



OWNER'S MANUAL



High Country™ NZ5000



for indoor use only

SAFETY INFORMATION

! WARNING

If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death. Please read the entire manual before you install and use your appliance. This appliance has been tested for use with gas log sets. Follow the instructions in the installation manual for proper use.

- This appliance can be very hot when burning.
- Combustible materials such as firewood, wet clothing, etc. placed too close can catch fire.
- Children and pets must be kept from touching the appliance when it is hot.
- The chimney must be sound and free of cracks. Before installing this appliance, contact the local building or fire authority and follow their guidelines.
- Burn wood behind the log retainer directly on the firebricks.
- Do not use an elevated grate or otherwise raise the fire.
- This appliance is designed to burn natural wood only. Higher efficiencies and lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or to green or freshly cut hardwoods.
- Do not start a fire with chemicals or fluids such as gasoline, engine oil, etc.
- Do not burn trash or garbage, lawn clippings/waste, rubber, waste petroleum products, paints or paint thinners/solvents, plastic, materials containing asbestos, construction debris, railroad ties or treated wood, manure or animal remains, salt water driftwood or salted materials, unseasoned wood, coal, charcoal, coloured paper, cardboard, plywood or particleboard. Burning these materials may result in release of toxic fumes or render the appliance ineffective and cause smoke.
- Do not let the appliance become hot enough for any part to glow red.

THIS APPLIANCE HAS BEEN SAFETY TESTED AND LISTED BY OMNI TEST LABORATORIES INC. AS PER THE STANDARDS : ULC S610, UL 127 U.S. THE NZ5000 IS AN EPA LOW MASS WOOD-BURNING FIREPLACE VOLUNTARY PROGRAM PHASE 2 EMISSION LEVEL QUALIFIED MODEL.



BARRIER



Project Number:
0415WF013S
0415WF013E

APPLY SERIAL NUMBER LABEL FROM CARTON



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030
Phone (705)721-1212 • Fax (705)720-9081 • www.napoleonfireplaces.com • hearth@napoleonproducts.com

! WARNING

- This appliance is hot when operated and can cause severe burns if contacted.
- Any changes or alterations to this appliance or its controls can be dangerous and is prohibited.
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Before installing this appliance, contact the local building or fire authority and follow their guidelines.
- This appliance must be installed by a qualified installer. Never try to repair or replace any part of the appliance unless instructions are given in this manual. All other work should be done by a trained technician.
- Risk of burns. The appliance should be turned off and cooled before servicing.
- Do not operate without fully assembling all components. Do not install damaged, incomplete or substitute components.
- Do not let the appliance become hot enough for any part to glow red.
- Risk of cuts and abrasions. Wear protective gloves and safety glasses during installation. Sheet metal edges may be sharp.
- All wiring should be done by a qualified electrician and shall be in compliance with local codes. In the absence of local codes, use the current CSA22.1 Canadian Electric Code in Canada or the current National Electric Code ANSI/NFPA No. 70 in the United States.
- If equipped, burning your appliance with the ash dump door ajar creates a fire hazard that may result in discolouration to the door, internal damage to the appliance or a house chimney fire.
- Do not connect this appliance to a chimney flue serving another appliance.
- Clothing or other flammable material should not be placed on or near the appliance. Objects placed in front of the appliance must be kept a minimum of 48" (121.9cm) away from the front face of the appliance.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Even after the appliance is off, it will remain hot for an extended period of time.
- Any safety screen or guard removed for servicing must be replaced prior to operating the appliance.
- Under no circumstances should this appliance be modified.
- This appliance must not be connected to a chimney flue pipe servicing a separate solid fuel burning appliance.
- 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.
- Only doors / optional fronts certified with the appliance are to be installed on the appliance.
- If the appliance is not properly installed, a house fire may result. Do not expose the appliance to the elements (ex. rain, etc.) and keep the appliance dry at all times. Wet insulation will produce an odour when the appliance is used.
- The chimney must be sound and free of cracks. Clean your chimney a minimum of twice a year and as required.
- Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition.
- 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.
- Ensure you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- 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.




WARNING

- Do not start a fire with chemicals or fluids such as gasoline, engine oil, etc.
- Your appliance requires periodic maintenance and cleaning. Failure to maintain your appliance may lead to smoke spillage in your home.
- Ashes must be disposed in a metal container with a tight lid and placed on a non-combustible surface well away from the home or structure until completely cool.
- 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 T.V. or other electronic components.

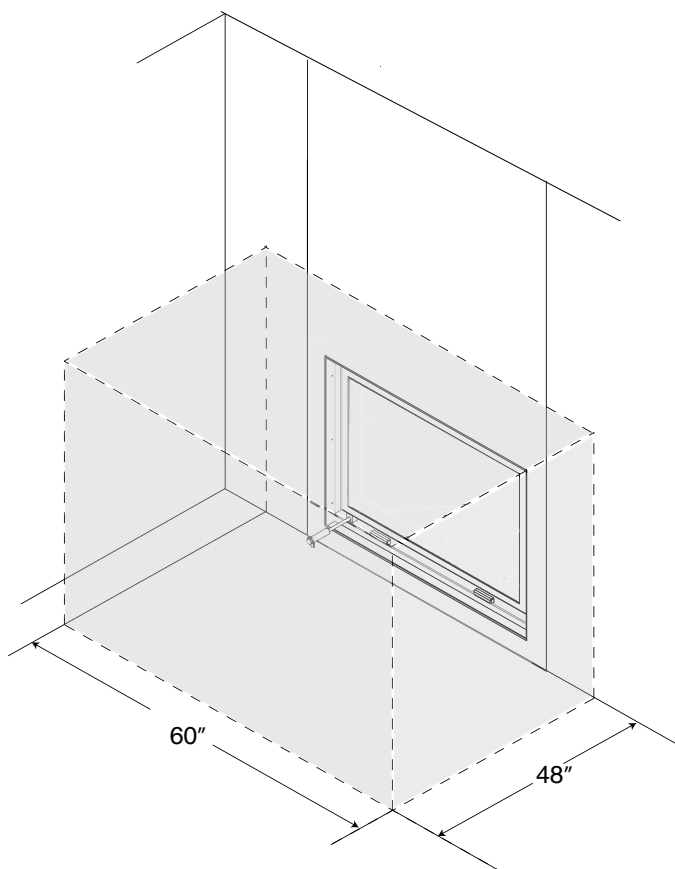
For wood appliances:

- Lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or too green or freshly cut hardwoods. Burning wet unseasoned wood can cause excessive creosote accumulation. When this is ignited it can cause a chimney fire that may result in a serious house fire.
- This appliance is designed to burn natural wood only. Do not burn trash or garbage, lawn clippings / waste, rubber, waste petroleum products, paints or paint thinners / solvents, plastic, materials containing asbestos, construction debris, railroad ties or treated wood, manure or animal remains, salt water driftwood or salted materials, unseasoned wood, coal, charcoal, coloured paper, gift wrapping, cardboard, plywood or particleboard. Burning these materials may result in release of toxic fumes or render the appliance ineffective and cause smoke.
- Burn wood directly on the firebricks. Do not elevate grate or otherwise raise the fire.
- Do not store wood within appliance installation clearances or within the space required for re-fueling and ash removal.
- If equipped, the catalyst must be installed and in good working order. It is recommended that the catalyst is inspected at least three times per heating season.

 **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 carbon monoxide, 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.

! WARNING

- The area above a fireplace gets hot, combustible objects or materials must never be placed in this area. For minimum distance please refer to installation manual.



congratulations

Napoleon is proudly committed to your total home comfort. We are proud to say that our products continuously surpass industry standards and our inspiration is you! More than anything, we want you to feel confident in choosing Napoleon for your home. Our products are designed to provide that confidence and ensure that every Napoleon product is beyond compare.

Napoleon products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work.

Your Napoleon fireplace has been thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from Napoleon.

Dealer : Fill in your dealer information (or business card) and the appliance installation information below.

Dealer Information

Name of Dealer: _____
Dealer Location: _____
Dealer Phone: _____
Dealer E-mail: _____

Customer: _____
Customer Address: _____
Date of Installation: _____
Location of the appliance: _____
Installer: _____

Dealer: Business card location

Serial Number: _____

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The camera icon indicates video tutorials are available as additional reference, visit <http://mynapoleon.napoleonproducts.com/download/index/44/1>

note:

Changes, other than editorial, are denoted by a vertical line in the margin

1.0 getting to know your appliance

This owner's manual is written to help you, the customer understand the operation and maintenance of your Napoleon fireplace. Before reading this manual, be sure you know which model of fireplace that you have. This information will have been filled out by the installer on the proceeding page and on the rating plate that is permanently attached to the fireplace.

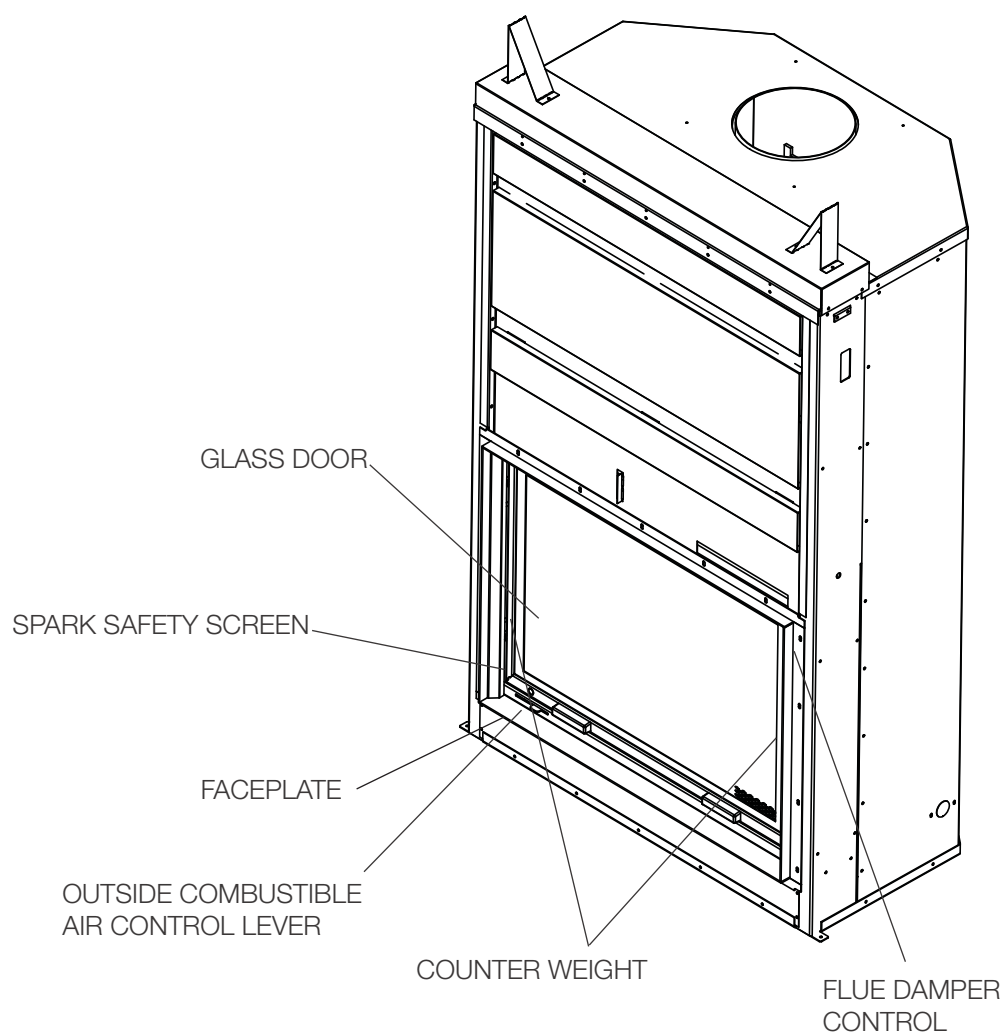
This manual is for the:

- **NZ5000-T**

If required, more detailed technical information is included in the fireplace installation manual.

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.

Visit the Napoleon website for the most current version of your appliance's manual.

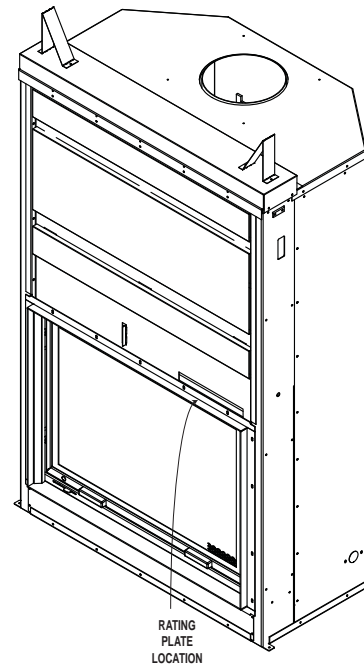


getting to know your appliance

1.1 rating plate information

Rating plate is located above the screen door on the right.

This illustration is for reference only. Refer to the rating plate on the appliance for accurate information.



RATING PLATE LOCATION

note:

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

CERTIFIED TO / CERTIFIÉ SELON: ULC-S610-M87 (R2016), UL 127-2011 (R2016)	
Tested & Listed By Underwriters Laboratories, Inc.	9700539 (WSL) 4001657 (NGZ) 4001658 (NAC) 4001659 (WUSA)
	NZ5000 NZ5000 AVERAGE EMISSION / ÉMISSION MOYENNE 4.6 g/kg PROJECT NO. 0415WFO135 / 0415WO013E / PROJET N° 0415WFO135 / 0415WO013E MODEL NO. NZ5000 / N° DE MODÈLE NZ5000
LISTED FACTORY BUILT FIREPLACE MODEL. PHASE 2 EMISSION LEVEL QUALIFIED. / FOYER PRÉFABRIQUÉ HOMOLOGUÉ. LA PHASE 2 NIVEAU QUALIFIÉ D'ÉMISSION	
MODEL CERTIFICATION DATE / DATE DE CERTIFICATION DU MODÈLE: 04/23/17	
INSTALL AND USE ONLY IN ACCORDANCE WITH WOLF STEEL LTD. INSTALLATION INSTRUCTIONS AND OWNER'S MANUAL. CONTACT LOCAL BUILDING OR FIRE OFFICIALS ABOUT RESTRICTIONS AND INSTALLATION INSPECTION IN YOUR AREA. DO NOT CONNECT THIS UNIT TO A CHIMNEY SERVING ANOTHER APPLIANCE.	
POUR INSTALLATION ET UTILISATION CONFORMÉMENT AUX MANUEL WOLF STEEL LTÉE. RENSEIGNEZ-VOUS AUPRÈS DES AUTORITÉS LOCALES DU BÂTIMENT OU DU SERVICE DES INCENDIES AU SUJET DES RESTRICTIONS ET DES INSPECTIONS D'INSTALLATION DANS VOTRE RÉGION. NE PAS RACCORDER À LA CHEMINÉE D'UN AUTRE APPAREIL.	
Use Solid wood, processed solid fuel fire logs (or other specified type) fuel only. / Utilisez du bois massif, transformés solides bûches de combustible (ou un autre type spécifié) combustible seulement.	
QUALIFIED EPA PHASE 2 MODEL UNTIL JULY 2020 / QUALIFIÉ EPA PHASE 2 MODÈLE JUSQU'À JUILLET 2020: <input type="checkbox"/> 2017 <input type="checkbox"/> 2018 <input type="checkbox"/> 2019 <input type="checkbox"/> 2020 <input type="checkbox"/> Jan./Jan. <input type="checkbox"/> Apr./Avr. <input type="checkbox"/> Jul./Juill. <input type="checkbox"/> Oct./Oct. <input type="checkbox"/> Feb./Fév. <input type="checkbox"/> May/Mai <input type="checkbox"/> Aug./Août. <input type="checkbox"/> Nov./Nov. <input type="checkbox"/> Mar./Mars. <input type="checkbox"/> Jun/Juin <input type="checkbox"/> Sep/Sept. <input type="checkbox"/> Dec/Déc.	WARNING: • Replace ceramic glass only with ceramic glass obtained from the dealer and certified for use with this appliance. • Not for use in a Mobile Home.
WARNING: DO NOT OPERATE AN UNVENTED GAS LOG SET IN THIS APPLIANCE WITH THE CHIMNEY REMOVED. ONLY UNVENTED GAS LOG SETS CERTIFIED TO ANSI / IAS / AGA Z21.11.2 ARE TO BE INSTALLED IN THIS APPLIANCE.	AVERTISSEMENT: • Remplacer verre céramique seulement uniquement avec verre céramique obtenue auprès du concessionnaire et certifiés pour une utilisation avec cet appareil. • Ne peut être installé dans une maison mobile.
Avertissement: N'UTILISER PAS UN ENSEMBLE DE Bûches SANS VENTILATION DANS CET APPAREIL AVEC LA CHEMINÉE ENLEVÉE. SEULEMENT LES ENSEMBLES DE Bûches CERTIFIÉ SELON ANSI / IAS / AGA Z21.11.2 PEUVENT ÊTRE INSTALLÉS DANS CET APPAREIL.	
Do not use a fireplace insert or other products not specified for use with this product. / N'utiliser pas un insert de cheminée ou d'autres produits non spécifiés pour l'utilisation avec ce produit.	
COMPONENTS REQUIRED FOR INSTALLATION: SHIPPED WITH THE FIREPLACE: INSTALLATION MANUAL EMBER STRIP LIFTING HANDLE LOG RETAINERS (ANDIRONS) NOT SHIPPED WITH THE FIREPLACE: REFRACTORY BRICKS	
CHIMNEY REQUIREMENTS (see installation manual): Chimney must be certified to one of the following standards ULC-S604 and ULC S629 for Canada or UL-103 and UL-103HT for the United States. Masonry chimney installation: Stainless steel liner must be certified to ULC S640 M91 or ULC 639 for Canada or UL 1777 for the United States. Air Cooled Chimney: Use DuraVent DuraChimney II only.	
MINIMUM CHIMNEY HEIGHT 15 ft (4.57 m) MAXIMUM CHIMNEY HEIGHT 34 ft (10.4 m) MAXIMUM OFFSET ANGLE 30° US - 45° CANADA	MAXIMUM # OF ELBOWS 4 FLUE COLLAR 10"ø MIN. CHIMNEY DIA. 8"ø
COMPOSANTS REQUIS POUR L'INSTALLATION: LIVRÉ AVEC LE FOYER: MANUEL D'INSTRUCTIONS PARE-BRAISES POIGNÉES DE TRANSPORT RETENUE DES Bûches (CHENETS) NE LIVRÉ AVEC LE FOYER: BRIQUE RÉFRACTAIRE	
EXIGENCES POUR LA CHEMINÉE (voir le manuel d'instructions) La cheminée doit être certifiée selon l'une des normes suivantes : ULC-S604 et ULC S629 pour le Canada ou selon les normes UL-103 et UL-103HT pour les États-Unis. Installation de la cheminée de maçonnerie: revêtement en acier inoxydable doit être certifié à la norme ULC S640 M91 ou ULC 639 pour le Canada ou UL 1777 pour les États-Unis. Cheminée Refroidie à l'Air: Utiliser DuraVent DuraChimney II seulement. HAUTEUR MINIMALE DE LA CHEMINÉE 15 pi (4,57 m) # MAXIMAL DE COUDES: 4 HAUTEUR MAXIMALE DE LA CHEMINÉE 34 pi (10,4 m) BUSE D'ÉVACUATION: 10"ø ANGLE DE DÉVIATION MAXIMAL 30° US - 45° CANADA DIA. MIN. CHEMINÉE 8"ø	
Prevent creosote fire: Inspect chimney and chimney connector, if applicable, twice monthly and clean if necessary. Do not overfire. If exterior of unit glows red, you are overfiring. Keep furnishings and other combustible materials a considerable distance away from appliance. Type of fuel: solid wood only. Prévenir les feux de créosote: Inspectez la cheminée ou le raccord de cheminée, si applicable, deux fois par mois et nettoyez si nécessaire. Ne surchauffez pas. Si l'extérieur de l'appareil devient rouge, vous surchauffez. Gardez les meubles et autres matériaux combustibles à une distance considérable de l'appareil de chauffage. Type de combustible: solide bois seulement.	Important: Before commencing installation, refer to the label located behind the faceplate and to the manufacturer's installation instructions packaged together with this unit. The installation must be approved by the authority having jurisdiction. Avant de commencer l'installation, référez-vous à l'étiquette qui se trouve derrière la façade ainsi qu'aux instructions d'installation du fabricant fournies avec l'appareil. L'installation doit être approuvée par l'autorité compétente.
CAUTION: This fireplace needs a large amount of air to operate which may starve other fuel burning appliances of combustion, ventilation and dilution air. ATTENTION: Cette cheminée a besoin d'une grande quantité d'air pour l'exploitation qui peut affamer les autres appareils de combustion, ventilation et dilution d'air de combustion.	
This model meets the U.S. EPA Wood-burning Fireplace Program Phase 2 emission level. To minimize smoke, always operate your fireplace in accordance with the manufacturer's instructions found in the owner's manual. Additional information about EPA's Program is available at www.epa.gov/burnwise/index.html / Ce modèle répond à la Cheminée programme de phase de niveau 2 des émissions États Unis EPA à bois. Pour minimiser la fumée, toujours fonctionner votre foyer conformément aux instructions du fabricant figurant dans le manuel du propriétaire. Des renseignements supplémentaires sur le programme de l'EPA est disponible à www.epa.gov/burnwise/index.html	
WOLF STEEL 24 NAPOLEON ROAD, BARRIE, ONTARIO L4M 0G8 CANADA	
NZ5000 W385-2174	

2.0 selecting wood

EN

WARNING

- This appliance is designed to burn natural wood only. Do not burn treated wood, coal, charcoal, coloured paper, cardboard, solvents or garbage.
- Higher efficiencies and lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or too green or freshly cut hardwoods.
- Burning wet unseasoned wood can cause excessive creosote accumulation. When ignited, it can cause a chimney fire that may result in a serious house fire.
- Do not store fuel within the clearance to combustibles, or in the space required for re-fueling and ash removal.

Before loading the appliance, ensure all required insulation and baffles (if equipped) are installed and situated properly. For maximum efficiency, when the appliance is thoroughly hot, load it fully to the specified maximum amount and burn at a medium low setting (if equipped). The whiteness of the bricks and the cleanliness of the glass are good indicators of your operating efficiency. Not enough heat is produced when only a few pieces of wood are burned or the wood may not burn completely.

note:

When loading the appliance, ensure to keep fuel back from the glass and behind the andirons. If coals are to accumulate on the front lip, there is a chance they will fall out when the door is opened.

TYPES OF WOOD

Both hardwood and softwood burn equally well in this appliance but hardwood is denser, will weigh more per cord and burn a little slower and longer.

Manufactured fire logs made by compressing 100% natural wood fibre can be safely used as fuel. Do not use manufactured fire logs if they contain additives such as paraffin, wax, binders, etc. Never burn more than two manufactured fire logs at a time.

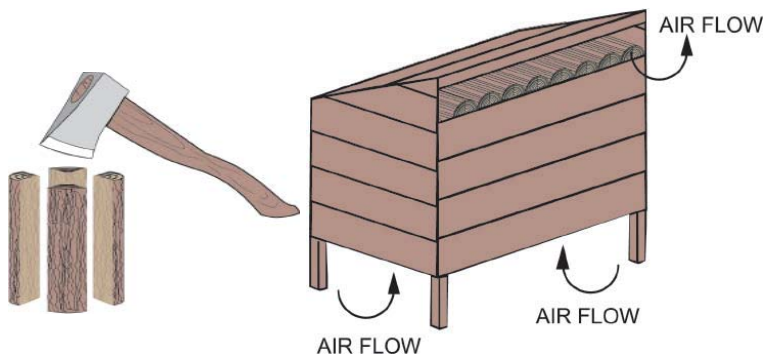
MOISTURE CONTENT

Burn only dry, clean unpainted wood that has been seasoned. It produces more heat and less soot or creosote. Freshly cut wood contains about 50% moisture while after proper seasoning only about 20% of the water remains. As wood is burned, this water boils off consuming energy that should be used in heating. The wetter the wood, the less heat is given off and the more creosote is produced. Dry firewood has cracks in the end of the grain.

STORING WOOD

Firewood should be split and stacked in a manner that allows for full air circulation and covered in early spring to be ready for burning that fall. Dry firewood has cracks in the end grain.

Cut the wood so that it will fit horizontally, front to back, making for easier loading and less of a likelihood that the wood will roll onto the glass.



Fuel for the appliance must not be stored closer than the required clearances to combustibles (heat sensitive material). **NEVER STORE WOOD IN THE ASH PAN COMPARTMENT (if applicable).**

3.0 operation

Expansion / contraction noises during heating up and cooling down cycles are normal and to be expected.

TIPS FOR BURNING:

- Create a large fire to heat up the chimney.
- To create a large, quick burning fire, use small pieces of wood.
- For a lower but extended burn, stack large pieces of wood close together.
- For long burns, leave a 1" (25mm) - 2" (51mm) bed of ashes.
- Burn dry wood only.
- Create large, quick burning fires whenever possible. Smaller, slow burning fires using large logs will cause the glass to become dirty. Larger, quick burning fires using medium sized wood to refuel frequently are much more efficient.
- It is important to minimize visible smoke emitting from the chimney. Burning seasoned firewood, and following the operating instruction contained within this manual will ensure that visible smoke emissions are minimized.

DOS

- Verify with a moisture meter that wood contains no more than 20% moisture content.
- Burn several pieces of medium sized wood as they are better than a few big pieces.
- Clean chimney regularly.
- Refuel frequently using medium sized wood.

DON'TS

- Take ash out immediately. Let it accumulate to a depth of at least 1" (25mm). A good ash layer provides a longer lasting and better burning fire.
- Burn wet wood with more than 20% moisture content.
- Close the door too soon or damper down too quickly.
- Burn one large log rather than two or three smaller, sized logs.

3.1 operating sounds and smells

It is normal during operation to hear creaking and/or ticking sounds as the metal plate components of the appliance expand and contract. This may be present during both warm up and cool down periods.

During the break-in period (the first two or three fires) create only small, hot fires using kindling. This will allow the firebrick to cure. Do not be alarmed if small hairline cracks develop in the firebrick. This is a normal occurrence and does not pose a safety hazard. During this time, the paint may also emit an odour as it cures and you may wish to open a door or window to alleviate the smell.

There are many different ways to start a fire; review the hints and warnings in this section to ensure the fire is starting properly.

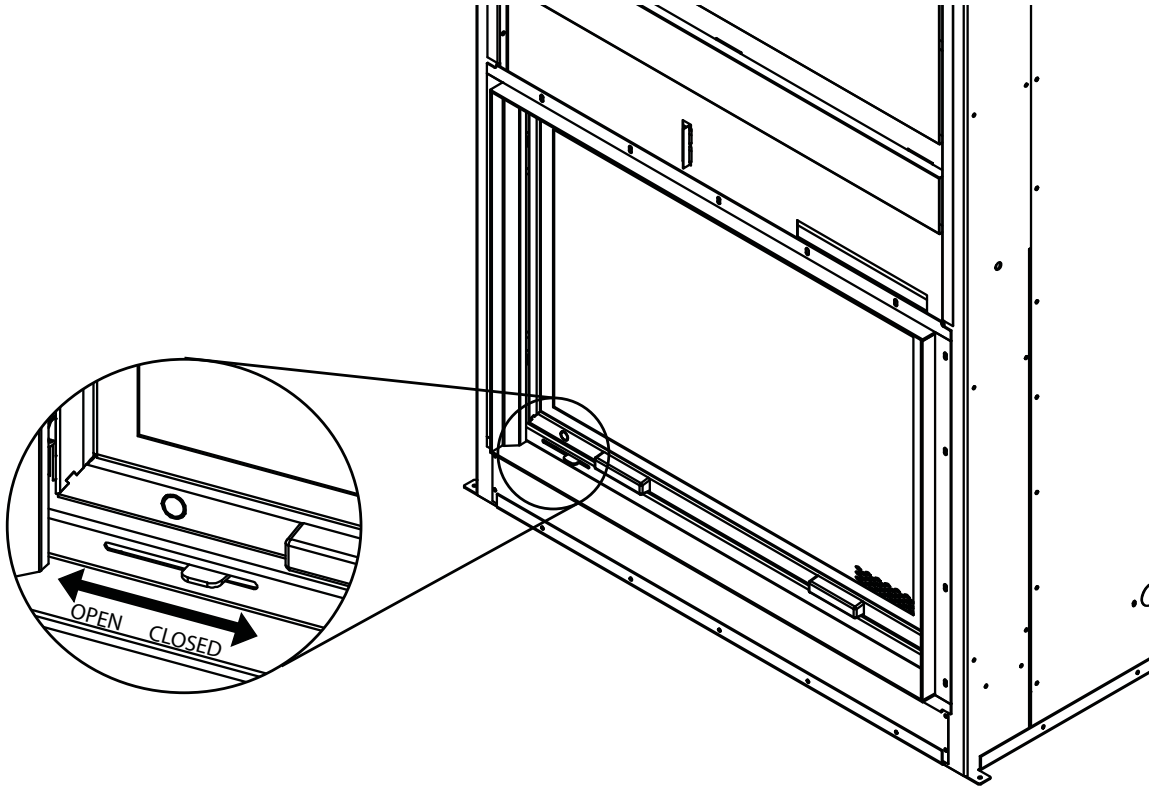
3.2 fire extinguishers / smoke detectors & carbon monoxide detectors

All homes with a solid fuel burning appliance should have at least one fire extinguisher in a central location, known to all, at least one smoke detector and carbon monoxide (CO) detector in the room containing the appliance. If the smoke detector sounds an alarm, correct the cause but do not deactivate or relocate the smoke detector. If the carbon monoxide detector sounds an alarm, immediately vent the area, evacuate and call your local fire department.

3.3 outside combustion air operation

! WARNING

- The outside air inlet must remain clear of leaves, debris, ice and/or snow. It must be unrestricted while appliance is in use to prevent room air starvation which can cause smoke spillage and an inability to maintain a fire. Smoke spillage can also set off smoke alarms.



The outside combustion air control is located below the screen assembly. Before lighting the appliance ensure that the outside combustion air control is open by moving the lever to the left.

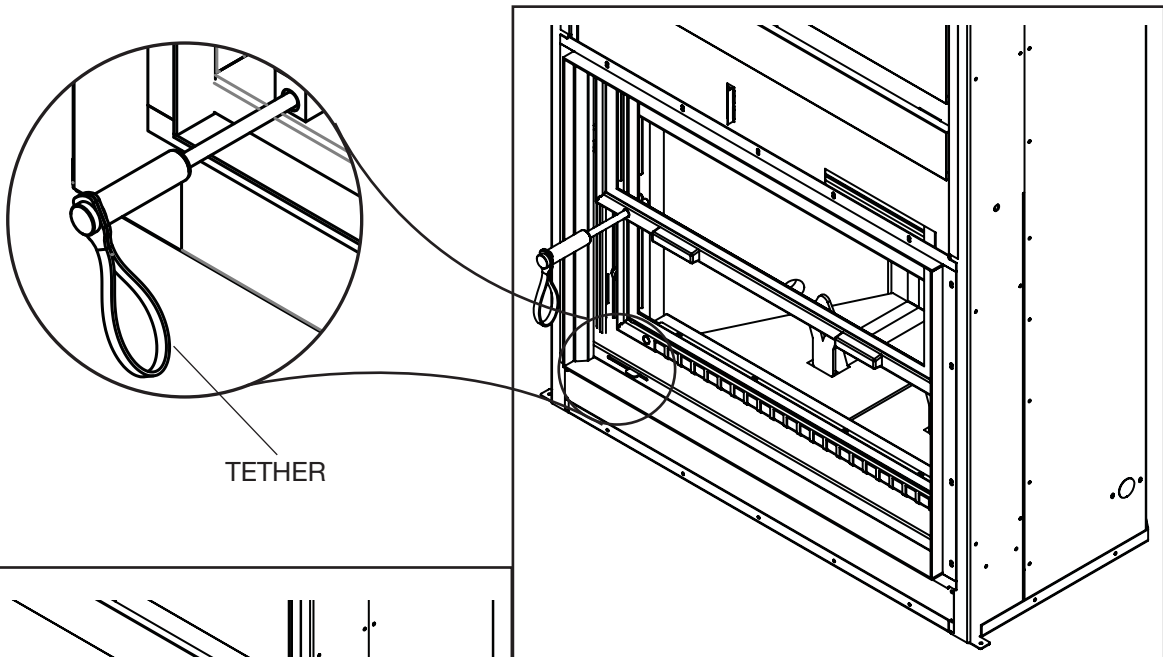
3.4 door & screen operation

! WARNING

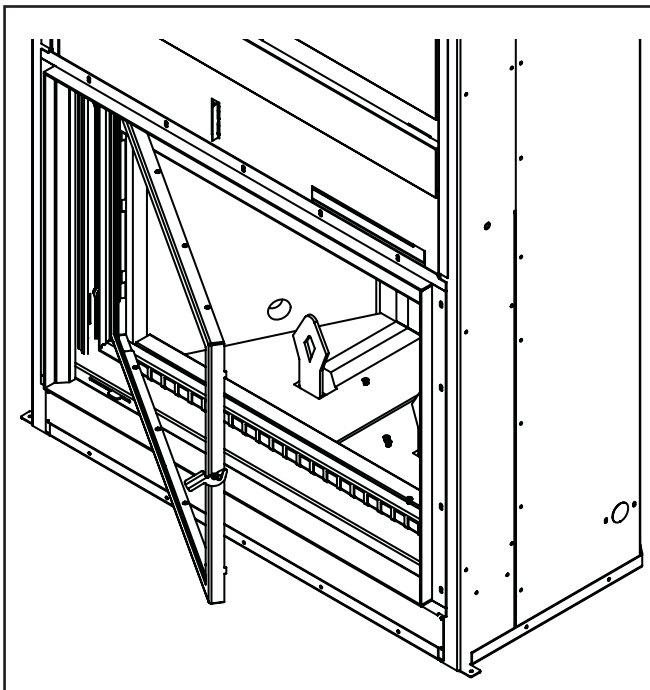
- Use only a non-combustible material to finish the face of the appliance. A non-combustible material such as cement board is required for this purpose.
- Ventilation openings are recommended for all enclosures.
- Above 73 3/8" (186.4cm) combustible finishing materials may be used on the front face.
- Do not insulate around the appliance.

Insert handle into screen and glass door receiver bottom left corner to raise and lower the door. When not in use, hang the handle on the tool set.

To swing open the glass door, lift the latch on the right side up and swing the door outward.



TETHER

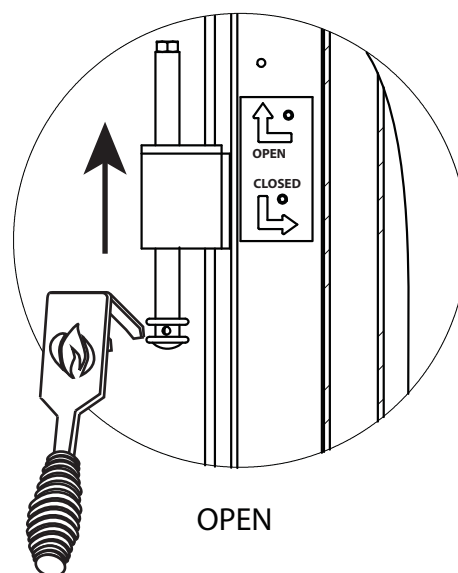
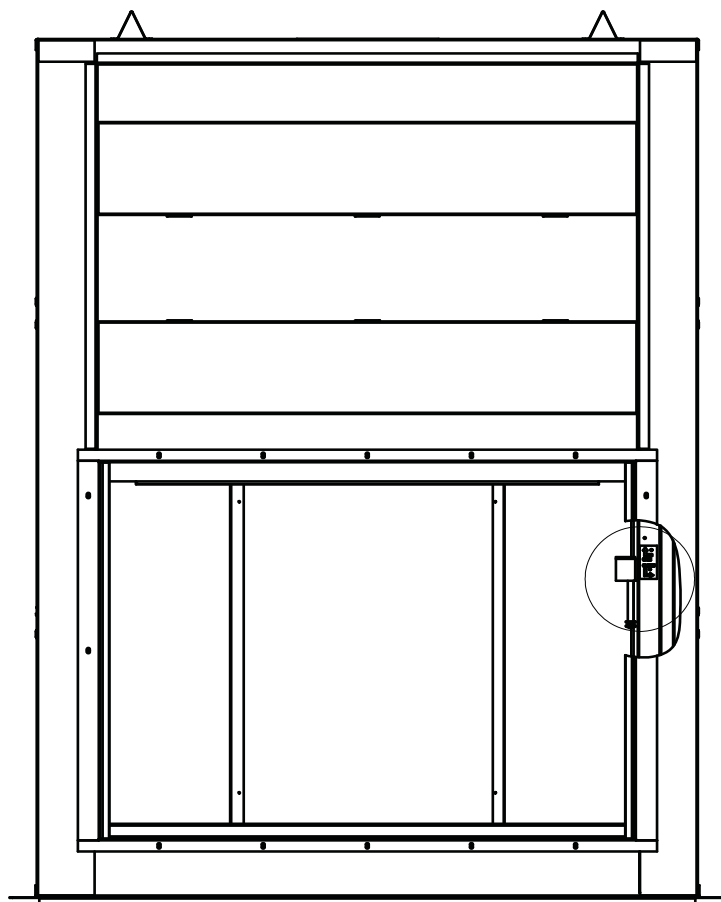
**note:**

To prevent the rapid rise of the doors, it is recommended to secure the cable on the top of the door frame when removing the door or screen frames.

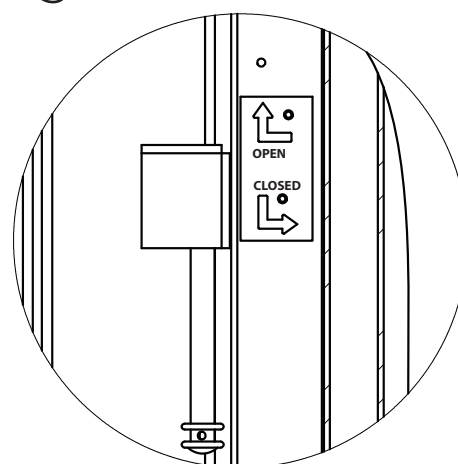
note:

If the doors do not open or close smoothly and remain as positioned, see the "balance weight adjustment" section in the Installation Manual.

3.5 damper operation



OPEN



CLOSED

To close the flue damper, pull the damper control rod down and push it to the right.

To open the damper, pull down slightly and push the damper control rod to the left side and release.

note:

The damper must be in the “open” position when burning.

note:

If the damper becomes unthreaded, it will remain in the “open” position.

note:

If the damper does not operate properly, do not start a fire.

3.6 starting a fire

! WARNING

- Always operate this appliance with either the glass door or spark screen closed. After re-fueling, always close either the glass door or the spark screen. Always wear gloves to prevent injury.
- Never leave children unattended when there is a fire burning in the appliance.
- Never use gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or “freshen up” a fire in this appliance. Keep all such liquids well away from the appliance.
- This appliance has been tested for use with vented and unvented gas log sets. Follow manufacturer’s instructions for proper installation and operation.
- Do not build fire too close to door glass. Do not poke or stir the logs while they are burning. Use only fire logs that have been evaluated for the application in the fireplace and refer to fire log warnings and caution markings on the packaging prior to use.

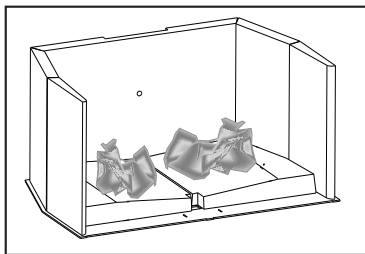
Remove all sources of gasoline or other flammable vapours and liquids in the vicinity of this or other appliances prior to lighting.

Use solid wood, processed solid fire logs (or other specified type) fuel only.

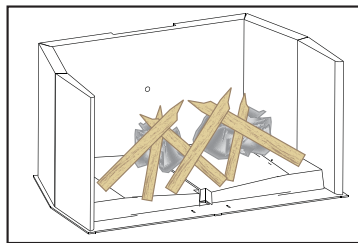
Use plenty of newspaper and kindling to ensure the appliance quickly reaches a proper temperature. Once the kindling is burning rapidly, place a few larger pieces of wood onto the fire.

tip:

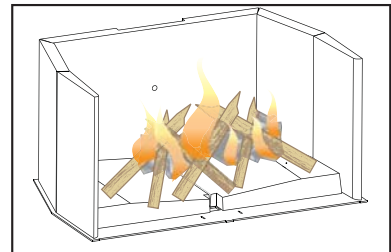
When first lighting a fire, if the smoke is not quickly drawn into the chimney, there may be a downdraft or cold air in the chimney. By first burning large amounts of crumpled newspaper, the chimney will get heated causing the smoke to quickly vent up the chimney.



1. To start, a brisk fire is required. Roll up some newspaper (loosely crumpled), light it and place it near the appliance flue until the chimney begins to draw.



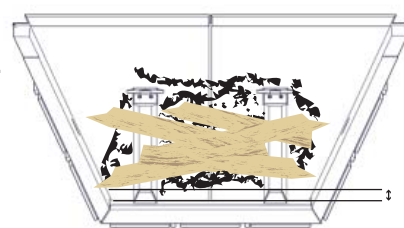
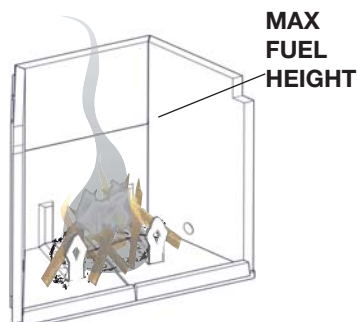
2. Cover with dry kindling.



3. Light the paper and when the kindling is burning, add more fuel.

Draft is the force which moves air from the appliance up through the chimney. The amount of draft in your chimney depends on the length of the chimney, local geography, nearby obstructions and other forces.

Inadequate draft may cause back-puffing into the room and may cause plugging of the chimney. Too much draft may cause an excessive temperature in the appliance, glowing red appliance parts or an uncontrollable burn which can all lead to a chimney fire or a permanent damage to the appliance.



**DO NOT
LOAD FUEL
TIGHT TO
THE BACK
OF THE
FIREBOX**

- Max fuel load 35lbs (16kg)
- Max fuel height, halfway up the firebox (to the separation line of the rear firebrick).

3.7 smoking

A properly installed appliance should not smoke. If yours does, check the following:

- Has the chimney had time to get hot?
- Is the smoke passage blocked anywhere in the appliance, chimney connector or chimney?
- Is the room too airtight and the air intake not connected to the outside? Try with a window partly open.
- Is the smoke flow impeded by too long a horizontal pipe or too many bends?
- Is it a weak draft perhaps caused by a leaky chimney, a cold outside chimney, too large a diameter of a chimney, too short a chimney, or a chimney too close to trees or a higher roof?
- Is the moisture content of the wood greater than 20%?

note:

Differences in chimney height and draft may lower overall burn times.

DO NOT OVERFIRE THE APPLIANCE! Over firing can occur by burning large amounts of smaller wood pieces or vigorously burning large loads of wood for long periods of time (one or two hours).

If smoking continues to be a problem, contact your local authorized Napoleon dealer.

3.8 reloading the appliance

WARNING

- Burning wet, unseasoned wood can cause excessive creosote accumulation, which when ignited can cause a chimney fire that may result in a serious house fire.

When refuelling, open the door slowly to prevent smoke spillage. Use a pair of long heat resistant gloves when feeding the fire. Keep a small steel shovel nearby to use as a poker and to remove ashes. Do not store wood within 4 feet (1.2m) of the appliance.

3.9 gas log set

WARNING

- Only unvented gas log sets which have been found to comply with the standard for Unvented Room Heaters, ANSI/IAS/AGA Z21.11.2, are to be operated in this appliance.
- Do not operate unvented gas log sets in this appliance with the chimney removed.

Follow manufacturer's operating instructions for use of gas log sets.

When an unvented gas log set is installed, ensure the damper on the appliance is fixed in the closed position prior to every use.

When a vented gas log set is installed, ensure the damper is fixed in the open position prior to every use.

4.0 maintenance

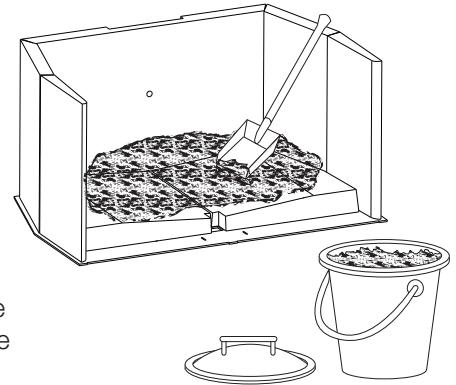
4.1 ash removal procedures

WARNING

- Improper disposal of ashes results in fires. Do not discard ashes in cardboard boxes, dump in back yards, or store in garages.
- If using a vacuum to clean up ashes, be sure the ashes are entirely cooled. Using a vacuum to clean up warm ashes could cause a fire inside the vacuum.

A bed of ashes approximately 1" (25mm) deep should be left on the firebox bottom to help maintain a hot charcoal bed. When the fire has burned down and cooled, remove any excess ashes. To remove the ash, follow the directions below. This appliance is equipped with pivoting andirons to allow any ash removal.

1. After the last coal has extinguished, let the appliance cool at least two hours.
2. Open the appliance doors.
3. Scoop the ash from the firebox into a metal container with a lid. Cover the container and move the container away from the appliance onto a suitable surface to ensure the ashes cool.
4. Dispose of the ashes.



note:

Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial or in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.

4.2 creosote formation and removal

When wood is burned slowly, it produces tar and other organic vapors, which combine with expelled moisture to form creosote. The creosote vapors condense in the relatively cooler chimney flue or a slow-burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote makes an extremely hot fire.

The chimney connector and chimney should be inspected at least once every two months during the heating season to determine if a creosote buildup has occurred.

If creosote has accumulated, it should be removed to reduce the risk of a chimney fire.

4.3 run-away or chimney fire

WARNING

- A chimney fire can permanently damage your chimney system. This damage can only be repaired by replacing the damaged component parts. Chimney fires are not covered by the lifetime limited warranty.

CAUSES:

- Using incorrect fuel, or small fuel pieces which would normally be used as kindling.
- Creosote build up in chimney.
- Leaving the door ajar too long and creating extreme temperatures as the air rushes in the open door.
- If equipped, burning your appliance with the ash plug not securely seated.

SOLUTIONS:

- Do not burn treated, painted, artificial, paper or processed wood logs, coal, charcoal, coloured paper or cardboard.
- Have chimney regularly cleaned.
- Be careful not to over-fire the appliance by leaving the door open too long after initial start-up. A thermometer on the chimney connector and/or appliance top helps to indicate the appliance operating temperature.
- If equipped, always operate the appliance with the ash plug properly installed.

IN CASE OF A CHIMNEY FIRE:

- Close glass door and air control
- Have a well understood plan for evacuation and a place outside for everyone to meet. Prepare to evacuate to ensure everyone's safety.
- Call local fire department. Have a fire extinguisher handy. Contact local authorities for further information on how to handle a chimney fire.
- After the chimney fire is out, clean and inspect the chimney or chimney liner for stress and cracks prior to lighting another fire. Also check combustibles around the chimney and the roof.

4.4 chimney cleaning

Both the chimney and the appliance must be inspected and cleaned, if necessary, at least once a year. For serious wood burners, chimney cleaning must be done as needed to avoid chimney fires; the venting systems for controlled combustion appliances may need cleaning as often as once a month. These rates, however, depend on the burning habits of the individual operating the appliance. For example, it is possible to clog a solid fuel appliance chimney in a few days if slow, smoldering fires are burned and the chimney is cold.

Certain items and considerations are important in chimney cleaning:

- Proper tools should be used, including a brush specifically designed for chimney cleaning.
- The chimney dampers as well as the chimney should be cleaned.
- The appliance's firebox should be cleaned, if needed.
- The chimney should be inspected and repairs made, if needed, preferably by a qualified chimney sweep or mason.

4.5 care of glass

WARNING

- Do not clean glass when hot! Do not use abrasive cleaners to clean glass.

If the glass is not kept clean, permanent discolouration and/or blemishes may result. Normally a hot fire will clean the glass. The most common reasons for dirty glass include:

- Not using sufficient fuel to get the appliance thoroughly hot.
- Using green or wet wood.
- Closing the draft (if equipped) so far that there is insufficient air for complete combustion.

If it is necessary to clean the glass, buff lightly with a clean dry cloth and non-abrasive cleaner. Clean the glass after the first 10 hours of operation with a recommended appliance glass cleaner. Thereafter, clean as required.

The glass is very strong, but do not let burning fuel rest or fall against it and always close the door gently.

NEVER FORCE OR SLAM IT SHUT!

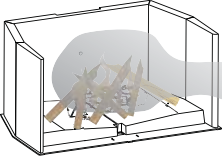
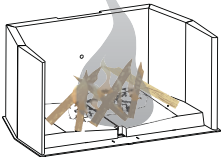
Do not operate the appliance with broken glass, as leakage of flue gases may result.

Contact your local authorized dealer/distributor for complete cleaning instructions.

If the glass should ever crack or break while the fire is burning, do not open the door until the fire is out. Do not operate the appliance until the glass has been replaced. Contact your local authorized dealer/distributor for replacement parts. **DO NOT SUBSTITUTE MATERIALS.**



5.0 troubleshooting

symptom	problem	test solution
Smoke enters the room during start-up	Damper in closed position.	Open damper. See “operation” section.
	Cold air blockage in chimney.	Burn a piece of newspaper to establish a draft.
	Negative pressure in building.	Open outside air control damper. Open a door or window.
Smoke enters the room while re-loading	Damper in closed position.	Open damper. See “operation” section.
	Insufficient draft.	Chimney height and outside conditions can negatively affect draft. In these cases, a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help. Clean chimney.
Appliance smoking.  	Damper in closed position.	Open damper. See “operation” section.
	Chimney cold.	Burn a piece of paper to establish a draft, fuel as necessary to establish a hot flame.
	Inadequate supply of combustion air.	Chimney height and outside conditions can negatively affect draft. In these, a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help.
	The outside air damper opened.	Close damper. See “operation” section.
	The smoke passage is blocked in the appliance or chimney.	Check chimney for blockage and clear, if necessary.
	The smoke flow impeded by too long of a horizontal pipe or too many bends.	Refer to “typical chimney installation” section for proper chimney bends.
	A weak draft perhaps caused by a leaky chimney, a cold outside chimney, too short a chimney, or a chimney too close to a tree or a higher roof.	Chimney height and outside conditions can negatively affect draft. In these cases, a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help. Refer to “typical chimney installation” section for proper chimney bends.
Glass or screen door won't stay in position.	Door slowly opens.	Add adjustment weight to door.
	Door slowly closes.	Remove adjustment weight from door.
Glass or screen door isn't level.	Corner of the door is raised when fully closed.	Refer to “door level adjustment” section in Installation manual.

6.0 warranty

Napoleon Wood Appliances are manufactured under the strict Standard of the world recognized ISO 9001 : 2008 Quality Assurance Certificate.

Napoleon products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work. The complete appliance is again thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from **Napoleon**.

Napoleon Wood Appliances President's Lifetime Limited Warranty

The following materials and workmanship in your new **Napoleon** Wood Appliance are warranted against defects for as long as you own the appliance. For pellet appliances this covers: the pellet hopper, outer shell, ceramic glass (thermal breakage only) and ash drawer.* For wood appliances this covers: combustion chamber, heat exchanger, ceramic glass (thermal breakage only), gold plated parts against tarnishing, porcelainized enameled components, aluminum extrusion trims, vortex baffles, ash drawer and iron castings.*

For pellet appliances, the combustion chamber and heat exchanger are warranted against defects for a period of 5 years.

For wood appliances equipped with a guillotine door/screen system, they are warranted against defects for a period of 5 years.

Electrical (110V) components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first year of the limited warranty. For pellet appliances this covers: blowers, thermal switches and burn pot.* For wood appliances this covers: blowers, thermal switch, switches, wiring, firebrick, stainless steel baffle retainer, secondary air tubes and gasketing.*

Labour related to warranty repair is covered free of charge during the first year, with the exception of the guillotine door/screen system which will be warranted for a period of 3 years. Repair work, however, requires the prior approval of an authorized company official. Labour costs to the account of **Napoleon** are based on a predetermined rate schedule and any repair work must be done through an authorized **Napoleon** dealer.

For appliances that include firebricks and baffles, they should routinely be removed by the operator as part of the regular service and therefore, any warranty replacement of these parts does not qualify for any labour allowances.

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

Conditions and Limitations

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

Warranty coverage begins on the date of original installation. This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives. The wood appliance must be installed by a qualified and authorized installer, service agency or supplier. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes. This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect. Operating the appliance on high for extended periods of time, is neglect. Parts installed from other manufacturers will nullify this warranty.

This limited warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners nor chipping on porcelain enamel parts, nor any venting components used in the installation of the appliance. In the first year only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions. After the first year, with respect to the President's Limited Lifetime Warranty, **Napoleon** may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective parts. After the first year, **Napoleon** will not be responsible for installation, labour or any other costs or expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the President's Limited Lifetime Warranty, **Napoleon's** responsibility under this warranty is defined as above and it shall not, in any event, extend to any incidental, consequential or indirect damages. This warranty defines the obligations and liability of **Napoleon** with respect to the **Napoleon** wood 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. **Napoleon** will not be responsible for: over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust blowers, furnaces, clothes dryers, etc.

Any damages to appliance, combustion chamber, heat exchanger, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of **Napoleon**. Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your wood appliance. Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. **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 President's Limited Lifetime Warranty Policy are subject to a single claim. During the first 10 years **Napoleon** will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, **Napoleon** will provide replacement parts at 50% of the current retail price. All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty and other related charges are not covered by this warranty.

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

This appliance must be serviced annually depending on usage

[illegible]

Other Napoleon Products



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24 Napoleon Road, Barrie, Ontario, Canada L4M 0G8
214 Bayview Drive, Barrie, Ontario, Canada L4N 4Y8
103 Miller Drive, Crittenden, Kentucky, USA 41030
7200 Trans Canada Highway, Montreal, Quebec, Canada H4T 1A3

Fireplaces / Heating & Cooling call: 705-721-1212 • Grills call: 705-726-4278
napoleonproducts.com