 6.2 using the app

### 6.2.1 power setting

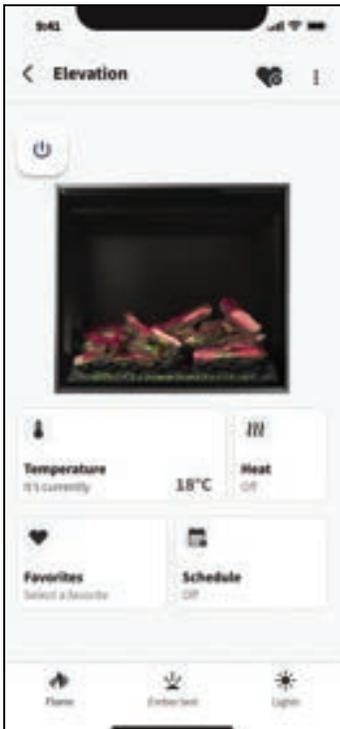


**Power Setting:**

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.

### 6.2.2 heat setting

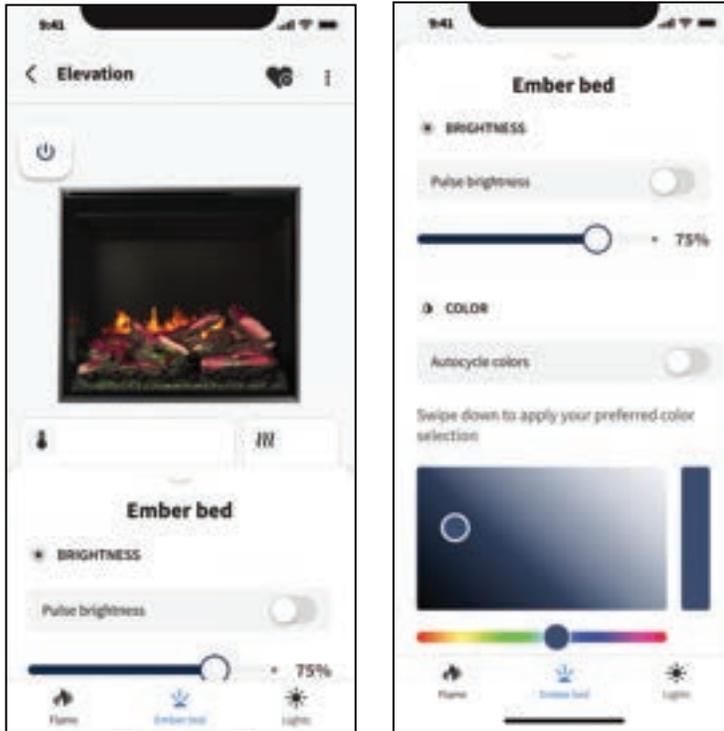


**Heat Setting:**

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.

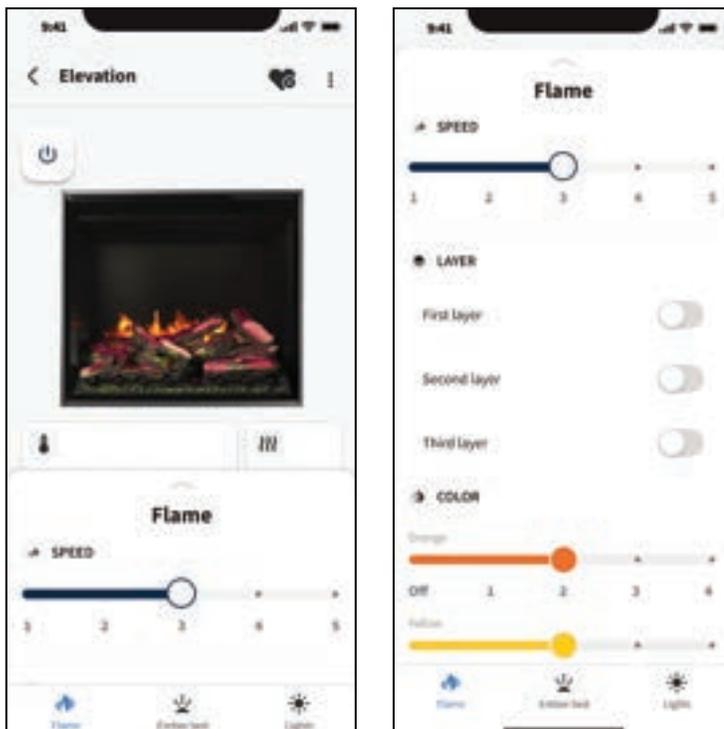
## 6.2.3 ember bed setting



### 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.

## 6.2.4 flame setting

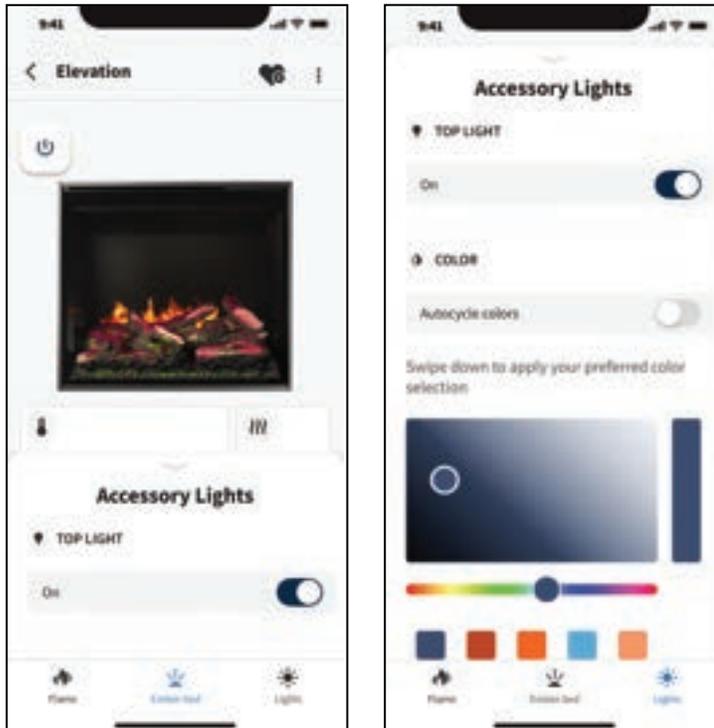


### Flame Setting:

Control the display of the different flame colours by adjusting the slider for each flame colour.

Flame layers can be turned OFF or ON using the respective toggle buttons. The flame speed can also be adjusted.

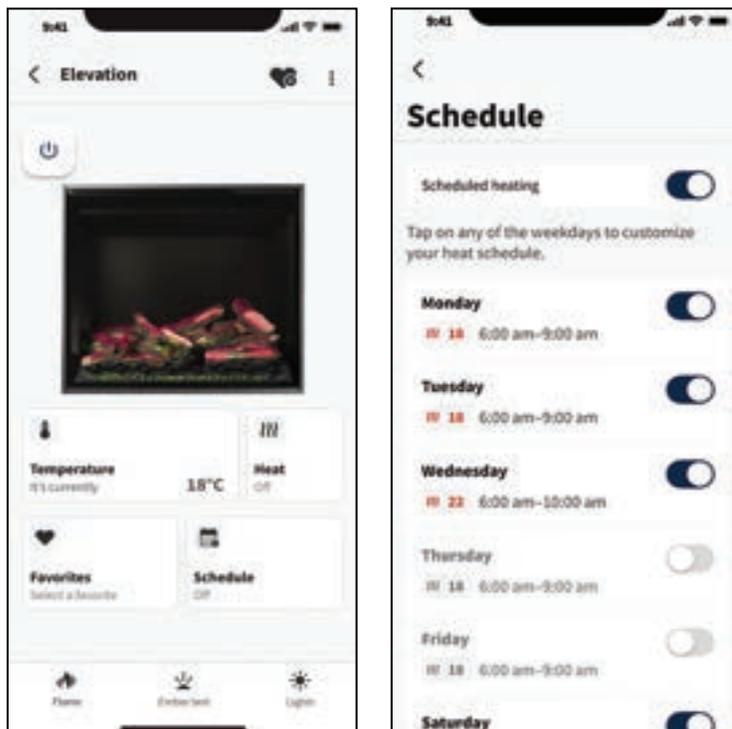
## 6.2.5 accessory lights settings



### 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.

## 6.2.6 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.

## 7.0 maintenance

### 7.1 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.



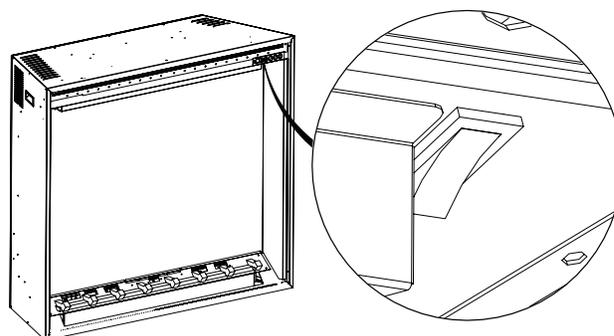
Batteries must be disposed of according to the local laws and regulations. Some batteries may be recycled, and may be accepted for disposal at your local recycling center. Check with your municipality for recycling instructions.

### 7.2 heater lockout switch

This fireplace features a switch that can be actioned to provide physical lockout means for the heater.

This switch is located above the touch panel to provide additional measures to lock out the operation of the heater.

To access the lock out switch, remove the decorative trim and the front glass.



## 8.0 replacement parts

### **WARNING**

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

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

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

When ordering replacement parts always give the following information:

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

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

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

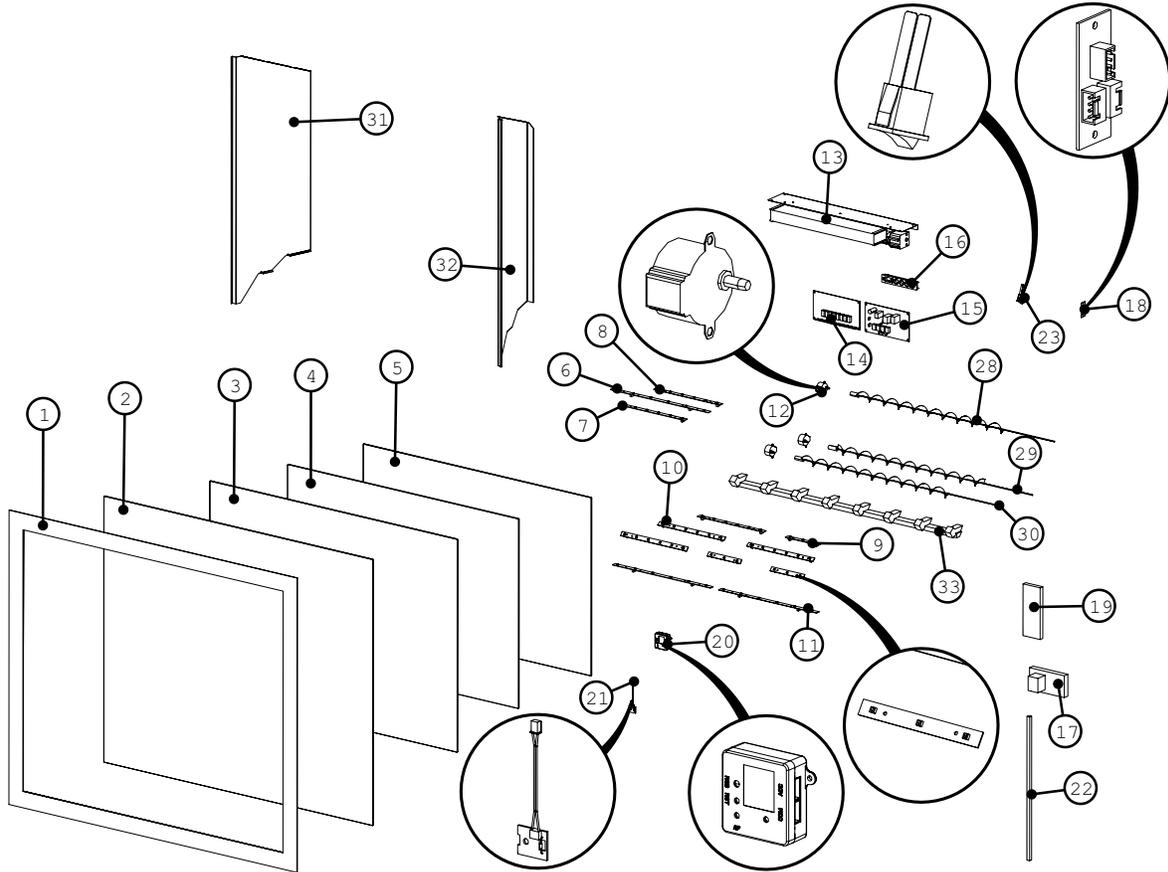
**Parts not identified as stocked will be delivered within a 2 to 4 week period, for most cases.**

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

## 8.1 NEFB36H-MF/ NEFB42H-MF

**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	NEFB36H-MF	NEFB42H-MF
1	1 Pc Trim	W715-10002572	W715-10002573
2	Front Glass	W300-10002534	W300-10002535
3	Flame Projection Glass - Front	W300-10002536	W300-10002537
4	Flame Projection Glass - Middle	W300-10002538	W300-10002539
5	Flame Display Panel - Rear	W475-10002540	W475-10002541
6	Top LED Light	W405-10000213	
7	Front or Middle Flame LED Light	W405-10002554	W405-10002555
8	Rear Flame LED Light	W405-10002552	W405-10002553
9	Ember LED Type 1	W405-10000214	

Table continue in page 35

No.	Description	NEFB36H-MF	NEFB42H-MF
10	Ember LED Type 2	W405-10002556	
11	Ember LED Type 3	W405-10002557	
12	Reflector Motor	W435-10002558	
13	Heater Blower Assembly	W010-10002559	
14	Main PCB Board	W190-10002566	
15	Power PCB Board	W190-0260	
16	Touch Control Panel	W190-10002567	
17	Wiring Protection Board	W190-10002568	
18	Wallmount Controller Connection Board	W190-10002569	
19	Handheld Remote Controller	W190-10002570	
20	IoT Module Assemble	W010-10002571	
21	Temperature Sensor	W190-10000219	
22	Remote Controller Receiver	W190-10000217	
23	Rocket Switch	W660-0175	
24	High Voltage Wire Harness*	W750-10002574	W750-10002575
25	Low Voltage Wire Harness*	W750-10002576	W750-10002577
26	Ember Bed*	W497-10002578	W497-10002579
27	Logset Kit*	W370-10002550	W370-10002551
28	Reflector Spindle - Rear	W010-10002560	W010-10002561
29	Reflector Spindle - Middle	W010-10002562	W010-10002563
30	Reflector Spindle - Front	W010-10002564	W010-10002565
31	Reflective Panel - Left Side	W475-10002542	W475-10002543
32	Reflective Panel - Right Side	W475-10002544	W475-10002545
33	Grate	W185-10002546	W185-10002547
34	Suction Disc*	W220-10002548	
35	Hardware Kit*	W370-10002549	

\* Part not illustrated

## 9.0 troubleshooting

### WARNING

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

symptom	problem	solution
Appliance will not come on when power button/switch is put into the "ON" position.	Appliance is not plugged into an electrical outlet.	Check plug, and plug in the appliance if necessary.
	Hard wire connections are not correct.	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace, if necessary.
Appliance turns OFF and will not turn ON.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance's fuse has blown.	Replace the fuse.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in the appliance or turn the breaker on.
Appliance has returned to default settings.	Power failure.	Re-program appliance to original settings (not applicable with all appliances).
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel.
No warm air coming out of the appliance.	Heater setting not selected.	See "operation" section.
	Heater has been locked out.	See "operation" section.
	Room temperature is higher than appliance setting (if set to room temperature).	Reset temperature setting.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow for appliance to cool for 15 minutes.
	Hard wire connections are not correct.	See "hard-wiring installation" section.
	Heater issue.	Inspect the blower and heater and replace, if necessary.
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 "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.
Top Light 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.
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.
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. Inspect the Hard wire Supply connection.
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 heating element.	Consult local service dealer.
		Inspect wire harness / replace blower and heater assembly.
LED flashing "E-2".	Error code for blower.	Consult local service dealer.
		Inspect wire harness / replace blower and heater assembly.
LED flashing "E-11".	Error code for temperature sensor.	Consult local service dealer.
		Inspect / replace temperature sensor.
LED flashing "E-25".	Ambient room temperature is too high to continue heating which could result in Hyperthermia. Heater has been turned OFF until the ambient room temperature reaches safe levels.	Once the room temperature is below 30 °C, you may resume operation of the unit.  If problem persists, consult your service dealer.
LED flashing "E-27".	Ambient room temperature has significantly dropped, possibly due to an open door or window.	Ensure all windows and doors are closed. Turn OFF and Turn ON the fireplace.
LED flashing "E-28".	Fireplace has not detected any action from the user for the past 24 hours, the heater has been automatically turned OFF.	Resume the operation of the unit immediately.
LED flashing "E-29".	During Wi-Fi setup, device is not able to connect to the device.	Resume the Wi-Fi setting up mode and try reconnecting the unit.





## NAPOLEON ELECTRIC APPLIANCE 5 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 5 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 5 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 5 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 5 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 5 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 5 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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