

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.
CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.
NEVER LEAVE CHILDREN OR OTHER AT RISK INDIVIDUALS ALONE WITH THE APPLIANCE.

EN

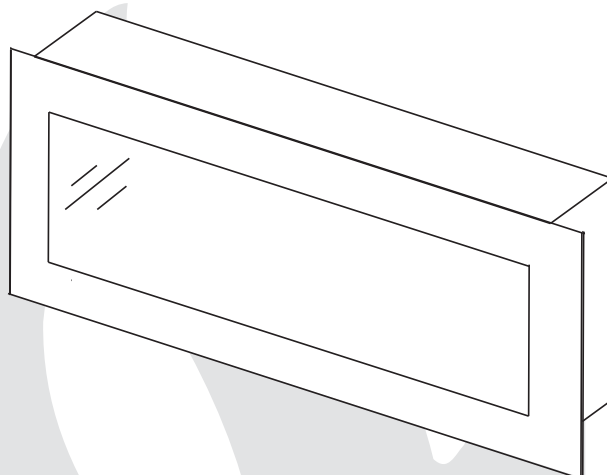


INSTALLATION AND OPERATING INSTRUCTIONS

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CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C22.2 No.12, CSA 22.2 No.250 / UL 153 and UL 1598

EFL100 ELECTRIC FIREPLACE



SAFETY INFORMATION

! WARNING

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.

! WARNING

HOT GLASS WILL CAUSE BURNS.

DO NOT TOUCH GLASS UNTIL COOLED.

NEVER ALLOW CHILDREN TO TOUCH GLASS.



APPLY SERIAL NUMBER LABEL FROM CARTON

Serial No. XXXXX00000

MODEL NO.

Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada /
103 Miller Drive, Crittenden, Kentucky, USA, 41030
Phone (705)721-1212 • Fax (705)722-6031 • www.napoleonfireplaces.com • ask@napoleonproducts.com

\$10.00

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

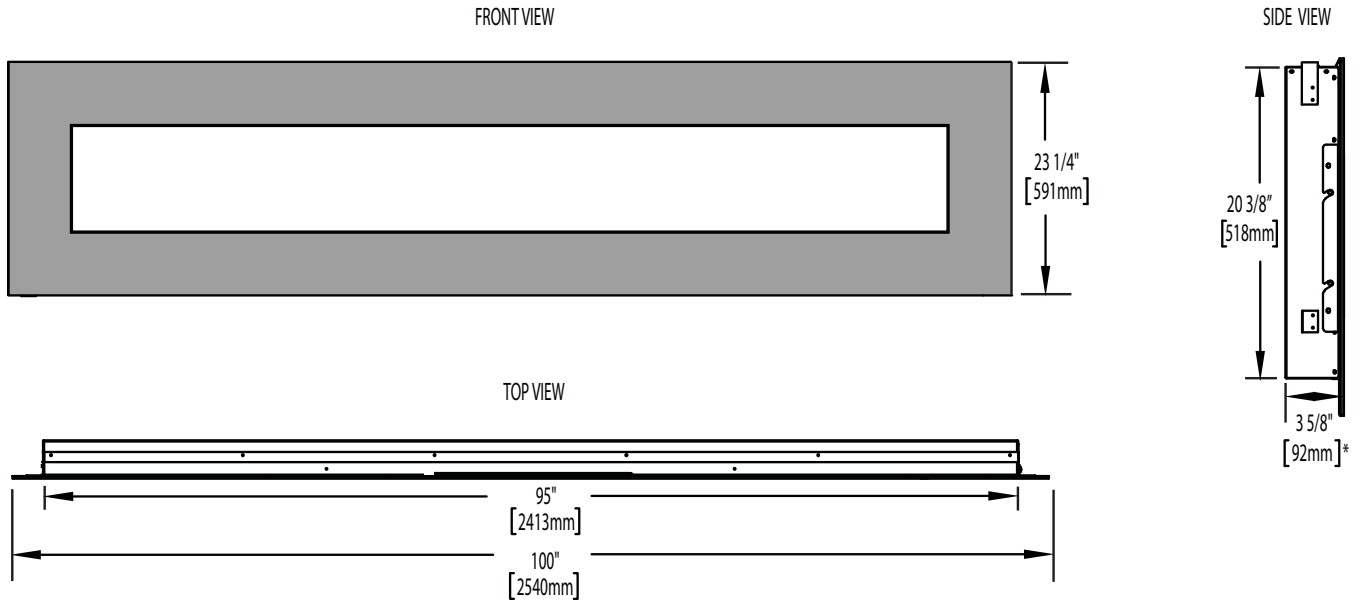
1.0 INTRODUCTION

WARNING

- **THIS APPLIANCE IS 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.
- 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.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- 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 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 and 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.
- 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.
- Never locate appliance where it may fall into a bathtub or other water container.
- 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.
- 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).
- 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.

3.7C

1.1 DIMENSIONS



1.2 LISTING APPROVALS

This appliance has been tested in accordance with the CSA and UL 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. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.

Model Number	EFL100
Description	Wall Mount or Recessed
Voltage	120V AC / 60HZ
Watts	MAX 68W
Amps	15 AMP Grounded Circuit
Weight	137 Lbs (62 kg)

* EXCLUDES GLASS THICKNESS

1.3 GENERAL INSTRUCTIONS

! WARNING
READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING INSTALLATION. FAILURE TO FOLLOW THEM COULD CAUSE AN APPLIANCE MALFUNCTION RESULTING IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.
ALL ELECTRIC APPLIANCES HAVE HOT AND ARCING OR SPARKING PARTS INSIDE. DO NOT USE IT IN AREAS WHERE GASOLINE, PAINT OR FLAMMABLE LIQUIDS ARE PRESENT.
THIS ELECTRIC APPLIANCE IS TESTED AND LISTED FOR USE ONLY WITH THE OPTIONAL ACCESSORIES LISTED IN THESE INSTRUCTIONS. USE OF OPTIONAL ACCESSORIES NOT SPECIFICALLY TESTED FOR THIS ELECTRIC APPLIANCE COULD VOID THE WARRANTY AND/OR RESULT IN A SAFETY HAZARD.
DO NOT OPEN. RISK OF ELECTRIC SHOCK. NO USER-SERVICEABLE PARTS INSIDE.
DO NOT USE DAMAGED ELECTRICAL CORDS.
SERVICING SHOULD BE DONE ONLY WHILE THE APPLIANCE IS DISCONNECTED FROM THE POWER SUPPLY CIRCUIT.
HIGH TEMPERATURE, RISK OF FIRE. KEEP ELECTRICAL CORDS, DRAPERY, FURNISHINGS, AND OTHER COMBUSTIBLES AT LEAST 3 FEET (0.9M) FROM THE FRONT OF THE APPLIANCE AND AWAY FROM SIDES AND REAR.
TO PREVENT ELECTRIC SHOCK MATCH THE WIDE BLADE OF PLUG TO WIDE SLOT OF RECEPTACLE AND FULLY INSERT.

- A. Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- B. 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.
- C. If your appliance does not emit heat, consult the operation section of this manual for further information.
- D. Use with a CSA or UL certified surge protector.

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

2.0 LOCATING APPLIANCE

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! WARNING
DUE TO HIGH TEMPERATURES, THIS ELECTRIC APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC. KEEP COMBUSTIBLE MATERIALS SUCH AS FURNITURE, PILLOWS, BEDDING, PAPERS, CLOTHES AND CURTAINS AT LEAST 36" FROM THE FRONT OF THE APPLIANCE.
NEVER LOCATE THIS ELECTRIC APPLIANCE WHERE IT MAY FALL INTO A BATHTUB OR OTHER WATER CONTAINER.
WEAR SAFETY GLOVES AND SAFETY GLASSES FOR PROTECTION DURING INSTALLATION AND MAINTENANCE.
TO PREVENT CONTACT WITH SAGGING OR LOOSE INSULATION, THE ELECTRIC APPLIANCE MUST NOT BE INSTALLED AGAINST VAPOR BARRIER OR EXPOSED INSULATION. LOCALIZED OVERHEATING COULD OCCUR AND A FIRE COULD RESULT.
DO NOT EXPOSE THE ELECTRIC APPLIANCE TO THE ELEMENTS (SUCH AS RAIN, ETC.)

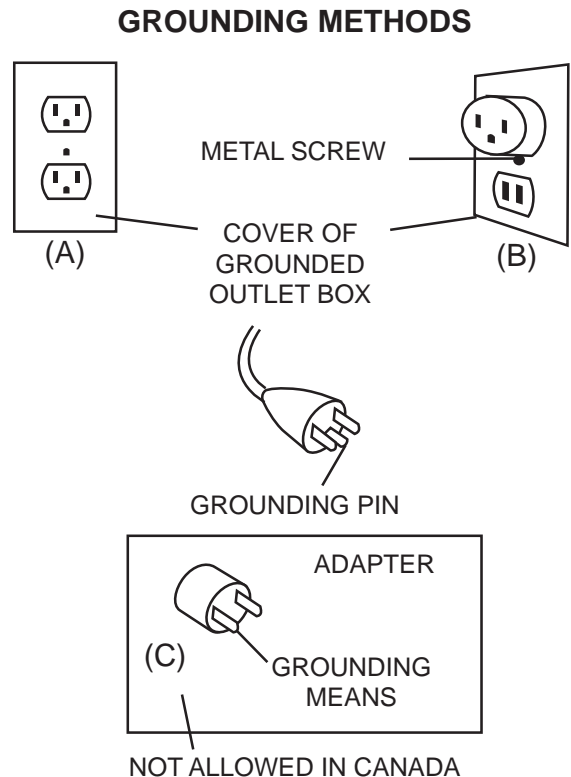
2.1 UNPACKING AND TESTING APPLIANCE

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

2.2 GROUNDING APPLIANCE

This appliance is for use on 120 Volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

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



3.0 INSTALLATION

! WARNING
RISK OF FIRE! THE POWER CORD MUST NOT BE PINCHED AGAINST A SHARP EDGE. SECURE CORD TO AVOID TRIPPING OR SNAGGING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR PERSONAL INJURY. DO NOT RUN CORD UNDER CARPETING. DO NOT COVER CORD WITH THROW RUGS, RUNNERS OR THE LIKE. ARRANGE CORD AWAY FROM TRAFFIC AREAS AND WHERE IT WILL NOT BE TRIPPED OVER.
RISK OF FIRE! TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKE OR EXHAUST IN ANY MANNER. DO NOT USE ON SOFT SURFACES WHERE OPENINGS MAY BECOME BLOCKED.
RISK OF FIRE! DO NOT BLOW OR PLACE INSULATION AGAINST THE 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, OR MORE PEOPLE INSTALL THIS APPLIANCE.
HEATER VENTS ON THE ELECTRIC APPLIANCE CANNOT, IN ANY WAY, BE COVERED AS IT WILL CREATE A FIRE HAZARD.

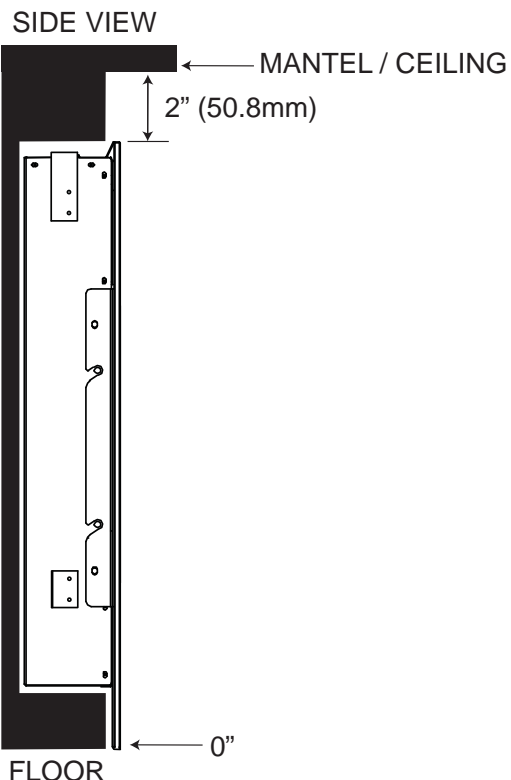
3.1 MINIMUM CLEARANCE TO ENCLOSURE COMBUSTIBLES AND MANTEL

! WARNING
WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.
INSTALL THE BOTTOM OF THE HEATER NO LESS THAN 2 INCHES ABOVE THE FINISHED FLOOR.

Measurements are taken from the glass front.

Bottom	0"
Sides	0"
Back	0"
Top	2" (50.8mm) to ceiling

NOTE: When installing the appliance allow for a 2" (50.8mm) minimum between the top of the appliance and a mantel, or ceiling to allow for the removal of the glass.

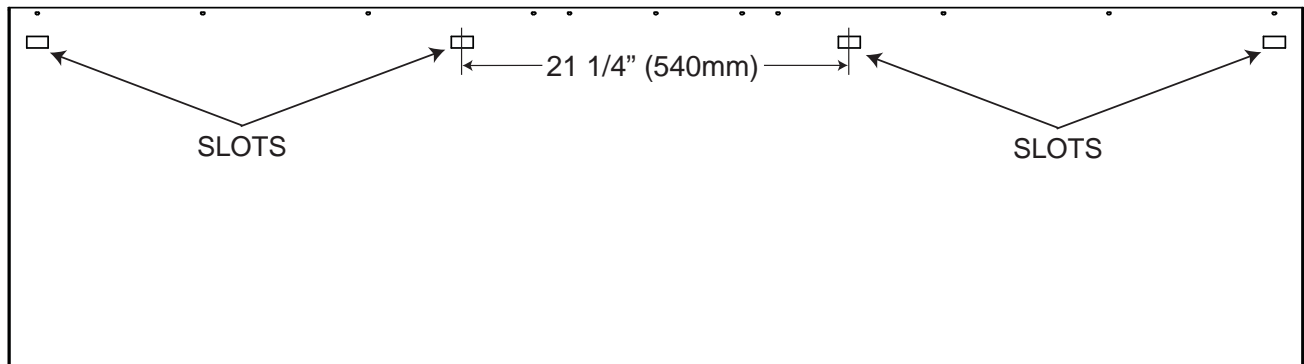
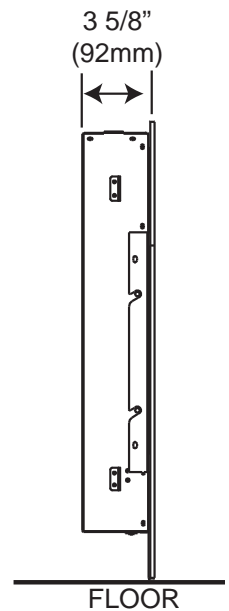


3.2 INSTALLING THE APPLIANCE ON A WALL

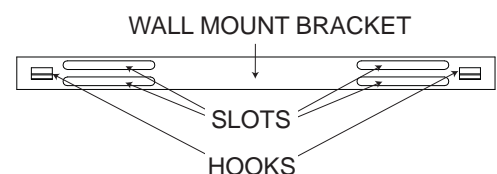
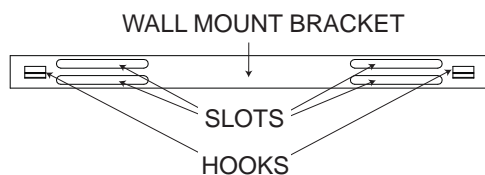
Due to the many different finish materials used on walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

- A. Select a location that is not prone to moisture and is located at least 36" (914.4mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B. Have two, or more people hold the appliance against the wall to determine the final location.
- C. Mark out the location for one of the two brackets. The supplied wall mount brackets will be centered between the two sets of slots, on the back of the appliance. These brackets have four slots and two hooks.
- D. Mount the bracket onto the wall using the four supplied screws. These brackets **MUST** have the hooks facing upward and level. **NOTE: It is strongly recommended that the mounting bracket be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured.**
- E. Use a distance of 21 1/4" (540mm) and mark the location for the second bracket.
- F. Mount the bracket onto the wall using the four supplied screws. These brackets **MUST** have the hooks facing upward and level. **NOTE: It is strongly recommended that the mounting bracket be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured.**
- G. With the wall mounting brackets installed have two people lift the appliance up and insert the four hooks on the brackets into the four slots on the back of the appliance.
- H. Check the appliance for stability ensuring that the brackets will not pull free from the wall, causing the appliance to fall.

Side View



BACK VIEW



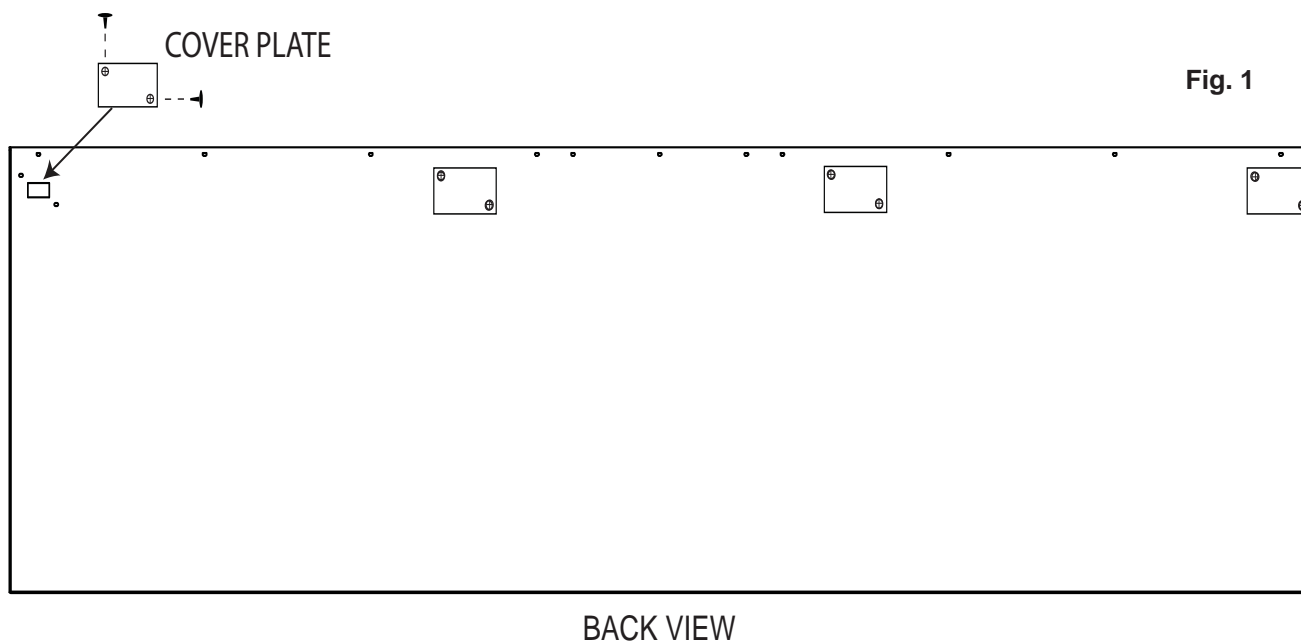
3.3 RECESSING INSTALLATION

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

Select a location that is not prone to moisture and is located at least 36" (914.4mm) away from combustible materials such as curtain drapes, furniture, bedding, paper etc.

3.3.1 PREPARING APPLIANCE

Cover the four holes using the cover plate supplied in the manual bag, refer to Figure 1.

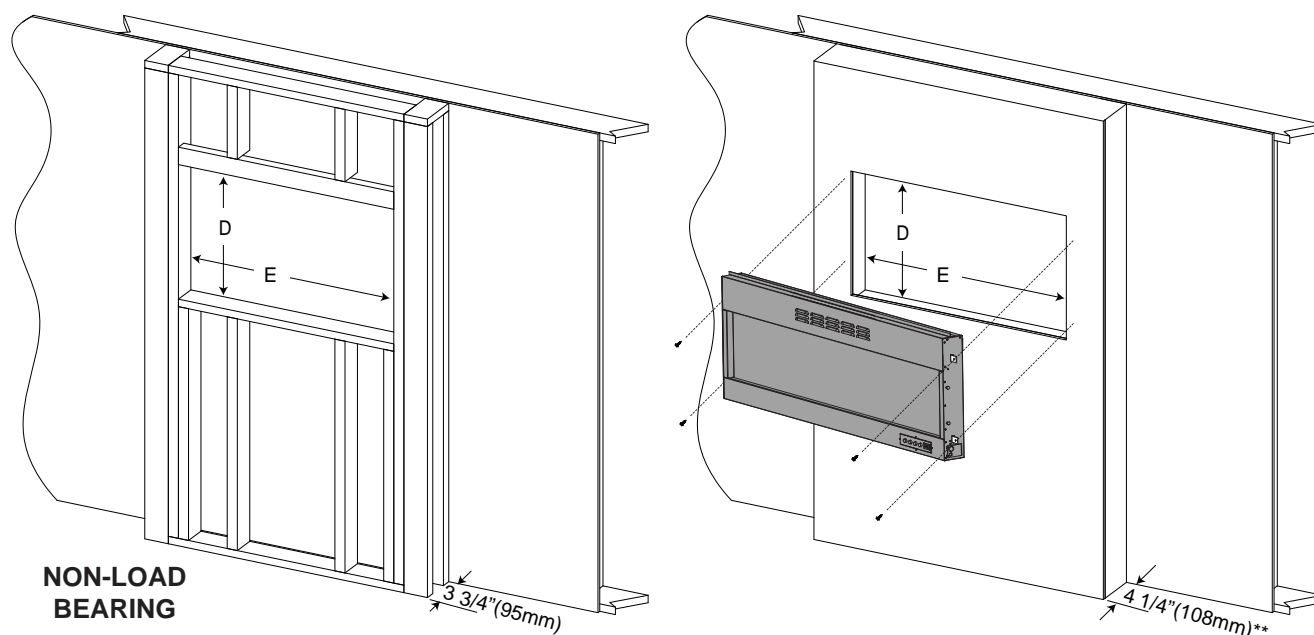


3.3.2 MINIMUM CLEARANCE TO COMBUSTIBLES

Measurements are taken from the body.	
Sides, back and top	0"

3.3.3 FRAMING

Finishing Material



D*	21" (533.4mm)
E*	95" (2413mm)

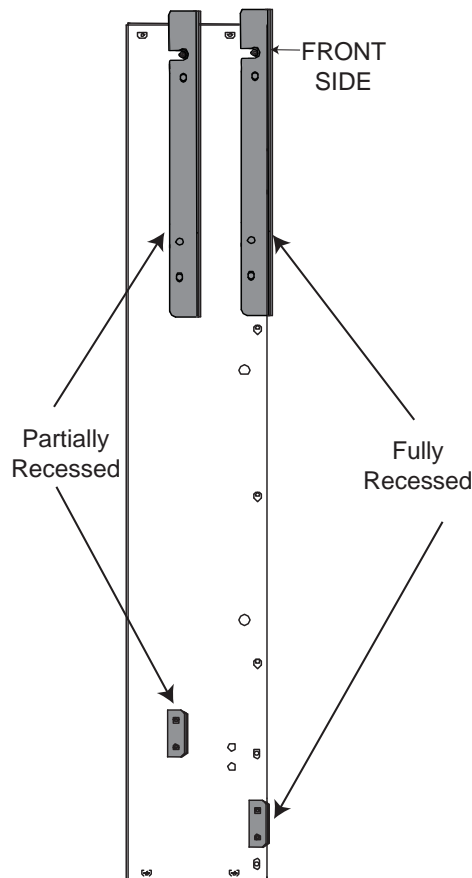
- A. Once the rough opening has been prepared, and the power has been routed to the right side of the recess, the appliance may be installed.
- B. Lift the appliance up to the opening.
- C. The hardwiring and electrical connection must be made prior to sliding the appliance into place.
- D. Level the appliance and secure it to the wall using the brackets provided, refer to the "MOUNTING BRACKET INSTALLATION" section.

*** NOTE:** In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the appliance body, it is recommended that the walls of the appliance enclosure be "finished" (i.e. drywall/sheetrock), as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the cavity. Framing dimensions will need to be adjusted to account for the enclosure finishing material thickness.

** With a 1/2" (12.7mm) thick finishing material.

3.3.4 MOUNTING BRACKET INSTALLATION

- A. Remove the glass front, refer to "GLASS FRONT INSTALLATION" section for removal instructions.
- B. Prior to installing the mounting brackets determine if you will be fully or partially recessing the appliance.
- C. Secure two mounting brackets to each side of the appliance use the appropriate holes, as illustrated below. Using the 10 screws provided to secure the mounting brackets to the appliance.
- D. Level the appliance and secure the brackets to wall using the 4 screws provided.



4.0 FINISHING

! WARNING

POWER SUPPLY SERVICE MUST BE COMPLETED PRIOR TO FINISHING TO AVOID RECONSTRUCTION.

HEAT VENTS AND AIR OPENINGS CANNOT BE COVERED IN ANY CIRCUMSTANCES.

4.1 GLASS EMBER INSTALLATION

NOTE: Glass front must be removed and the appliance must be mounted in its final location before the glass embers are installed.

Glass embers may have sharp edges, wear safety glasses and gloves when handling.

- A. **CLEAN GLASS MEDIA:** Glass media may have a fine oil residue that needs to be cleaned prior to installation. Clean the glass with mild dish soap, drain, rinse thoroughly and dry before placing into the tray.
- B. Carefully place glass embers into the bottom tray on the front of the appliance as illustrated. Apply an even layer from side to side.



NOTE: It is not necessary to use all of the glass media supplied.

4.2 GLASS FRONT INSTALLATION

It is necessary that two people install this glass front onto the appliance, Wear safety glasses and gloves when handling glass. Take care when handling the glass ensure not to damage, or chip the glass.

- A. Line up the brackets on the back of the glass with the 4 shoulder screws on the side of the appliance body.
- B. Slide the glass in and downwards, ensuring the bracket has engaged to the shoulder screw prior to releasing the glass.
- C. For glass front removal reverse these steps.




5.0 OPERATING INSTRUCTIONS

Once the appliance has been plugged in to a grounded electrical outlet, it is ready to operate.

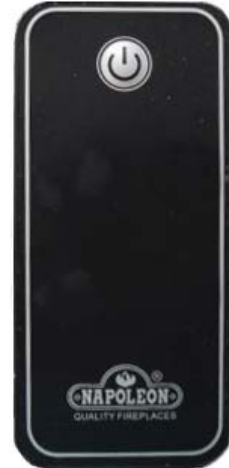
NOTE: Ensure the house circuit breakers for the power supply are turned on. In the event of a power failure, the flame will turn on indicating that the power has been restored.

5.1 OPERATING BY REMOTE CONTROL

NOTE: Make certain the batteries are installed correctly, for installation instructions review "REMOTE BATTERY INSTALLATION" section.

- A. When operating the remote control, it must be directed towards the front center of the appliance.
- B. The power button can be used to power up or down the appliance. Pressing this button  activates the power to the appliance.
- C. To turn off the appliance, press the power button once.

NOTE: This remote control must remain within 8 meters or 26 feet of the appliance to be effective.



6.0 MAINTENANCE

WARNING

PREPARATION FOR MAINTENANCE

ALWAYS DISCONNECT THE POWER AND ALLOW THE ELECTRIC APPLIANCE TO COOL BEFORE PERFORMING ANY CLEANING, MAINTENANCE OR RELOCATION OF THIS ELECTRIC APPLIANCE. TURN CONTROLS TO OFF AND REMOVE PLUG FROM OUTLET OR TURN OFF THE HOUSE CIRCUIT BREAKER TO ELECTRIC APPLIANCE RECEPTACLE.

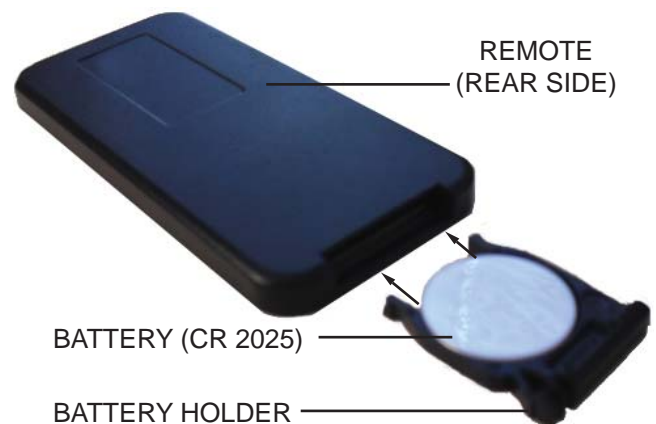
DO NOT INSTALL REPLACEMENT LAMPS THAT EXCEED SPECIFIED MAXIMUM WATTS.

THE HALOGEN LAMPS IN YOUR APPLIANCE CAN BECOME EXTREMELY HOT. ALLOW AT LEAST 10 MINUTES BETWEEN TURNING OFF THE APPLIANCE AND REMOVING THE LAMPS TO AVOID ACCIDENTAL BURNS.

DO NOT HANDLE THE LAMP WITH BARE FINGERS, OILS FROM YOUR SKIN WILL DAMAGE THE LAMPS WHEN THEY HEAT UP. USE GLOVES OR A CLEAN DRY CLOTH WHEN HANDLING LAMPS.

6.1 REMOTE BATTERY INSTALLATION

- To replace the existing battery remove the battery holder.
- To remove the battery holder turn remote onto front side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
- Replace existing battery, type CR 2025, with a new battery and reinstall the battery holder into the remote by sliding it into position, as shown.
- Battery holder is secure into the remote control when a "CLICKING" noise is heard.



6.2 HARD WIRE INSTALLATION

! WARNING

**ENSURE ALL POWER IS TURNED OFF BEFORE HARD WIRING THIS APPLIANCE.
CONSULT A QUALIFIED ELECTRICIAN TO ENSURE CORRECT BRANCH CIRCUIT CONDUCTOR.**

If it is necessary to hard wire the appliance, a qualified electrician may remove the cord connection, and wire the appliance directly to the household wiring.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRIC CODE in the United States.

Fig. 1

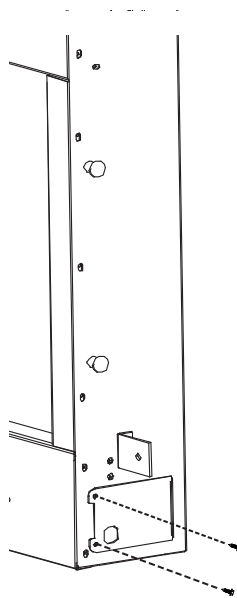
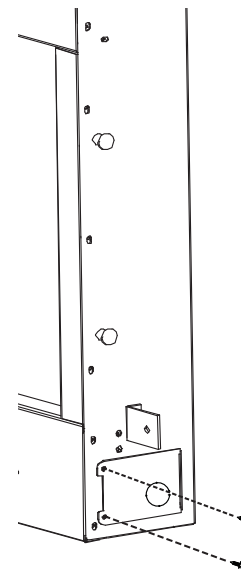


Fig. 2



- A. Remove the cover plate from the right side of the appliance by removing the two screws, as shown in Figure 1.
- B. Remove the wire connectors and strain relief from the power cord. The power cord may be discarded. Refer to Figure 3.
- C. Take the new cover plate, supplied in the manual bag. Punch out the 7/8" hole and install a box connector through, into the junction box. Snap the box connector clamp onto the supply wires.
- D. Using the wire connectors, connect the common wires together, then hot wires, and then the ground wires, refer to Figure 3.
- E. Reinstall the new cover plate as illustrated in Figure 2.

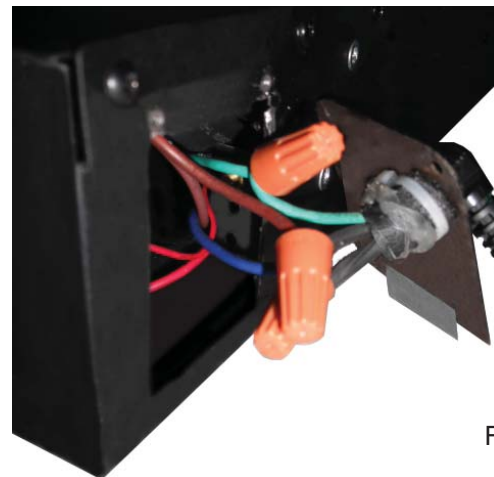


Fig. 3

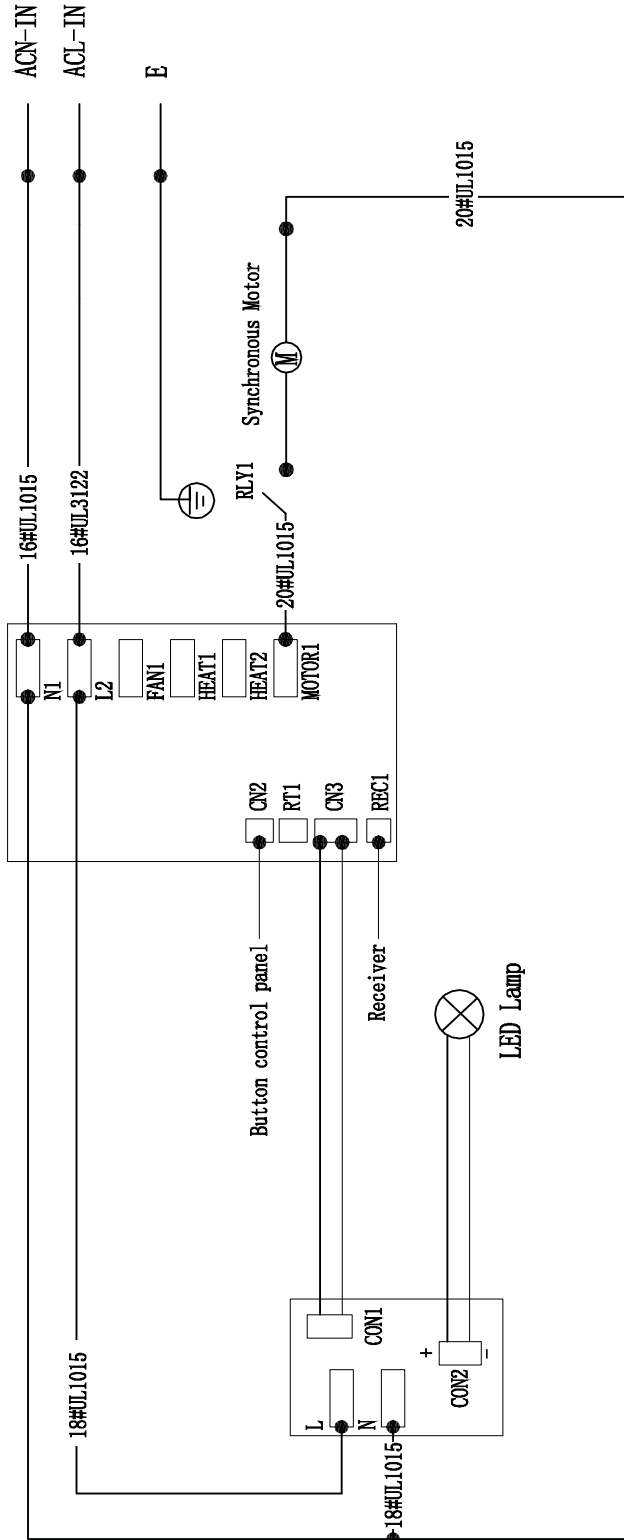
NOTE: Leave enough wire so that the appliance can be removed from the enclosure without disconnecting the power supply.

7.0 WIRING DIAGRAM

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! WARNING

**ENSURE ALL POWER IS TURNED OFF BEFORE HARD WIRING THIS APPLIANCE.
CONSULT A QUALIFIED ELECTRICIAN TO ENSURE CORRECT BRANCH CIRCUIT CONDUCTOR.**



8.0 REPLACEMENT PARTS

Contact your dealer or the factory 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

⚠ WARNING

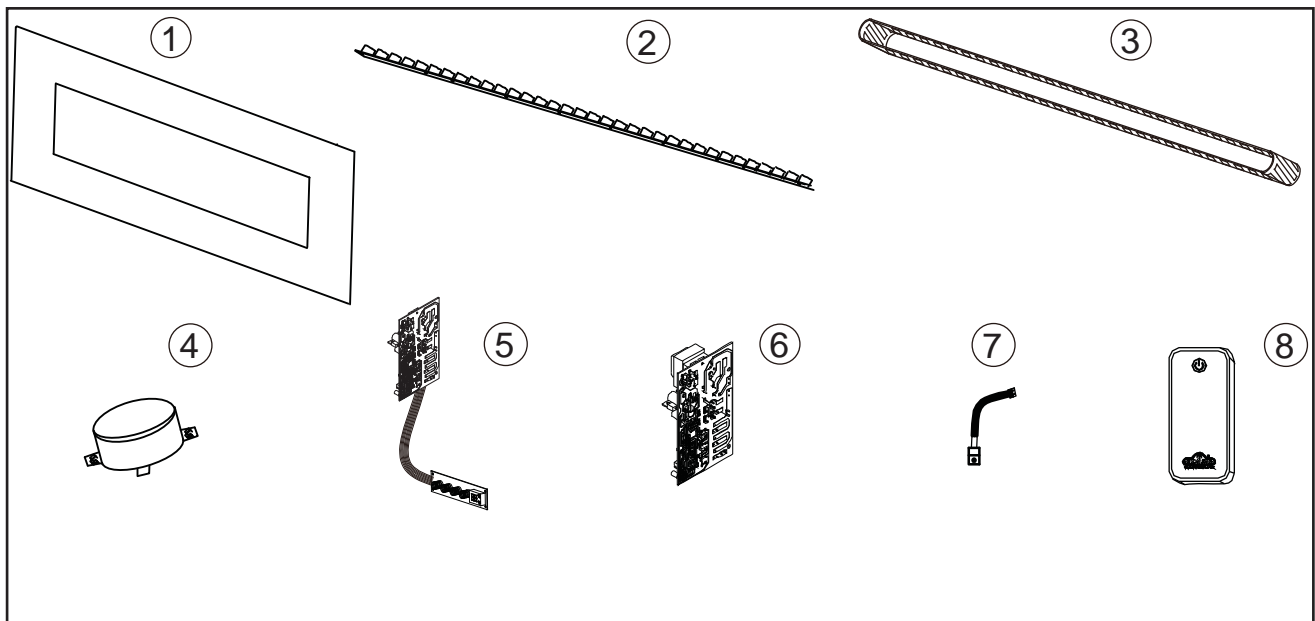
FAILURE TO POSITION THE PARTS
IN ACCORDANCE WITH THIS
MANUAL OR FAILURE TO USE ONLY
PARTS SPECIFICALLY APPROVED
WITH THIS APPLIANCE MAY
RESULT IN PROPERTY DAMAGE OR
PERSONAL INJURY.

* IDENTIFIES ITEMS WHICH ARE NOT ILLUSTRATED. FOR FURTHER INFORMATION, CONTACT YOUR AUTHORIZED DEALER. _____ 41.1

For aftermarket sales and service please call 1-866-539-2039

COMPONENTS		
REF NO.	PART NO.	DESCRIPTION
1	W300-0166	GLASS PANEL
2	W387-0020	LED BULB
3	W050-0006	FLAME BELT
4	W435-0056	MOTOR 120V/60HZ/4W
5	W190-0060	EFL100 CONTROL CIRCUIT BOARD, MAIN
6	W190-0059	CIRCUIT BOARD, LED POWER
7	W660-0132	REMOTE RECEIVER
8	W660-0140	REMOTE CONTROL

NOTE: Care must be taken when removing and disposing of any broken glass or damaged components. Be sure to vacuum up any broken glass from inside the appliance before operation.



9.0 TROUBLE SHOOTING

EN

! 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	TEST SOLUTION
Dim or no flame	LED's are burnt out	Inspect the LED's beneath the flame generation belt and replace them if necessary
Appliance turns off and will not turn on	Appliance has overheated and safety device has caused the thermal switch to disconnect	Unplug the appliance, allow appliance to cool for 15 minutes, then plug it back in
	House circuit breaker has tripped	Reset house circuit breaker
Appliance will not come on when switch is flipped to ON	Appliance is not plugged into an electrical outlet	Check plug and plug it in
	Appliance has overheated and safety device has caused the thermal switch to disconnect	Unplug the appliance, allow appliance to cool for 15 minutes, then plug it back in
Remote control does not work	Low batteries	Replace batteries in remote control

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SYMPTOM	PROBLEM	TEST SOLUTION
Flame belt is not operational	Belt has become disengaged	Remove belt, check for obstructions, repair any damages and reinstall the belt
	Belt has broken	Replace the broken belt
	Motor does not work	Replace the broken motor

10.0 WARRANTY

NAPOLEON® electric 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. Once assembled the complete appliance is thoroughly inspected by a qualified technician before packing to ensure that you , the customer, receive the quality product that you expect from NAPOLEON®.

NAPOLEON® ELECTRIC APPLIANCE LIMITED WARRANTY

Electrical components and wearable parts such as fan/heater, motors, switches, nylon bearing components and remote controls are covered and NAPOLEON® will provide replacement parts free of charge during the first year of limited warranty. Light bulbs and fuses are NOT covered by the warranty.

Any labour related to warranty repair is not covered.

* 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.

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.

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

NAPOLEON® will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the 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® 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 damages to appliance, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON®.

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

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

All parts replaced under the 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 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.

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.

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