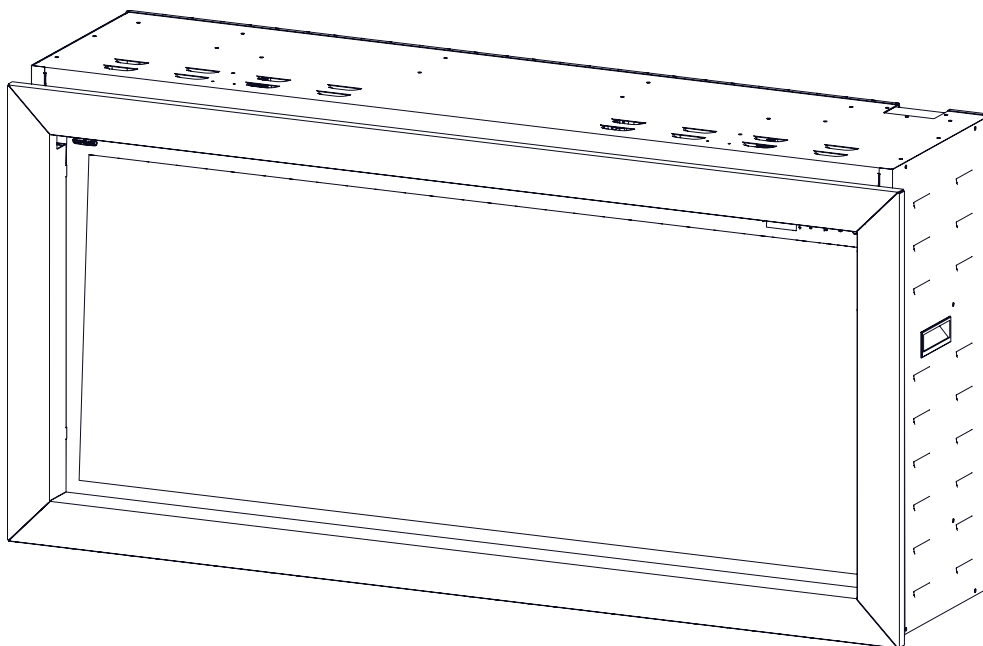




# INSTALLATION AND OPERATION MANUAL

## Astound-Built In™ Series



### 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 relocatable power tap (outlet/power strip).
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.

### **For appliances equipped with a heater:**

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

** 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 operation in conjunction with any other antenna or transmitter.

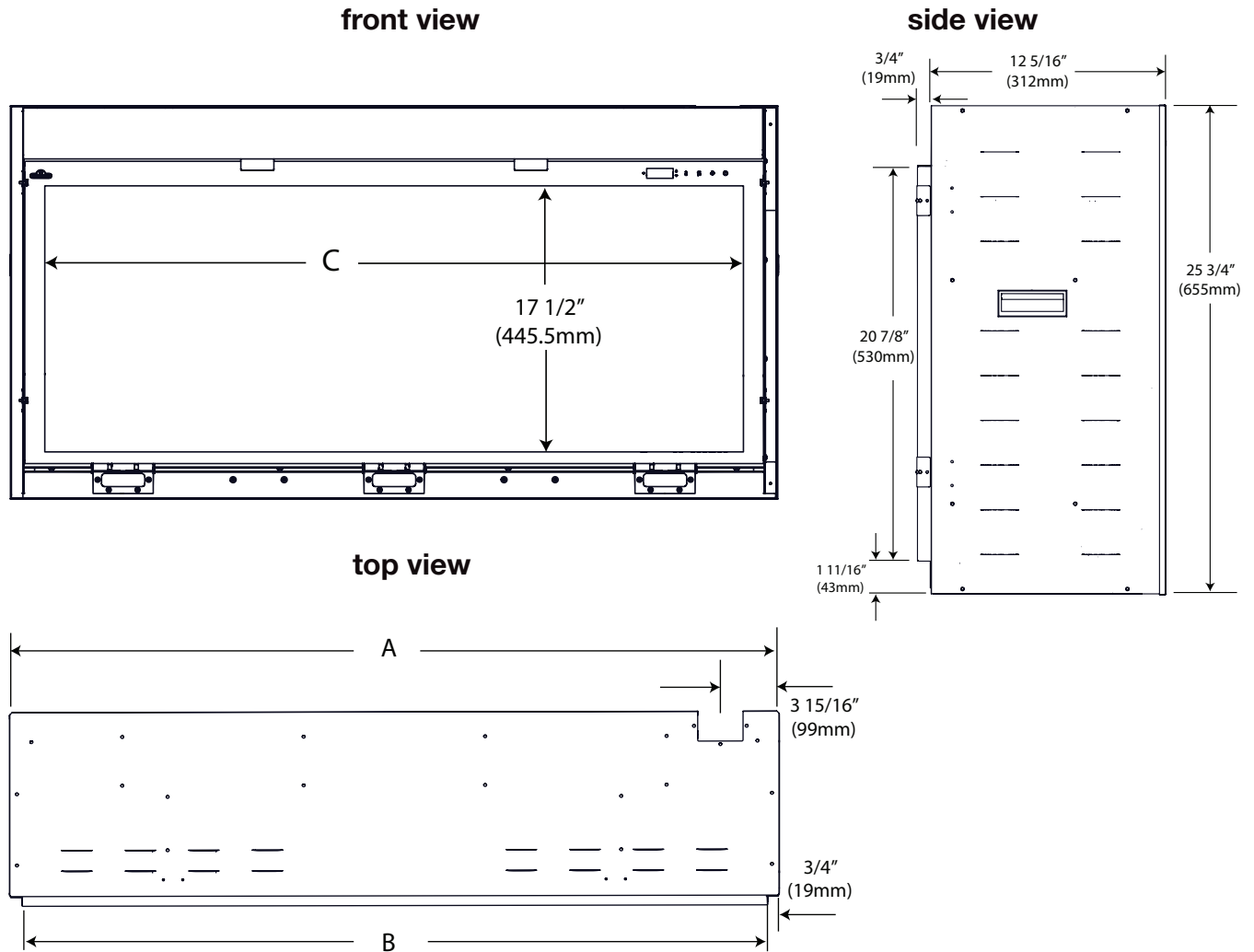
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## note:

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.

## 1.1 dimensions



Dimensions			
Model No.	A (outside width)	(B) finishing opening	(C) viewing area
NEFB50AB	50 1/4"	48 5/8"	45 3/4"
	1276mm	1234mm	1162mm
NEFB62AB	62 1/4"	60 5/8"	57 3/4"
	1579mm	1539mm	1467mm
NEFB74AB	74 1/4"	72 5/8"	69 3/4"
	1882mm	1844mm	1772mm
NEFB96AB	96 1/4"	94 5/8"	91 3/4"
	2441mm	2402mm	2330mm

# general information

## 1.2 listing approvals

Model No.	Net Weight	Gross Weight
<b>NEFB50AB</b>	132 lbs (60kg)	158 lbs (72kg)
<b>NEFB62AB</b>	156 lbs (71kg)	189 lbs (86kg)
<b>NEFB74AB</b>	183 lbs (83kg)	229 lbs (104kg)
<b>NEFB96AB</b>	227 lbs (103kg)	282 lbs (128kg)

Description	Electric Appliance
Type	Recess into wall/Build-in only
Voltage	120V AC / 240V AC *
Watts	MAX 1500W / 3000W *
Amps	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

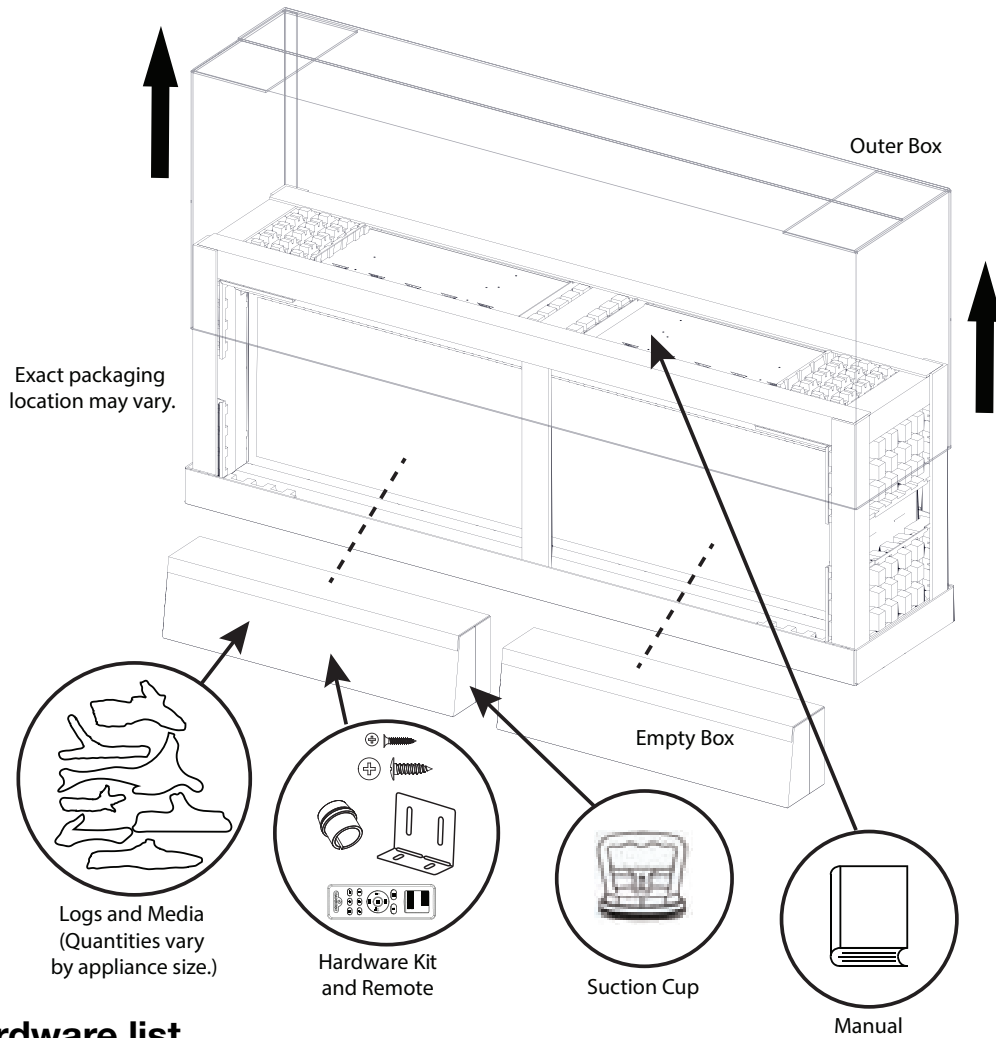
- Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- The appliance may emit a slight, harmless odour when first used. This odour is normal and it is caused by the initial heating of internal appliance elements and will not occur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

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

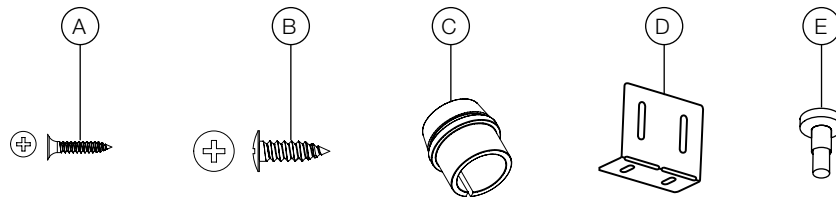
As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35°C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

## 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.



## 1.5 hardware list



Hardware List					
Item	Description	Quantity			
		NEFB50AB	NEFB62AB	NEFB74AB	NEFB96AB
<b>A</b>	Wood Screws	8			
<b>B</b>	ST4x12 Metal Screws	8			
<b>C</b>	Strain Relief	1			
<b>D</b>	Mounting Bracket	4			
<b>E</b>	Adjustable Pin Screws	4			

## general information

### 1.6 rating plate information

The below illustration is for reference only. Refer to the appliance rating plate for accurate information.

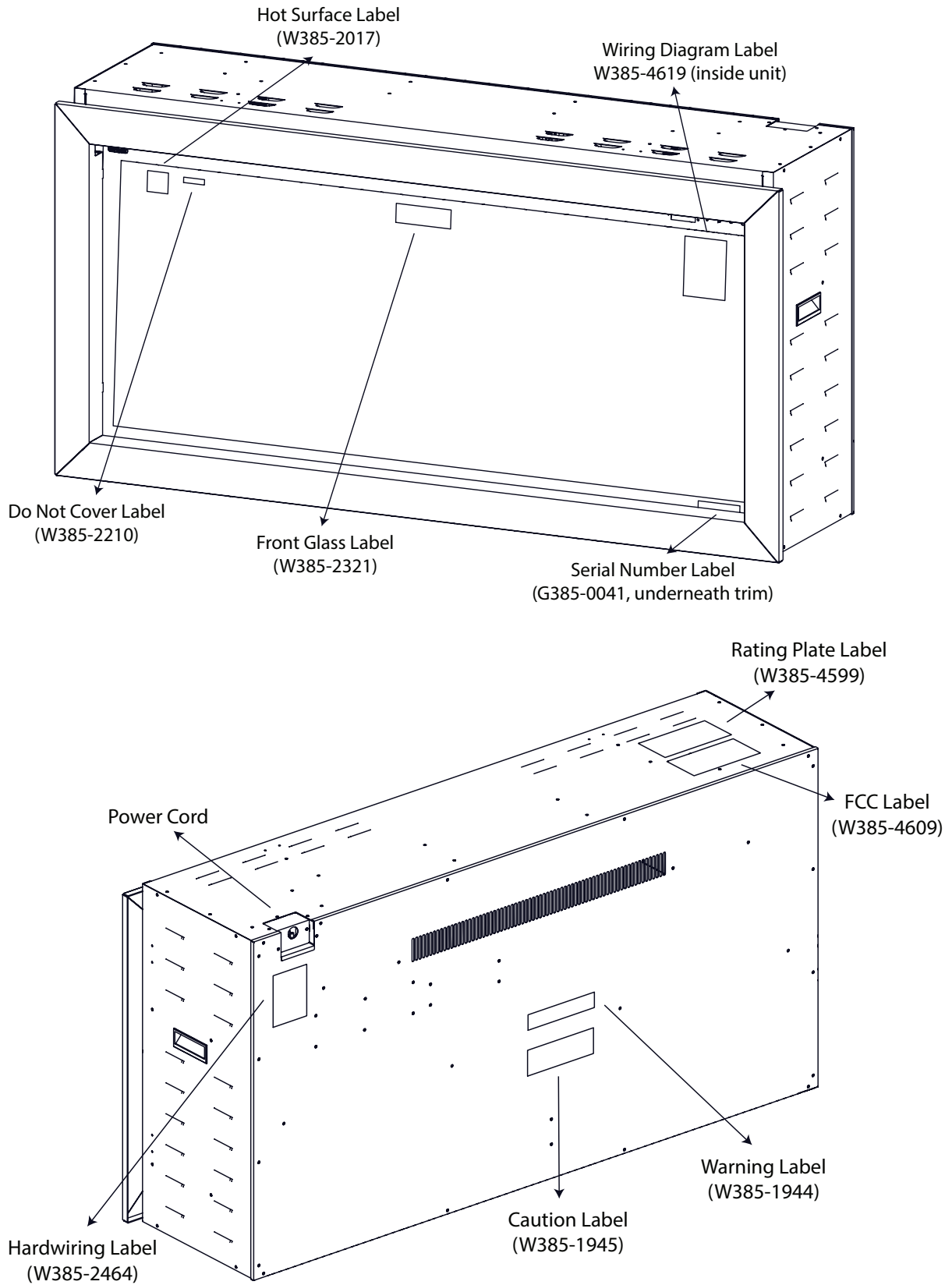


#### note:

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



## 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 cord away from traffic areas and where it will not be tripped over.
- Risk of fire! To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked.
- Risk of fire! Do not blow or place insulation against the appliance.
- This electric appliance is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric appliance could void the warranty and/or result in a safety hazard.
- If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death. Do not store or use gasoline or other flammable vapors in the vicinity of this or any other appliance.
- This appliance is heavy. It is highly recommended that two people install this appliance.
- If your appliance is equipped with a heater, ensure the heater vents cannot, in any way, be covered as it may create a fire hazard.

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

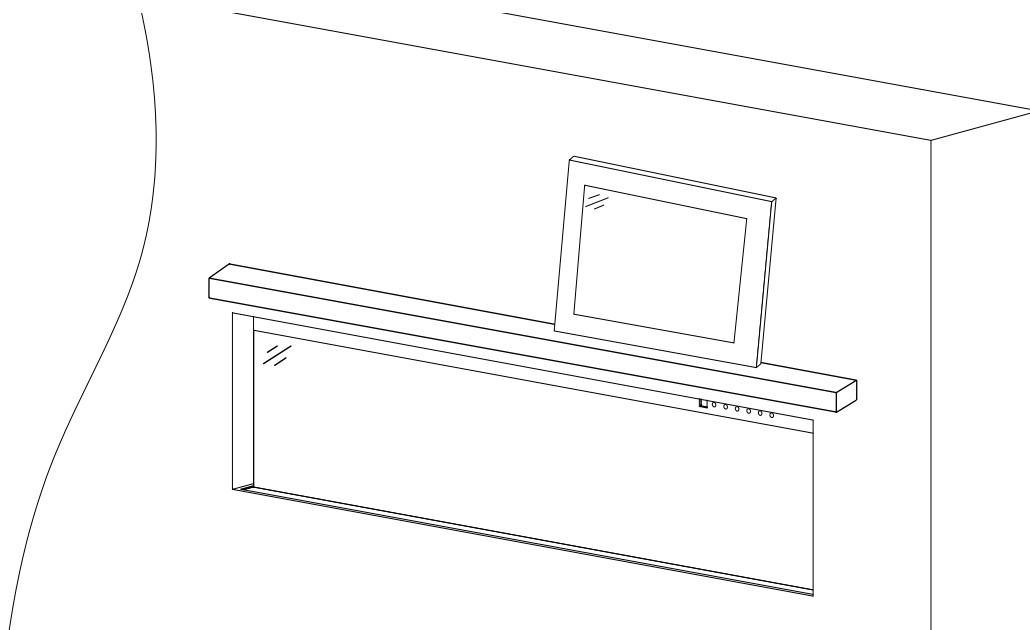
#### **note:**

Follow all national and local electrical codes.

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

This appliance must be installed fully recessed into an enclosure. This appliance cannot be hung on the wall.

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

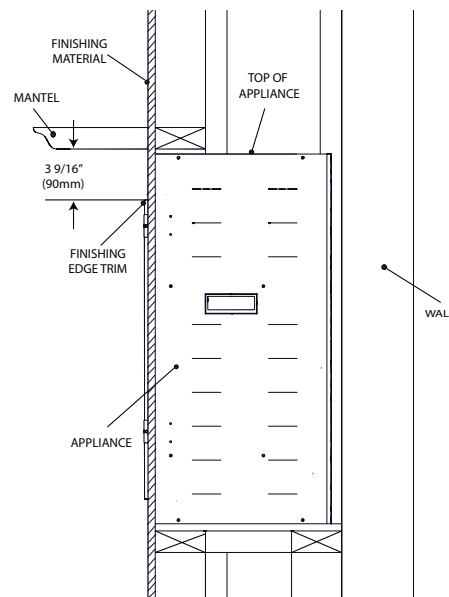


## 2.1 minimum mantel clearances

### ! WARNING

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

Measurements are taken from the top of the appliance:	
Bottom, Sides, and Back	0"
Top	0" recessed into wall and 3 9/16" (90mm) to mantel



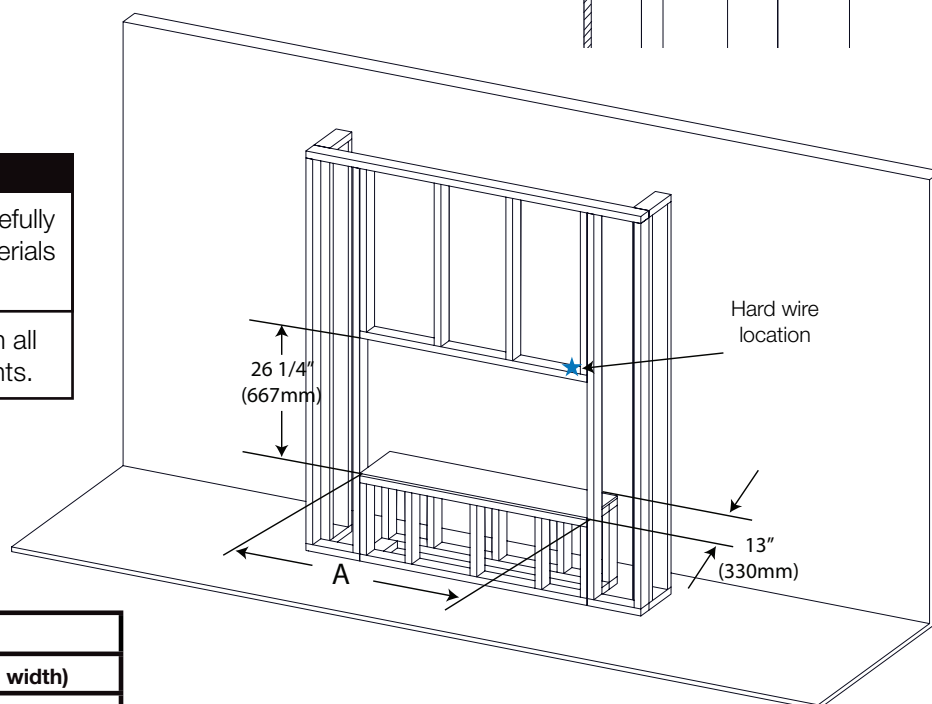
## 2.2 rough framing

- Non-load bearing wall framing
- Hard wire location

### note:

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

Ensure the installation complies with all local building codes and requirements.

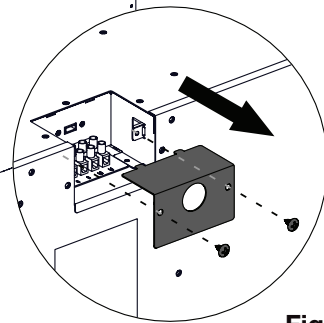
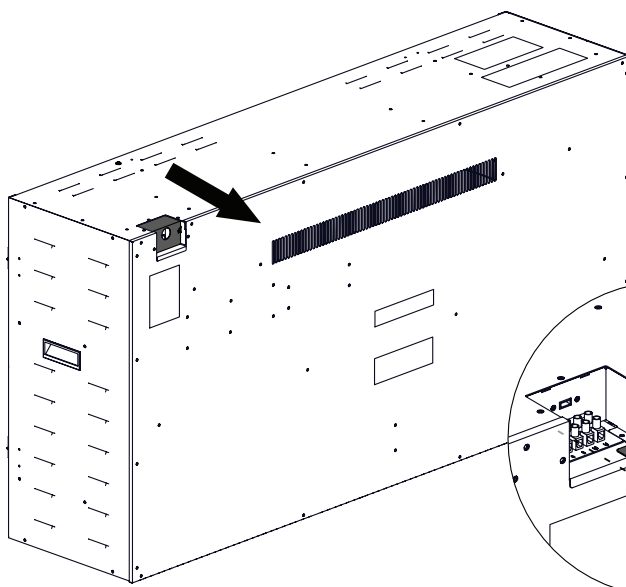


Dimensions	
Model No.	A (framing opening width)
NEFB50AB	50 3/4"
	1289mm
NEFB62AB	62 3/4"
	1594mm
NEFB74AB	74 3/4"
	1898mm
NEFB96AB	96 3/4"
	2457mm

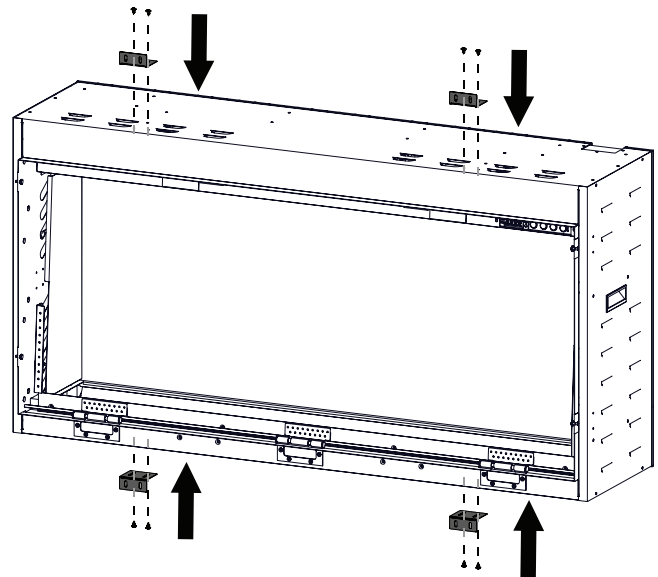
## 2.3 appliance preparation

The appliance will require brackets installed to the top and bottom of the fireplace to allow it to be installed into the framing.

1. Ensure front glass and trim are removed from appliance before installation preparation (see front glass removal).
2. Place the appliance face UP on a soft, non-abrasive surface.
3. Install the metal brackets in the locations shown using the screws supplied (**Fig. 1**).
4. Remove the junction box cover plate (**Fig. 2**).

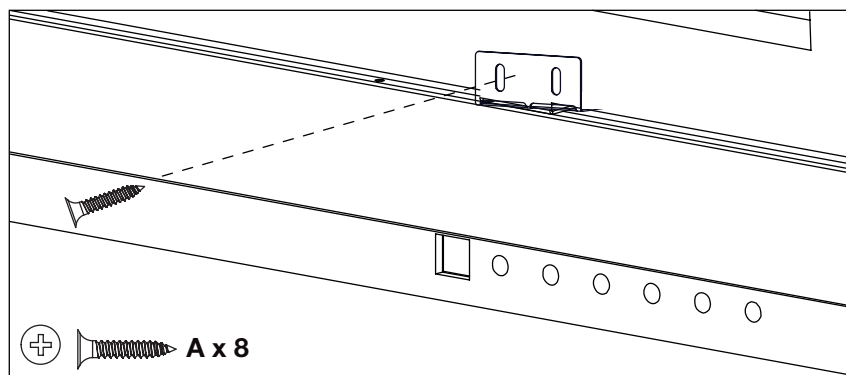


**Fig. 2**



**Fig. 1**

5. With the brackets installed, have 2 people lift the appliance up and insert the appliance into the rough in framing.
6. Check the appliance for stability, ensuring that the appliance will not fall out of the enclosure.
7. Secure the appliance to the rough-in framing by installing 8 screws (supplied) through the metal brackets (**Fig. 3**).



**Fig. 3**

Continue on to electrical information.

## **! WARNING**

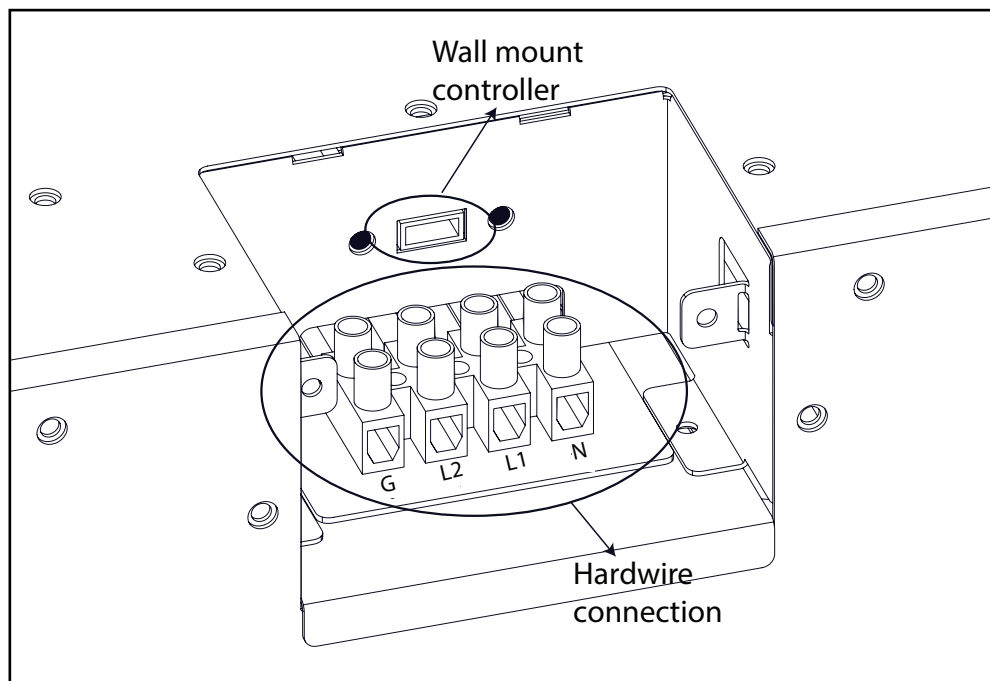
- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

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.

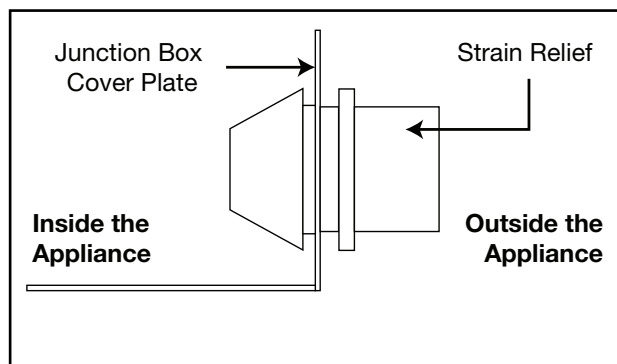
This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with the latest edition of the National Electrical Code ANSI/NFPA 70 in the United States or the Canadian Electrical Code CSA C22.1 in Canada.

Before hardwiring 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 top right side of the enclosure for the hard-wiring installation based on the desired 120V or 240V heat output capability **(Fig. 4)**.
2. With appliance in the rough-in framing, insert it far enough into the enclosure to locate the supply wires to the terminal block.
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. 5)**.



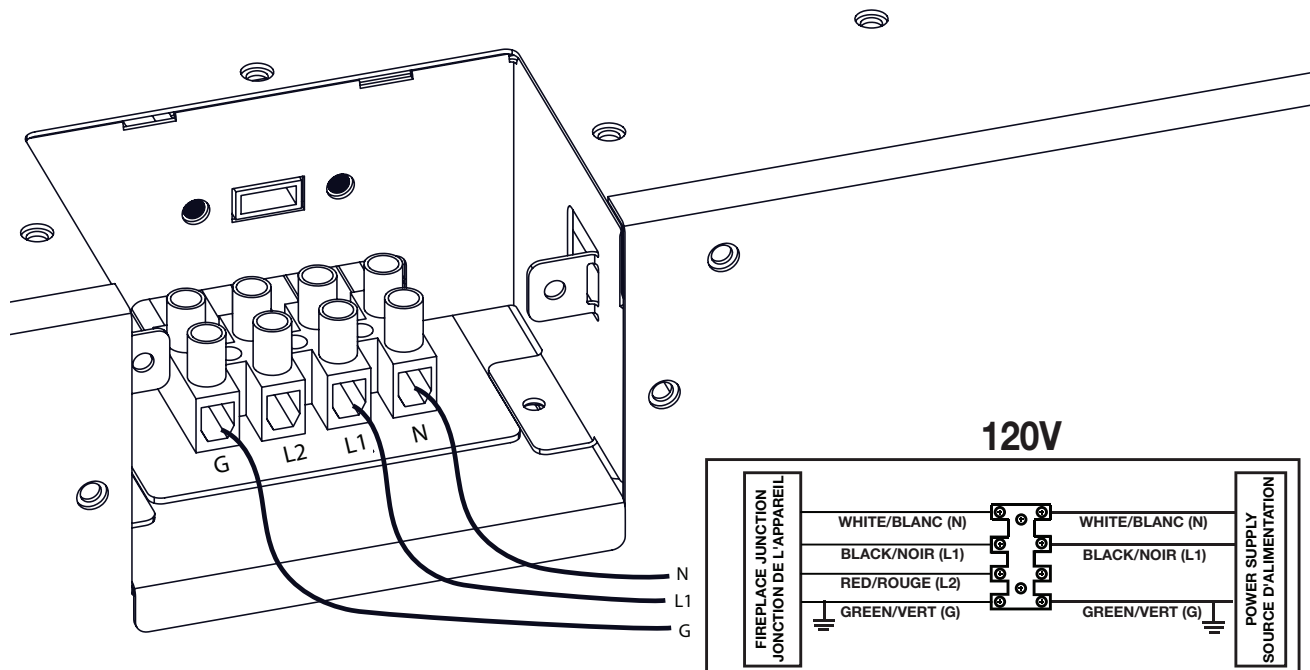
**Fig. 4**



**Fig. 5**

# electrical information

## 3.2 120V hard wiring



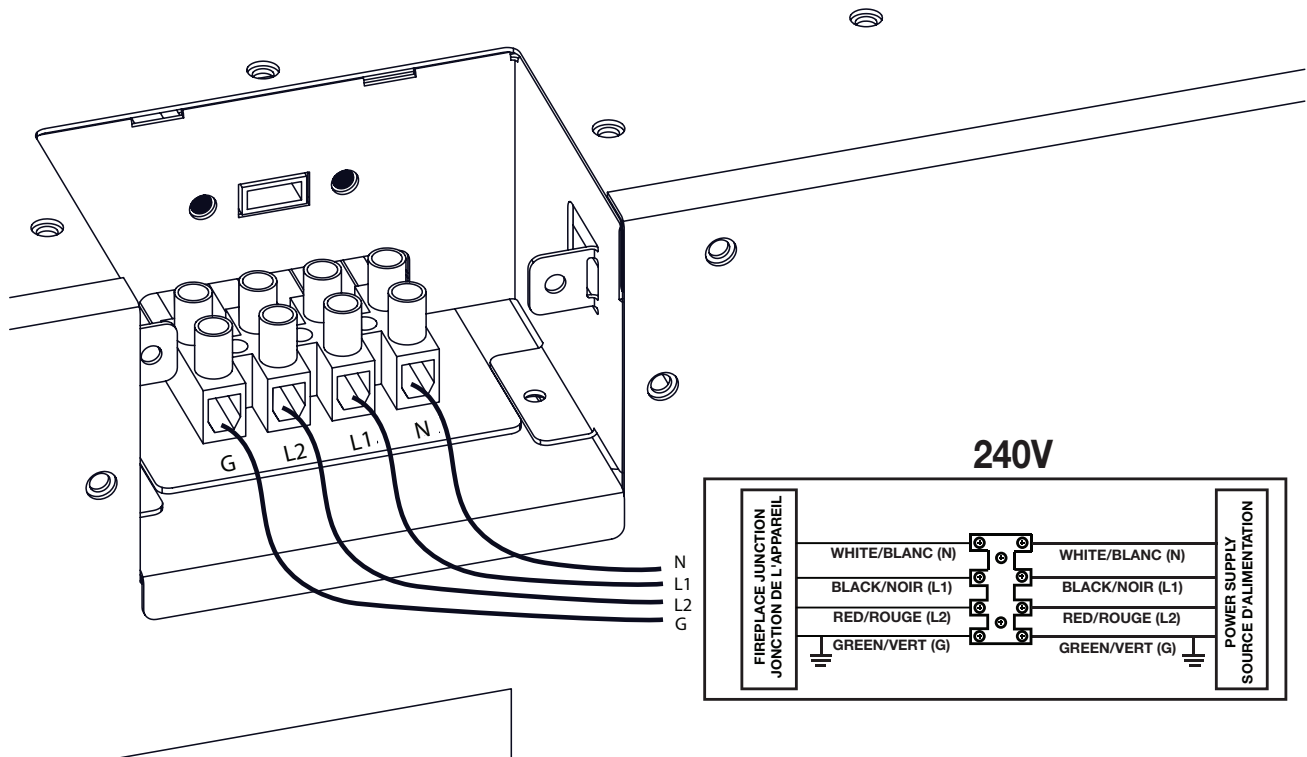
1. Insert Green or bare copper wire to the designated G Terminal. Tighten the screw.
2. Insert Neutral wire to the designated N Terminal. Tighten the screw.
3. Insert L1 wire to the designated L1 Terminal. Tighten the screw.

### note:

If installing with the optional wall mount controller, plug in the wire harness connection to the 4 pin connector located above the hard wire terminal block.

4. Make sure all connections are tightened properly.
5. Reinstall the junction box cover plate.

### 3.3 240V 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.

**note:**

If installing with the optional wall mount controller, plug in the wire harness connection to the 4 pin connector located above the hard wire terminal block.

5. Make sure all connections are tightened properly.
6. Reinstall the junction box cover plate.

### 3.4 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. It is not required to be fixed to a stud.

Route the wire harness for the wall mount controller from the fireplace junction box to the desired location for the wall mount controller. Some finishing material may need to be fixed to the enclosure to allow the wall mount controller to be secured. See finishing material installation.

## 4.0 finishing material

### ⚠ WARNING

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

### 4.1 finishing materials

1. Both combustible and non-combustible finishing materials can be used for this product installation.
2. Finishing material will be covering the front of the appliance and will butt against the finishing material edge flange (Fig 6).

#### 4.1.1 screw-safe areas

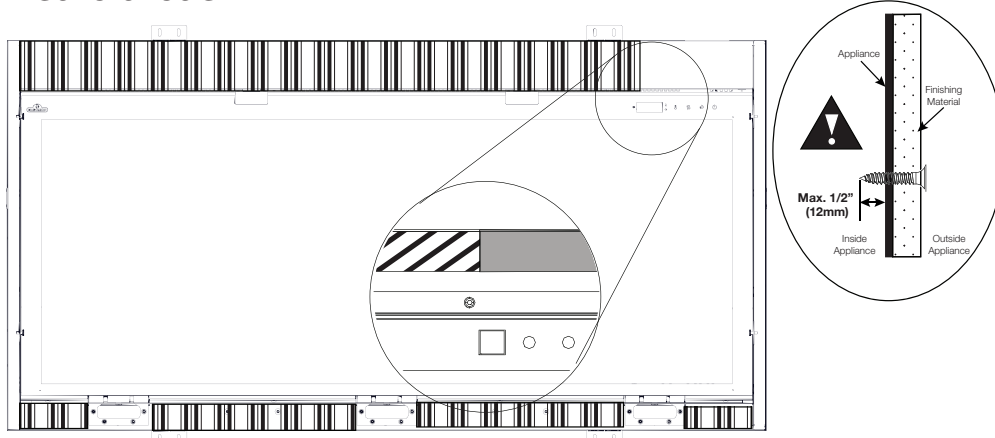
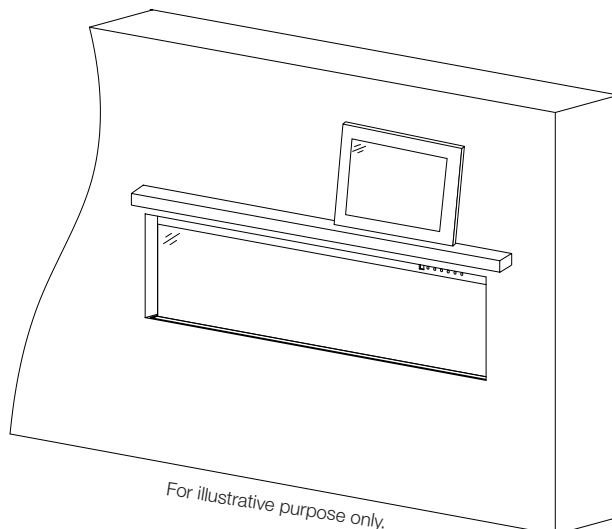


Fig. 6

### 4.2 installing combustible and non-combustible materials



#### Single-Sided Viewing Installation

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



## ! WARNING

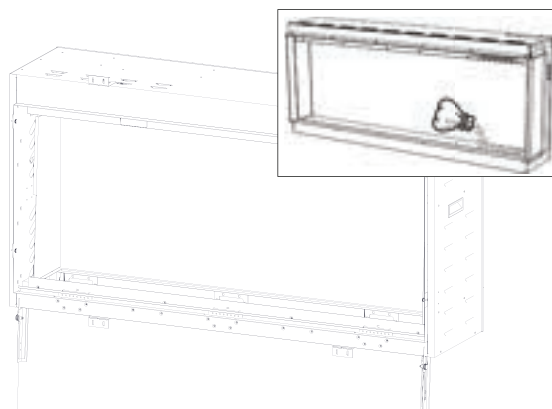
- Power supply service must be completed prior to finishing to avoid reconstruction.
- Heat vents and air openings cannot be covered in any circumstances.

### 4.3 media installation

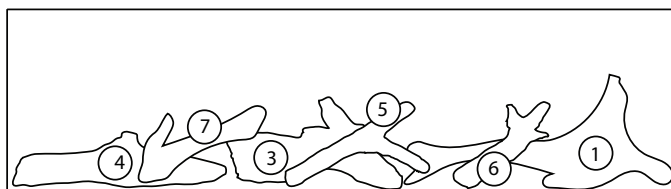
The front glass must be removed and the appliance must be secured in its final location before the crystal embers are installed (see “front glass installation and removal” section).

Beach Fire Logs and Woodland Media Kit

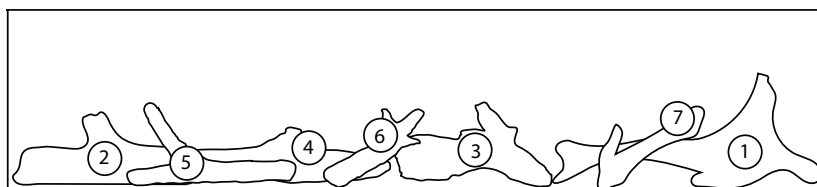
1. Start by laying out the 2 types of glass along the media bed. Mix the 2 colours together to create a realistic burning appearance once fireplace is turned on.
2. Place the logs into desired position. Reference pictures are shown in **Fig. 7** as recommended location. This can be changed based on desired layout.
3. Place the mineral rocks and charcoal pieces around the logs using the recommended layout or preferred arrangement.



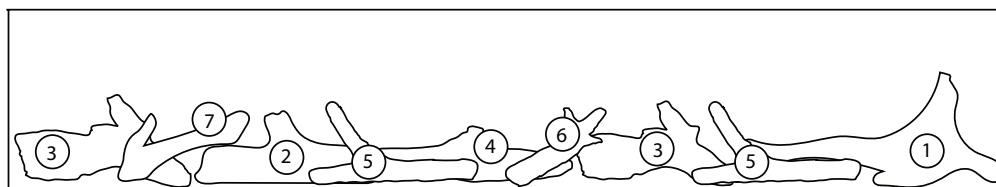
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62



74



96

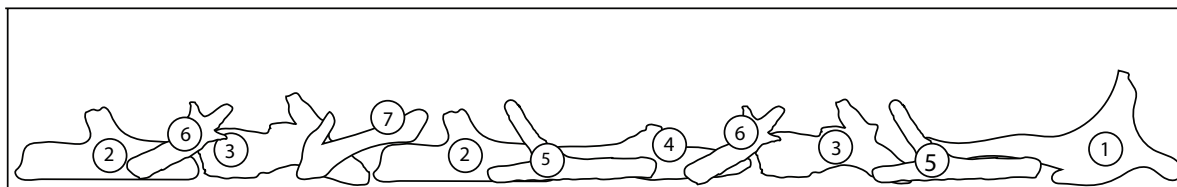


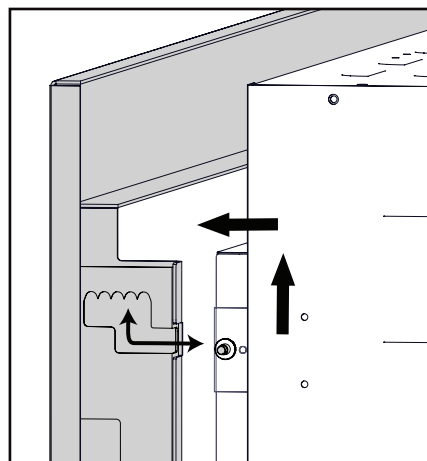
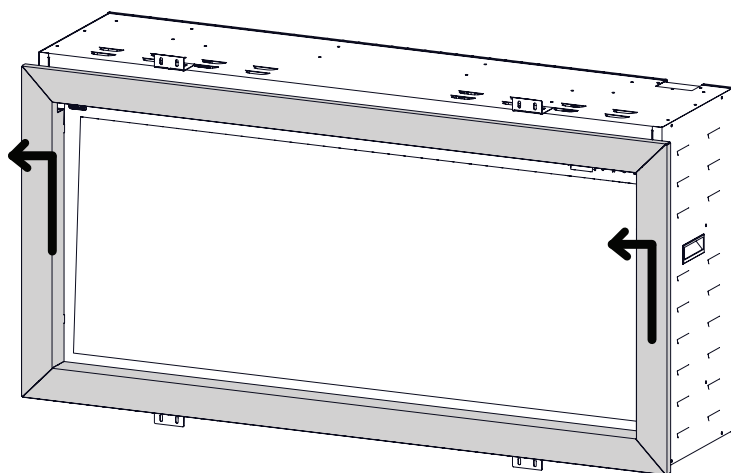
Fig. 7

## 4.4 front glass installation and removal

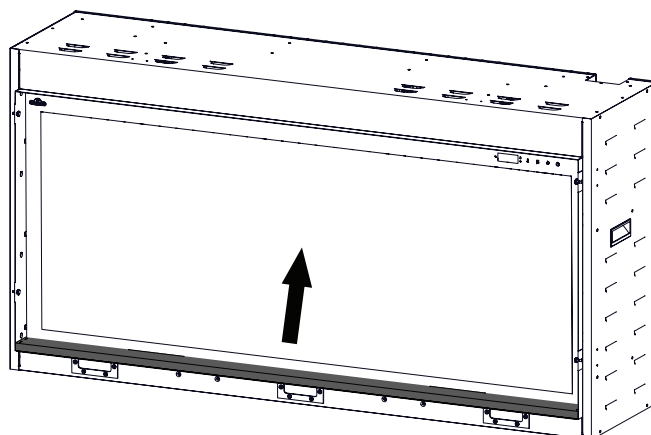
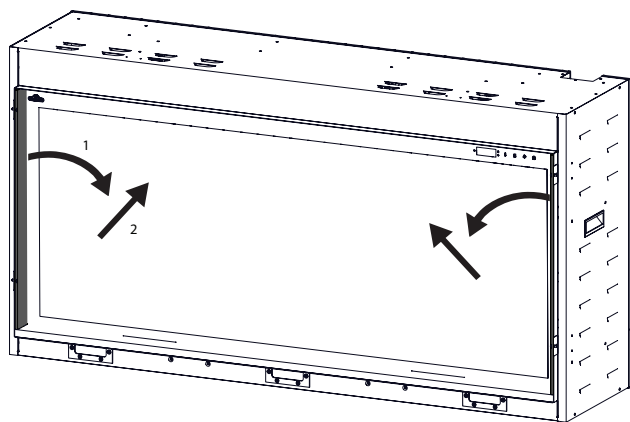
1. Remove the front trim (if installed) by lifting it up and away from the appliance to pull the trim off of the mounting post. Next remove the mounting posts by unscrewing from side panels. Next remove the bottom cover panel. The posts can be relocated to accompany many different finishing material thicknesses.

### WARNING

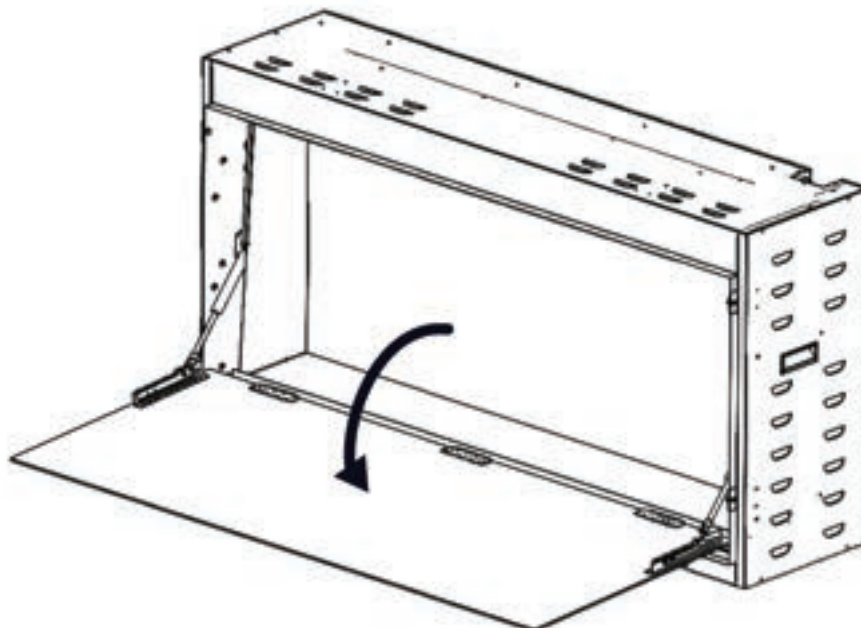
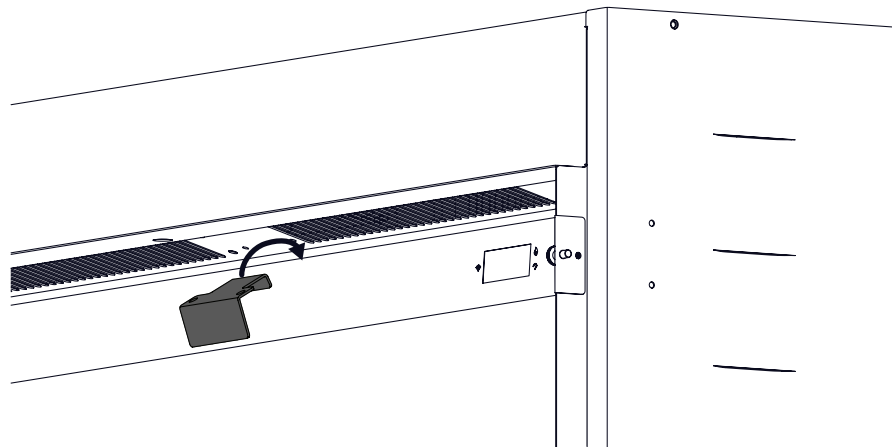
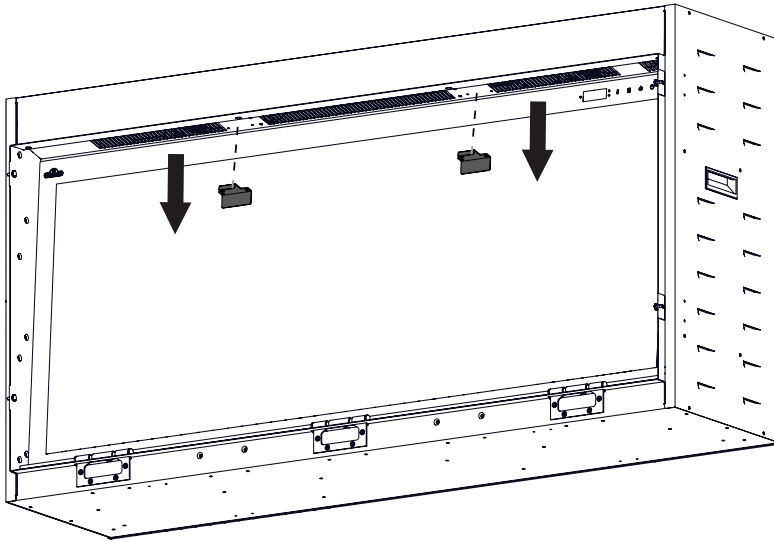
- Before the front glass is installed or removed, unplug the appliance and wait until appliance is cool to the touch. Glass can be heavy and fragile, so handle with care.



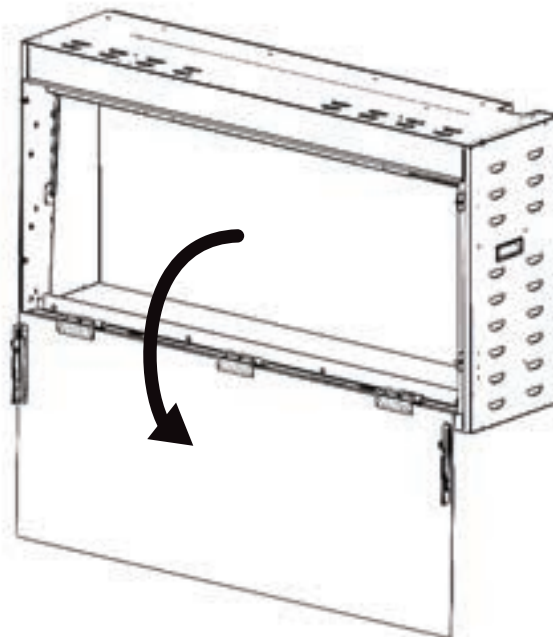
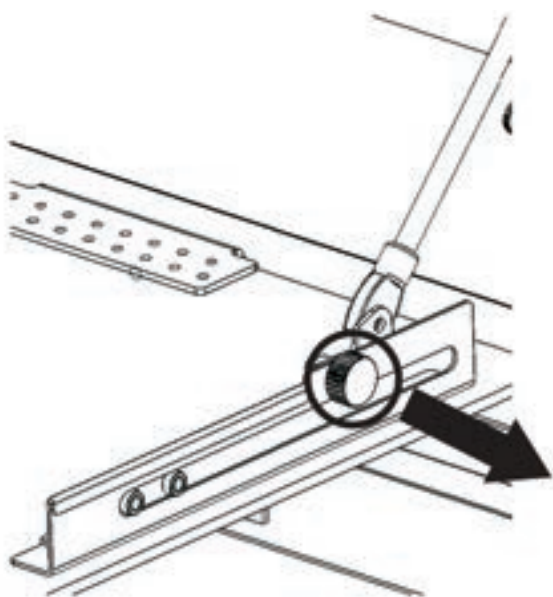
2. Remove the 2 side panels (if installed) by pulling the panels away from the sides of the appliance near the top of the panel to release the magnetic hold. Then pull the panels out of the slots located on the bottom cover panel. Next, remove the bottom cover panel.



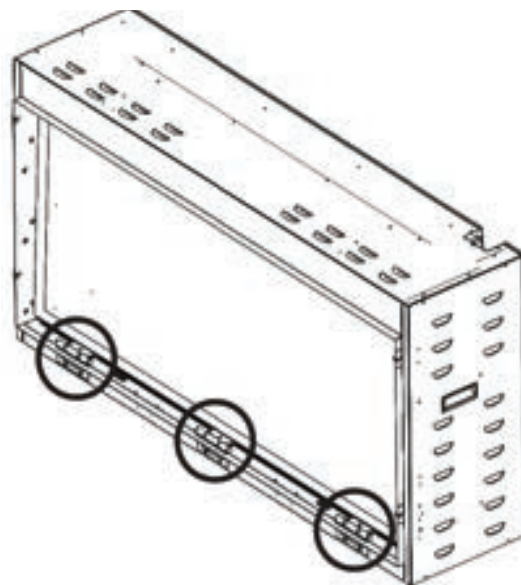
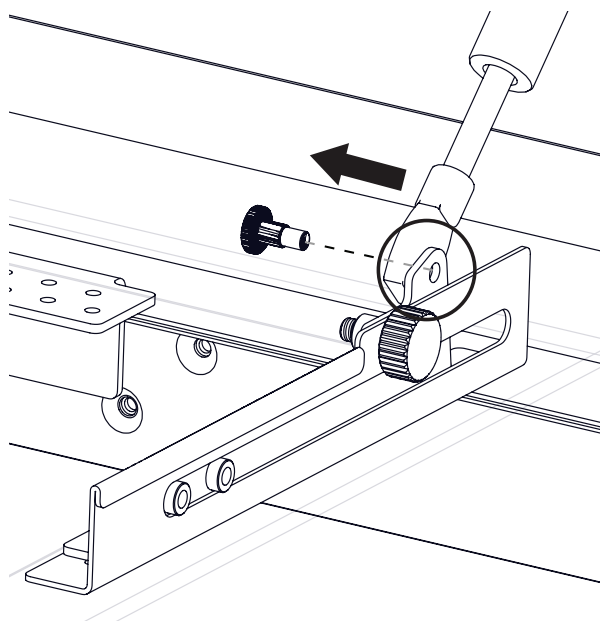
3. Remove the securing brackets at the top of the glass. Pull the glass outward using the provided suction cup. Alternatively, flip the securing brackets around to hook the top of the glass and pull outward.



4. To fully open glass and fold down for easy service, remove the thumb screws on either side of the glass to allow the slides to engage. Note: The cylinders are no longer supporting the glass when the screws are removed. Brace the glass when performing this action and slowly allow the glass to swing down and come to rest.



5. To remove the front glass, remove the screw holding the cylinder rod to the glass mount hardware. Note: The cylinders are no longer supporting the glass when screws are removed. Brace the glass while performing this action. Once the screws are removed, lift and close the glass in an upright position. Remove the screws holding the hinge to the glass bracket hardware. Once removed, the glass can be lifted from the firebox and placed on a soft, non-abrasive surface.

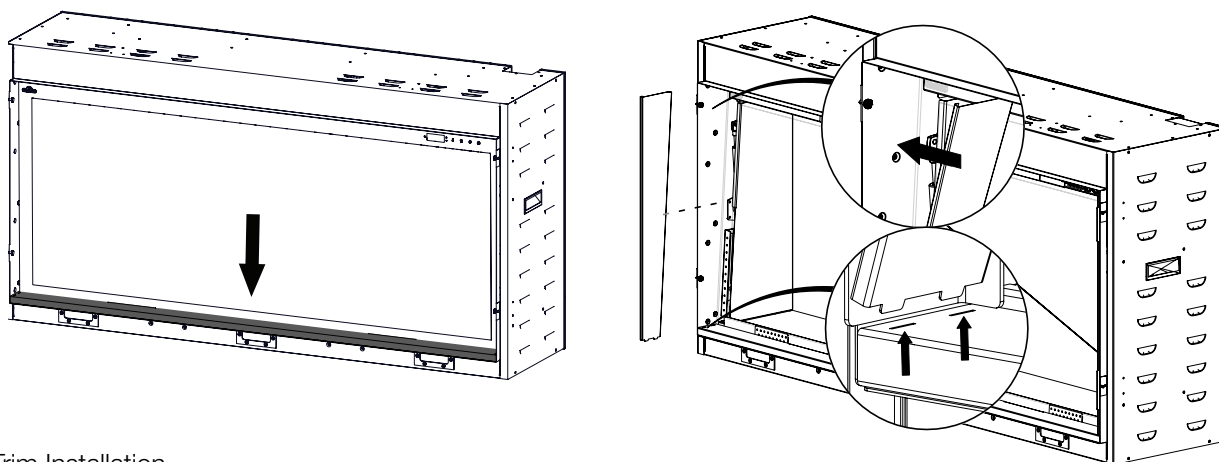


## 4.5 trim installation

There are 2 options for the trim installation depending on the Finishing material and personal preference for the finished look. A trim less installation allows for the finished material to butt against the finishing edge of the fireplace to create a minimalist exposed surface of the fireplace. Or the 2" trim can be installed to hide the rough-cut edge of the finishing material and allow for a bigger finished look. Trims are installed after the glass has been secured in an upright position.

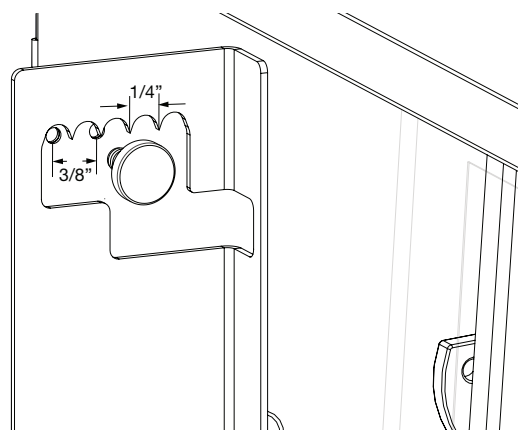
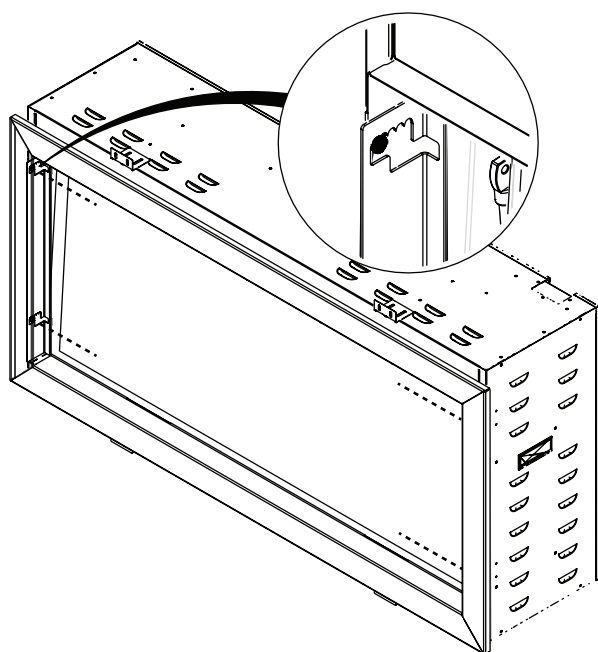
### Trim-less Installation

1. For a trim-less installation place the bottom cover over the glass hinge location which will be held in place by magnets.
2. Identify the left and right side panels and align with the corresponding sides of the fireplace. The side panels have tabs at the bottom which will fit into slots of the bottom panel. Once the tabs are inserted push the panel against the side of the firebox from which it will be then held in place by magnets.



### 2" Trim Installation

1. For the 2" trim installation place the bottom cover over the glass hinge location which will be held in place by magnets.
2. Install the 4 trim screws.
3. Hang the trim on the pins.



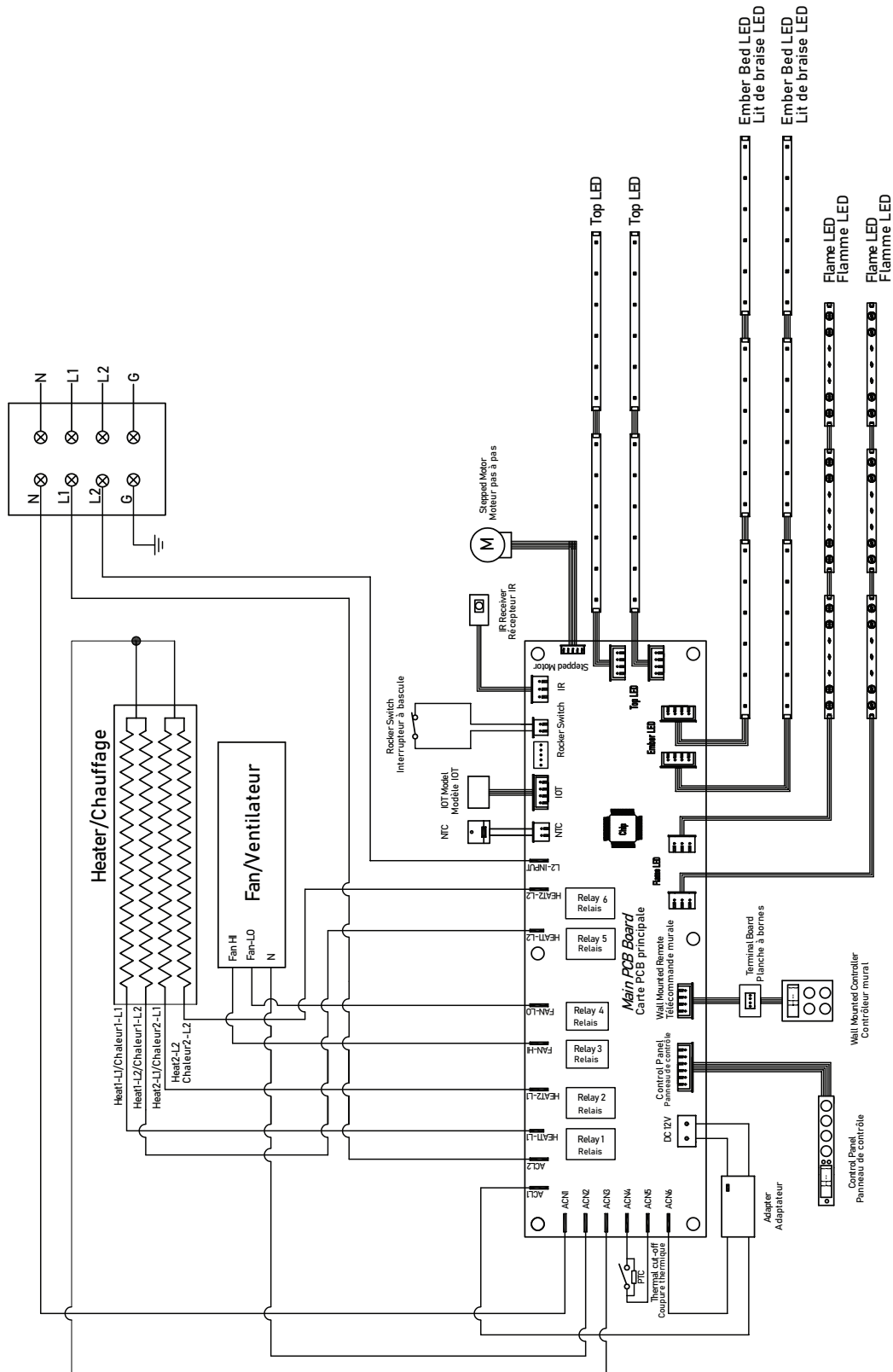
#### note:

There are 2 holes on the side panels for the adjustable Trim Pins spaced at 3/8" apart and there are notches on the trim that are spaced 1/4" apart. This is to accommodate a varying material thickness of 1/8" increments. Inside holes allow for material thickness of 1/8" 1-1/8" and the outside holes allow for a finishing material thickness of 1/2" to 1-1/2".

## 5.0 wiring diagram

### ! WARNING

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



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








**attention:**

Ensure the house circuit breakers for the power supply are turned on. In the event of a power failure, the appliance will lose its memory function and will reset to factory mode when the power returns.

## 6.1 operating control panel

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



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

# operation

## 6.2 operating remote control



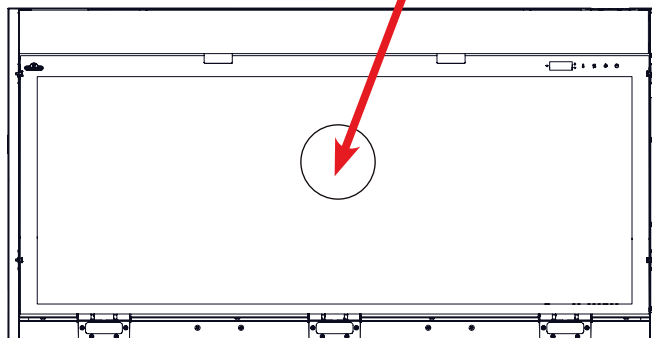
### Features:

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

### Special features:












7/24 timer programming  
open window alert



**Infrared Remote - Point remote here.**



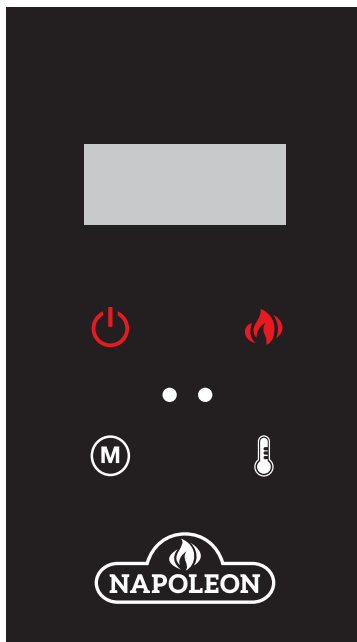
<b>Power/Standby</b>		Turn the appliance on/off.
<b>Heater</b>		<p>Turns the heater and blower on/off.</p> <p><b>Settings:</b> H-0: Heater and blower off FAN: Heater is off and blower is on H-1: Heater and blower on</p> <p>Note: Heater control function can be enabled/disabled by holding the button for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







<b>ECO</b>		<p>Hold the button for 3s to turn on/off heater with half heat output (ECO mode).</p> <p>Note: When running in ECO mode, ECO indicator will light up on the control panel.</p>			
<b>Boost</b>		<p>Hold the button for 3s to turn on/off Boost mode for 30 mins.</p> <p>Note: When running in Boost mode, BST indicator will light up on the control panel.</p>			
<b>Thermostat Control</b>		<p>Control the temperature of the appliance. Use  to change settings.</p> <p><b>Settings:</b> 18°C [64°F], 19°C [66°F], 20°C [68°F], 21°C [70°F], 22°C [72°F], 23°C [74°F], 24°C [76°F], 25°C [78°F], 26°C [80°F], 27°C [82°F] and OFF.</p> <p>Note: Press and hold the button for 3s to switch between °C and °F.</p>			
<b>Flame</b>		<p>Turn the flame effect on/off.</p> <p>Press the button, flame 1 icon on the LCD display will start to flash. Use the  to change brightness.</p> <p>Press the button again, flame 2 icon on the LCD display will start to flash. Use the  to change brightness.</p> <p>Press the button for a third time, both flame 1 and flame 2 icons on the LCD display will start to flash.</p> <table border="1"> <tr> <td> <p>Icon 1: Orange flame.</p> <p>OF4 (100%) OF3 (75%) OF2 (50%) OF1 (25%) OF0 (0%)</p> </td><td> <p>Icon 2: Yellow flame.</p> <p>YF4 (100%) YF3 (75%) YF2 (50%) YF1 (25%) YF0 (0%)</p> </td><td> <p>Icon 1 + 2: Both flames.</p> <p>F-1 Both flame on (100%) F-0 Both flame off. (0%)</p> </td></tr> </table>	<p>Icon 1: Orange flame.</p> <p>OF4 (100%) OF3 (75%) OF2 (50%) OF1 (25%) OF0 (0%)</p>	<p>Icon 2: Yellow flame.</p> <p>YF4 (100%) YF3 (75%) YF2 (50%) YF1 (25%) YF0 (0%)</p>	<p>Icon 1 + 2: Both flames.</p> <p>F-1 Both flame on (100%) F-0 Both flame off. (0%)</p>
<p>Icon 1: Orange flame.</p> <p>OF4 (100%) OF3 (75%) OF2 (50%) OF1 (25%) OF0 (0%)</p>	<p>Icon 2: Yellow flame.</p> <p>YF4 (100%) YF3 (75%) YF2 (50%) YF1 (25%) YF0 (0%)</p>	<p>Icon 1 + 2: Both flames.</p> <p>F-1 Both flame on (100%) F-0 Both flame off. (0%)</p>			
<b>Flame Speed</b>		<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> <p><b>Settings:</b> S-3 (12 RPM) S-2 (10.5 RPM) S-1 (9 RPM) S-5 (15 RPM) S-4 (13.5 RPM) S-3 (12 RPM)</p>			
<b>Ember Bed Color</b>		<p>Control the ember bed color.</p> <p>Press the button, ember bed color icon will start to flash on the LCD display. Use  to change settings.</p> <p><b>Settings:</b> L01 L02 ... L13 L-C (Cycle) L01</p>			

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

## 6.3 operating wall-mount control



<b>Power</b>		Turn the appliance on/off.
<b>Flame On/Off</b>		Turns the flame on/off.  <b>Settings:</b> F-1: Flame on at 100% brightness for both orange and yellow flame (default setting) F-0: Flame off
<b>Mode Selection</b>		Switches between running modes. Default setting: H-0  Settings: H-0: Heater and blower off FAN: Heater is off and blower is on H-1: Heater and blower on ECO: Heater running in economic mode BST: Heater in enhance mode, blower running at high speed  Note: 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 to activate the thermostat. Continue pressing the same button to increase the temperature setting. Each press will increment the temperature by 1°C (2°F), starting from the default setting of 18°C (64°F). To turn off temperature mode: Repeatedly press the button until no temperature value is displayed, indicating "OFF." The temperature setting will reset to the default value of 18°C (64°F). Default setting: 18°C  <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.  Note: Press and hold the button for 5s to switch between °C and °F.

# napoleon connectivity

## 7.0 napoleon connectivity

# NAPOLEON HOME APP



## HOW DOES IT WORK?

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

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

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

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



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

## LET'S GET STARTED

### 1 DOWNLOAD



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

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

### 2 REGISTER



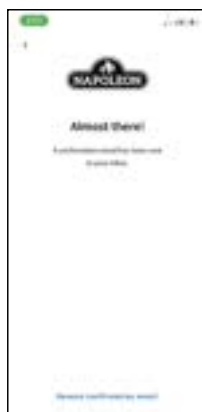
Register an account with the **Napoleon Home App** OR sign-in using your Facebook, Google, or Apple account information.

### 3 CREATE



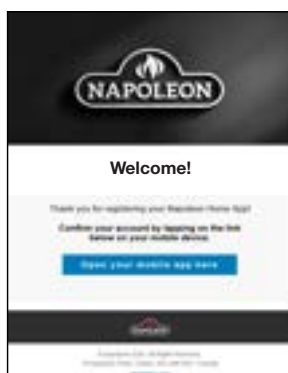
Enter user information and create a password for the account. Select the country in which the appliance is located.

### 4 ALMOST THERE



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

### 5 CONFIRM



Open email inbox and select the confirmation link.

**Note:** The confirmation link must be opened on the device that the **Napoleon Home App** is installed on.

### 6 RE-CONFIRM



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

## 7.1 connecting to app

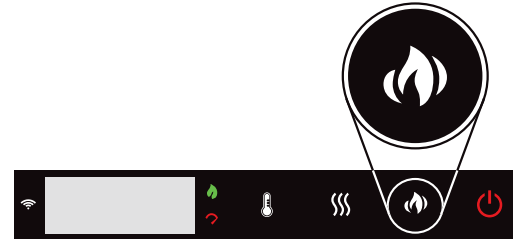
1. Ensure the appliance is plugged in and turned on **(Fig. 1)**.
2. Press and hold the FLAME Light Control button on the appliance control panel for 10 seconds **(Fig. 2)**.

**note:**

The appliance will flash the green ember bed colour.



**Fig. 1**



**Fig. 2**

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



**Fig. 3**

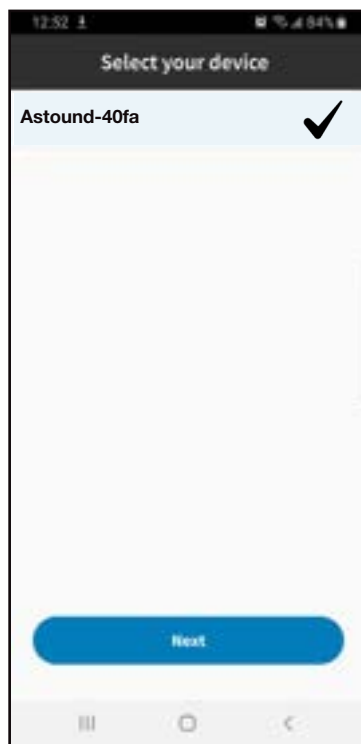


**Fig. 4**

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



**Fig. 5**



**Fig. 6**

5. Select desired wifi and connect by entering the wifi 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**



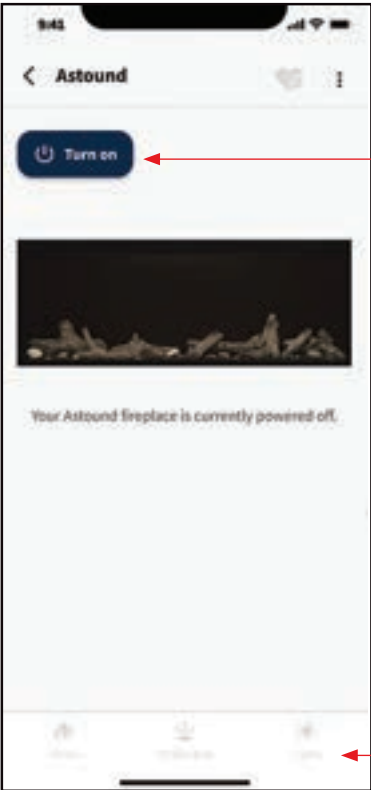
**Fig. 8**



**Fig. 9**

7.2 using the app

7.2.1 power setting



Power Setting:

Press to turn the appliance On and Off.

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

7.2.2 heat setting

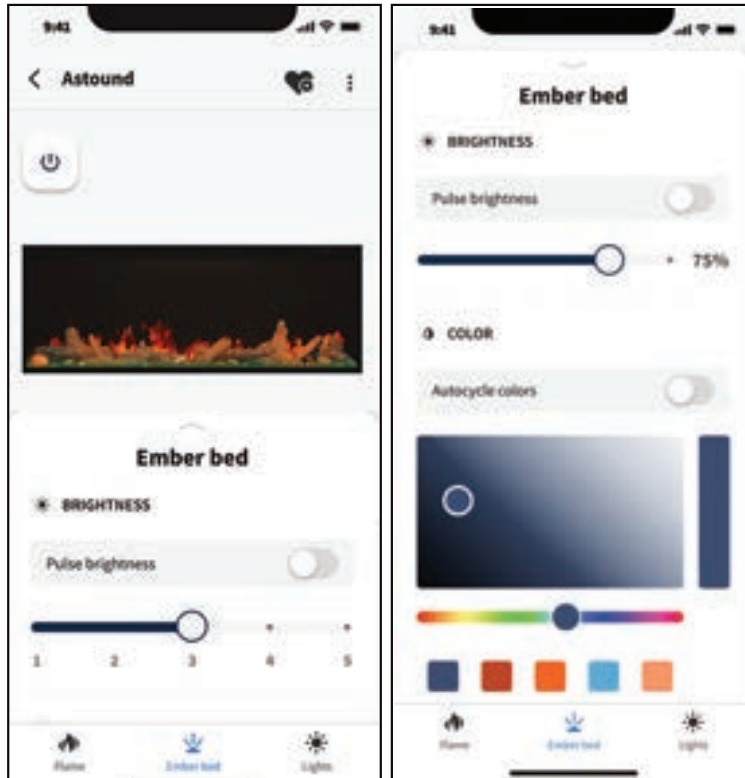


Heat Setting:

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

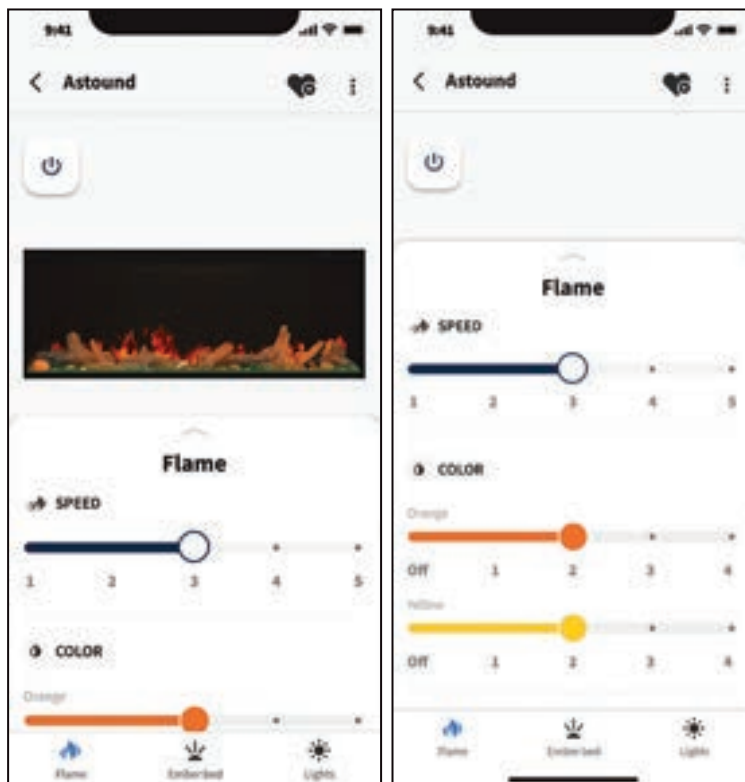
Off	No heat.
Fan Only	Turns on only the fan to circulate air without heat.
On	Heater is on and operates at full power.
ECO	Energy saving mode, heater operates at half power.
Boost	Increase blower acceleration for 30 minutes with Heater operates at full power.
Thermostat	Automatically turns the heater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

## 7.2.3 ember bed setting

**Ember Bed Setting:**

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

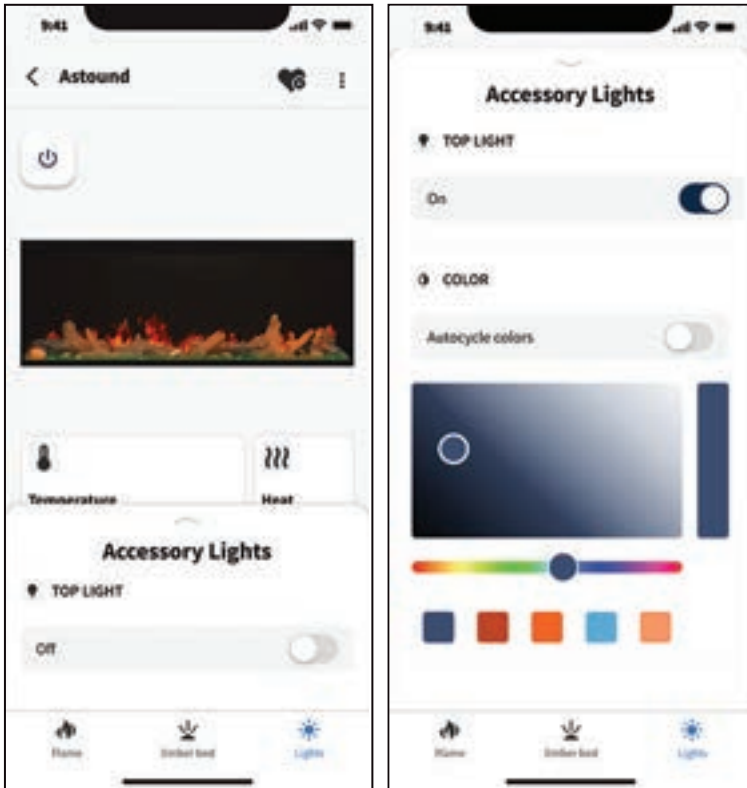
## 7.2.4 flame setting

**Flame Setting:**

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



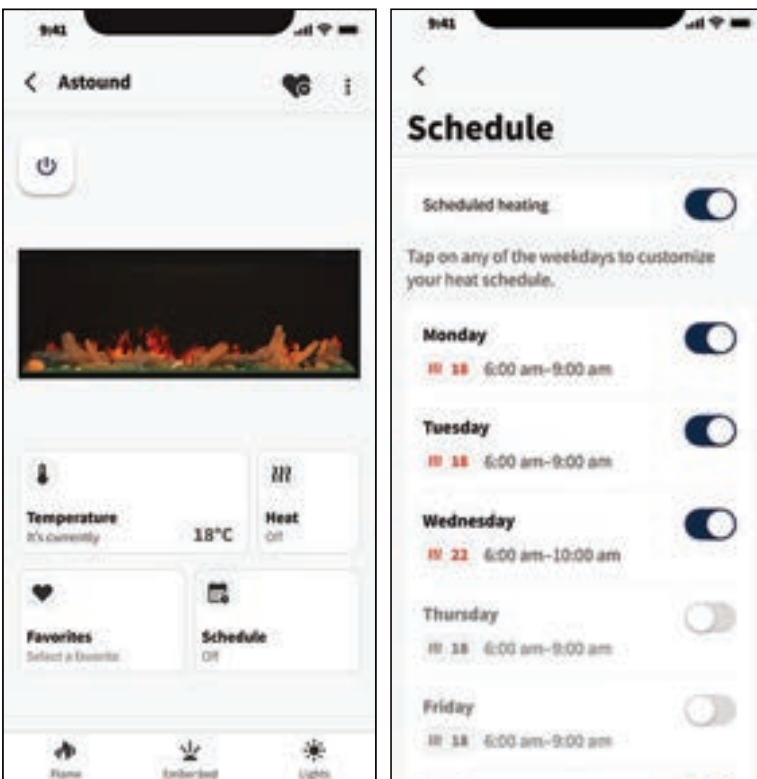
## 7.2.5 accessory lights settings



### Accessory Lights Setting:

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

## 7.2.6 timer settings



### Timer Settings:

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

## 8.0 maintenance

### 8.1 cleaning

#### WARNING

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

#### Metal:

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

#### Glass:

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

#### Vents:

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

#### Plastic:

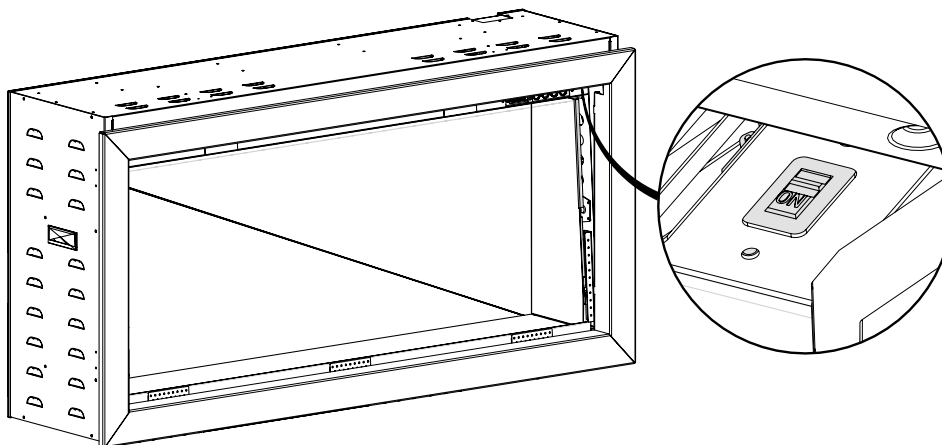
- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.



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

### 8.2 heater lock out switch

This fireplace has 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.



## WARNING

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

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

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

When ordering replacement parts always give the following information:

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

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

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

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

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

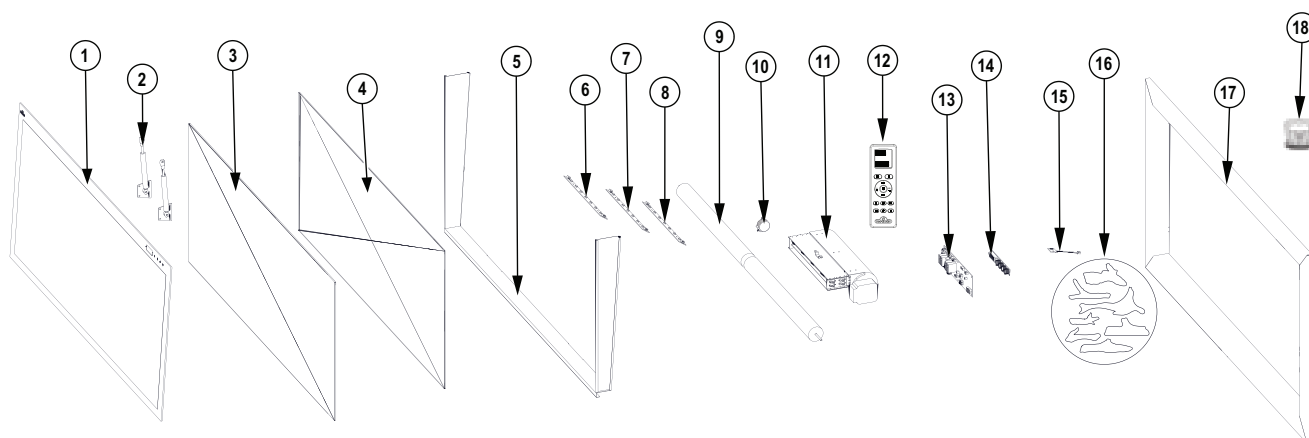
### 9.0.1 optional accessories

Description	NEFB50AB	NEFB62AB	NEFB74AB	NEFB96AB
Wall-Mount Controller Assembly	W190-0255			
Black Crystal Kit	(3) G497-0004 (2) G497-0006	(2) G497-0004 (1) G497-0005 (2) G497-0007	(3) G497-0005 (3) G497-0006	(5) G497-0004 (3) G497-0007
Birch Log Kit	BLKS	BLKM	BLKL	BLKXL
Mineral Rock Kit	MRKS	MRKM	MRKL	MRKXL
Glass Beads MKBK - Black MKBC - Clear MKBB - Blue MKBT - Topaz MKBA - Amber	(x3) MKBK - Black MKBC - Clear MKBB - Blue MKBT - Topaz MKBA - Amber	(x5) MKBK - Black MKBC - Clear MKBB - Blue MKBT - Topaz MKBA - Amber	(x6) MKBK - Black MKBC - Clear MKBB - Blue MKBT - Topaz MKBA - Amber	(x8) MKBK - Black MKBC - Clear MKBB - Blue MKBT - Topaz MKBA - Amber

## 9.1 NEFB50/62/74/96AB

**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.

REF. #	Description				
		NEFB50AB	NEFB62AB	NEFB74AB	NEFB96AB
1	Front Glass Assembly	W300-0424-SER	W300-0425-SER	W300-0426-SER	W300-0427-SER
2	Air Struts Kit	W370-0295-SER		W370-0296-SER	
3	Tempered Glass	W300-0429	W300-0430	W300-0431	W300-0432
4	Flame Projection Plastic Panel	W565-0535	W565-0536	W565-0537	W565-0538
5	Trimless Kit	W370-0298	W370-0299	W370-0300	W370-0301
6	Flame LED Light	W405-0106	W405-0106	W405-0106	W405-0106
7	6 LED Ember Bed Strip	W405-0047 (2)	-	W405-0047 (2)	W405-0047
	8 LED Ember Bed Strip	W405-0048	W405-0048 (3)	W405-0048 (2)	W405-0048 (4)
8	6 LED Top Light Strip	W405-0047	W405-0047 (3)	-	
	8 LED Top Light Strip	W405-0048	-	W405-0048 (3)	W405-0048 (4)
9	Reflector Spindle	W010-6208	W010-6209	W010-6210	W010-6211
10	Rotisserie Motor	W435-0132			
11	Blower And Heater Assembly	W010-6206			
12	Remote Control	W190-0252			
13	Main Circuit Board	W190-0253			
14	Control Panel	W190-0254			
15	Thermostat	W690-0029			
16	Logset	GL-716	GL-717	GL-718	GL-719
17	1pc Trim	W715-1314	W715-1315	W715-1316	W715-1317
18	Suction Disc	W220-0001			

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

Table continued on next page.

REF. #	Description				
		NEFB50AB	NEFB62AB	NEFB74AB	NEFB96AB
19*	Power Supply	W707-0030			
20*	Wifi Pcb Module	W010-6212			
21*	Media Kits	W370-0304	W370-0305	W370-0306	W370-0307
22*	Hardware Kit	W370-0302			
23*	Adjustable Pin	W485-0077			
24*	Left Glass Bracket Slide	G080-0202-BK1TX			
25*	Right Glass Bracket Slide	G080-0203-BK1TX			
26*	Remote Receiver	G190-0019			
27*	Glass Securing Bracket	G080-0200-BK1FL			
28*	Slide Switch	G660-0009			
29*	Media Tray	G565-0048	G565-0049	G565-0050	G565-0051
30*	Wire Harness	G750-0082	G750-0091	G750-0092	G750-0084
31*	Left Inside Reflective Panel	G200-0037-BK1GL			
32*	Right Inside Reflective Panel	G200-0038-BK1GL			
33*	Junction Box Coverplate	G200-0050-BK1FL			
34*	Terminal Block	G670-0002			
35*	Kit, Plastic Screws And Posts	W370-10003036			
36*	Kit, #10-24 12.7mm Thumb Screws	W370-10003037			
37*	Kit, #10-24 6.5mm Machine Screws	W370-10003038			

\* Part not illustrated.

## ! WARNING

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

symptom	problem	solution
Appliance will not come on when power button/switch is put into the "on" position.	Appliance is not plugged into an electrical outlet.	Check plug, and plug in the appliance if necessary.
	Hard wire connections are not correct.	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.
Dim or no flame.	Flame brightness not selected.	See "operation" section.
	Flame LEDs issue.	Inspect the LED and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
Flame does not move.	Motor is stalled/malfunctioning.	Cycle on/off. If problem persists, consult dealer.

symptom	problem	solution
Ember bed is not glowing or dimming.	Brightness not selected.	See “operation” section
	Ember LED issue.	Inspect the ember bed LEDs and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
LED flashing “OH”.	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on. If problem persists, consults your dealer.
LED flashing “E-1”.	Error code for temperature sensor	Consult local service dealer.
		Inspect / replace temperature sensor.
LED flashing “E-2”.	Error code for blower	Consult local service dealer.
		Inspect wire harness / replace blower and heater assembly.
LED flashing “E-3”.	Error code for heater	Consult local service dealer.
		Inspect wire harness / replace blower and heater assembly.
LED flashing “WIN”.	Open Window Notification	<p>The fireplace has detected that the room temperature has dropped significantly while the heater is on, indicating that a door or window in the room is open and the fireplace is no longer heating effectively and has turned off the heater to conserve electricity.</p> <p>Press and hold “X” and “OK” on remote while pointing at the fireplace, or use the Napoleon Home App to reset the alert notification. If the problem persists, consult your dealer.</p>



## 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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