



# INSTALLATION AND OPERATION MANUAL

## 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.**

**- This is an unvented gas-fired heater that uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to section "combustion and ventilation air provisions".**

This appliance may be installed in an aftermarket, permanently located, manufactured-home (USA only) or mobile home, where not prohibited by local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.

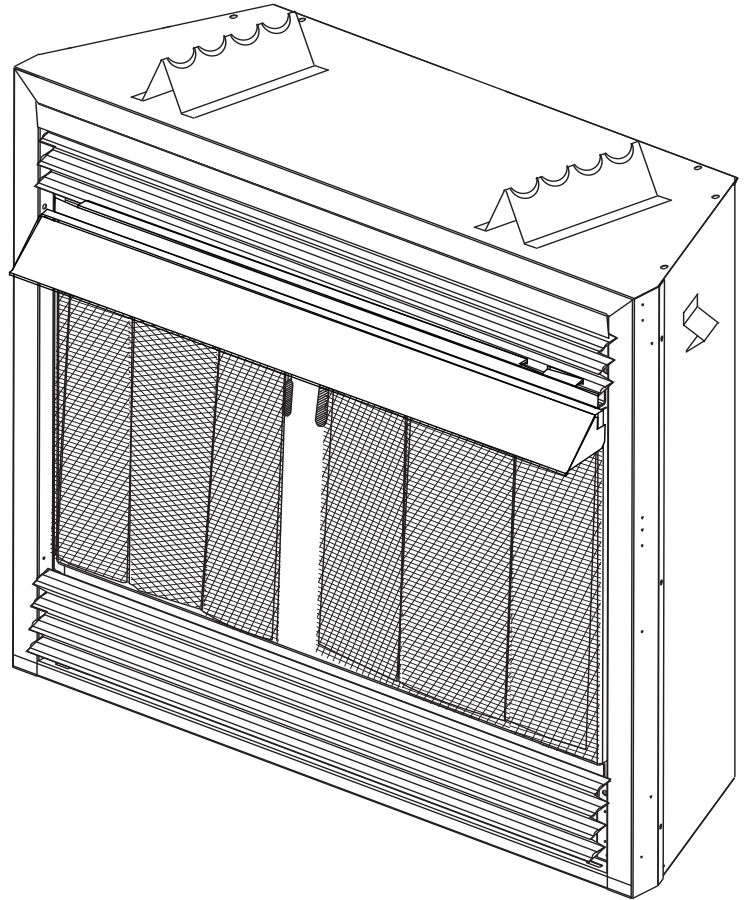
#### **INSTALLER:**

Leave this manual with the appliance

#### **CONSUMER:**

Retain this manual for future reference

## Grandville™ 36 VF



### **FOR INDOOR USE ONLY**

**CERTIFIED TO: ANSI Z21.11.2 UNVENTED HEATERS**

APPLY SERIAL NUMBER LABEL FROM CARTON



BARRIER



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030  
 Phone 1 (866) 820-8686 • www.napoleon.com • hearth@napoleon.com

## ! WARNING

- **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.
- Ensure the glass door is opened or removed when lighting the pilot for the first time and when the gas supply has run out.
- Risk of fire or asphyxiation, do not operate appliance with fixed glass removed and never obstruct the front opening of the appliance.
- Do not connect 110 volts to the control valve, with the exception of models; GSST8 and GT8.
- 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, protective footwear, and safety glasses during installation. Sheet metal edges may be sharp.
- Do not burn wood or other materials in this appliance.
- Provide adequate ventilation and combustion air. Provide adequate accessibility clearance for servicing and operating the appliance.
- High pressure will damage valve. Disconnect gas supply piping before pressure testing gas line at test pressures above 1/2 psig. Close the manual shut-off valve before pressure testing gas line at test pressures equal to or less than 1/2 psig (35mb).
- The appliance must not be operated at temperatures below freezing (32°F / 0°C). Allow the appliance to warm to above freezing prior to operation, with the exception of models; GSS36, GSS42; these appliances are suitable for 0°F / -18°C.
- **Children and adults should be alerted to 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.**
- Furniture or other objects must be kept a minimum of 4 feet (1.22m) away from the front of the appliance.
- Ensure you have incorporated adequate safety measure to protect infants/toddlers from touching hot surfaces.
- Even after the appliance is off, it 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.**
- It is imperative that the control compartments, burners and circulating blower and its passageway in the appliance and venting system are kept clean. The appliance and its venting system 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.
- If the appliance shuts off, do not re-light until you provide fresh air. If appliance keeps shutting off, have it serviced. Keep burner and control compartment clean.
- Under no circumstances should this appliance be modified.
- Do not allow wind or fans to blow directly into the appliance. Avoid any drafts that alter burner flame patterns.

# DANGER

**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals.



### WARNING: FIRE, EXPLOSION, AND ASPHYXIATION HAZARD

Improper adjustment, alteration, service, maintenance, or installation of this heater or its controls can cause death or serious injury.  
Read and follow instructions and precautions in User's Information Manual provided with this heater.

**! WARNING**


- Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this appliance.
- 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.
- 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, if equipped.
- Do not strike or slam shut the appliance glass door, if equipped.
- **Only doors / optional fronts certified with the appliance 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.
- Carbon or soot should not occur in a vent free appliance as it can distribute into the living area of your home. If you notice any signs of carbon or soot, immediately turn off your appliance and arrange to have it serviced by a qualified technician before operating it again.
- If equipped, the screen must be in place (closed) when the appliance is in operation.
- When equipped with pressure relief doors, they must be kept closed while the appliance is operating to prevent exhaust fumes containing carbon monoxide, from entering into the home. Temperatures of the exhaust escaping through these openings can also cause the surrounding combustible materials to overheat and catch fire.
- Carbon monoxide poisoning may lead to death; early signs of carbon monoxide poisoning resemble the flu, with headache, dizziness and/or nausea. If you have these signs, the appliance may not be working properly. Get fresh air at once! Have appliance serviced. Some people; pregnant women, persons with heart or lung disease, anemia, those under the influence of alcohol, those at high altitudes are more affected by carbon monoxide than others. Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.
- 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 (not applicable for outdoor appliances).
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a TV or other electronic components.
- **For appliances equipped with a safety barrier; 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. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.**
- For outdoor products only: this appliance must not be installed indoors or within any structure that prevents or inhibits the exhaust gases from dissipating in the outside atmosphere.
- If applicable, the millivolt version of this appliance uses and requires a fast acting thermocouple. Replace only with a fast acting thermocouple supplied by Wolf Steel Ltd.

**! 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](http://www.P65Warnings.ca.gov).

**! WARNING !**

**FIRE RISK HAZARD / DELAYED IGNITION**

High supply pressure will damage the valve / controls.



Disconnect the appliance main gas valve/control from the supply piping when pressure testing that system at pressures in excess of 1/2 psi (3.5 kPa).

Isolate the appliance with it's shut off valve during any pressure testing of the supply piping at pressures equal to or less than 1/2 psi (3.5 kPa).

# table of contents

<b>1.0</b>	<b>general information</b>	<b>5</b>
1.1	combustion and ventilation air provisions	5
1.2	rates and supply pressure	5
1.3	general instructions	6
1.4	rating plate information	7
1.5	mobile home installation	7
<b>2.0</b>	<b>dimensions</b>	<b>8</b>
<b>3.0</b>	<b>installation</b>	<b>9</b>
3.1	determining confined or unconfined space	9
<b>4.0</b>	<b>framing</b>	<b>10</b>
4.1	minimum clearance to combustibles	10
4.2	minimum clearances to combustible enclosures	11
<b>5.0</b>	<b>electrical information</b>	<b>12</b>
5.1	optional wall switch / thermostat	12
<b>6.0</b>	<b>gas installation</b>	<b>13</b>
<b>7.0</b>	<b>operation</b>	<b>14</b>
<b>8.0</b>	<b>finishing</b>	<b>15</b>
8.1	nailing tab installation	15
8.2	hood	15
8.4	grate and log placement	16
8.3	charcoal embers	16
8.5	glowing embers	17
8.6	minimum mantel clearances	17
8.7	logo placement	17
8.8	louvre installation	18
<b>9.0</b>	<b>optional blower installation</b>	<b>19</b>
<b>10.0</b>	<b>adjustments</b>	<b>20</b>
10.1	venturi adjustment	20
10.2	flame characteristics	20
<b>11.0</b>	<b>maintenance</b>	<b>21</b>
11.1	oxygen depletion sensor pilot cleaning	22
11.2	care of plated parts	22
<b>12.0</b>	<b>replacement parts</b>	<b>23</b>
<b>13.0</b>	<b>accessories</b>	<b>25</b>
<b>14.0</b>	<b>troubleshooting</b>	<b>26</b>
<b>15.0</b>	<b>warranty</b>	<b>28</b>
<b>16.0</b>	<b>service history</b>	<b>29</b>

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

**Installer, please fill out the following information:**

Customer: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Date of Installation: \_\_\_\_\_  
 Location of Appliance: \_\_\_\_\_  
 Installer: \_\_\_\_\_  
 Dealer/Distributor Contact Number: \_\_\_\_\_  
 Serial #: \_\_\_\_\_

**WARNING**

This appliance is equipped for:  
 Natural gas    Propane  
 Field conversion is not permitted.

## 1.0 general information

When the appliance is installed at elevations above 2,000ft, and in the absence of specific recommendations from the local authority having jurisdiction, the certified high altitude input rating shall be reduced at the rate of 4% for each additional 1,000ft.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.

No external electricity (110 volts or 24 volts) is required for the gas system operation.

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

This appliance is equipped with a pilot light safety system referred to as an oxygen depletion sensor and is designed to turn off the appliance if not enough fresh air is available.

Use only accessories designed for and listed with your specific appliance.

This appliance is intended for supplemental heating.

Ceiling fans or oscillating type floor fans can cause flame impingement if directing air at the appliance. Impinging flames will cause soot or carbon that may enter into living area. Try reversing ceiling fan or re-directing floor fans to prevent sooting.

### 1.1 combustion and ventilation air provisions

This appliance shall not be installed in a confined space or unusually tight construction unless provisions are provided for adequate combustion and ventilation air.

The National Fuel Gas Code, ANSI Z223.1 / NFPA 54 defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 Btu per hour (4.8 m<sup>3</sup> per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space as a space whose volume is not less than 50 cubic feet per 1,000 Btu per hour (4.8 m<sup>3</sup> per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed, through openings not furnished with doors are considered a part of the unconfined space.

The GVF36 is rated at 30,000 BTUs per hour and therefore requires a minimum unconfined space of 1,500 cubic feet.

### 1.2 rates and supply pressure

	NATURAL GAS	PROPANE
Altitude (FT)	0-4,500	
Max. Input (BTU/HR)	30,000	
Min. Inlet Gas Supply Pressure	4.5" Water Column	11" Water Column
Max. Inlet Gas Supply Pressure	7" Water Column	13" Water Column
Manifold Pressure (Under Flow Conditions)	3.5" Water Column	10" Water Column

# general information

## 1.3 general instructions

**THIS GAS APPLIANCE SHOULD BE INSTALLED AND SERVICED BY A QUALIFIED INSTALLER** to conform with local codes. Installation practices vary from region to region and it is important to know the specifics that apply to your area, for example in Massachusetts State:

- This product must be installed by a licensed plumber or gas fitter when installed within the commonwealth of Massachusetts.
- The appliance off valve must be a "T" handle gas cock.
- The flexible connector must not be longer than 36" (91.4cm).
- A Carbon Monoxide detector is required in all rooms containing gas fired appliances.
- The appliance is not approved for installation in a bedroom or bathroom unless the unit is a direct vent sealed combustion product.
- Un-vented room appliances shall be installed in accordance with 527 CMR 30.00 and 248 CMR 3.00 through 7.00.
- Sellers of un-vented propane or natural gas-fired space / room appliances shall provide to each purchaser a copy of 527 CMR 30.00 upon the sale of the appliance from [http://www.napoleonfireplaces.com/Webshare/installation\\_manuals/mass\\_requirements.pdf](http://www.napoleonfireplaces.com/Webshare/installation_manuals/mass_requirements.pdf)

In absence of local codes, install the appliance to the current National Fuel Gas Code, ANSI Z223.1 Installation Code which can be obtained from:

**American National Standards Institute Inc.**

1430 Broadway  
New York, NY 10018

or

**National Fire Protection Association Inc.**

Batterymarch Park  
Quincy, MA 02269

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (35 mb). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (35 mb). When installed with a blower or fan, the junction box must be electrically connected and grounded in accordance with local codes. In the absence of local codes, use the current ANSI / NFPA 70 National Electric Code. In the case where the blower is equipped with a power cord it must be connected into a properly grounded receptacle. The grounding prong must not be removed from the cord plug.

As long as the required clearance to combustibles is maintained, the most desirable and beneficial location for the appliance is in the center of a building, thereby allowing the most efficient use of the heat created. The location of windows, doors and the traffic flow in the room where the appliance is to be located should be considered.

If the appliance is installed directly on carpeting, vinyl tile or other combustible material other than wood flooring, the appliance shall be installed on a metal or wood panel extending the full width and depth.

### note:

This does **not** apply to stoves.




Air shortage caused by an inadequate air supply, improper log positions, the addition of foreign or unapproved materials or the failure to properly maintain the appliance, may result in incomplete combustion of the fuel. Incomplete combustion results in soot being deposited inside the firebox as well as surfaces outside the appliance. If any soot deposits are observed, shut off the appliance immediately and arrange for it to be serviced by a qualified technician.

## 1.4 rating plate information

CERTIFIED TO: ANSI Z21.11-2019 UNVENTED HEATERS

THIS APPLIANCE MAY BE INSTALLED IN AN AFTERMARKET, PERMANENTLY LOCATED, MANUFACTURED (MOBILE) HOME, WHERE NOT PROHIBITED BY LOCAL CODES. THIS APPLIANCE IS ONLY FOR USE WITH THE TYPE OF GAS INDICATED ON THE RATING PLATE. THIS APPLIANCE IS NOT CONVERTIBLE FOR USE WITH OTHER GASES.



**Intertek**

THIS IS A GAS-FIRED UNVENTED ROOM HEATER THAT REQUIRES ADEQUATE COMBUSTION AND VENTILATION AIR. THIS UNIT IS NOT APPROVED FOR BEDROOM, BATHROOM AND BED-SITTING ROOM INSTALLATION.

9700539 (WSL) ■  
4001658 (NAC) ■

4001657 (NGZ)  
4001659 (WUSA)

**GVF36N** ■

**CVF36N** ■  
\*\*0-2000FT (0-610m)  
30,000 BTU/h  
20,000 BTU/h

**MODEL**  
ALTITUDE  
INPUT  
REDUCED INPUT

**GVF36P** ■

**CVF36P** ■  
0-2000FT (0-610m)\*\*  
30,000 BTU/h  
22,000 BTU/h

**MANIFOLD PRESSURE:** 3.5" WATER COLUMN  
**MINIMUM SUPPLY PRESSURE:** 4.5" WATER COLUMN  
**MAXIMUM SUPPLY PRESSURE:** 7.0" WATER COLUMN  
**SIT CONTROL:** #820637  
**OPERATING PILOT OXYPROTECTOR:** #8214

**MANIFOLD PRESSURE:** 10" WATER COLUMN  
**MINIMUM SUPPLY PRESSURE:** 11" WATER COLUMN  
**MAXIMUM SUPPLY PRESSURE:** 13" WATER COLUMN  
**SIT CONTROL:** #820636  
**OPERATING PILOT OXYPROTECTOR:** #8404

\*\* ABOVE 2,000FT, CONSULT LOCAL AUTHORITY HAVING JURISDICTION

**NOT FOR USE WITH SOLID FUEL.**

**WARNING: FIREPLACE SCREENS MUST BE CLOSED WHILE IN OPERATION.** 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. DO NOT USE BLOWER INSERT, HEAT EXCHANGER INSERT OR OTHER ACCESSORIES NOT APPROVED FOR USE WITH THIS HEATER. IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE. REFER TO THE OWNER'S INFORMATION MANUAL PROVIDED WITH THIS APPLIANCE. INSTALLATION AND SERVICE MUST BE PERFORMED BY A QUALIFIED INSTALLER, SERVICE AGENCY OR THE GAS SUPPLIER. THIS APPLIANCE IS INTENDED FOR SUPPLEMENTAL HEATING. FAN TYPE UNVENTED HEATER. Refer to the Intertek Directory of Building Products (<https://ibpdirectory.intertek.com>) for detailed information

**MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS:**  
TOP / SIDES / BACK / FLOOR 0"  
RECESSED DEPTH 13 1/2"  
MANTEL 8"

\* MINIMUM CLEARANCE TO A COMBUSTIBLE MANTLE IS 12" WHEN USING A CATALYTIC DOOR. MAXIMUM HORIZONTAL EXTENSION: 2". SEE INSTRUCTION MANUAL FOR GREATER EXTENSIONS.  
ELECTRICAL RATING: 115V 0.82AMP, 60HZ  
OPTIONAL FAN KIT: GZ550-KT

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

SERIAL NUMBER: GVF36

W385-0247 / 1

## 1.5 mobile home installation

This appliance must be installed in accordance with the manufacturer's instructions and the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States or the Mobile Home Standard, CAN/CSA Z240 MH Series, in Canada. This appliance is only for use with the type(s) of gas indicated on the rating plate.

This mobile/manufactured home listed appliance comes factory equipped with a means to secure the appliance. Built in appliances are equipped with 1/4" (6.4mm) diameter holes located in the front left and right corners of the base. Use appropriate fasteners, inserted through the holes in the base to secure. For free standing products contact your local authorized dealer / distributor for the appropriate securing kit. For mobile home installations, the appliance must be fastened in place. It is recommended that the appliance be secured in all installations. Always turn off the pilot and the fuel supply at the source, prior to moving the mobile home. After moving the mobile home and prior to lighting the appliance, ensure that the logs are positioned correctly.

This appliance is certified to be installed in an aftermarket permanently located, manufactured (mobile) home, where not prohibited by local codes.  
This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

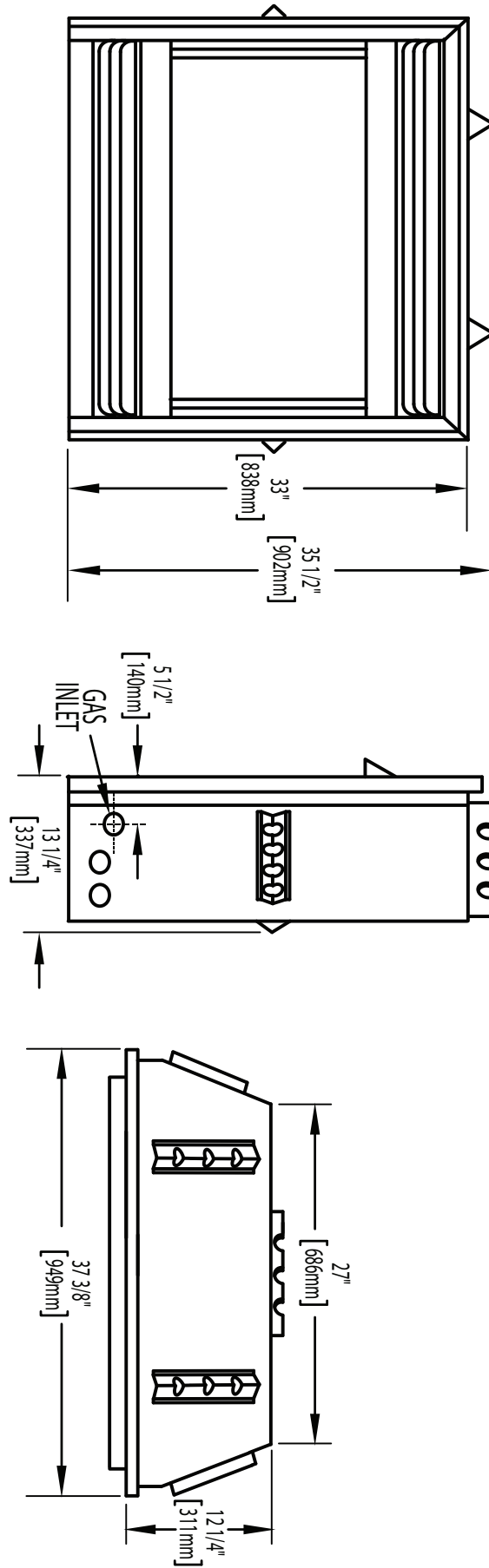
### Conversion Kits

This appliance is field convertible between Natural Gas (NG) and Propane (P). To convert from one gas to another, consult your Authorized dealer/distributor.

**note:**

Conversion kits are not available for Vent Free appliances.

# 2.0 dimensions





## 3.1 determining confined or unconfined space

To determine the volume of the room where the appliance is to be installed, multiply the width x the length x the ceiling height of that room measured in feet. If any adjoining rooms are connected by grilles or openings such as kitchen pass-throughs, etc., the volume of those rooms may be added to the total.

Multiply the room volume by 1000 and divide this amount by 50 to determine the maximum BTU/hr that the space can support with adequate combustion and ventilation air.

Add the Btu/hr of all fuel burning appliances located within the space such as gas furnace, gas water appliance, etc. Do not include direct vent gas appliances which draw their input air from the outdoors and expel their exhaust to the outdoors.

### WARNING

- If the area in which the appliance may be operated is smaller than that defined as an unconfined space or if the building is of unusually tight construction, provide adequate combustion and ventilation air by one of the methods described in the National Fuel Gas Code ANSI Z223.1 / NFPA 54, air for combustion and ventilation, or the applicable local code.
- If the area in which the appliance may be operated does not meet the required volume for indoor combustion air, combustion and ventilation air shall be provided by one of the methods described in the ANSI Z223.1 / NFPA 54, the International Fuel Gas Code, or applicable local codes.

Unusually tight construction is defined as construction where:

- Walls and ceilings exposed to the outside atmosphere have a continuous water vapour retarder with a rating of 1 perm ( $6 \times 10^{-11}$  kg per pa-sec-m<sup>2</sup>) or less with openings gasketed or sealed
- Weather stripping has been added on openable windows and doors
- Caulking or sealants are applied to areas such as joints around window and door frames, between sole plates and floors, between wall-ceiling joints, between wall panels, at penetrations for plumbing, electrical, and gas lines, and at other openings.

An unvented room appliance is recommended for use as a secondary heat source rather than as a primary source. Gas combustion produces water vapour which could occur at the rate of approximately one ounce of water for every 1,000 BTU/hr of gas input. During the cold weather season, indoor humidity levels tend to be low. Consequently, this water vapour can enhance the living space. However if a problem should occur:

- Ensure sufficient combustion and circulation air
- Use a dehumidifier
- Do not use the unvented room appliance as a primary heat source. Without sufficient fresh air for proper operation, poor fuel combustion can result. Carbon Monoxide is a result of poor fuel combustion.

If additional fresh air is required, use one of the methods described in the National Fuel Gas Code, ANSI Z223.1 / NFPA54 or the applicable local code.

Room Volume = Length x Width x Height  
 Max BTU/hr = Room Volume x 1000 / 50

#### If for example:

The length of the rooms is 5 feet (1.5m),

The width of Room 1 is 10 feet (3.1m),

The width of Room 2 is 15 feet (4.6m),

The height of the rooms is 8 feet (2.4m).

Volume of Room 1:  $5 \times 10 \times 8 = 400$  cubic feet (11.16 cubic meters)

Volume of Room 2:  $5 \times 15 \times 8 = 600$  cubic feet (16.56 cubic meters)

#### EXAMPLE 1:

In this example, because there is no door to the adjoining room, the volume of the adjoining room may be added to the volume of the room with the heater to get a total unconfined space.

The total unconfined space:  $400 \text{ ft}^3 (11.3\text{m}^3) + 600 \text{ ft}^3 (17\text{m}^3) = 1000$  cubic feet ( $28.3\text{m}^3$ ).

Maximum BTU/h:  $[(1000 \times 1000) \div 50] = 20,000$  BTU/h

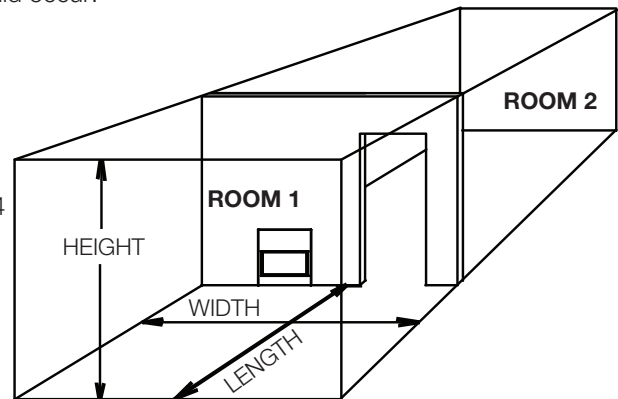
If there are no more fuel burning appliances within this space then the 30,000 BTU/h input of the appliance is suitable to be installed. This also assumes that the construction of this space is not unusually tight.

#### EXAMPLE 2:

If in this example a solid door separates Room 1 from Room 2, the volume of Room 2 could not be used. In this case the maximum BTU/h would be:

Maximum BTU/h:  $[(400 \times 1000) \div 50] = 8,000$  BTU/h

This would be considered a confined space since it can not support the 30,000 BTU/h input of the appliance and it would be necessary to provide adequate combustion and ventilation air to Room 1.



## 4.0 framing

### note:

When using optional finishing accessories, the framing dimensions and finishing materials may differ from what is outlined in the section below; refer to the leaflet instructions supplied in the accessory kit for specific framing and finishing specifications.

### ! WARNING

- Risk of fire!
- 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.
- Do not notch the framing around the appliance stand offs. Failure to maintain air space clearance may cause over heating and fire. Prevent contact with sagging or loose insulation or framing and other combustible materials. Block opening into the chase to prevent entry of blown-in insulation. Make sure insulation and other materials are secured.
- When constructing the enclosure, allow for finishing material thickness to maintain clearances. Framing or finishing material closer than the minimums listed must be constructed entirely of non-combustible materials. Materials consisting entirely of steel, iron, brick, tile, concrete, slate, glass or plasters, or any combination thereof are suitable. Materials that are reported as passing ASTM E136, standard test method for behaviour of materials in a vertical tube furnace at 1382°F (750°C) and UL763 shall be considered non-combustible materials.
- Minimum clearance to combustibles must be maintained or a serious fire hazard could result.
- The appliance requires a minimum enclosure height. Measure from the appliance base.
- If steel stud framing kits with cement board are provided, or specified in the installation instructions, they must be installed.
- If specified in the installation instruction, finishing must be done using a non-combustible board, ceramic tile, marble, etc. Do **NOT** use wood or drywall. Any fire rated drywall is **not** acceptable.

Combustible materials may be installed flush with the front of the appliance but must not cover any of the black face-areas of the appliance. Non-combustible material (brick, stone or ceramic tile) may protrude in these areas. It is not necessary to install a hearth extension with this appliance system.

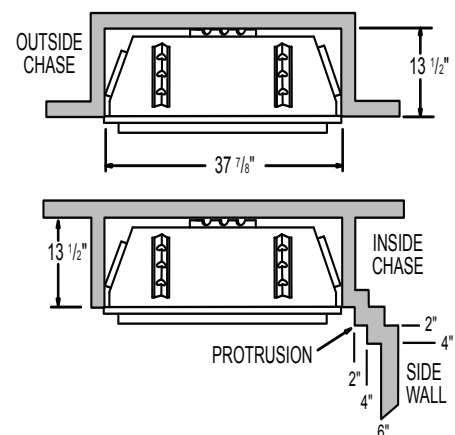
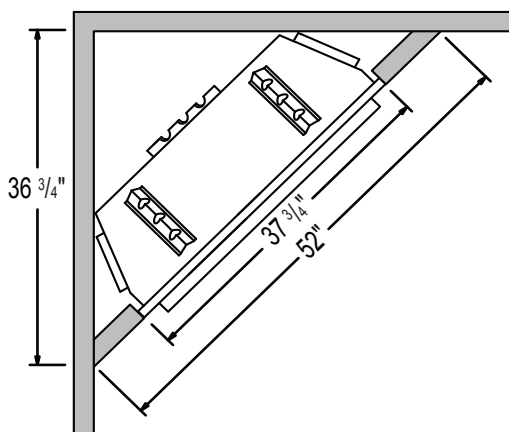
When roughing in the appliance, raise the appliance to accommodate for the thickness of the finished floor materials i.e. tile, carpeting, hard wood, which if not planned for will interfere with the opening of the lower access door and the installation of many decorative flashing accessories.

### 4.1 minimum clearance to combustibles

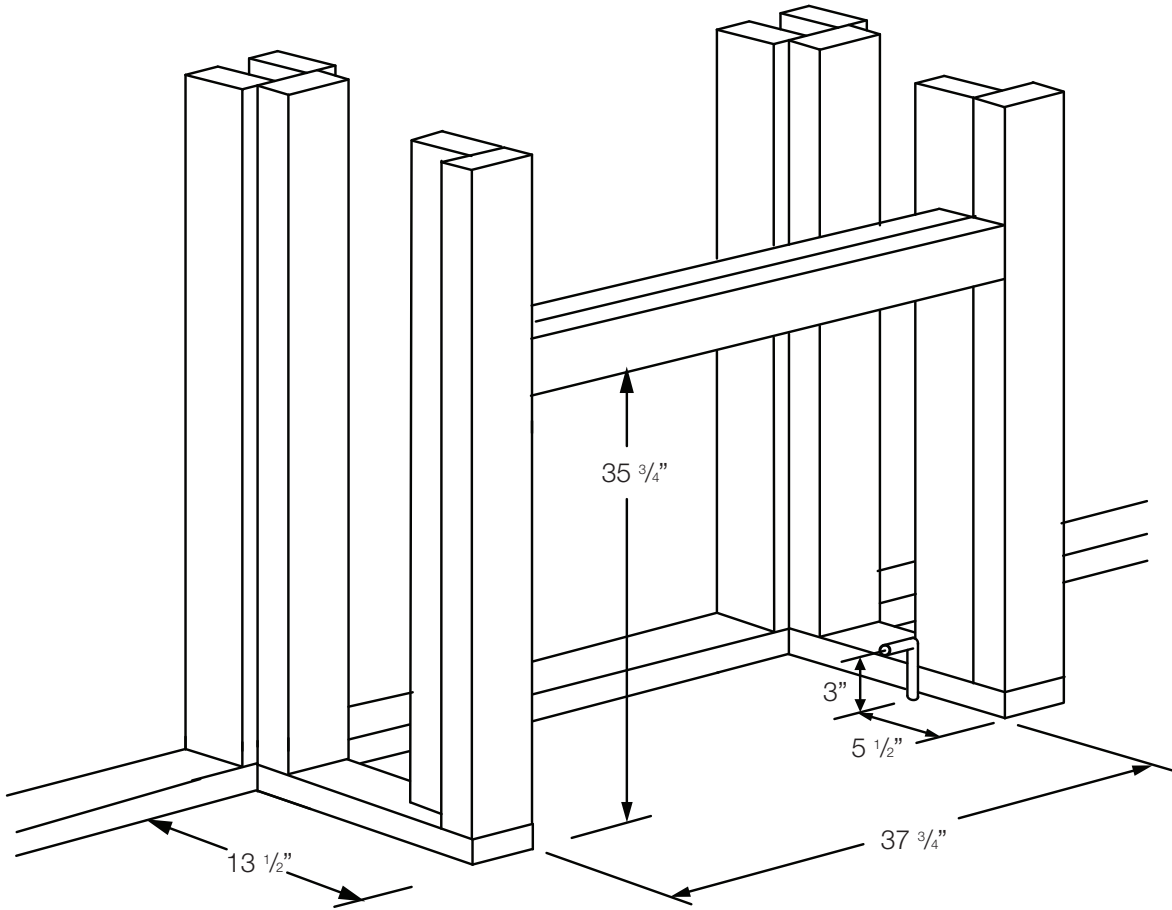
Combustible protrusions such as mantels and shelves may occur at or after a minimum distance of 2" away from the side of the appliance. Thereafter, the depth of any protrusions must be of equal to or less than the distance from the side of the appliance up to a depth of 6", after which no greater clearance than 6" is required. This can be considered a side wall with no length boundary.

#### Minimum clearance to combustible construction from appliance:

sides, back, bottom and top of the unit	0 inch
recessed depth	13 1/2 inches

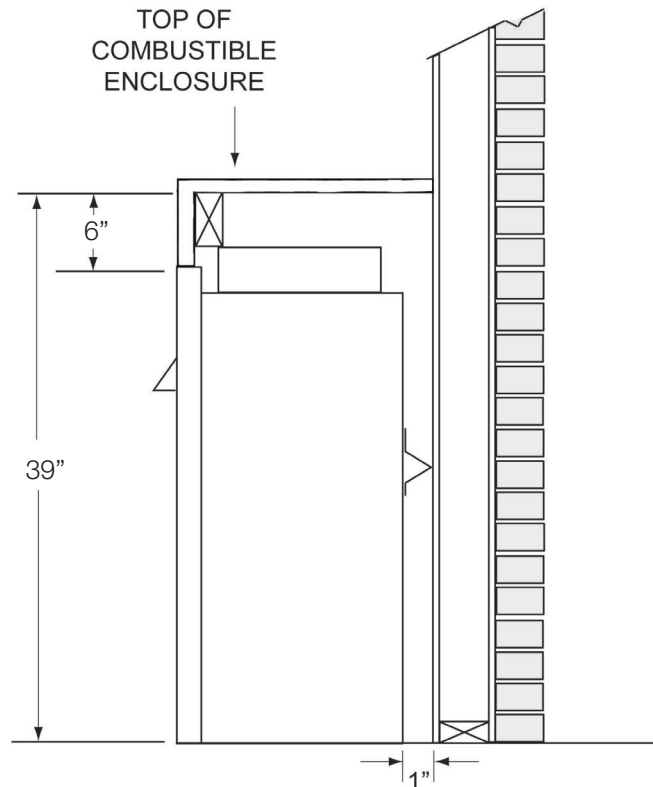


It is best to frame your appliance after it is positioned. Use 2x4s and frame to local building codes.



#### 4.2 minimum clearances to combustibles enclosures

The appliance requires a minimum enclosure height of 39". For temperature requirements, the enclosure space around and above the appliance must be left unobstructed.



## 5.0 electrical information

### 5.1 optional wall switch / thermostat

**CAUTION:** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.

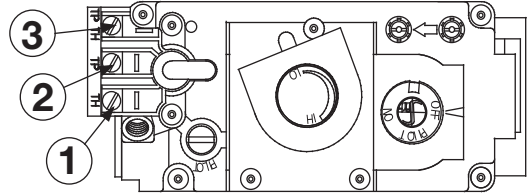
Verify proper operation after servicing.

### **!** WARNING

- Do not connect either the wall switch, thermostat or gas valve directly to 110 volt electricity.

For ease of accessibility, an optional remote wall switch or millivolt thermostat may be installed in a convenient location. Route a 2 strand, solid core millivolt wire from the valve to the wall switch or millivolt thermostat. The recommended maximum lead length depends on wire size:

WIRE SIZE	MAX. LENGTH
14 gauge (1.8mm)	100 feet (30.5m)
16 gauge (1.5mm)	60 feet (18.3m)
18 gauge (1.2mm)	40 feet (12.2m)



Disconnect the existing wires from terminals 1 and 3 (from the ON/OFF switch) and replace with the leads from the wall switch / millivolt thermostat.

 **WARNING**

- Risk of fire, explosion, or asphyxiation. Ensure there are no ignition sources such as sparks or open flames.
- Support gas control when attaching gas supply pipe to prevent damaging gas line.
- Always light the pilot whether for the first time or if the gas supply has run out with the glass door opened or removed. Purging of the gas supply line should be performed by a qualified service technician. Ensure that a continuous gas flow is at the burner before closing the door. Ensure adequate ventilation. For gas and electrical locations, see “dimensions” section.
- All gas connections must be contained within the appliance when complete (**gas fireplaces only**).
- High pressure will damage valve. Disconnect gas supply piping before testing gas line at test pressures above 1/2 PSIG.
- Valve settings have been factory set, do not change.

**Installation and servicing to be done by a qualified installer.**

- Move the appliance into position and secure.
- If equipped with a flex connector, the appliance is designed to accept a 1/2” (13mm) gas supply. Without the connector, it is designed to accept a 3/8” (9.5mm) gas supply. The appliance is equipped with a manual shut off valve to turn off the gas supply to the appliance.
- Connect the gas supply in accordance to local codes. In the absence of local codes, install to the current CAN/CSA-B149.1 Installation Code in Canada or to the current National Fuel Gas Code, ANSI Z223.1 / NFPA 54 in the United States.
- When flexing any gas line, support the gas valve so that the lines are not bent or kinked.
- The gas line flex-connector should be installed to provide sufficient movement for shifting the burner assembly on its side to aid with servicing components.
- Check for gas leaks by brushing on a soap and water solution. **Do not use open flame.**

## 7.0 operation

### **!** WARNING

- If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.
- If applicable, always light the pilot whether for the first time or if the gas supply has run out with the glass door opened or removed.

Ensure that a continuous gas flow is at the burner before installing the door. 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 a warm weather season, the appliance may emit a slight odor for a few hours. This is caused by dust particles in the heat exchanger burning off. In both cases, open a window to sufficiently ventilate the room.

**For vent free appliances ONLY:** if the appliance shuts off, do not relight until you provide fresh air. If appliance keeps shutting off, have it serviced. Keep burner and control compartment clean.

#### 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 a pilot which must be lit by hand while following these instructions exactly.
- 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.
- Use only your hand to turn the gas control knob. Never use tools. If the knob will not turn by hand, do not try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- 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

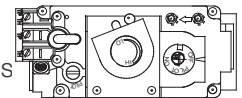
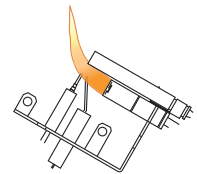
- Turn off all gas to the appliance.
- Open windows.
- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier,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

#### LIGHTING INSTRUCTIONS


##### note:

When lighting and re-lighting, the gas knob cannot be turned from pilot to off unless the knob is depressed.

- Stop! Read the above safety information on this label.
- Remove batteries from the transmitter and set thermostat to lowest setting, if equipped.
- Turn off all electrical power to the appliance.
- Open the glass door, if equipped.
- Turn the gas knob clockwise  to the “OFF” position.
- 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.
- If the appliance is equipped with flame adjustment valve turn clockwise  to “OFF”.
- Turn gas knob counter-clockwise  to the “PILOT” position. (If the appliance is equipped with an “ON/OFF” switch, ensure it is in the “ON” position.)
- Depress and hold gas knob while lighting the pilot with the push button ignitor. Keep knob fully depressed for one minute, then release. If pilot does not continue to burn, repeat steps E through I.
- With pilot lit, turn gas knob counter-clockwise  to the “ON” position.
- If equipped with the flame adjustment valve, push and turn the knob to high.
- Turn on all electrical power to the appliance and re-install the batteries into the transmitter, if equipped. Set thermostat to desired setting, if equipped.



#### TO TURN OFF GAS

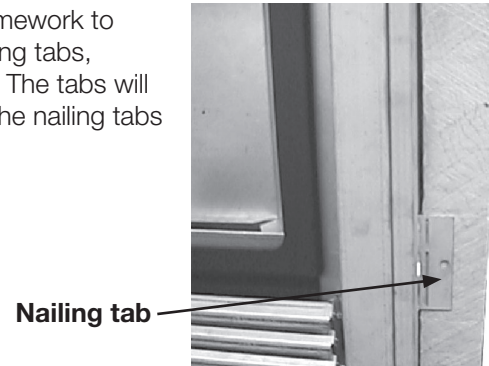
- Set thermostat to desired setting, if equipped.
- Turn off all electrical power to the appliance if service is to be performed.
- Push in gas knob slightly and turn clockwise  to the “OFF” position. Do not force.

## **! WARNING**

- Risk of fire!
- Never obstruct the front opening of the appliance.
- The front of the appliance must be finished with any non-combustible materials such as brick, marble, etc., provided that these materials do not go below the specified dimensions as illustrated. As an alternative, you can finish the appliance with drywall, see illustrations to follow.
- Facing and/or finishing material must never overhang into the appliance opening.

### 8.1 nailing tab installation

To install the appliance face flush with the finished wall, position the framework to accommodate the thickness of the finished wall. Bend out the four nailing tabs, attached on either side of the appliance and secure to the 2x4 framing. The tabs will facilitate the installation of either a  $\frac{3}{4}$ " or a 1" finished wall thickness. The nailing tabs must not be removed.



### 8.2 hood

## **! WARNING**

- Appliance screens must be closed while the appliance is in operation.
- The appliance must not be used when the hood is removed.



Hook the hood over the lip of the curtain support plate.

## 8.4 grate and log placement

**! WARNING**

- Failure to position the logs in accordance with these diagrams or failure to use only logs specifically approved with this appliance may result in property damage or personal injury.
- Logs must be placed in their exact location in the appliance. Do not modify the proper log positions, since appliance may not function properly. Delayed ignition and carbon / soot distribution throughout the living area may occur.
- The logs are fragile and should be handled with care.
- Do not place charcoal embers, vermiculite or charcoal lumps on this burner.
- All previously applied loose material (glowing embers) must be removed prior to reapplication.
- Do not change or substitute the glowing ember material provided with the appliance. If replacing, use only replacement glowing embers available from your local authorized dealer / distributor.
- Failure to follow these instructions will adversely affect the appliance's performance and may result in carbon / soot deposits inside the appliance and on surrounding surfaces.

Remove curtain mesh and rod assembly

Remove log carton

Remove grate from the lower control area (stored there when shipped)

Unscrew the 3 screws in the firebox, set grate in place and secure using the 3 screws that were just removed.

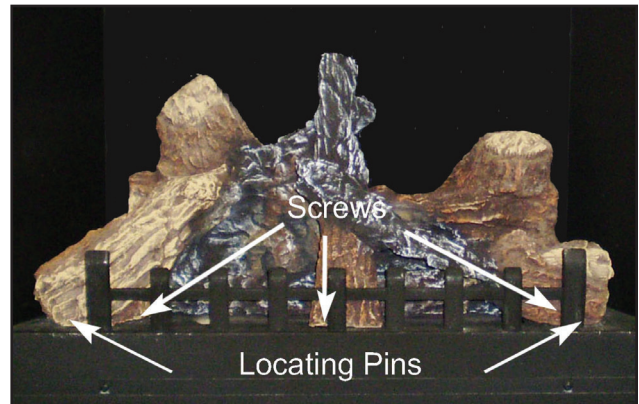
Install the one piece log set by aligning the two holes on the bottom of the logs, with the two locating pins in the firebox.

**NOTE: PHAZER™ logs and glowing embers exclusive to Napoleon, provide a unique and realistic glowing effect that is different in every installation. Take the time to carefully position the glowing embers for a maximum glowing effect.**

Replacement loose material must be purchased from the original manufacturer. Application of excess loose material may adversely affect the performance of the appliance.

Log colours may vary. During the initial use of the appliance, the colours will become more uniform as colour pigments burn in during the heat activated curing process.

Reinstall rod assembly and mesh curtain.



## 8.3 charcoal embers

**! WARNING**

- Do not block or close off the burner ports. Blocked ports can cause an incorrect flame pattern, carbon deposits and delayed ignition.
- When supplied, charcoal embers, charcoal lumps and vermiculite are not to be placed on the burner.

Randomly place the charcoal embers along the front and sides of the log support in a realistic manner.

**Fine dust found in the bottom of the bag should not be used.**

**note:**

Charcoal embers are not to be placed on the burner.



### 8.5 glowing embers

Tear the embers into pieces and place along the front row of ports covering all of the burner area in front of the small logs. Care should be taken to shred the embers into thin, small irregular pieces as only the exposed edges of the fibre hairs will glow.

**NOTE: The ember material will only glow when exposed to direct flame; however, care should be taken to not block the burner ports.**

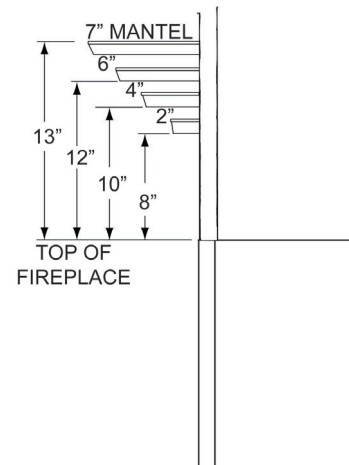
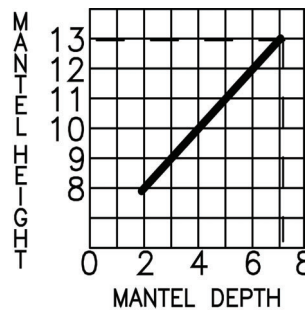
Blocked burner ports can cause an incorrect flame pattern, carbon deposits and delayed ignition. PHAZER™ logs glow when exposed to direct flame. Use only certified “glowing embers” and PHAZER™ logs available from your Napoleon dealer.

### 8.6 minimum mantel clearances

#### **! WARNING**

- Risk of fire. Maintain all specified air space clearances to combustibles. Failure to comply with these instructions may cause a fire or cause the appliance to overheat. Ensure all clearances (i.e. back, side, top, vent, mantel, front, etc.) are clearly maintained.
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discolouration.

Combustible mantel clearance can vary according to the mantel depth. Use the graph to help evaluate the clearance needed.

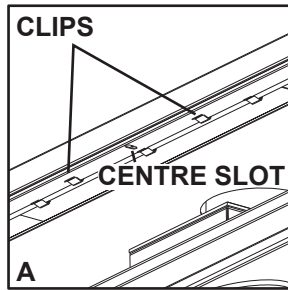
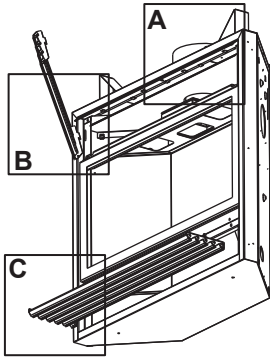


### 8.7 logo placement

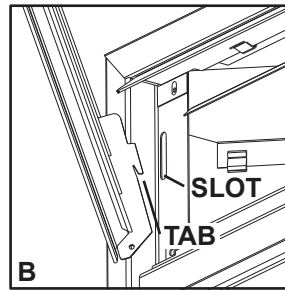
Remove the backing of the logo supplied and place on the screen cover, as indicated.



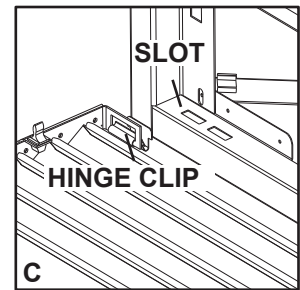
## 8.8 louvre installation

**HOOD**

Attach the hood by pressing the top flange into the clips along the top of the louvre opening. Secure using a screw through the centre slot.

**UPPER LOUVRES**

Insert the louvre tabs into the slots located at the top left and right corners of the unit.

**LOWER LOUVRES**

Insert the hinge clips into the slots located at the bottom left and right corners of the unit. To remove the louvres, pull the back tabs of the clips forward, while pushing the louvre assembly back. Lift the clip.

## WARNING

- Risk of fire and electrical shock!
- Turn off the gas and electrical power before servicing this appliance.
- Use only Wolf Steel approved optional accessories and replacement parts with this appliance. Using non-listed accessories (blowers, doors, louvres, trims, gas components, venting components, etc.) could result in a safety hazard and will void the warranty and certification.
- Ensure that the fan's power cord is not in contact with any surface of the appliance to prevent electrical shock or fire damage. Do not run the power cord beneath the appliance.
- The wire harness provided in the blower kit is a universal harness. When installed, ensure that any excess wire is contained, prevent it from making contact with moving or hot objects.

**ELECTRICAL INSTALLATION TO BE DONE BY A QUALIFIED INSTALLER and must be connected 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 current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.**

*If the fireplace was not previously equipped with a blower:* route a grounded 2-wire, 60hz power cable to the junction box. At this point, it must be strain relieved and insulated.

*The three slots on the mounting bracket allow ease of adjustment when attaching the blower. For a quiet running blower, do not allow the assembly to sit on the firebox base.*

Slide the vibration reducing pad (A) into the clip (C) and up against the threaded stud (B) at the other end. The blower must be able to be positioned entirely onto the pad.

To ease installation of the blower, remove the hinge screen and valve control door (lower louvres) from the base of the appliance.

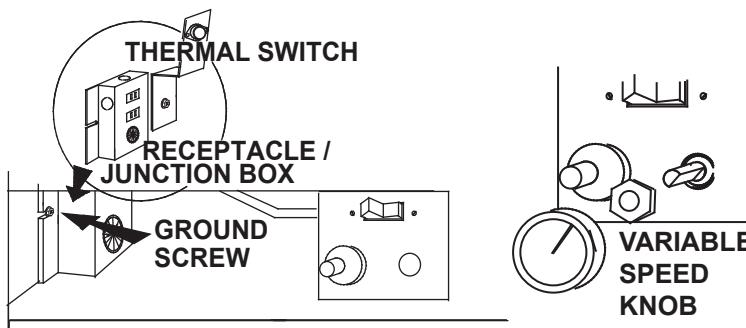
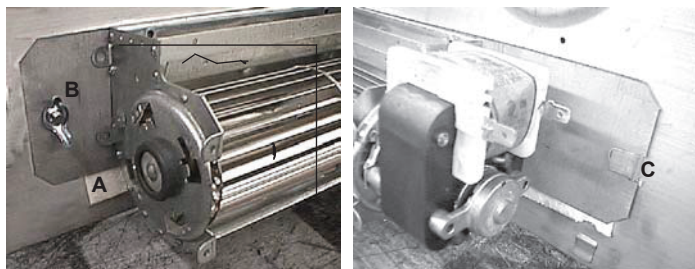
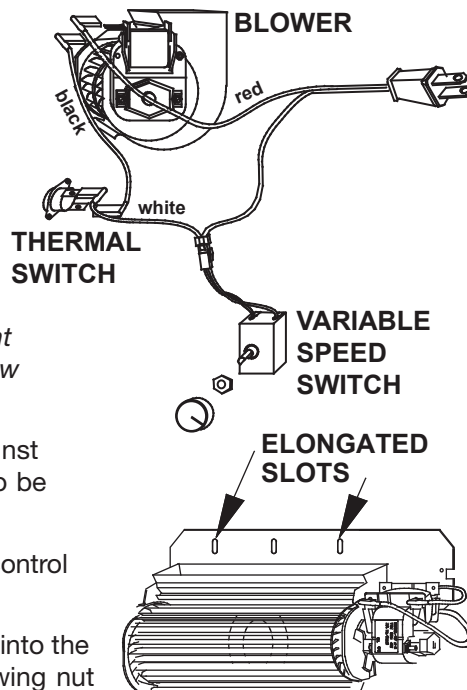
Tilt the blower assembly onto its side. Slide it past the controls and into the clip (C). Secure to the threaded stud using the lock washer and wing nut provided. Ensure that the blower does not touch the fireplace base or the firebox.

Attach the connectors from the black and white wires to the thermodisc and secure the thermodisc bracket to the securing stud at the bottom left of the unit using a lock washer and wing nut. Ensure that the thermodisc touches the firebox wall.

Attach the connectors from the black and red wires to the blower.

Attach and secure the variable speed switch using the nut provided. Plug the harness cord into the receptacle. The wire harness provided in this kit is a universal harness. When installed, ensure that any excess wire is contained, preventing it from making contact with moving or hot objects.

Because the blower is thermally activated, when turned on, it will automatically start approximately 10 minutes after lighting the fireplace and will run for approximately 30-45 minutes after the fireplace has been turned off. Use of the fan increases the output of heat. Drywall dust will penetrate into the blower bearings causing irreparable damage. Care must be taken to prevent drywall dust from coming into contact with the blower or its compartment. Any damage resulting from this condition is not covered by the warranty policy.



# 10.0 adjustments

## 10.1 venturi adjustment

### WARNING

- Carbon can be distributed in surrounding living area if the air shutter is improperly adjusted.

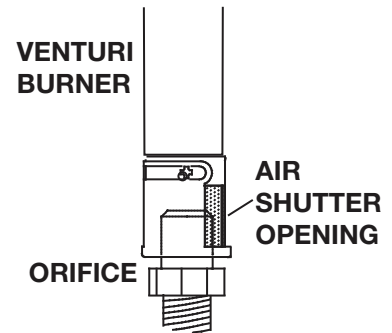
This appliance has an air shutter that has been factory set open according to the chart below:

Regardless of venturi orientation, closing the air shutter will cause a more yellow flame, but can lead to carbonization. Opening the air shutter will cause a more blue flame, but can cause flame lifting from the burner ports. The flame may not appear yellow immediately; allow 15 to 30 minutes for the final flame colour to be established.

**AIR SHUTTER ADJUSTMENT MUST ONLY BE DONE BY A QUALIFIED INSTALLER.**

**note:**

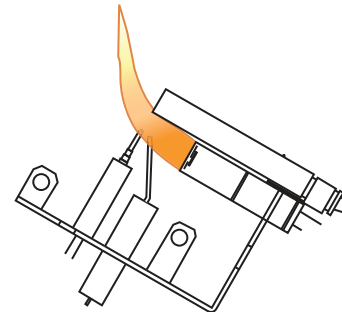
It is important that the orifice is securely inserted into the venturi.



AIR SHUTTER OPENINGS	
NG	3/16"
P	1/2"

## 10.2 flame characteristics

It's important to periodically perform a visual check of the pilot and burner flames. Compare them to the illustration provided. If any flames appear abnormal, call a service person.



**! WARNING**

- Turn off the gas and electrical power before servicing the appliance.
- Appliance may be hot. Do not service until appliance has cooled.
- Do not use abrasive cleaners on glass.
- Do not paint the pilot assembly.

This appliance and its venting system should be inspected before use and at least annually by a qualified service person. The following suggested checks should be performed by a qualified technician. The appliance area must be kept clear and free of combustible materials, gasoline, or other flammable vapors and liquids. The flow of combustion and ventilation air must not be obstructed.

**note:**

Caution: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

1. In order to properly clean the burner and pilot assembly, remove the logs, rocks and/or glass to expose both assemblies.
2. Keep the control compartment, media, burner, air shutter opening and the area surrounding the appliance clean by vacuuming or brushing, at least once a year.
3. Check to see that all burner ports are burning. Clean out any of the ports which may not be burning or are not burning properly.
4. Check to see that the pilot flame is large enough to engulf the flame sensor and/or thermocouple / thermopile as well as it reaches the burner.
5. If your appliance is equipped with a safety barrier, cleaning may be necessary due to excessive lint / dust from carpeting, pets, etc. simply vacuum using the brush attachment.
6. If your appliance is equipped with relief doors, ensure the system performs effectively. Check that the gasket is not worn or damaged. Replace if necessary.
7. Replace the cleaned logs, rocks or glass. Failure to properly position the media may cause carboning which can be distributed in the surrounding living area, inside the firebox and on exterior surfaces surrounding vent termination.
8. Check to see that the main burner ignites completely on all ports when turned on. A 5 to 10 second total light-up period is satisfactory. If ignition takes longer, consult your local authorized dealer / distributor.
9. Visually inspect the appliance for carbon build up. Using a small whisk or brush, brush off the carbon and vacuum up or sweep into garbage.

**WARNING: Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.**

# maintenance

## 11.1 oxygen depletion sensor pilot cleaning

This procedure must be performed by a qualified service person!

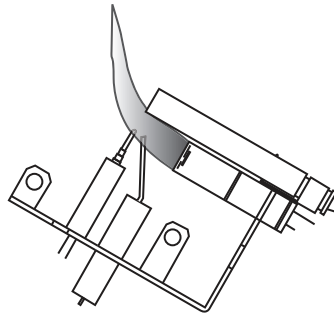
Inspect the pilot for any visible contamination or debris (usually lint, pet hair, spider webs, carpet fibre, etc.) and remove.

Disconnect the pilot from the pilot tubing line, using the appropriate wrench. Blow out the housing in the same direction as the gas flow. Re-install the pilot tube, turn on the gas and check for leaks.

If this does not improve the performance, replace the ODS with an exact replacement. The device is tamper resistant with no field serviceable parts.

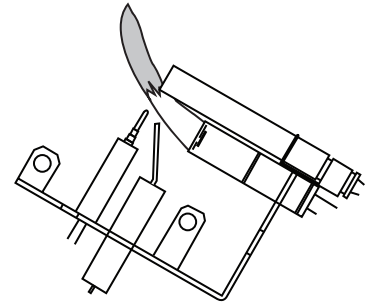
### CORRECT PILOT FLAME

Flame contacts thermocouple correctly (clean, stable and pronounced blue flame).



### INCORRECT PILOT FLAME

Flame lifts off thermocouple (flame becomes unstable with more of an orange tip).



## 11.2 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 discoloration 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).

**! 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.**

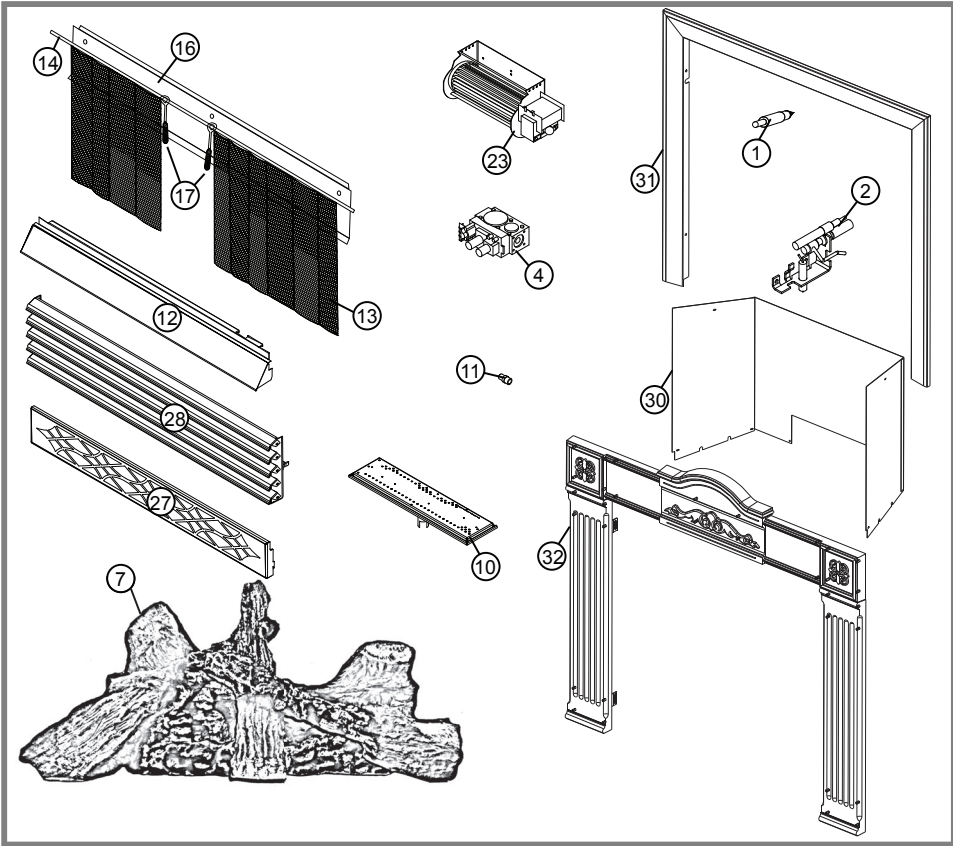
**Parts identified as 'SO' are special order and can take up to 90 days for delivery.**

## COMPONENTS

REF	PART NO.	DESCRIPTION
1	W357-0001	PIEZO IGNITER
2	W662-0001	OXYGEN DEPLETION SENSOR SYSTEM - NG
2	W662-0005	OXYGEN DEPLETION SENSOR SYSTEM - LP
3*	W680-0004	THERMOPILE
4	W725-0030	NATURAL GAS VALVE
4	W725-0031	PROPANE GAS VALVE
5*	W385-2010	NAPOLEON LOGO
6*	W750-0112	20FT OF WIRE
7	GL-664	ONE PIECE LOG SET (W135-0335)
8*	W361-0016	GLOWING EMBERS
9*	W550-0001	CHARCOAL EMBERS
10	W010-0764	PAN BURNER (NG)
10	W010-0987	PAN BURNER (LP)
11	W456-0039	#39 NATURAL GAS BURNER ORIFICE
11	W456-0053	#53 PROPANE GAS BURNER ORIFICE
12	W335-0050-SER	HOOD
13	W565-0058	CURTAIN MESH
14	W555-0033-SER	CURTAIN ROD
15*	W080-0742	CURTAIN ROD BRACKET
16	W500-0194	PLATE COVER
17	W630-0010	BLACK TASSELS



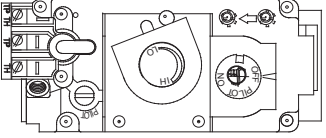
ACCESSORIES		
REF	PART NO.	DESCRIPTION
18*	W660-0081	SWITCH, THERMOSTAT
19*	F40	ON/OFF REMOTE
19*	F50	THERMOSTATIC REMOTE
19*	F50DR	DESIGNER THERMOSTATIC REMOTE - RED
19*	F50DY	DESIGNER THERMOSTATIC REMOTE - GREY
19*	F50DK	DESIGNER THERMOSTATIC REMOTE - BLACK
20*	W660-0013	MODULATING REMOTE
21*	GD825N	MODULATING REGULATOR NG
21*	GD825P	MODULATING REGULATOR LP
22*	W660-0026	PROGRAMMABLE TIMER, BATTERY OPERATED
23	GZ550-1KT	BLOWER KIT
24*	W500-0033	VARIABLE SPEED SWITCH WALL MOUNTING PLATE
25*	111KT	OUTSIDE AIR KIT
26*	112KT	ADAPTOR PLATE FOR OUTSIDE AIR KIT
27	HOIK-3	ORNAMENTAL INSETS - BLACK
28	L36K	LOUVRE KIT, BLACK
28	L36PB	LOUVRE KIT, POLISHED BRASS
29*	GV824KT	DECORATIVE BRICK PANELS - SANDSTONE
30	PRP36VF	PORCELAIN REFLECTIVE RADIANT PANELS
31	TB336K	BEVELLED TRIM KIT - 3" (COVERS OPENING 37" W X 33" H) - TEXTURED BLACK
31	TB336SS	BEVELLED TRIM KIT - 3" (COVERS OPENING 37" W X 33" H) - STAINLESS STEEL
31	TB636K	BEVELLED TRIM KIT - 6" (COVERS OPENING 44" W X 36" H) - TEXTURED BLACK
32	CFSK-A	CAST IRON SURROUND KIT (COVERS OPENING 44" W X 36" H) PAINTED BLACK
33*	ANI-K	ANDIRONS - PAINTED BLACK

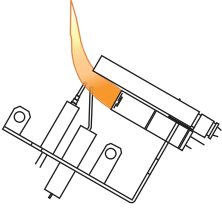


# 14.0 troubleshooting

## ! WARNING

- Always light the pilot whether for the first time or if the gas supply has run out with the glass door open or removed.
- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.
- Appliance may be hot, do not service until appliance has cooled.
- Do not use abrasive cleaners.

symptom	problem	test solution															
Flames are consistently too large or too small. Carboning occurs.	Appliance is over-fired or underfired.	<p>- <b>Check pressure readings:</b> Inlet pressure can be checked by turning screw (A) counter-clockwise 2 or 3 turns and then placing pressure gauge tubing over the test point. Gauge should read as described on the chart below. Check that main burner is operating on 'HI'. Outlet pressure can be checked the same as above using screw (B). Gauge should read as described on the chart below. Check that main burner is operating on 'HI'. <b>AFTER TAKING PRESSURE READINGS, BE SURE TO TURN SCREWS CLOCKWISE FIRMLY TO RESEAL. DO NOT OVER TORQUE.</b> Leak test with a soap and water solution.</p> <table border="1"> <thead> <tr> <th>Pressure</th> <th>Natural Gas (inches)</th> <th>Natural Gas (millibars)</th> <th>Propane (inches)</th> <th>Propane (millibars)</th> </tr> </thead> <tbody> <tr> <td>Inlet</td> <td>* 7" (MIN. 4.5")</td> <td>17.4mb (MIN. 11.2mb)</td> <td>13" (MIN. 11")</td> <td>32.4mb (MIN. 27.4mb)</td> </tr> <tr> <td>Outlet</td> <td>3.5"</td> <td>8.7mb</td> <td>10"</td> <td>24.9mb</td> </tr> </tbody> </table>	Pressure	Natural Gas (inches)	Natural Gas (millibars)	Propane (inches)	Propane (millibars)	Inlet	* 7" (MIN. 4.5")	17.4mb (MIN. 11.2mb)	13" (MIN. 11")	32.4mb (MIN. 27.4mb)	Outlet	3.5"	8.7mb	10"	24.9mb
Pressure	Natural Gas (inches)	Natural Gas (millibars)	Propane (inches)	Propane (millibars)													
Inlet	* 7" (MIN. 4.5")	17.4mb (MIN. 11.2mb)	13" (MIN. 11")	32.4mb (MIN. 27.4mb)													
Outlet	3.5"	8.7mb	10"	24.9mb													
	 <p>* Maximum inlet pressure not to exceed 13"</p>																
	Air shutter improperly adjusted.	- Return air shutter to specified opening, see "venturi adjustment" section.															
Carbon is being deposited on glass, logs, rocks, media or combustion chamber.	Air shutter has become blocked.	- Ensure air shutter opening is free of lint or other obstructions.															
	Flame is impinging on the glass, logs, rocks, media or combustion chamber.	<ul style="list-style-type: none"> <li>- Check that the logs are correctly positioned.</li> <li>- Check for ceiling or oscillating fans that may be influencing the flame.</li> <li>- Open air shutter to increase the primary air. See "venturi adjustment" section.</li> <li>- Check the input rate: check the manifold pressure and orifice size as specified by the rating plate.</li> </ul>															
Exhaust fumes smelled in room, headaches.	Not enough combustion air.	- Increase fresh air supply. (Use one of the methods described in ANSI Z223.1 / NFPA 54 or the applicable local code.)															
	Not enough ventilation air.	- Increase fresh air supply. (Use one of the methods described in ANSI Z223.1 / NFPA 54 or the applicable local code.)															
	Flame is impinging on the logs or combustion chamber.	<ul style="list-style-type: none"> <li>- Check that the logs are correctly positioned.</li> <li>- Open air shutter to increase the primary air. See "venturi adjustment" section.</li> <li>- Check the input rate: check the manifold pressure and orifice size as specified by the rating plate values.</li> </ul>															
Main burner will not light; or is slow to light, noisy pilot.	Inlet pressure too high. Pilot flame blowing off, missing thermopile.	- Adjust inlet pressure to ensure 7.0" W.C. (17.4mb) at gas valve for natural gas and 13.0" W.C. (32.4mb) for propane.															
Pilot is not functioning properly.	Pilot has been painted	- Using a piece of sandpaper or emery cloth remove the paint from the pilot hood, ignitor and flame sensor.															
Pilot goes out while standing; Main burner is in 'OFF' position.	Gas piping is undersized.	<ul style="list-style-type: none"> <li>- Turn on all gas appliances and see if pilot flame flutters, diminishes or extinguishes, especially when main burner ignites. Monitor appliance supply working pressure.</li> <li>- Check if supply piping size is to code.</li> <li>- Correct all undersized piping.</li> </ul>															
	Pilot flame is not large enough.	- ODS Burner requires checking.															

symptom	problem	test solution
Pilot will not light.  	Out of propane gas.	- Fill the tank.
	No spark at pilot burner.	- Check if pilot can be lit by a match. - Check that the wire is connected to the push button ignitor. - Check if the push button ignitor needs tightening. - Replace the wire if the wire insulation is broken or frayed. - Replace the electrode if the ceramic insulator is cracked or broken. - Replace the push button ignitor.
	No gas at the pilot burner.	- Check that the manual valve is turned on. - Check the pilot orifice for blockage. - Replace the valve / Oxygen Depletion Sensor System. - Call the gas distributor.
Pilot burning; no gas to main burner; gas knob is on 'HI'; wall switch / thermostat is on.	Thermostat or switch is defective.	- Connect a jumper wire across the wall switch terminals; if main burner lights, replace switch / thermostat.
	Wall switch wiring is defective.	- Disconnect wires from valve. Connect a jumper wire across terminals 1 & 3; if the main burner lights, check the wires for defects and / or replace wires.
	Main burner orifice is plugged.	- Remove stoppage in orifice.
	Faulty valve.	- Replace.
Pilot goes out when the gas knob is released. The gas valve has an interlock device which will not allow the pilot burner to be lit until the thermocouple has cooled. Allow approximately 60 seconds for the thermocouple to cool.	System is not correctly purged.	- Purge the gas line.
	Out of propane gas.	- Fill the tank.
	Pilot flame is not large enough. (Supply pressure too low.)	- Service or replace Oxygen Depletion Sensor System. - Correct piping and / or regulator to provide correct pressure. - Ensure adequate supply pressure.
	Thermocouple shorting / faulty.	- Loosen and tighten thermocouple. - Clean thermocouple and valve connection. - Replace Oxygen Depletion Sensor System. - Test and replace valve.
	Faulty valve / high low knob does not depress smoothly.	- Replace.
Main burner goes out; pilot stays on.	Pilot flame is not large enough or not engulfing the thermopile.	- Ensure adequate supply pressure. - Replace pilot assembly.
	Thermopile shorting / loose connection.	- Clean thermopile connection to the valve. Reconnect. - Replace thermopile / valve.
	Remote wall switch wire is too long; too much resistance in the system.	- Shorten wire to connect length or wire gauge.
	Faulty thermostat or switch.	- Replace.
Main burner goes out; pilot goes out.	Insufficient air supply.	- Open window or door. (Use one of the methods described in ANSI Z223.1 / NFPA54 or the applicable local code.) - Have room checked for adequate air exchange. - See "combustion and ventilation air provisions" section to ensure adequate air supply.
	Out of propane gas.	- Fill the tank.
	Pilot flame is not large enough. (Supply pressure too low.)	- Service or replace Oxygen Depletion Sensor System.
Remote wall switch is in "off" position; main burner comes on when gas knob is turned to "ON" position.	Wall switch mounted upsidedown.	- Reverse.
	Wall switch is grounding.	- Replace.
	Wall switch wire is grounding.	- Check for ground (short); repair ground or replace wire.
	Faulty valve.	- Replace.

\* Check for ceiling or oscillating fans that maybe influencing the flame. Ceiling fans or oscillating type floor fans can cause flame impingement if directing air at the appliance. Impinging flames will cause soot or carbon that may enter into living area. Try reversing ceiling fan or re-directing floor fans to prevent sooting.

# 15.0 warranty

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



# NAPOLEON CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



7200, Route Transcanadienne, Montréal, Québec H4T 1A3  
24 Napoleon Road, Barrie, Ontario, Canada L4M 0G8  
214 Bayview Drive, Barrie, Ontario, Canada L4N 4Y8  
103 Miller Drive, Crittenden, Kentucky, USA 41030  
De Riemsdijk 22, 4004 LC Tiel, The Netherlands

Phone: 1-866-820-8686  
[napoleon.com](http://napoleon.com)