



# OWNER'S MANUAL

**Riverside™ Series**  
(RSS36\_ illustrated)



**For outdoor use only**

## SAFETY INFORMATION

### **WARNING**

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

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

#### **- WHAT TO DO IF YOU SMELL GAS:**

- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

- Installation and service must be performed by a qualified installer, service agency, or the supplier.



APPLY SERIAL NUMBER LABEL FROM CARTON



**WARNING**

- This appliance is hot when operated and can cause severe burns if contacted.
- Any changes to this appliance or its control can be dangerous and are prohibited.
- 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 connect 110 volts to the control valve.
- Risk of burns. The appliance should be turned off and cooled before servicing.
- Do not install damaged, incomplete or substitute components.
- Risk of cuts and abrasions. Wear protective gloves and safety glasses during installation. Sheet metal edges may be sharp.
- 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.
- 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 out, 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.
- Any safety screen, guard or barrier removed for servicing the appliance, must be replaced prior to operating the appliance.
- The appliance is a vented gas-fired appliance. Do not burn wood or other materials in the appliance.
- 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.
- This appliance must not be connected to a chimney flue pipe serving a separate solid fuel burning appliance.
- 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 and any gas control which has been under water.
- Only doors / optional fronts certified with the unit are to be installed on the appliance.
- 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.
- As with any combustion appliance, we recommend having your appliance regularly inspected and serviced as well as having a carbon monoxide detector installed in the same area to defend you and your family against carbon monoxide.
- 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.
- A barrier designed to reduce the risk of burns is available for this appliance and can be installed.
- If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.
- Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.



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

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Before reading this manual, be sure you know which model of appliance that you have. This information will have been filled out by the installer on the following page and on the rating plate that is permanently attached to the appliance (see “rating plate information” section).

This manual is for the:

- **RSS36 and RSS42 models**

If required, more detailed technical information is included in the appliance 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.

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

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



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.

# welcome

## 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.

A barrier designed to reduce the risk of burns is available for the appliance for your safety.

Your Napoleon appliance 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:** \_\_\_\_\_

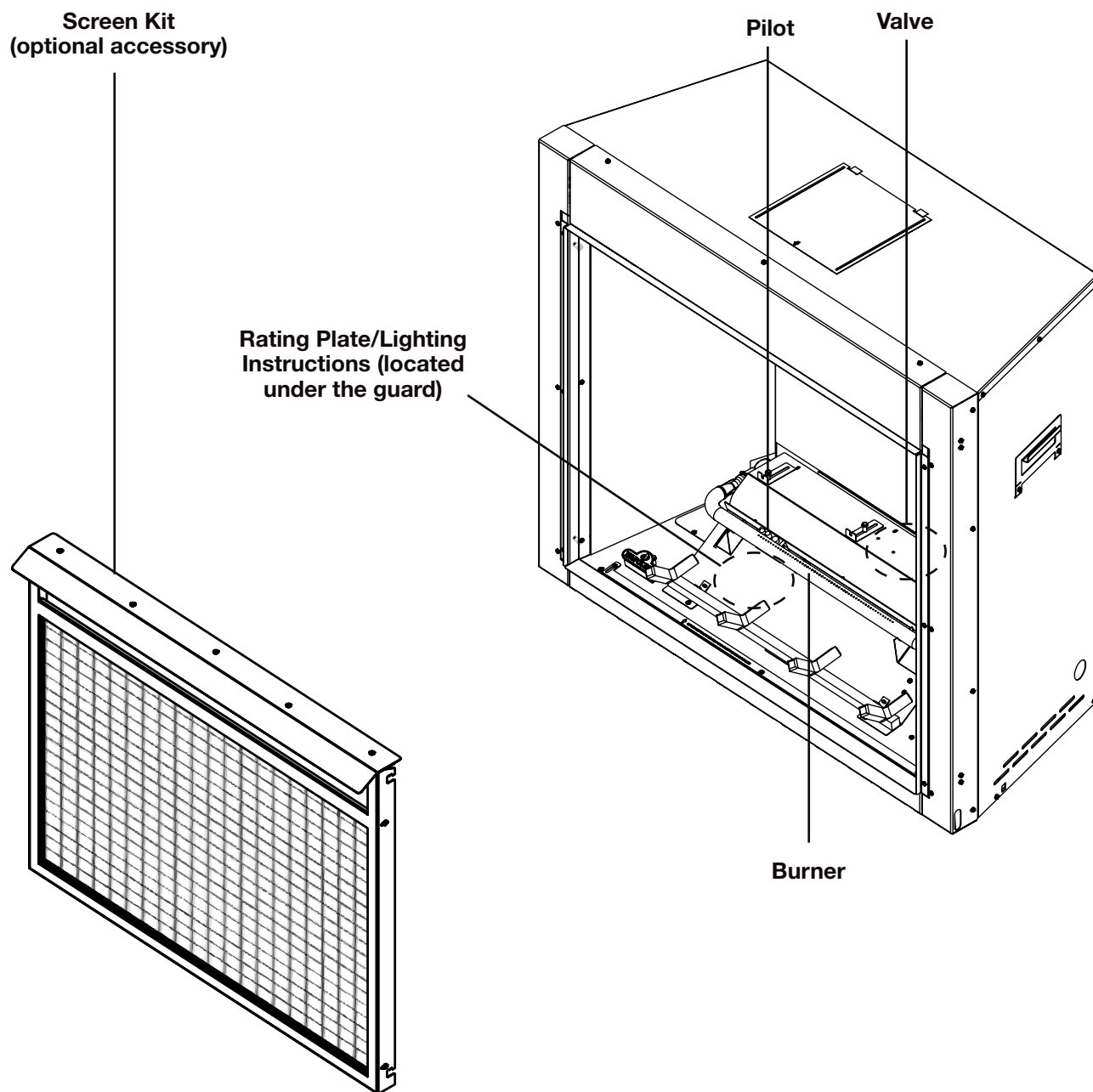
**Model:**

**Natural Gas:** ☐ RSS36NE  
☐ RSS42NE

**Propane:** ☐ RSS36PE  
☐ RSS42PE

## 1.0 getting to know your appliance EN

The area above the appliance opening including the surface of the wall can get very hot during operation and should never be touched until the appliance is off and completely cooled.



**note:**

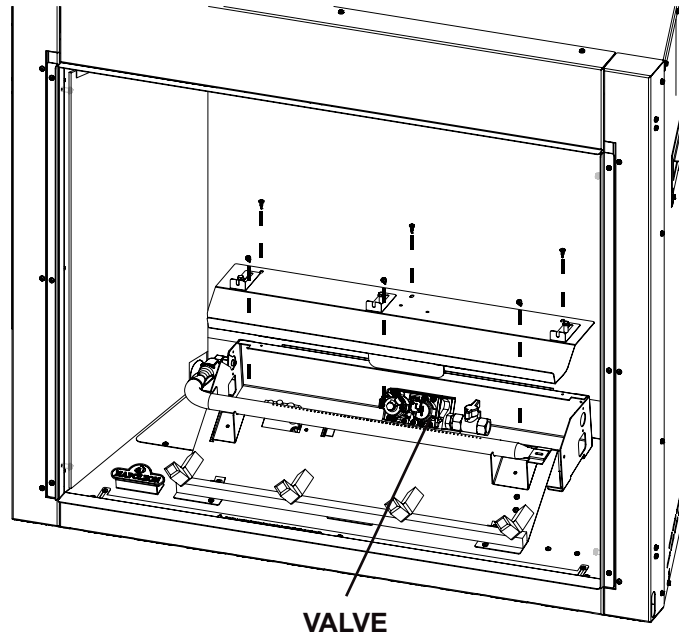
Some features and locations may vary depending on the model.



# getting to know your appliance

## 1.1 control access

To access the valve, remove the cover that is held in place by six screws.



## 1.2 rating plate information

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

Certified to Canadian and American National Standards: **CSA 2.22-XXXX / ANSI Z21.50-XXXX for Vented Decorative Gas Appliances**  
 Certifié selon les normes Nationales Canadiennes et Américaines: **CSA 2.22-XXXX / ANSI Z21.50-XXXX pour les Appareils à gaz décoratif à évacuation**

Direct vent, vented gas fireplaces. Approved for bedroom, bathroom and bed-sitting room installation. Suitable for mobile home installation, if installed in accordance with the current standard CAN / CSA Z240MH Series gas equipped mobile homes in Canada, or, in the United States, the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280*. When this US Standard is not applicable, use the *Standard for Fire Safety Criteria for Manufactured Home Installations, Sites and Communities, ANSI / NFPA 501A*. This appliance must be installed in accordance with local codes, if any; if none, follow the current ANSI Z223.1 or CSA B149. **For use with barrier WXXX-XXXX. Follow installation instructions.**  
 Foyer à gaz ventilé. Homologué pour installation dans une chambre à coucher, une salle de bain et un studio. Appropriate pour installation dans une maison mobile si son installation conforme aux exigences de la norme CAN / CSA Z240MH Série de maisons mobile équipées au gaz en vigueur au Canada, ou, aux États-Unis selon la norme 24 CFR, Part 3280 *Manufactured Home Construction and Safety Standard*. Dans le cas où cette norme d'États-Unis n'est pas pertinente, utiliser la norme NFPA 501A, *Fire Safety Criteria for Manufactured Home Installations, Sites and Communities*. Installer l'appareil selon les codes ou règlements locaux ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1 ou CSA B149 en vigueur. **Utiliser uniquement avec l'écran WXXX-XXXX. Suivre les instructions d'installation.**

**CSA** **US**  
 Energy Verified  
 Énergie vérifiée

REFERENCE# 161746

**VENTED DECORATIVE GAS APPLIANCE: NOT A SOURCE OF HEAT, NOT INTENDED FOR USE AS A HEATING APPLIANCE, NOT FOR USE WITH SOLID FUEL.**  
**APPAREIL À GAZ DÉCORATIF À ÉVACUATION: N'EST PAS UNE SOURCE DE CHALEUR; N'EST PAS DESTINÉ À ÊTRE UTILISÉ COMME UN APPAREIL DE CHAUFFAGE; NE CONVIENT PAS AUX COMBUSTIBLES SOLIDES.**

**FOR USE WITH GLASS DOORS CERTIFIED WITH THIS APPLIANCE ONLY.**  
**POUR UTILISATION UNIQUEMENT AVEC LES PORTES EN VERRE CERTIFIÉES AVEC L'APPAREIL.**

For natural gas when equipped with No. XX drill size orifice.  
 For propane when equipped with No. XX drill size orifice.  
 Convient au gaz naturel quand l'appareil est muni d'un injecteur de diamètre no. XX.  
 Convient au propane quand l'appareil est muni d'un injecteur de diamètre no. XX.

**WARNING:** Do not add any material to the appliance which will come in contact with the flames, other than that supplied by the manufacturer with the appliance.  
**AVERTISSEMENT:** N'ajoutez pas à cet appareil aucun matériau devant entrer en contact avec les flammes autre que celui qui est fourni avec cet appareil par le fabricant.  
 The appliance must be vented using the appropriate Napoleon vent kits. See installation manual for venting specifications. Proper reinstallation and resealing is necessary after servicing the vent-air intake system.  
 L'appareil doit être ventilé à l'aide de l'ensemble d'évacuation propre à Napoleon. Référez au manuel d'installation pour les spécifications d'évacuation. Il est nécessaire de bien réinstaller et resceller l'évacuation après avoir exécuté l'entretien du système de prise d'air.

Serial Number / N° de Série: **XXXX** **W385-XXXX**

**MODEL / MODÈLE**

<input type="checkbox"/> 9700539 (WSL)	<input type="checkbox"/> 4001658 (NAC)	<input type="checkbox"/> 4001657 (NGZ)	<input type="checkbox"/> 4001659 (WUSA)
<input type="checkbox"/> XXXX	<input type="checkbox"/> XXXX	<input type="checkbox"/> XXXX	<input type="checkbox"/> XXXX
<input type="checkbox"/> XXXX	<input type="checkbox"/> XXXX	<input type="checkbox"/> XXXX	<input type="checkbox"/> XXXX

Altitude Input  
 Reduced Input  
 P4

XX,XXX  
 XX,XXX  
 XX.X%

0-XXXXft (0-XXXXm)

XX,XXX  
 XX,XXX  
 XX.X%

Manifold Pressure: 3.5" w.c. (NG)  
 Minimum Supply Pressure: 4.5" w.c. (NG)  
 Maximum Supply Pressure: 7" w.c. (NG)  
 Pression au Collecteur: 3.5" d'une colonne d'eau (GN)  
 Pression d'Alimentation Min.: 4.5" d'une colonne d'eau (GN)  
 Pression d'Alimentation Max.: 7" \*\* d'une colonne d'eau (GN)  
 \*\* Maximum inlet pressure not to exceed 13".

**Minimum clearance to combustible materials:**  
 Top, sides & back: per standoff spacers for framing and finishing materials. For non-combustible framing and finishing materials, see installation manual.  
 Top X"  
 Floor X"  
 Sides X"  
 Back X"  
 Vent top X"  
 Vent sides & bottom X"  
 Recessed depth X"  
 \*\*\* Mantel X" from appliance opening  
 \*\*\* Maximum horizontal extension:  
 X". See installation manual for greater extensions, minimum vent lengths and maximum vent lengths.  
 Electrical rating: 115V, 60Hz. Less than 12 amperes.

Manifold Pressure: 10" w.c. (P)  
 Minimum Supply Pressure: 11" w.c. (P)  
 Maximum Supply Pressure: 13" w.c. (P)  
 Pression au Collecteur: 10" d'une colonne d'eau (P)  
 Pression d'Alimentation Min.: 11" d'une colonne d'eau (P)  
 Pression d'Alimentation Max.: 13" \*\* d'une colonne d'eau (P)  
 \*\* Pression d'alimentation maximale ne devait pas dépasser 13".

**Dégagements minimaux des matériaux combustibles:**  
 Dessus, côtés et arrière: selon les espacements de dégagements pour les matériaux d'ossature selon le manuel du propriétaire pour les matériaux de finition.  
 Dessus X"  
 Plancher X"  
 Côtés X"  
 Arrière X"  
 Dessus du conduit d'évent X"  
 Côtés et dessous du conduit d'évent X"  
 Profondeur d'encastrement une face X"  
 \*\*\* Tablette X" de l'ouverture de l'appareil  
 \*\*\* L'extension horizontale maximale: X".  
 Référez au manuel d'installation pour des extensions plus grandes, les longueurs d'évacuation minimales et maximales.  
 Spécifications électriques: 115V, 60Hz. Moins de 12 ampères.

**WOLF STEEL LTD.** 24 Napoleon Road, Barrie, ON, L4M 0G8 Canada

### note:

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

When operating your appliance for the first time, there is a required burn-in process that cures materials used to manufacture the appliance that may emit both vapors and an odor. These are normal when operating a new appliance for the first time. Ensure adequate air circulation is provided during burn-in process, if this was not completed by the installer during installation.

### 2.1 using your appliance

To turn the appliance on:

- A Turn the on/off switch on.
- B After 3-5 seconds, the control will start a spark at the pilot, light the pilot and then the burner. The spark period will last 60 seconds, or until the pilot has lit.
- C When used for the first time, if the burn-in process was not completed by the installer; run appliance continuously for 4 hours (burn-in).
- D Turn the appliance off.

For more detailed information, see your installation manual or contact your authorized dealer.

# operation

## 2.2 operating and lighting instructions

### WARNING

If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

When lit for the first time, the appliance will emit an odor for a few hours. This is a normal temporary condition caused by the “burn-in” of paints and lubricants used in the manufacturing process and will not occur again. After extended periods of non-operation, such as, following a vacation or warm weather season, the appliance may emit a slight odor for a few hours. This is caused by dust particules in the heat exchanger burning off. In both cases, open a window to sufficiently ventilate the room.

#### FOR YOUR SAFETY READ BEFORE LIGHTING

- Do not turn on if children or other at risk individuals are near the appliance.
- This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
- Before operating, smell all around the appliance area for gas and next to the floor because some gas is heavier than air and will settle on the floor.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and any gas control which has been underwater.

#### WHAT TO DO IF YOU SMELL GAS

- Turn off all gas to the appliance.
- Open windows.
- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

#### LIGHTING INSTRUCTIONS

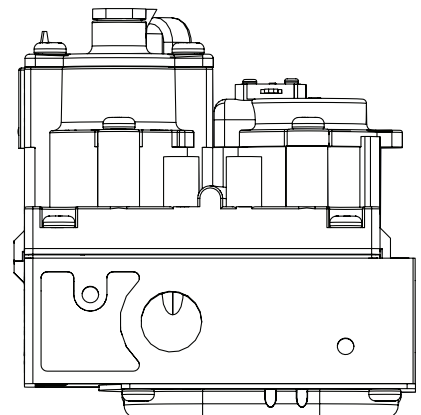
##### note:

This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.

- Stop! Read the above safety information on this label.
- Turn off all electrical power to the appliance.
- Remove screen assembly, if equipped.
- Turn the manual shut-off valve clockwise to the “OFF” position. (Shut-off valve is located next to the valve).
- Wait five (5) minutes to clear out any gas. If you smell gas including near the floor, **STOP!** Follow the instructions above in the “WHAT TO DO IF YOU SMELL GAS” section. If you don't smell gas; close the glass door and go to the next step.
- Turn the manual shut-off valve counter clockwise to the “ON” position.
- Turn on all electrical power to the appliance.
- Turn on the wall switch to the appliance.
- If the appliance will not operate, follow instructions “TO TURN OFF GAS” and call your service technician or gas supplier.

#### TO TURN OFF GAS

- Turn off the wall switch to the appliance.
- Turn off all electric power to the appliance if service is to be performed.
- Turn manual shutoff valve clockwise to the “OFF” position. Do not force.





### **! WARNING**

- Your appliance, gas/electrical connections, venting and various key components are hidden behind the wall. It is critical that no screws penetrate these components. Failure to follow instructions may cause improper operation, damage, personal injury or fire. Always use a stud finder and only screw into studs.

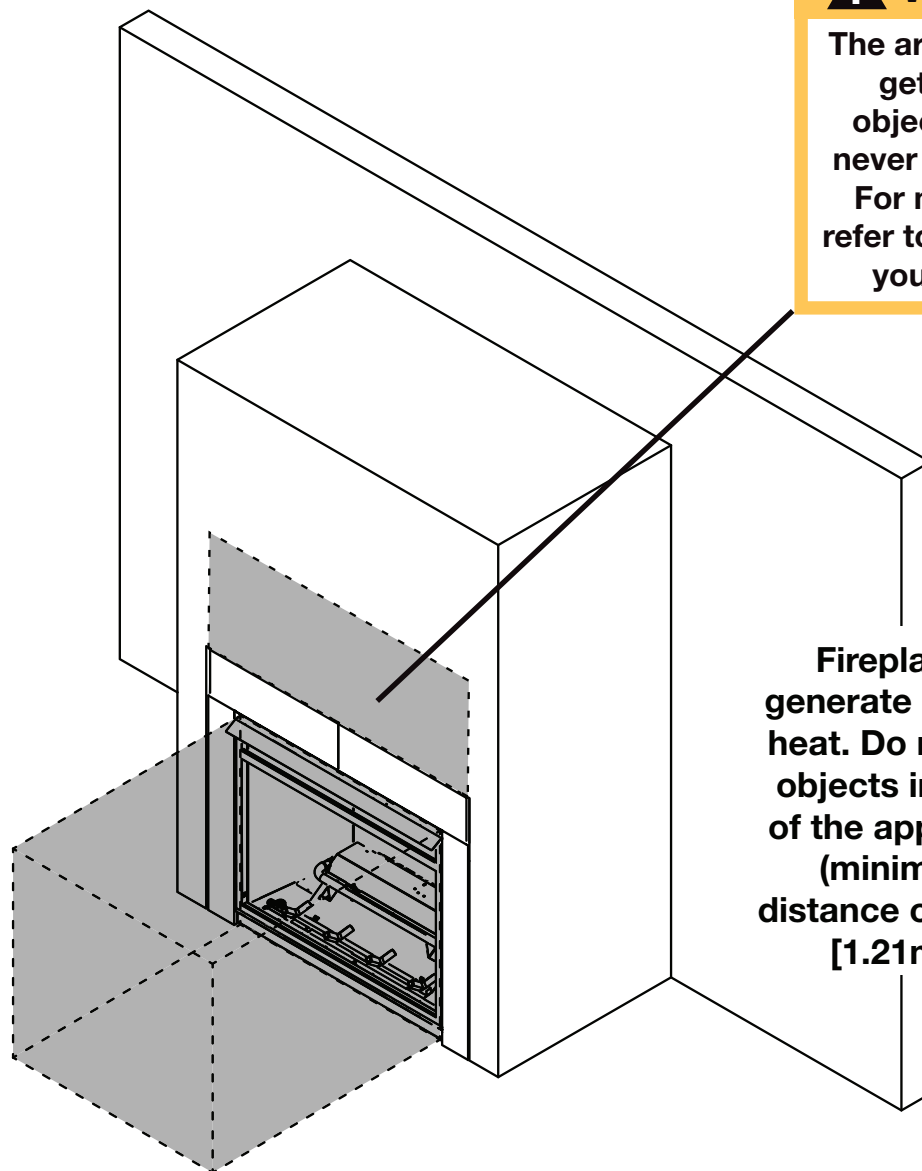
Without making adequate provisions to account for the heat, the temperatures above the appliance will be hot, making it unsuitable for mounting a TV or other objects sensitive to heat without risk of damage.

Installing a mantel between this appliance and electronics or other materials that may be sensitive to heat will reduce the effect of direct heat on them.

The size and material of the mantel will affect the allowable clearance above your appliance and incorrect placement could become a fire hazard. Consult your installation manual and/or authorized dealer for more information before mounting a mantel, a shelf or any other object above your appliance.

Your appliance, gas/electrical connections and vent are hidden directly behind the finished wall. Great care should be taken to avoid screwing or nailing into these components. Always use a stud finder to determine stud location and only screw into studs.

Do not screw into the area around the appliance opening as some of your appliance may be hidden behind the finished wall. Refer to your installation manual and/or contact your local dealer for more information.



### **! WARNING**

**The area above an appliance gets hot. Combustible objects or materials must never be placed in this area. For minimum clearances, refer to installation manual or your authorized dealer.**

**Fireplaces generate radiant heat. Do not put objects in front of the appliance (minimum distance of 4 feet [1.21m]).**

## 4.0 maintenance

### **WARNING**

- Turn off the gas and electrical power before servicing the appliance.
- Appliance may be hot. Do not service until appliance has cooled.  
**For qualified technicians only:**
- Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.
- This appliance and its venting system should be inspected before use and at least annually by a qualified service person.
- The flow of combustion and ventilation air must not be obstructed.

#### **DOS**

- Clean your screen assembly regularly to prevent the build up of excessive dirt/debris which can accumulate on outdoor appliances. Simply brush it off with a soft bristle brush or vacuum using the brush attachment.
- Service your appliance annually and/or as required. Service must be conducted by a qualified technician.
- Keep your appliance area clear and free of combustible materials, gasoline, or other flammable vapors and liquids.
- Check to see that the burner ignites completely on all openings when turned on. A 5 to 10 second total light-up period is satisfactory. Service as required.

#### **DON'TS**

- Attempt to service the electrical or gas components. Contact a qualified technician.
- Use excessive force.
- Paint the pilot assembly.
- Place objects too close to the appliance opening.

#### **note:**

For any questions and/or concerns regarding your appliance, maintenance and service, please contact your authorized dealer.

## 4.1 care of plated parts

If the appliance is equipped with plated parts, you must clean fingerprints or other marks from the plated surfaces before operating the appliance for the first time. Use an ammonia-free or vinegar-based cleaner and a towel to clean. If not cleaned properly before operating for the first time, the marks can cause permanent blemishes on the plating. After the plating is cured, the fingerprints and oils will not affect the finish and little maintenance is required, just wipe clean as needed. Prolonged high temperature burning with the door ajar may cause discolouration on plated parts.

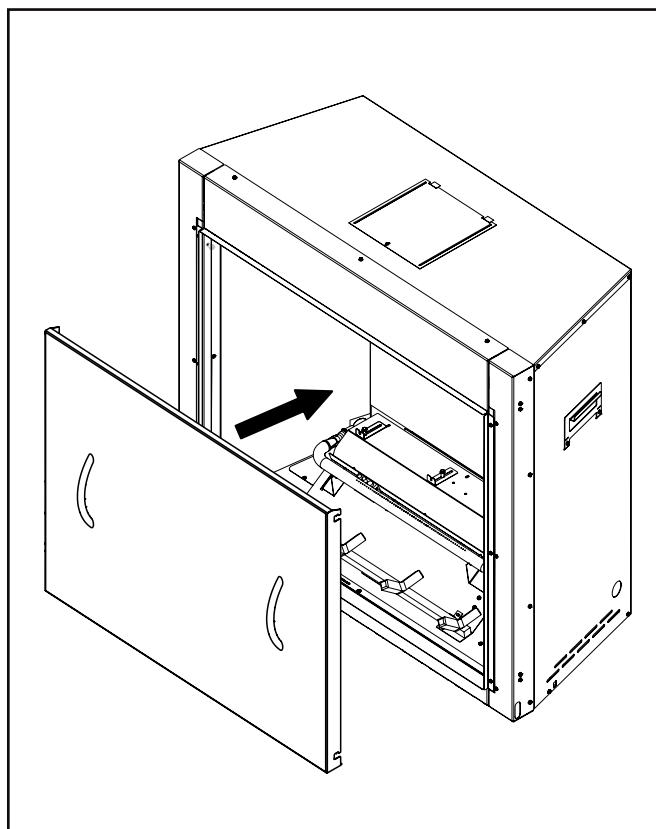
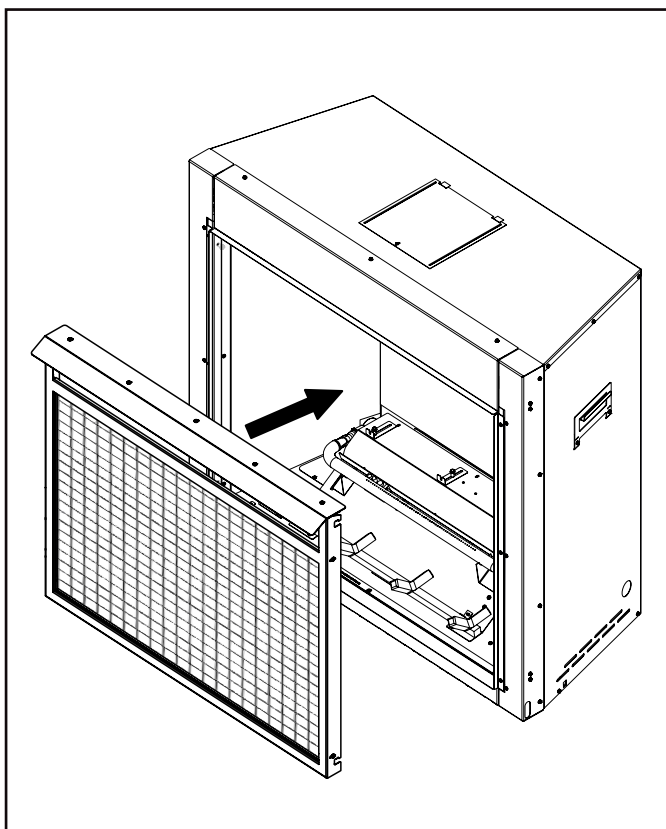
**note:**

The protective wrap on plated parts is best removed when the assembly is at room temperature but this can be improved if the assembly is warmed (i.e. using a hair dryer or similar heat source).

## 4.2 screen kit / weather cover

A screen kit designed to prevent dirt and debris from accumulating in the fireplace is an option for this appliance. Slot cover must be open.

A weather cover designed to protect the interior of the fireplace from the elements when not in use is an option for this appliance.



## 5.0 replacement parts

### WARNING

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

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

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

When ordering replacement parts always give the following information:

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

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

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

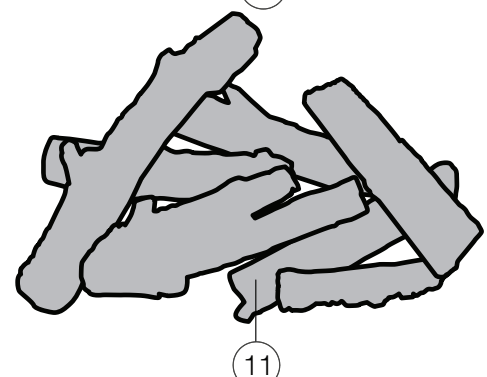
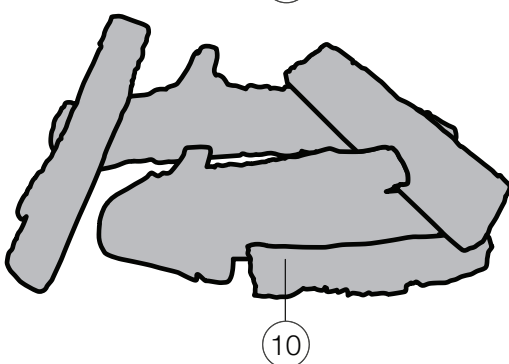
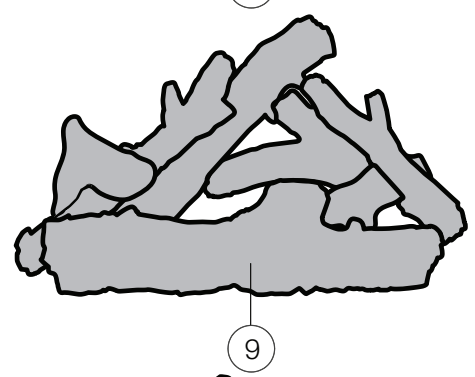
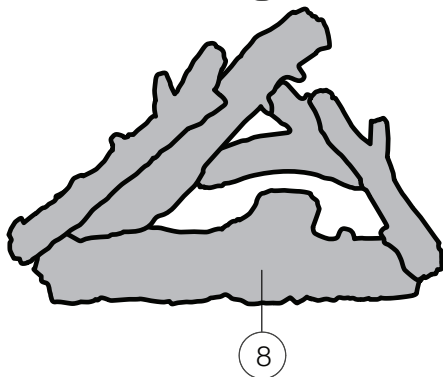
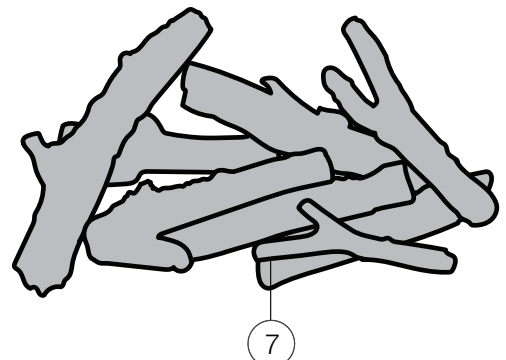
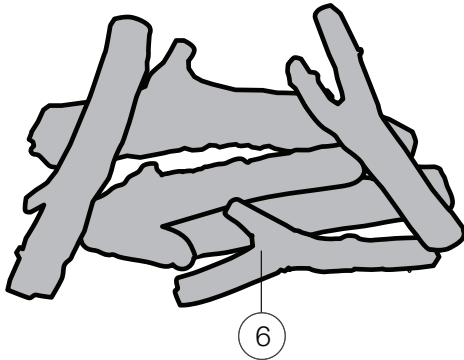
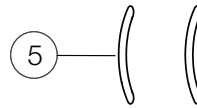
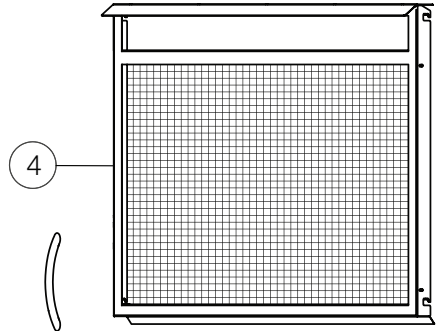
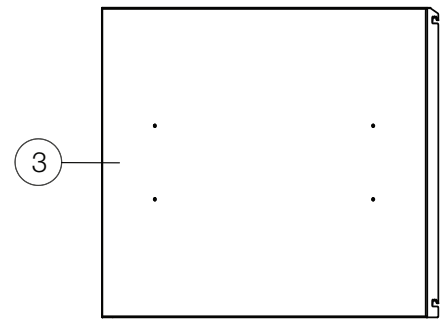
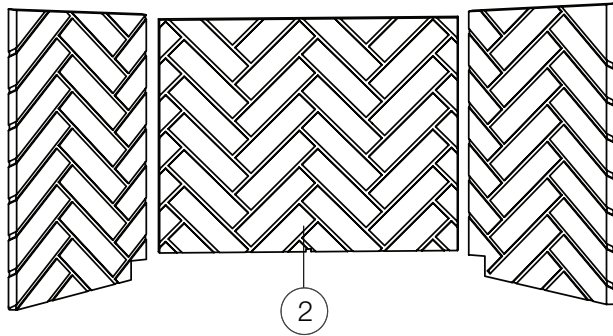
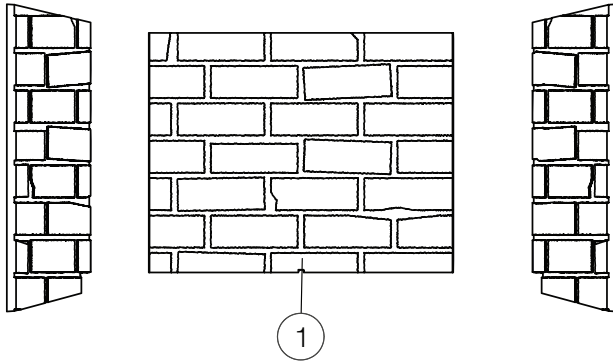
**Parts not identified as stocked will be delivered within a 2 to 4 week period, for most cases.**

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

**Consult your installation manual for replacement parts.**

## 6.0 accessories

Ref.	Part	Description	Stock
1	DBPRS36NS	Decorative Brick Panel Newport (RSS36)	
	DBPRS36WH	Decorative Brick Panel Westminster (RSS36)	
2	DBPRS42NS	Decorative Brick Panel Newport (RSS42)	
	DBPRS42WH	Decorative Brick Panel Westminster (RSS42)	
3	RSS36WC	Stainless Steel Weather Cover (RSS36)	
	RSS42WC	Stainless Steel Weather Cover (RSS42)	
4	RSS36SK	Screen Kit (RSS36)	
	RSS42SK	Screen Kit (RSS42)	
5	N325-0049-SER	Door Handle	Yes
6	BLKRS36	Birch Log Kit (RSS36)	
7	BLKRS42	Birch Log Kit (RSS42)	
8	OLKRS36	Oak Log Kit (RSS36)	
9	OLKRS42	Oak Log Kit (RSS42)	
10	SLKRS36	Splitwood Log Kit (RSS36)	
11	SLKRS42	Splitwood Log Kit (RSS42)	
12	SMKM	Kit, Shale Media (Medium)	
	SMKL	Kit, Shale Media (Large)	



## 7.0 troubleshooting

symptom	problem	test solution
Pilot will not light. Makes noise with no spark at pilot burner.	Wiring: short, loose, or damaged connections (poor flame rectification).	- Contact a qualified technician.
	Improper switch wiring.	- Contact a qualified technician.
	No noise/spark, high limit switch tripped.	- High limit switch will need to be reset. Contact a qualified technician.
Pilot sparks but will not light.	Gas supply.	- Contact a qualified technician.
	Out of propane gas.	- Fill the tank.
Flame is blue, lazy, transparent flame.	Blockage in vent.	- Remove blockage. In really cold conditions, ice buildup may occur on the terminal and should be removed as required.
Appliance won't perform any functions.	No power to the system.	- Check breaker to verify it's in the " <b>on</b> " position.



Napoleon products 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 assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak and test-fired at a quality test station. The complete appliance is again thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receive the quality product that you expect from Napoleon.

### **Napoleon Gas Appliance President's Lifetime Limited Warranty**

The following materials and workmanship in your new Napoleon gas appliance are warranted against defects for as long as you own the appliance. This covers: combustion chamber, heat exchanger, stainless / steel burner, Phazer™ logs and embers, rocks, ceramic glass (thermal breakage only), gold plated parts against tarnishing, porcelainized enameled components and aluminum extrusion trims.\*

Electrical (110V and millivolt) components and wearable parts are covered and Napoleon will provide replacement parts free of charge during the first year of the limited warranty. This covers: blowers, gas valves, thermal switches, switches, wiring, remote controls, ignitors, gaskets and pilot assemblies.\*

Labour related to warranty repair is covered free of charge during the first year (labour warranty is not applicable for the Gas Log Sets). 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.

\* 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. Napoleon reserves the right to have its representative inspect any product or part thereof prior to honouring any 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 gas appliance must be installed by a licensed, authorized service technician or contractor 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, and 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, mechanical breakage of Phazer™ logs and embers. 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 this President's Lifetime Limited 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 part(s).

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 President's Lifetime Limited 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 gas 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 fans, furnaces, clothes dryers, etc. Any damages to the appliance, combustion chamber, heat exchanger, plated 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.

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. 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.

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.

# Appliance Service History

This appliance must be serviced annually depending on usage.

[illegible]







# NAPOLEON CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



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