

**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.**



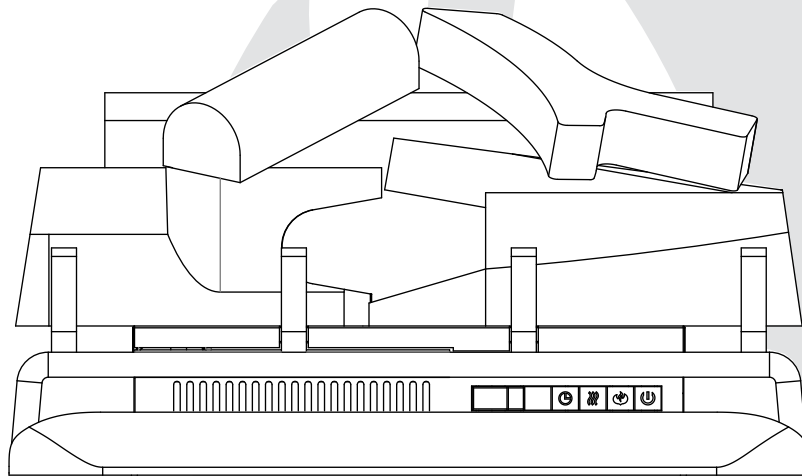
INSTALLATION AND OPERATING INSTRUCTIONS

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CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C22.2 No-46 / UL 1278

NEFI24H/NEFI27H ELECTRIC LOGSET INSERT



NEFI24H ILLUSTRATED

SAFETY INFORMATION

WARNING

If the information in these instructions are not followed exactly, a fire 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.



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



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

1.0 INTRODUCTION

WARNING

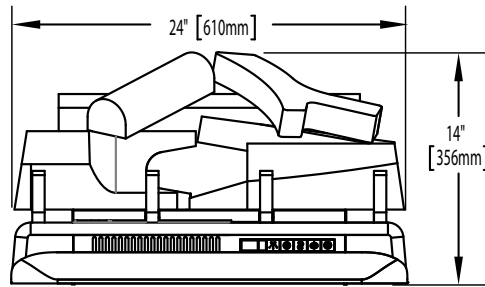
- **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF CONTACTED.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Risk of burns. Power to the appliance should 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.

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1.1 DIMENSIONS

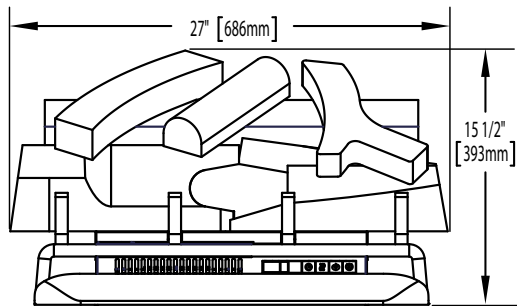
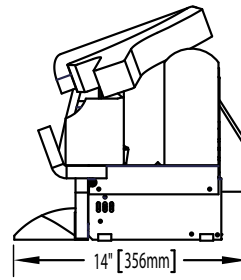
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FRONT VIEW

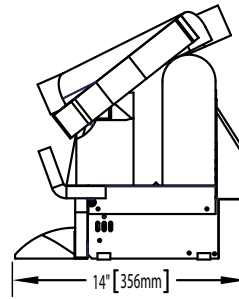


NEFI24H ILLUSTRATED

SIDE VIEW



NEFI27H ILLUSTRATED



1.2 LISTING APPROVALS


This log set has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

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

Model Number	NEFI24H	NEFI27H
Description	24" Electric Logset Insert	27" Electric Logset Insert
Voltage	120V AC	120V AC
Watts	Max 1500W	Max 1500W
Amps	15 AMP Grounded Circuit	15 AMP Grounded Circuit
Appliance Width	24" (610mm)	27" (686mm)
Appliance Height	14" (356mm)	15 1/2" (393mm)
Appliance Depth	14" (356mm)	14" (356mm)
Net Weight	25.4lbs (11.5kg)	29.5lbs (13.4kg)
Gross Weight	35.3lbs (16kg)	40.3lbs (18.3kg)

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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.
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.
- E. Do not route the power cord directly underneath the appliance.

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

4.8B

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

1.4 RATING PLATE INFORMATION

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARD: CSA 22.2 NO. 46 AND UL 1278 / HOMOLOGUÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES: CSA 22.2 NO. 46 UL 1278	
ELECTRIC FIREPLACE. SUITABLE FOR BEDROOM AND BED-SITTING ROOM INSTALLATION. SUITABLE FOR MOBILE HOME INSTALLATION.	FOYER À ÉLECTRIQUE. HOMOLOGUE POUR INSTALLATION DANS UNE CHAMBRE A COUCHER, UNE SALLE DE BAIN ET UN STUDIO. APPROPRIE POUR INSTALLATION DANS UNE MAISON MOBILE.
	
MASTER CONTRACT: 161746	CONTRAT-CADRE: 161746
MODEL / MODÈLE:	<input type="checkbox"/> NEFI24H
VOLTAGE: 120 VAC	TENSION: 120VCA
FREQUENCY: 60Hz	FRÉQUENCE: 60Hz
POWER: 1500W	PUISSANCE: 1500W
DATE CODE:	CODE DE DATE:
DESIGNED IN NORTH AMERICA	DESIGN AMERIQUE DE NORD
BY WOLF STEEL LTD.	PAR WOLF STEEL LTD.
MADE IN CHINA	FABRIQUE EN CHINE
WOLF STEEL LTD. 24 NAPOLEON ROAD, BARRIE, ON, L4M 0G8 CANADA	SERIAL NUMBER/NO. DE SERIE: NEFI24
	W385-2026 / A

INSTALLER: It is your responsibility to check off the appropriate box on the rating plate according to the model of the appliance.

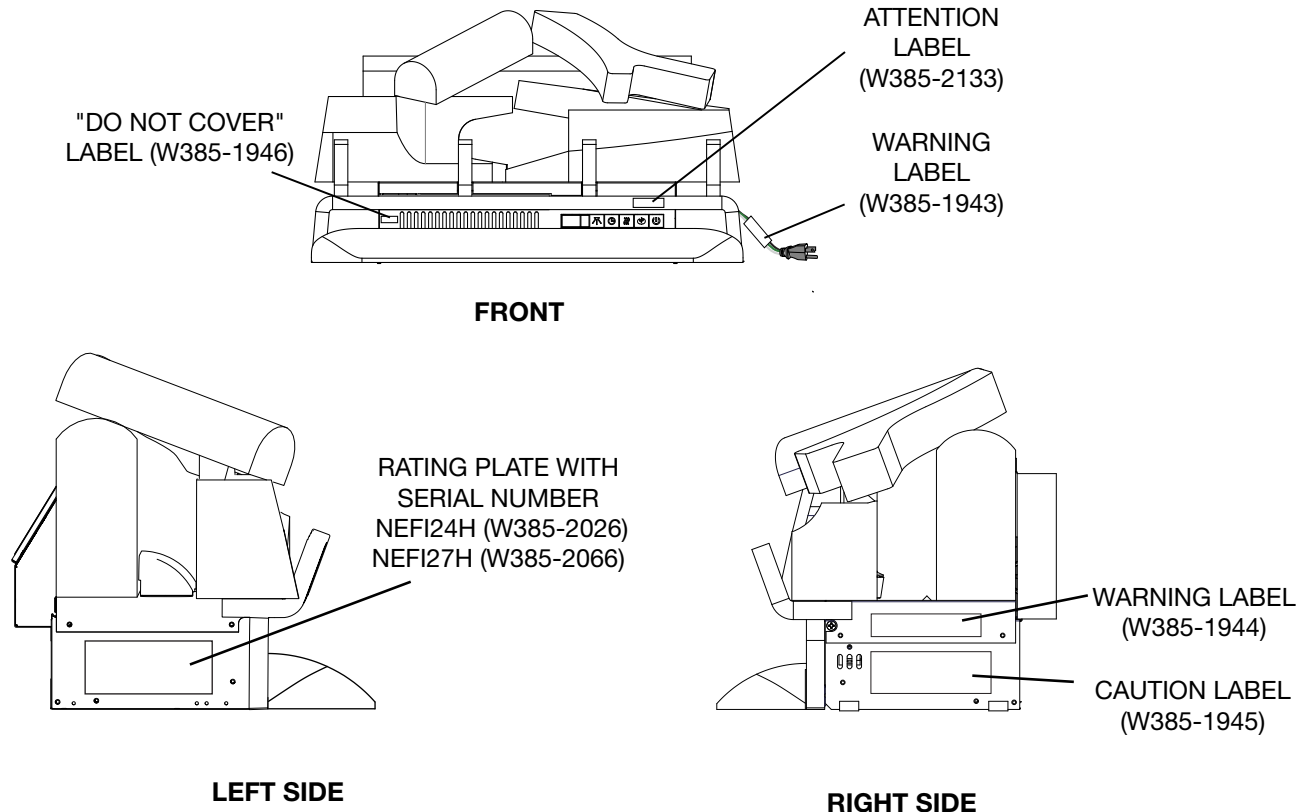
For rating plate location, see "LABEL LOCATION" section.

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

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

NOTE: Do not use the log set during mobile home transportation.

1.5 LABEL LOCATION



2.0 LOCATING LOG SET

⚠ 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 LOG SET

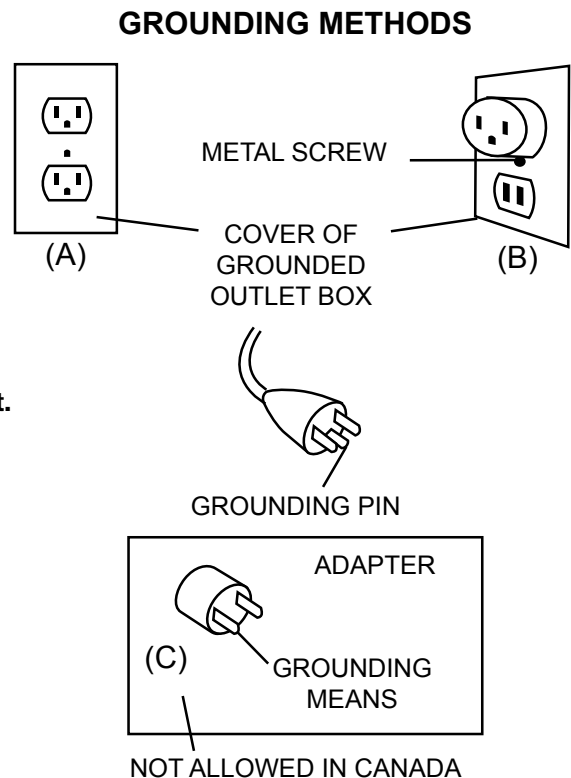
Carefully remove the appliance from the box and remove the support brackets. Prior to installing the appliance, remove all packaging material and test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120V, 15 Amp minimum grounded outlet.

2.2 GROUNDING LOG SET

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 plug 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.

NOTE: Must be connected to a dedicated 15 amp circuit.
The use of an extension cord is NOT permitted.



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 PEOPLE INSTALL THIS APPLIANCE.

HEATER VENTS ON THE ELECTRIC APPLIANCE CANNOT, IN ANY WAY, BE COVERED AS IT MAY CREATE A FIRE HAZARD.

DO NOT RUN THE POWER CORD HORIZONTALLY, DIRECTLY BELOW THE APPLIANCE.

68.5A

NOTE: Follow all National and local electrical codes.

3.1 LOG SET INSTALLATION

The log set can be installed in any location. It is suggested to install the log set into an existing fireplace or a wood mantel for aesthetic purposes.

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

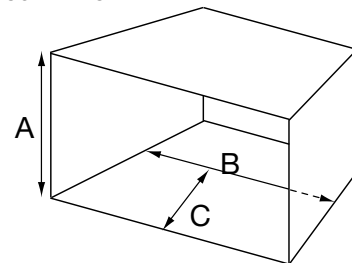
3.1.1 INSTALLING LOG SET INTO EXISTING FIREPLACE

The log set insert must be installed in an opening with the minimum cavity sizes shown below:

MINIMUM FIREPLACE CAVITY SIZE

LOG SET	HEIGHT	WIDTH	DEPTH
	A	B	C
NEFI24H	15" (381mm)	24" (610mm)	14" (356mm)
NEFI27H	16" (406mm)	27 1/2" (698mm)	14" (356mm)

Do not install the log set into a cavity smaller than that referenced in the table.



NOTE: Seal all chimney drafts with non-combustible materials to prevent any chimney debris from falling onto the log set. Cap the top of the chimney flue to prevent rain from entering.

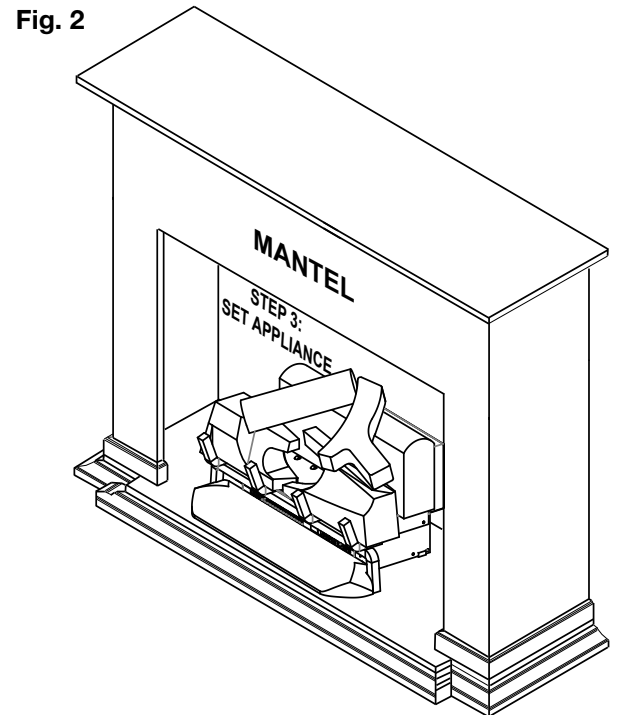
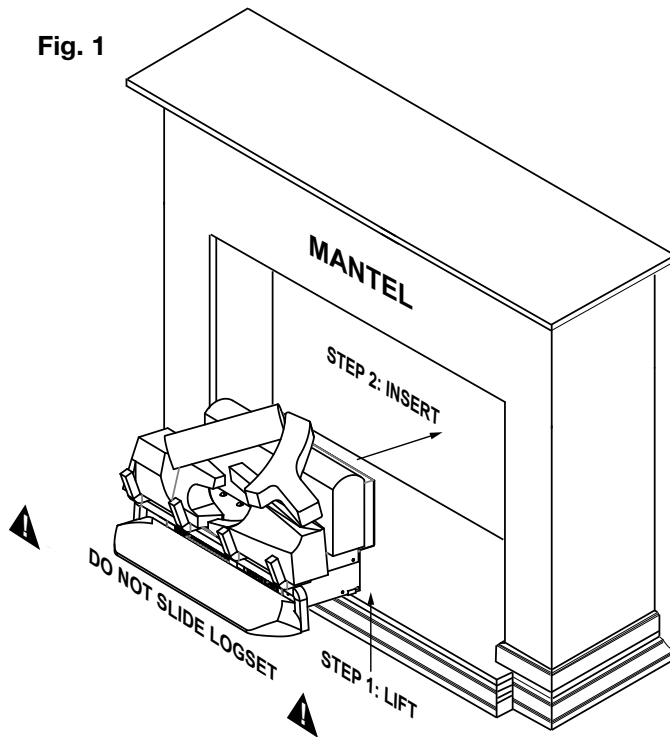
Plug the log set into an outlet which has a 15Amp, 120V rating. If it is necessary to hard wire the log set see "HARD WIRING INSTALLATION" section.

WARNING: Due to the high temperatures, do not use existing fireplace doors which close or seal off the log set. If installed behind any fireplace door, allow heat to be exhausted. If using existing screens, the screen must provide adequate airflow in front of the log set.

3.1.2 INSTALLING LOG SET INTO MANTEL

NOTE: To prevent damaging the base of the mantel, carefully lift the log set into the mantel while avoiding contact with the front edge of the mantel base.

- A. With two people, lift the log set up and insert into the opening. Do not push or slide the bottom of the log set on the floor base, see Figure 1.
- B. Set the log set down and into place, see Figure 2.



3.2 HARD WIRING INSTALLATION

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⚠ WARNING

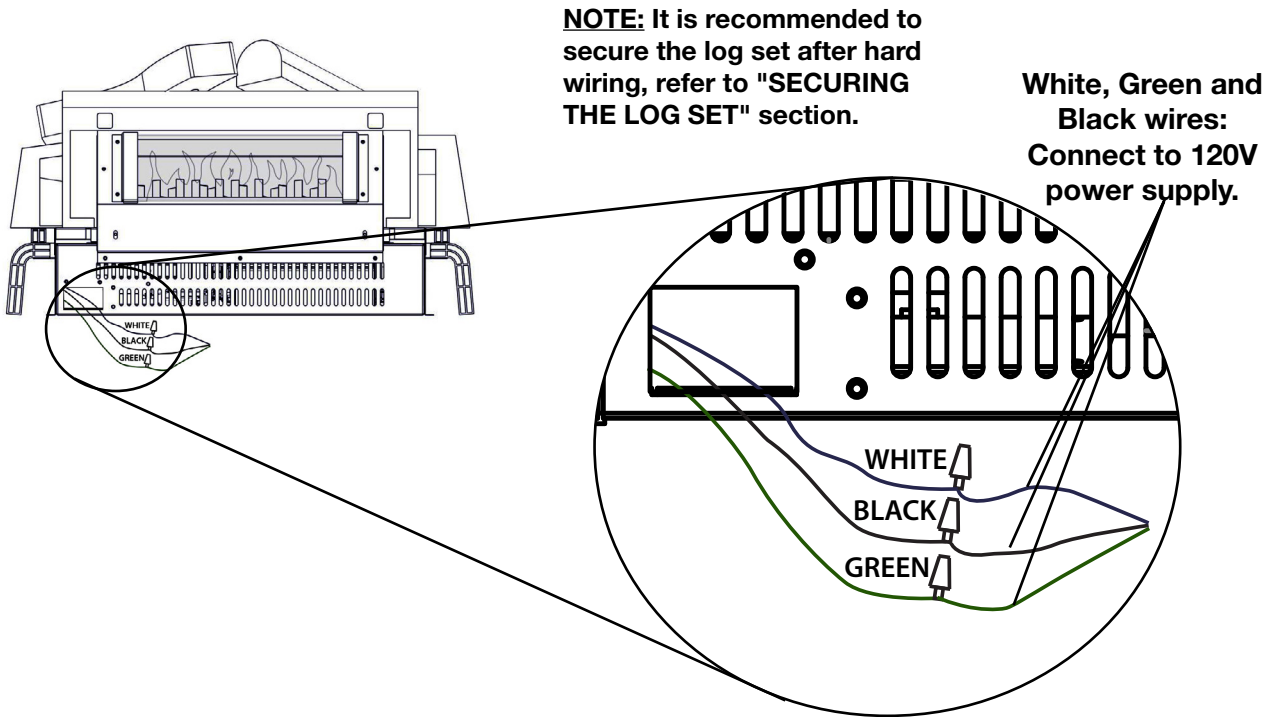
TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

HARD WIRING CONNECTION

If it is necessary to hard wire, a qualified electrician must remove the cord connection, and wire directly to the household wiring. The wire and power supply breaker must be rated for 120V and a minimum of 15 Amps.

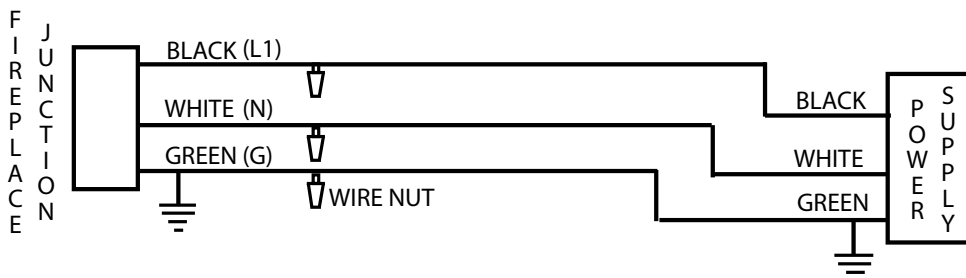
This log set must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

NOTE: There are 3 wires from the fireplace junction; white (neutral), black (power L1) and green (ground) that connect to 120V power supply (breaker panel), see below.



NOTE: It is recommended to secure the log set after hard wiring, refer to "SECURING THE LOG SET" section.

- A. Remove the securing screw from the electrical cover plate, located on the rear of the log set.
- B. Add an electrical box connector and feed the supply wires through the 7/8" (22mm) hole.
- C. Separate the black, white and green wires that have the wire nuts on them.
- D. Remove the wire nuts and secure the black wire (power L1) to the black (power L1) lead of the power supply. Connect the white wire from the unit to the white (neutral) wire from the power supply. Connect the green wire to the ground wire.
- E. Resecure the cover plate.

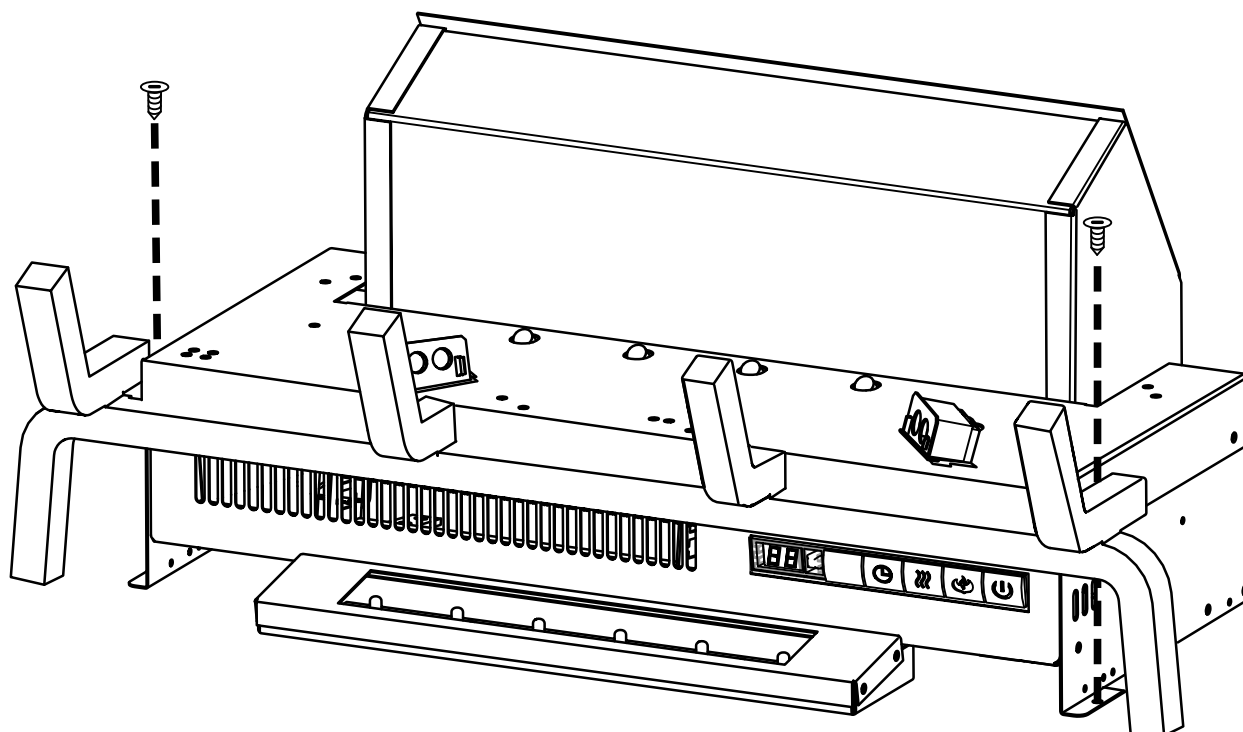


NOTE: Leave enough wire so that the log set can be removed from the enclosure without disconnecting the power supply.

3.3 SECURING THE LOG SET

NOTE: It is recommended to secure the log set especially if hard wiring the log set.

- A. Place the log set in a position which provides optimum flame performance. **NOTE:** To achieve flame effect, the log set should be set 1" away from the rear wall.
- B. Secure in place using 2 screws (not supplied).



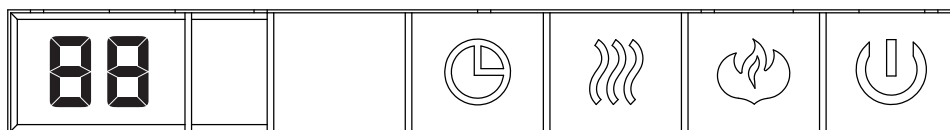
4.0 OPERATING INSTRUCTIONS











Once the log set has been plugged into a grounded electrical outlet or hard wired to a dedicated 120V power supply, it is ready to operate.

ATTENTION: Ensure the house circuit breakers for the power supply are turned on. When initially connecting the appliance into a power source the unit will perform an LED check. The unit will flash on and off for 5 seconds.

4.1 OPERATING CONTROL PANEL

The Control Panel is located on the front of the log set.



POWER		Turns the appliance ON/OFF.
FLAME & EMBER LIGHT CONTROL		Controls Flame brightness and the Ember Light. 5 Settings: Flame & Ember off (FO), Ember on but Flame off (LL), small Flame & Ember (F1), medium Flame & Ember (F2), brightest Flame and Ember (F3). Default setting is (F3).
HEATER CONTROL		Turns the Heater and Blower ON/OFF. 4 Settings: Heater & Blower off (HO), Blower on (BL), low heat (H1), high heat (H2). Default setting is (HO).
TIMER		Timer can be programed to run appliance for specific lengths of time (30mins. minimum to 6hrs maximum). Default setting is Timer de-select.
F° / C° SWITCH	 Hold 5 seconds	To change temperature format, Fahrenheit or Celsius. Press and hold the Flame button  for 5 seconds. Default setting is Fahrenheit.
HEATER LOCK	 Hold 5 seconds	Heater button can be locked or unlocked by holding the Heater button  for 5 seconds. Default setting is heater unlock
TEMPERATURE CONTROL	 Hold 5 seconds	Press and hold the Timer button  for 5 seconds. This will change the button to Temperature Control, or vice versa. There are 7 temperature settings (61°F, 64°F, 70°F, 75°F, 81°F, 85°F and OFF). Default setting is de-select Temperature Control.






4.2 OPERATING BY REMOTE CONTROL

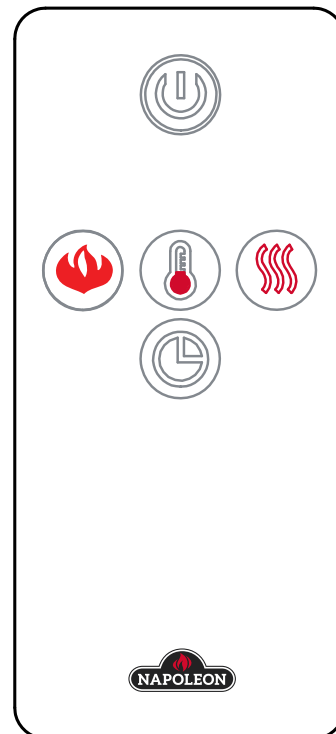
! WARNING

TO AVOID DANGER OF SUFFOCATION KEEP THE PACKAGING BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BED, CARRIAGES OR PLAY PENS. THIS BAG IS NOT A TOY. KNOT BEFORE THROWING AWAY.

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NOTE: When operating the remote control, it must be directed towards the front center of the log set.

- A. The power button can be used to turn the log set on/off. Pressing this button  activates the power to the log set. Pressing the power button again will turn off the log set. The ember and log will fade after 4 seconds after turning off the log set.
- B. To adjust the flame brightness and ember log light, press the flame button . There is one ember log light and three flame brightness levels to cycle through and then an off setting (LL, F1, F2, F3 and then F0). F3 is the brightest flame level, LL is the ember log light only.
- C. To control the thermostat function press the thermostat button . There are 7 temperature settings (61°F, 64°F, 70°F, 75°F, 81°F 85°F and off). The default setting will display Fahrenheit. Press the thermostat button to cycle through the settings. Once you have selected the desired temperature the heater will automatically operate until that temperature is reached. When the room temperature is 2 degrees lower than the temperature setting, the heater will turn on.
- D. To activate the heater and blower, press the heater button , the blower will turn on. Press the heater button again to set desired low or high heat temperature; press the heater button again to turn off the heater.
- E. The timer controls all operating modes of the log set. To activate the timer, press the timer button , the icon will illuminate and the time will appear on the LED display. To choose the desired time, continue to press the timer button, there are 8 settings (30mins, 1h, 2h, 3h, 4h, 5h, 6h and off). The fireplace will turn off at the setting time.
- F. To turn off the log set, press the power button once on the remote, or press the power button once on the control panel on the unit.



NOTE: This hand held remote control must remain within 6 meters or 19 feet of the log set to be effective.

4.3 REMOTE BATTERY INSTALLATION

1. To replace the existing battery, remove the battery holder.
2. 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.
3. 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.
4. Battery cover is secure onto the remote control when a "CLICKING" noise is heard.



5.0 FINISHING

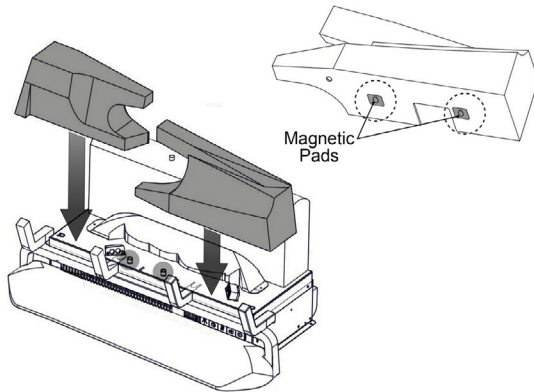
! WARNING

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

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

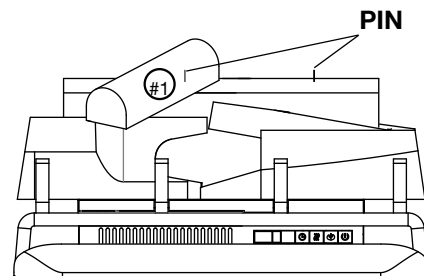
5.1 NEFI24H LOG PLACEMENT

1



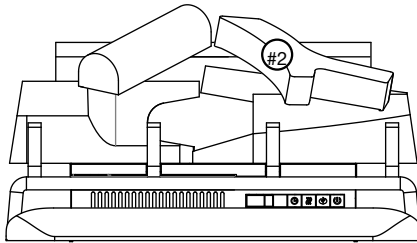
Place the logs shown on the location dimples on the burner platform.

2



Place the log (#1) onto the pin. Ensure the log is secure onto the pin, as shown.

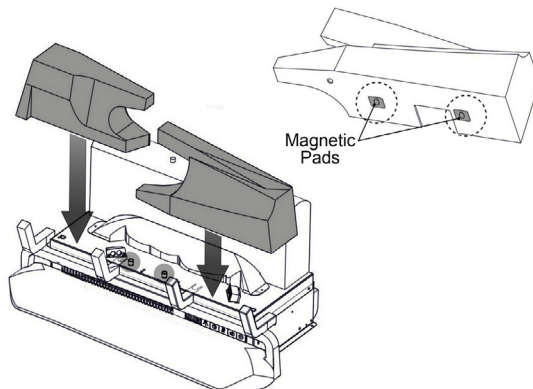
3



Place log (#2) onto the pin. Ensure the log is secure onto the pin, as shown.

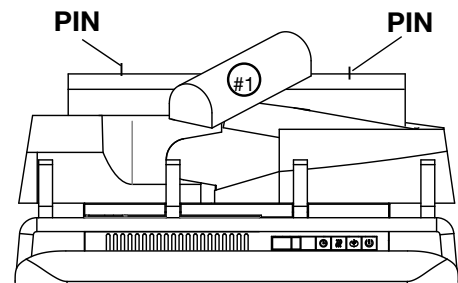
5.2 NEFI27H LOG PLACEMENT

1



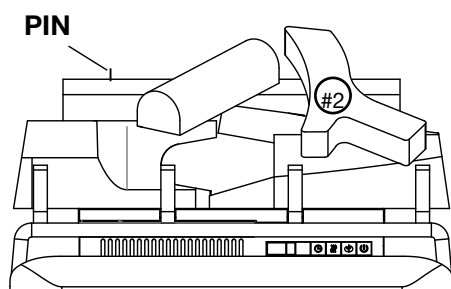
Place the logs shown on the location dimples on the burner platform.

2



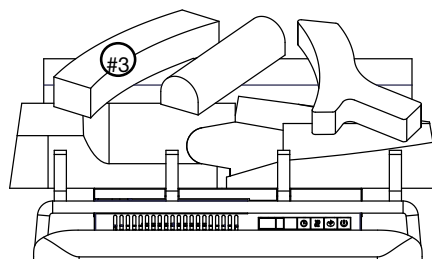
Place log (#1) onto the pin. Ensure the log is secure onto the pin, as shown.

3



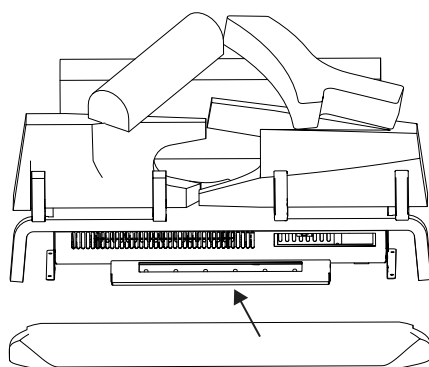
Place log (#2) onto the pin. Ensure the log is secure onto the pin, as shown.

4



Place log (#3) onto the pin. Ensure the log is secure onto the pin, as shown.

5.3 EMBER BED PLACEMENT

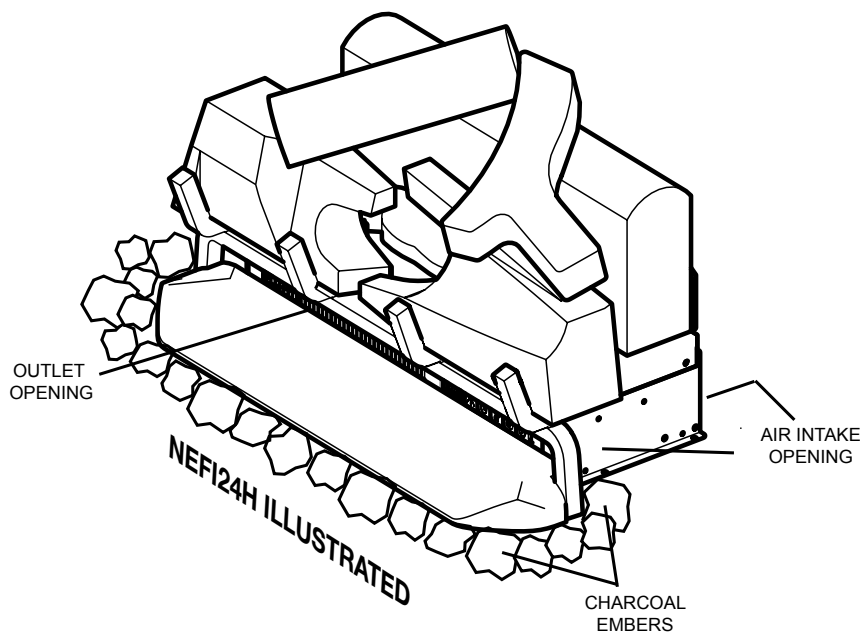


Place the ember bed over the LED tray, as shown.

5.4 CHARCOAL EMBER PLACEMENT

- A. Place the charcoal ember around the front and sides of the ember bed, as indicated on the diagram below.

NOTE: Do not block air intake opening and outlet with charcoal embers.

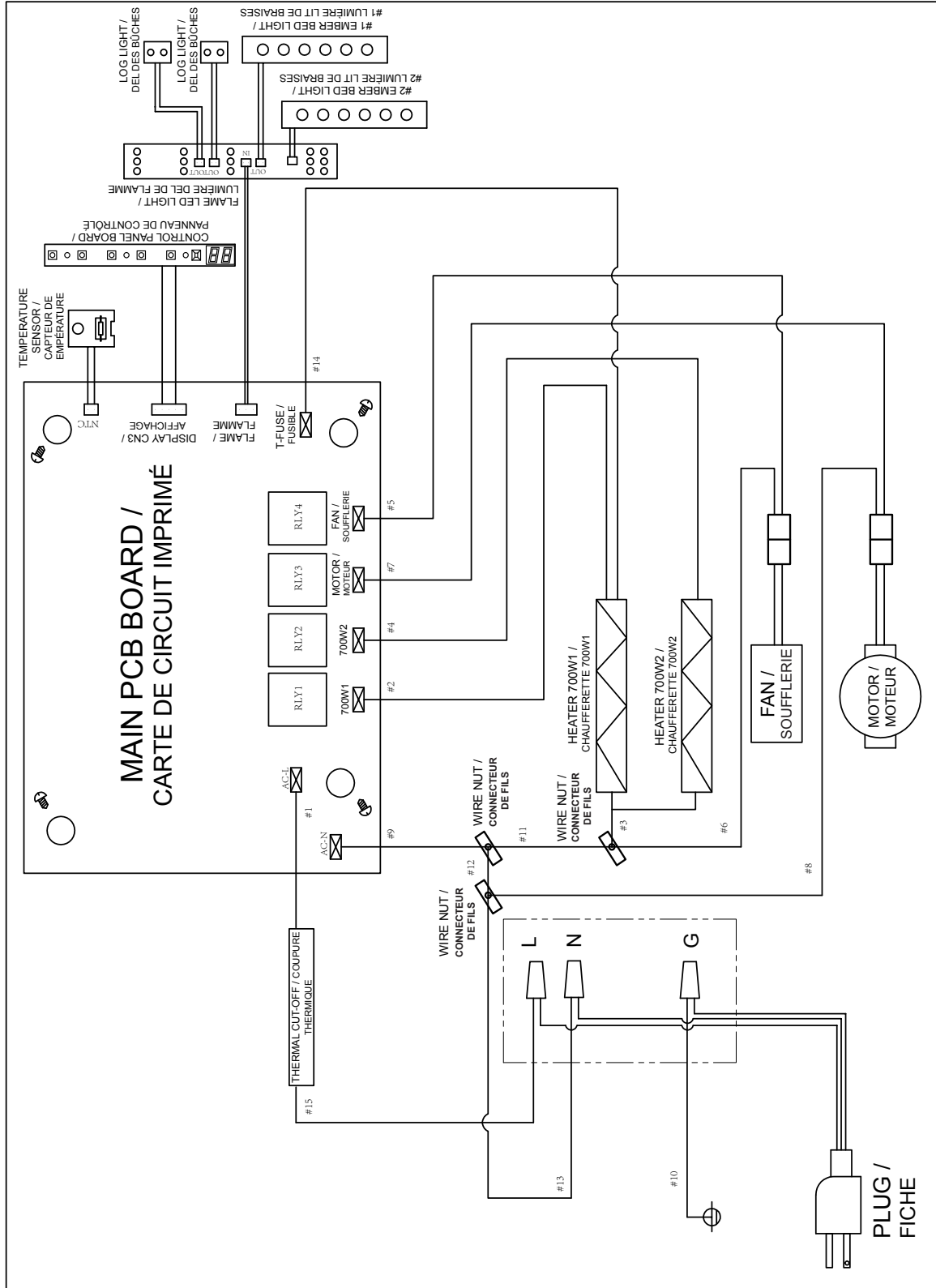


6.0 WIRING DIAGRAM

EN

! WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.



7.0 REPLACEMENT PARTS

WARNING

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

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

FOR WARRANTY REPLACEMENT PARTS, A PHOTOCOPY OF THE ORIGINAL INVOICE WILL BE REQUIRED TO HONOUR THE CLAIM.

When ordering replacement parts always give the following information:

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

PARTS, PART NUMBERS AND AVAILABILITY ARE SUBJECT TO CHANGE WITHOUT NOTICE.

PARTS IDENTIFIED AS STOCKED WILL BE DELIVERED WITHIN 2 TO 5 BUSINESS DAYS FOR MOST DELIVERY DESTINATIONS.

PARTS NOT IDENTIFIED AS STOCKED WILL BE DELIVERED WITHIN A 2 TO 4 WEEK PERIOD, FOR MOST CASES.

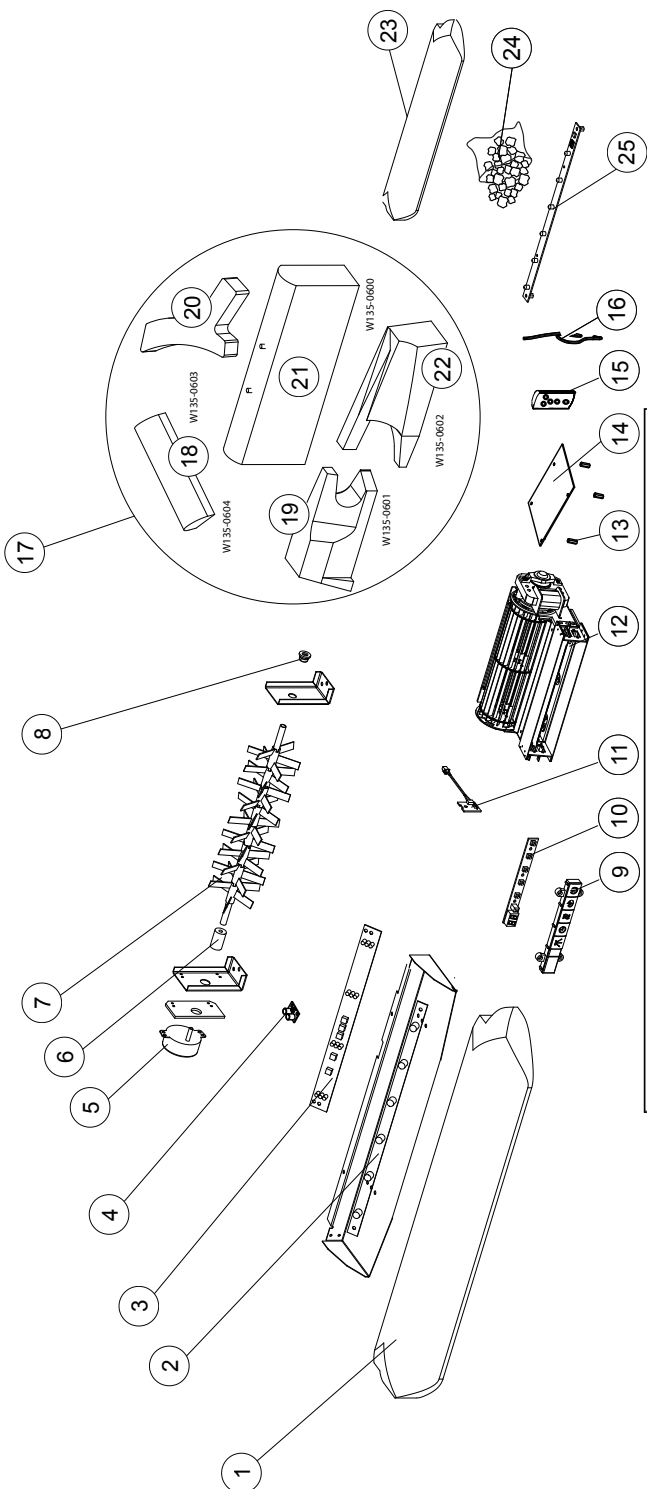
PARTS IDENTIFIED AS 'SO' ARE SPECIAL ORDER AND CAN TAKE UP TO 90 DAYS FOR DELIVERY.

41.1C

For after sales service, please call 1-866-820-8686

7.1 NEFI24H OVERVIEW

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.



ITEMS MAY NOT APPEAR EXACTLY AS ILLUSTRATED

REF.	PART NO.	DESCRIPTION
14	G190-0005	MAIN PCB BOARD
15	G660-0004	REMOTE CONTROL TRANSMITTER
16	G750-0032	WIRE ASSEMBLY
17	W010-3833-SER	LOG SERVICE PART KIT, NEFI24H
18	W135-0604	TOP LEFT LOG
19	W135-0601	FRONT LEFT LOG
20	W135-0603	TOP RIGHT LOG
21	W135-0600	REAR LOG
22	W135-0602	FRONT RIGHT LOG
23	W135-0610	EMBER BED, REAR
24	W550-0013	CHARCOAL, EMBER
25	G405-0011	REAR EMBER LED

REF.	PART NO.	DESCRIPTION
1	W135-0605	EMBER BED, FRONT
2	W405-0023	EMBER BED LED
3	W405-0025	FLAME LED, NEFI24H
4	G405-0012	LOG LED
5	W435-0059	SYNCHRONOUS MOTOR
6	W005-0019	ADAPTOR
7	W010-3617	REFLECTOR, NEFI24H
8	W105-0020	BUSHING
9	G010-0081	CONTROL PANEL, NEFI24H
10	G190-0006	CONTROL PANEL BOARD
11	G190-0004	TEMPERATURE SENSOR
12	G010-0079	BLOWER & HEATER ASSEMBLY
13	G615-0002	SPACER, 4PCS

8.0 TROUBLESHOOTING

WARNING

TURN OFF THE APPLAINCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

EN

SYMPTOM	PROBLEM	TEST SOLUTION
Dim or no flame	Flame brightness not selected	See "OPERATION" section.
	Flame LEDs are burnt out	Inspect the LED by selecting different brightness settings and replace them if necessary.
	Main PCB board burnt out	Inspect the Main PCB Board and replace if necessary.
Ember bed is not glowing or dimming	Brightness not selected	See "OPERATION" section.
	Ember LEDs are burnt out	Inspect the ember bed LEDs by selecting different brightness settings and replace if necessary.
	Main PCB board burnt out	Inspect the Main PCB board and replace if necessary.
No warm air coming out of appliance	Heater setting not selected	See "OPERATION" section, heater includes multiple selections such as blower only, no heat, 750W (low heat), 1500W (high heat).
	Heater has been locked out	See "OPERATION" section, heater lockout
	Room temperature is higher than the appliance setting (if it is set to room temperature)	Reset temperature setting.
	Heater has overheated	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes.
	Heater is burnt out	Inspect the blower and heater and replace it if necessary
Appliance turns off and will not turn on	House circuit breaker has tripped	Reset house circuit breaker.
	Appliance fuse has blown	Replace the fuse.
	Appliance has overheated and safety thermal switch has tripped	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in or turn it on.
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.
	Hard wire connections are not correct	See "HARD WIRE INSTALLATION" section.
	Appliance has overheated and safety thermal switch has tripped	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in or turn the breaker on.
	Circuit board is burnt	Inspect circuit board and replace if necessary
Remote control does not work	Low batteries	Replace batteries in remote control.
	Remote receiver malfunction	Ensure remote receiver is not blocked. Replace control panel.
Flame does not move	Motor stalled/malfunctioned	Cycle ON/OFF. If problems persists, consult dealer.
Heater shuts off automatically	Room is too warm	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
LED Flashing	Appliance has overheated and safety thermal switch has tripped	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in or turn the circuit breaker on.
Power Failure	Appliance has returned to default settings	Re-program appliance to original settings.
E1 Error Code	Thermostat wire not connected to PCB	Connect wire.
	Thermostat wire connection to PCB is loose	Connect wire firmly to PCB.
	Thermostat has failed	Replace thermostat.
E2 Error Code	Thermostat shorting	Replace thermostat.
	PCB thermostat connection is shorting	Replace PCB

9.0 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 and 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 are covered and NAPOLEON will provide replacement parts free of charge during the first year of limited warranty. This covers: fan/heaters, motors, switches, nylon bearing components, remote controls and LED lights.

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 discolouring 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.

2.5D

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