

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.

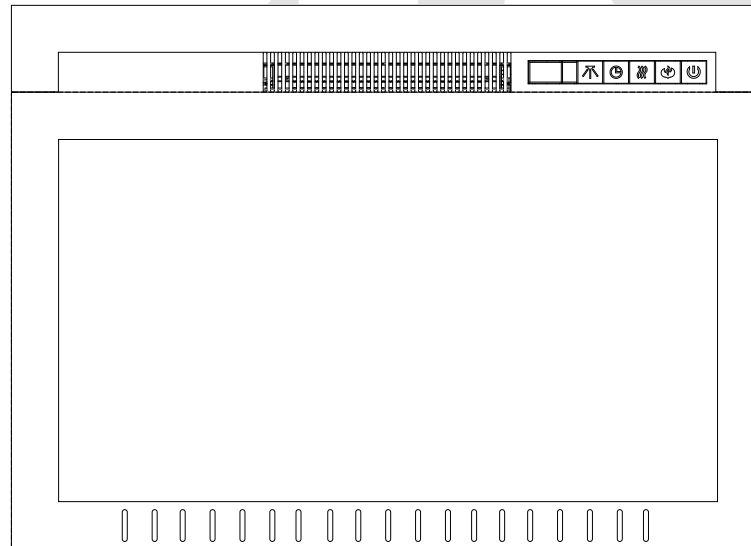


INSTALLATION AND OPERATING INSTRUCTIONS

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C22.2 No-46 / UL 2021

NEFB24HG, NEFB27HG & NEFB29HG

ELECTRIC FIREPLACE



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.

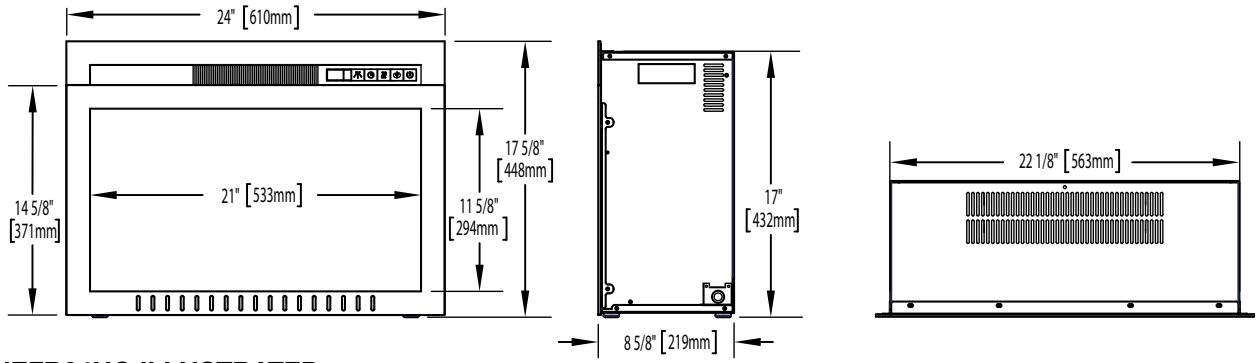
1.0 INTRODUCTION

WARNING

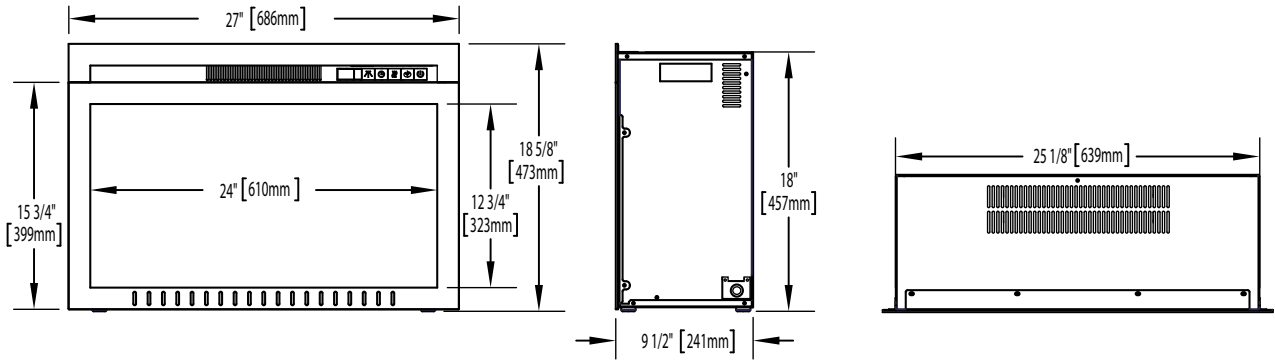
- **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF CONTACTED.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Risk of burns. Power to the appliance should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

3.7C

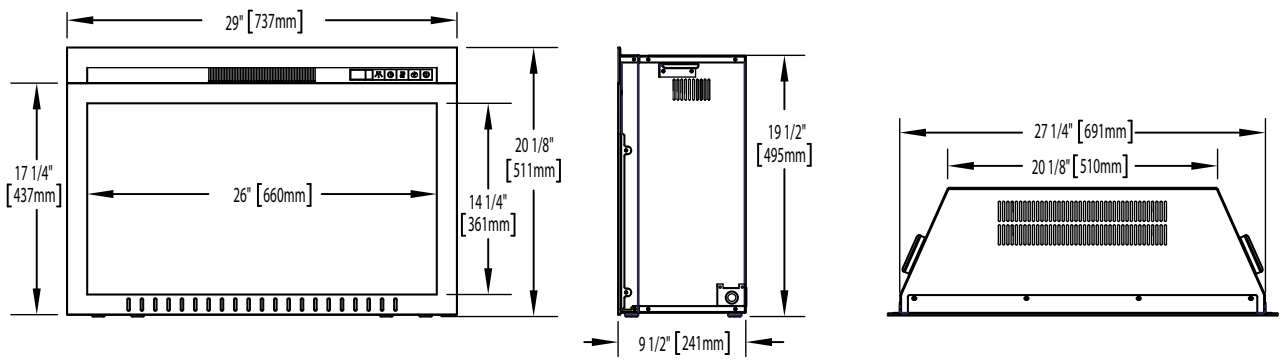
1.1 DIMENSIONS



NEFB24HG ILLUSTRATED



NEFB27HG ILLUSTRATED



NEFB29HG ILLUSTRATED

1.2 LISTING APPROVALS


This appliance 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 appliance 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	NEFB24HG	NEFB27HG	NEFB29HG
Description	24" Electric Fireplace	27" Electric Fireplace	29" Electric Fireplace
Voltage	120V AC	120V AC	120V AC
Watts	1500W	1500W	1500W
Amps	15 AMP Grounded Circuit	15 AMP Grounded Circuit	15 AMP Grounded Circuit
Appliance Width	24" (610mm)	27" (686mm)	29" (737mm)
Appliance Height	17 5/8" (448mm)	18 5/8" (473mm)	20 1/8" (511mm)
Appliance Depth	8 5/8" (219mm)	9 1/2" (241mm)	9 1/2" (241mm)
Net Weight	31.1lbs (14.1kg)	35.9lbs (16.3kg)	36.4lbs (16.5kg)
Gross Weight (1A)	34.6lbs (15.7kg)	39.7lbs (18kg)	40.8lbs (18.5kg)
Gross Weight (3A)	37lbs (17kg)	44lbs (20kg)	45bs (20.5kg)

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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 electric fireplace has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the fireplace 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 2021 / HOMOLOGUÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES: CSA 22.2 NO. 46 UL 2021	
ELECTRIC FIREPLACE. SUITABLE FOR BEDROOM AND BED-SITTING ROOM INSTALLATION. SUITABLE FOR MOBILE HOME INSTALLATION.	FOYER À ÉLECTRIQUE. HOMOLOGUÉ POUR INSTALLATION DANS UNE CHAMBRE À COUCHER, UNE SALLE DE BAIN ET UN STUDIO. APPROPRIÉ POUR INSTALLATION DANS UNE MAISON MOBILE.
	
MASTER CONTRACT: 161746	CONTRAT-CADRE: 161746
MODEL / MODÈLE: <input checked="" type="checkbox"/> NEFB24HG	
VOLTAGE: 120 VAC	TENSION: 120VCA
FREQUENCY: 60Hz	FRÉQUENCE: 60Hz
POWER: 1500W	PUISSANCE: 1500W
DATE CODE:	CODE DE DATE:
DESIGNED IN NORTH AMERICA BY WOLF STEEL LTD.	DESIGN AMÉRIQUE DU NORD PAR WOLF STEEL LTÉE.
MADE IN CHINA	FABRIQUÉ EN CHINE
WOLF STEEL LTD. 24 NAPOLEON ROAD, BARRIE, ON, L4M 0G8 CANADA	SERIAL NUMBER/NO. DE SÉRIE: NEFB
	W385-2154

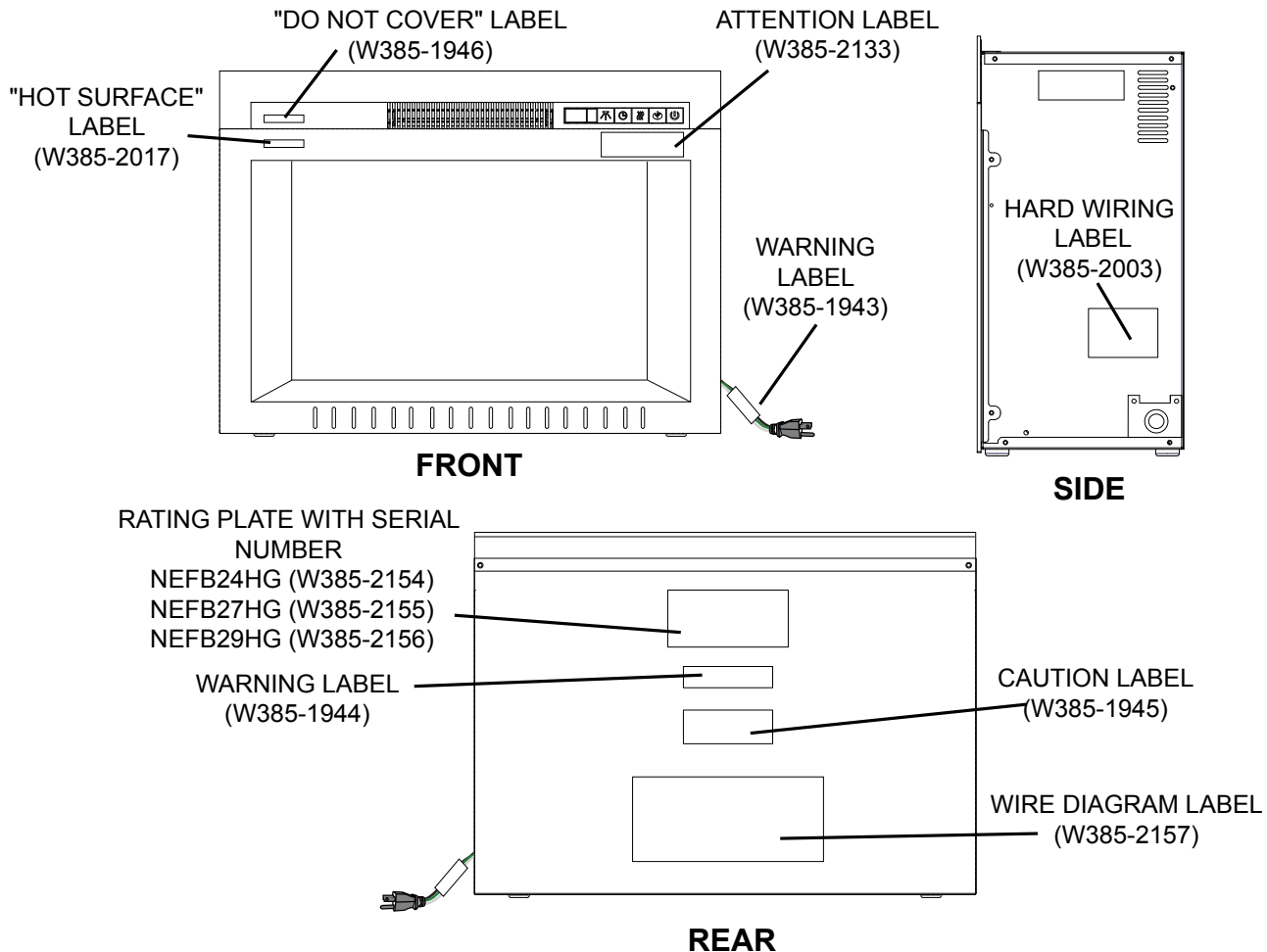
INSTALLER: It is your responsibility to check off the appropriate box on the rating plate according to the model of the appliance.

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

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

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

1.5 LABEL LOCATION



2.0 LOCATING APPLIANCE

⚠ WARNING

DUE TO HIGH TEMPERATURES, THIS ELECTRIC APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC. KEEP COMBUSTIBLE MATERIALS SUCH AS FURNITURE, PILLOWS, BEDDING, PAPERS, CLOTHES AND CURTAINS AT LEAST 36" FROM THE FRONT OF THE APPLIANCE.

NEVER LOCATE THIS ELECTRIC APPLIANCE WHERE IT MAY FALL INTO A BATHTUB OR OTHER WATER CONTAINER.

WEAR SAFETY GLOVES AND SAFETY GLASSES FOR PROTECTION DURING INSTALLATION AND MAINTENANCE.

TO PREVENT CONTACT WITH SAGGING OR LOOSE INSULATION, THE ELECTRIC APPLIANCE MUST NOT BE INSTALLED AGAINST VAPOR BARRIER OR EXPOSED INSULATION. LOCALIZED OVERHEATING COULD OCCUR AND A FIRE COULD RESULT.

DO NOT EXPOSE THE ELECTRIC APPLIANCE TO THE ELEMENTS (SUCH AS RAIN, ETC.)

2.1 UNPACKING AND TESTING APPLIANCE

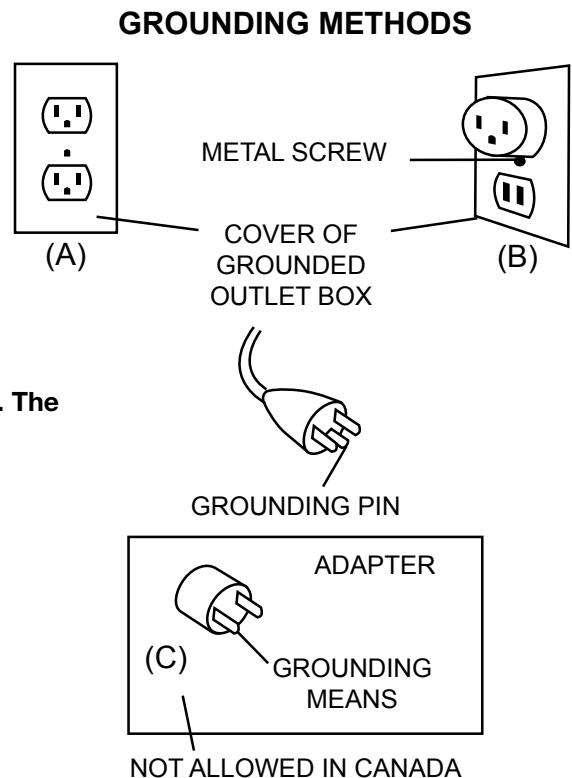
Carefully remove the appliance from the box and remove the support brackets. Prior to installing the appliance, remove all packaging material and test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120V, 15 Amp minimum grounded outlet.

2.2 GROUNDING APPLIANCE

This appliance is for use on 120 volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding 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

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! 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

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

NOTE: Follow all National and local electrical codes.

3.1 MINIMUM CLEARANCE TO COMBUSTIBLES

Measurements are taken from the glass front.

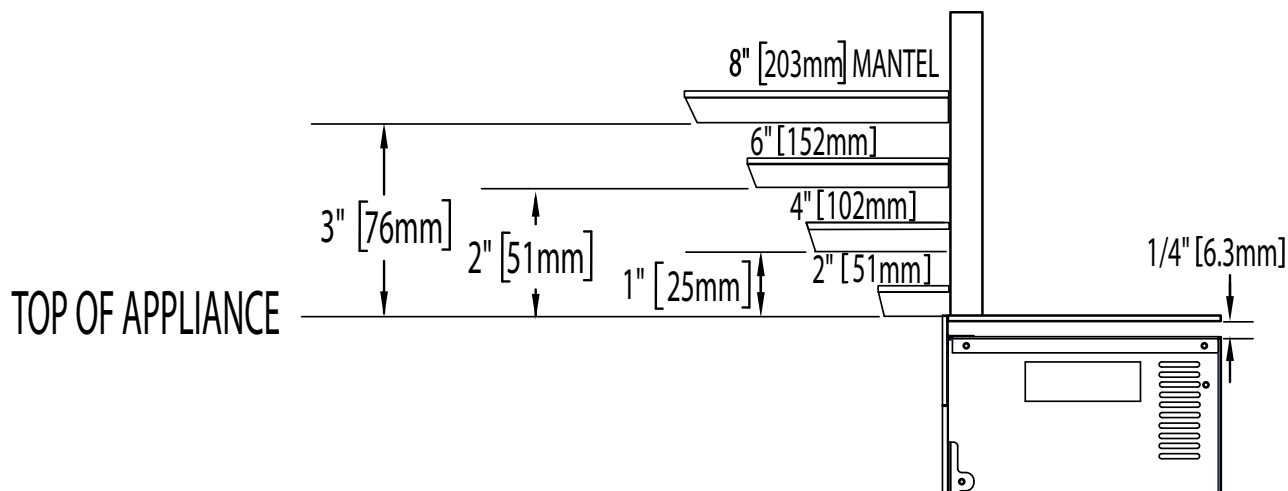
Bottom	0"	Top	0" to 2" (51mm) mantel
Sides	1/4" (6.3mm)	Top	3" (76mm) to ceiling
Back	1/4" (6.3mm)	Top	1/4" (6.4mm) to enclosure

NOTE: The control panel switch is located on the upper right hand side of the appliance. Always ensure this switch remains accessible.

3.2 MINIMUM MANTEL CLEARANCES

! WARNING

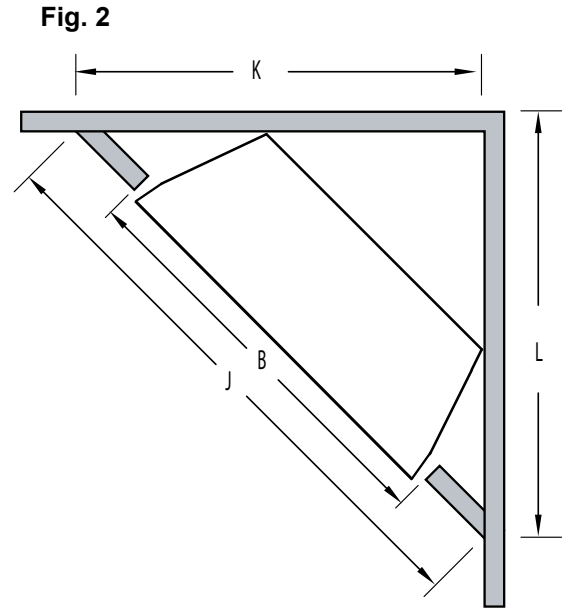
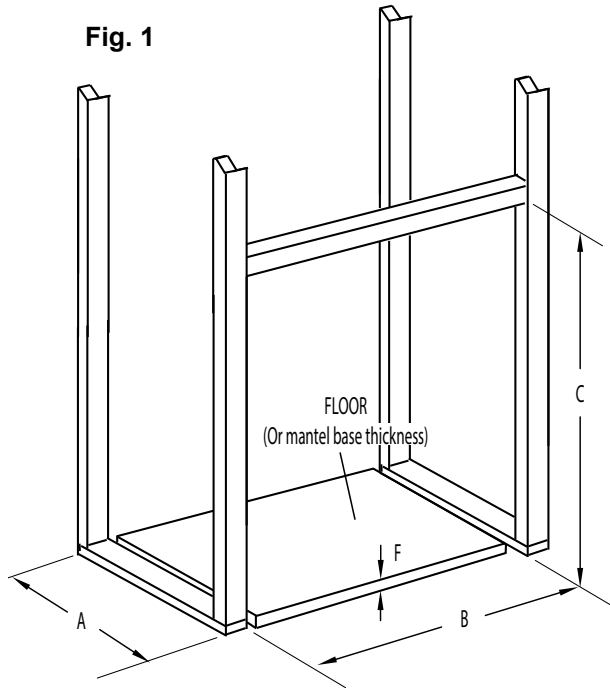
WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.



3.3 FRAMING

Prepare rough in framing following the recommended dimensions in Figure 1. For the corner rough in framing, follow the recommended dimension in Figure 2.

Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper etc.



	NEFB24HG	NEFB27HG	NEFB29HG
A	9" (229mm)	10" (254mm)	10" (254mm)
B	23" (584mm)	26" (660mm)	28" (711mm)
C	17 1/4" (438mm) + F	18 1/4" (463mm) + F	19 3/4" (502mm) + F
J	41" (1041mm)	44" (1118mm)	46" (1168mm)
K	29" (736mm)	31 1/2" (800mm)	32 1/2" (826mm)
L	29" (736mm)	31 1/2" (800mm)	32 1/2" (826mm)

- A.** Once the rough opening has been prepared, and the power has been routed to the right side of the recess, the appliance may be installed.
- B.** The electrical connection must be made prior to placing the appliance into position. (See "HARD WIRING INSTALLATION" section).

3.3.1 HARD WIRING INSTALLATION

! WARNING

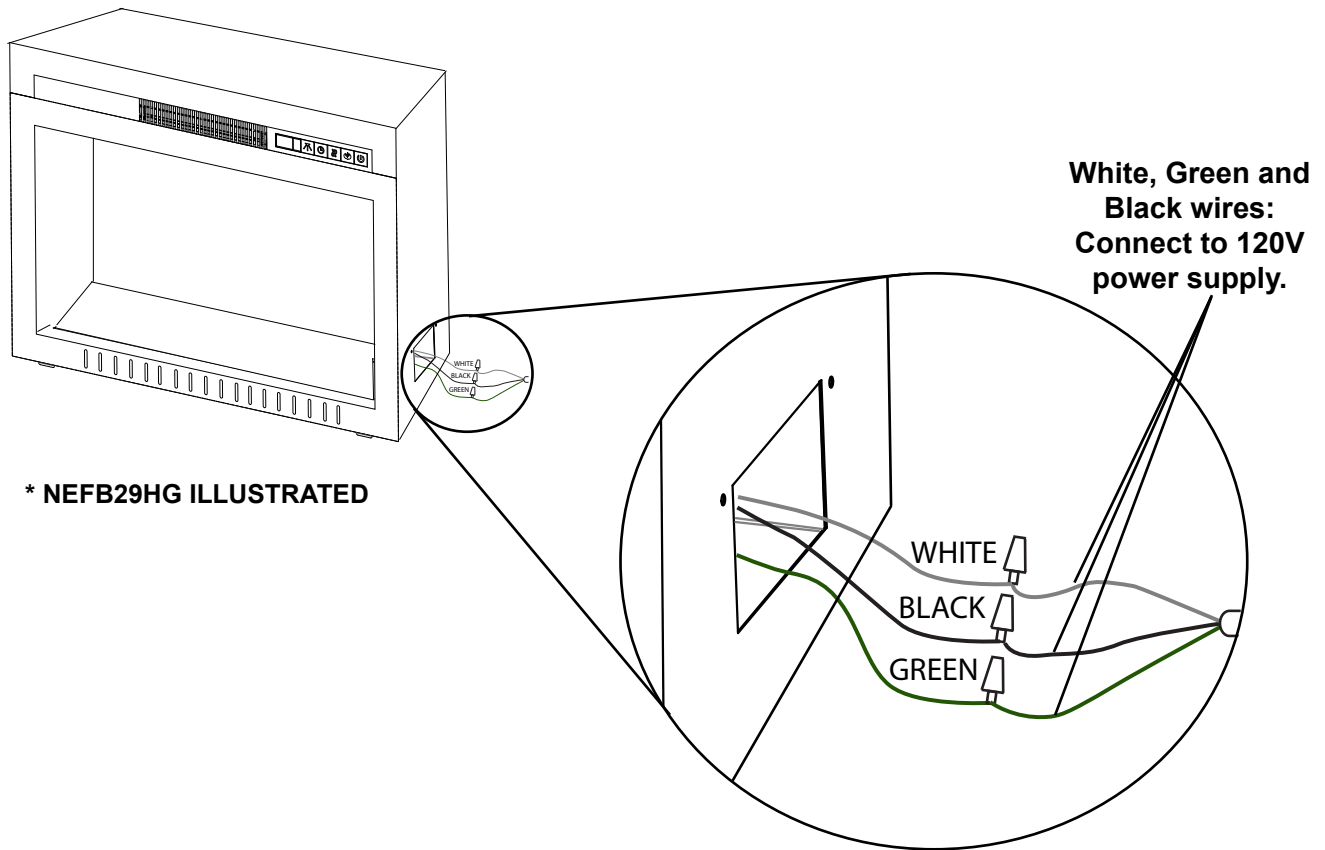
TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLAINE.

HARD WIRING CONNECTION

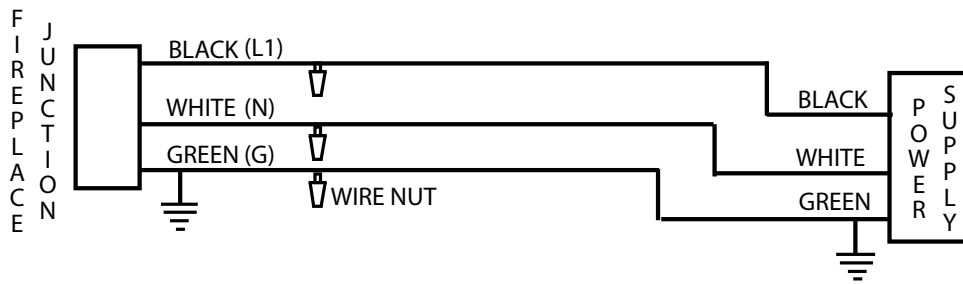
If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring. The wire and power supply breaker must rated for 120V minimum 15 Amps.

This appliance 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.



- A. Remove the securing screw from the electrical cover plate, located on the right hand side of the fireplace.
- 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.

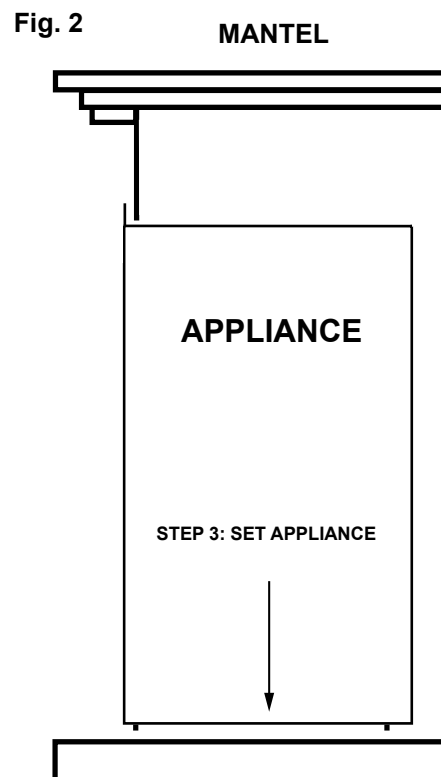
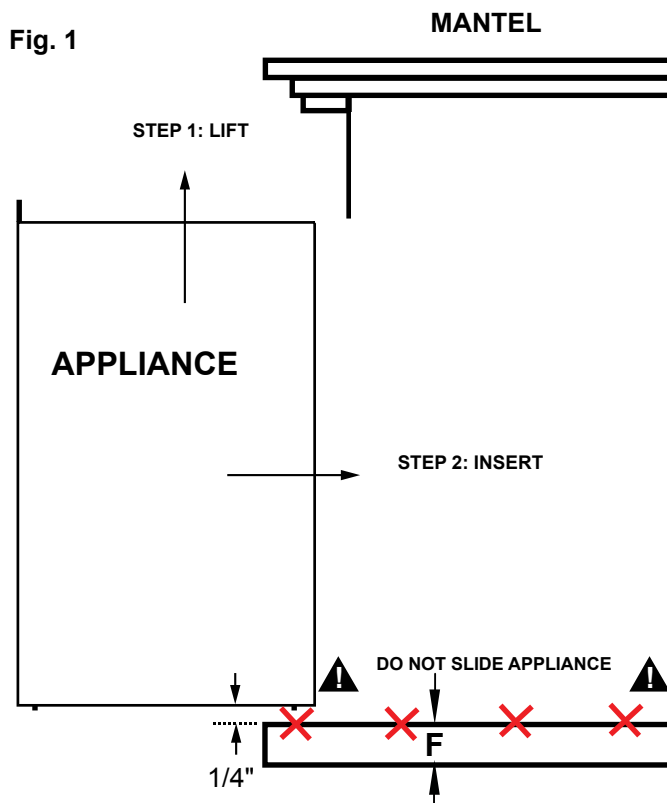


NOTE: To aid with moving the appliance, leave enough wire so that the appliance can be removed from the enclosure without disconnecting the power supply. If servicing, shut off power supply.

3.3.2 APPLIANCE INSTALLATION

NOTE: This appliance is equipped with nylon pads located on the bottom four corners. To prevent damaging the base of the mantel, carefully lift the appliance into the mantel while avoiding contact with the front edge of the mantel base.

- A. With two people, lift the appliance up and insert into the opening, keeping a 3/8" (9.5mm) space between the appliance and floor base in order to not scratch the floor surface. Do not push or slide the bottom of the appliance on the floor base, see Figure 1.
- B. Set the appliance down and into place, see Figure 2.
- C. If the appliance does not sit flat on the floor or mantel base, apply a shim (not supplied) under the nylon pads and adjust until level.



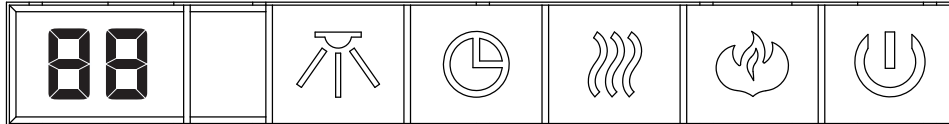
4.0 OPERATING INSTRUCTIONS












Once the appliance 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 top front of the appliance.



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).
HEATER CONTROL		Turns the Heater and Blower ON/OFF. 4 Settings: Heater & Blower off (HO), Blower on (BL), low heat (H1), high heat (H2).
TIMER		Timer can be programed to run appliance for specific lengths of time (30mins. minimum to 6hrs maximum).
DECORATIVE LIGHT		Controls Decorative Light settings. 4 Settings: Decorative Light off (do), white colour (d1), auto-cycle from White / Orange / Blue / Orange-Blue / White-Orange / White-Blue (d2), lock to desired colour (d3). It will take 8.5 seconds to switch between colours (on d2 setting).
F° / C° SWITCH	 Hold 5 seconds	To change temperature format, Fahrenheit or Celsius. Press and hold the Flame button  for 5 seconds.
HEATER LOCK	 Hold 5 seconds	Heater button can be locked or unlocked by holding the Heater button  for 5 seconds.
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)







4.2 OPERATING BY REMOTE CONTROL

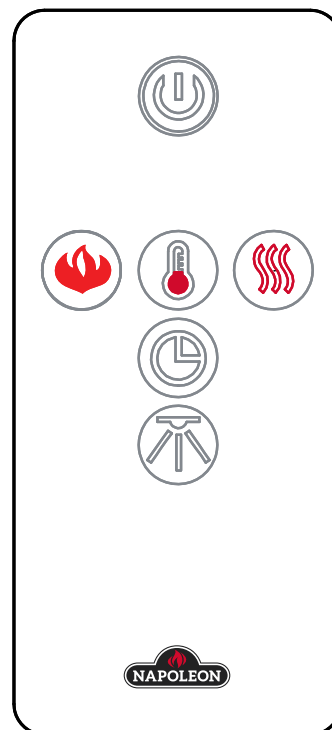
WARNING

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 appliance.

- A. The power button can be used to turn the appliance on/off. Pressing this button  activates the power to the appliance. Pressing the power button again will turn off the appliance. The ember and log will fade after 4 seconds after turning off the appliance.
- 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 appliance. 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 activate the decoration light, press the light button . There are three settings to cycle through and then an off setting (d1, d2, d3 and then d0). d1 white colour, d2 colour cycles from White / Orange / Blue / Orange-Blue / White-Orange / White-Blue. It will take 8.5 seconds to switch from one colour to the next when in d2 setting, d3 will lock to a desired colour.
- G. To turn off the appliance, 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 appliance to be effective.

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.

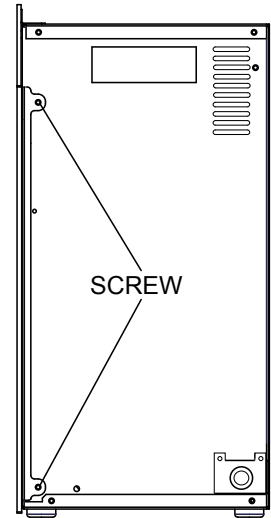
5.1 GLASS DOOR REMOVAL AND INSTALLATION

! WARNING

FACING AND/OR FINISHING MATERIAL MUST NOT INTERFERE WITH AIR FLOW THROUGH AIR OPENINGS, LOUVRES OPENINGS, OPERATION OF LOUVRES OR DOORS OR ACCESS FOR SERVICE. OBSERVE ALL CLEARANCES WHEN APPLYING COMBUSTIBLE MATERIALS.

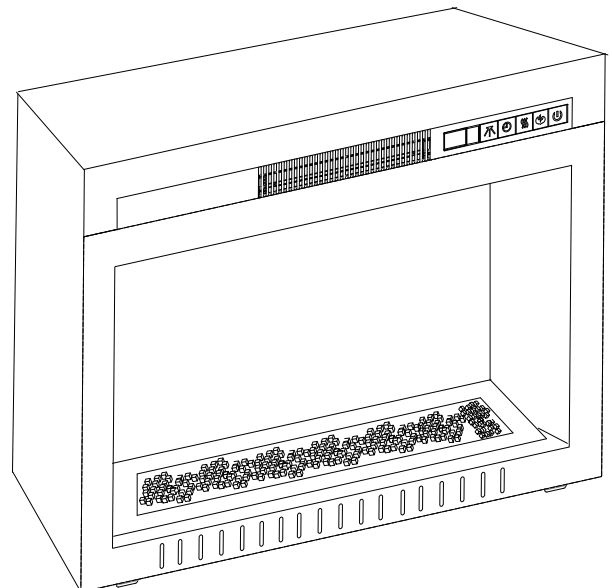
BEFORE DOOR IS REMOVED TURN THE APPLIANCE OFF AND WAIT UNTIL APPLIANCE IS COOL TO THE TOUCH. DOORS ARE HEAVY AND FRAGILE SO HANDLE WITH CARE.

- A. Remove the 4 screws off the appliance, as shown.
- B. Remove the glass front and place on a soft non-abrasive surface.
- C. Reverse these steps to reinstall the glass front.



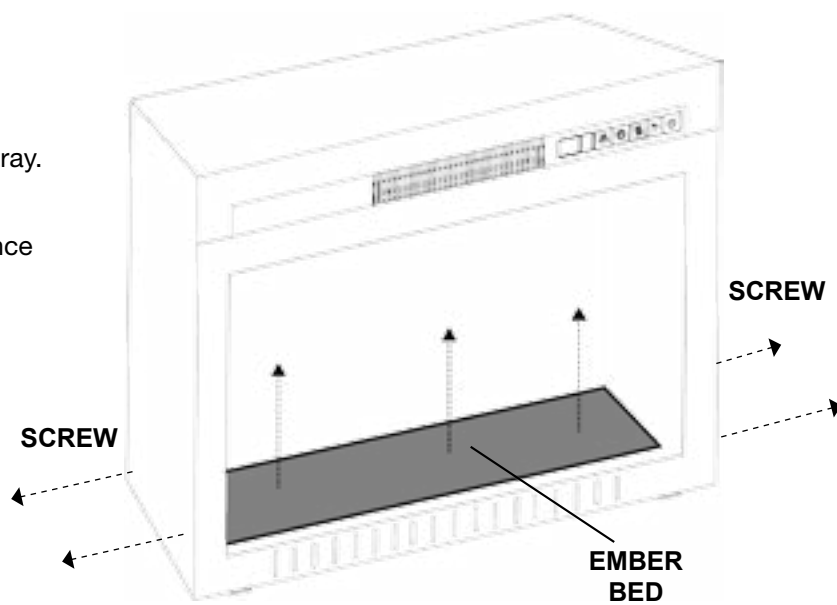
5.2 PLACING GLASS MEDIA

- A. Remove glass door, see "GLASS DOOR REMOVAL AND INSTALLATION" section.
- B. Sprinkle glass media evenly onto PVC tray. Ensure glass media stays within the media tray cavity.



5.3 GLASS MEDIA EMBER BED ASSEMBLY REMOVAL

- A. Remove glass media from ember tray.
- B. Remove the 4 screws, as shown.
- C. Lift ember bed up from the appliance and remove.

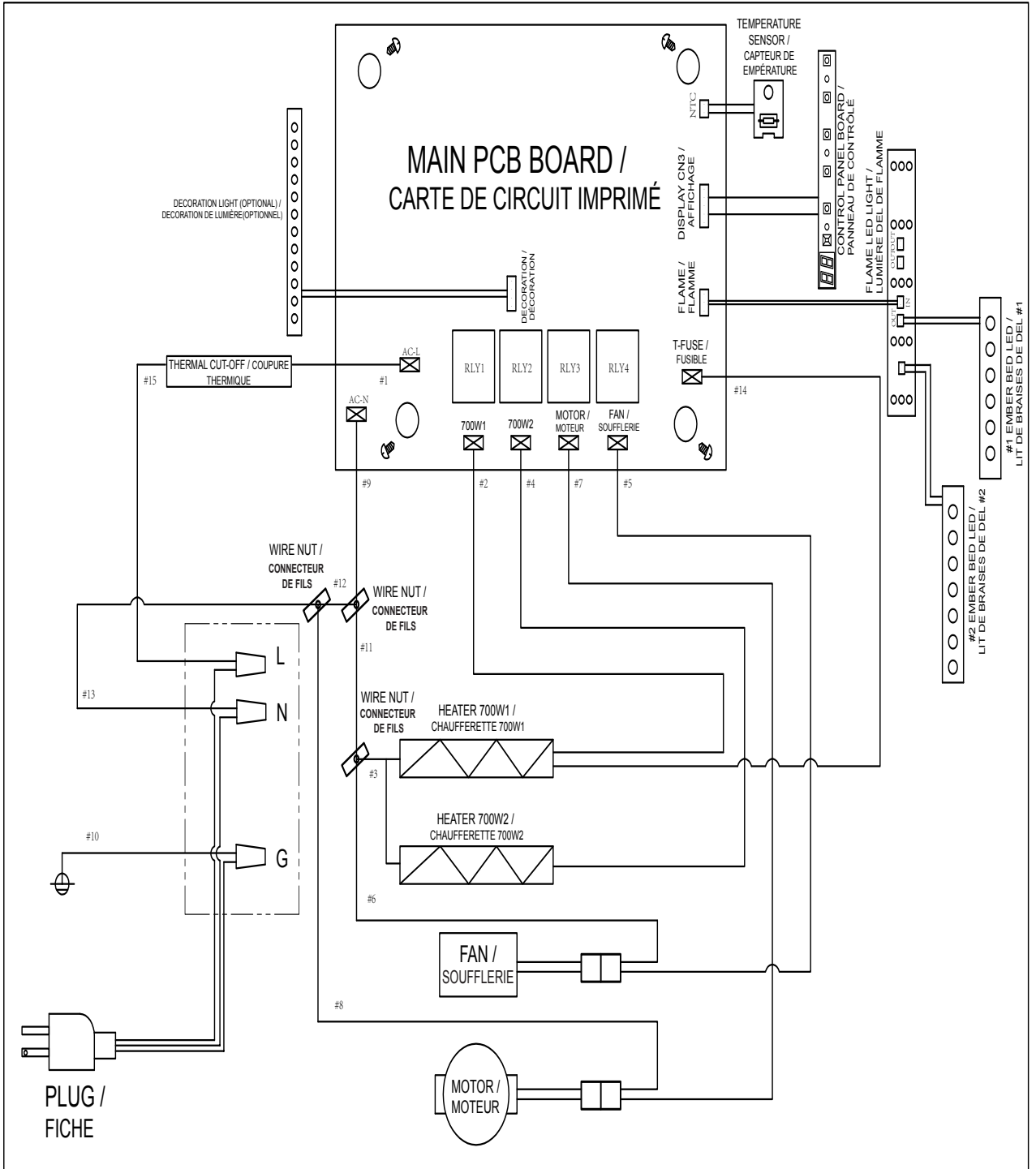


* NEFB27HG ILLUSTRATED

6.0 WIRING DIAGRAM

! WARNING

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



7.0 REPLACEMENT PARTS

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

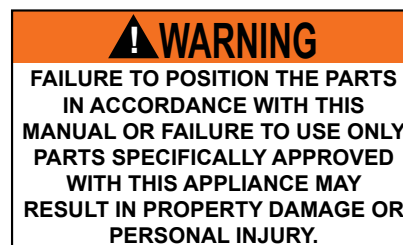
FOR WARRANTY REPLACEMENT PARTS, A PHOTOCOPY OF THE ORIGINAL INVOICE WILL BE REQUIRED TO HONOUR THE CLAIM.

When ordering replacement parts always give the following information:

- Model and serial number of appliance
- Installation date of appliance
- Part number
- Description of part
- Finish

FOR FURTHER INFORMATION, CONTACT YOUR AUTHORIZED DEALER.

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



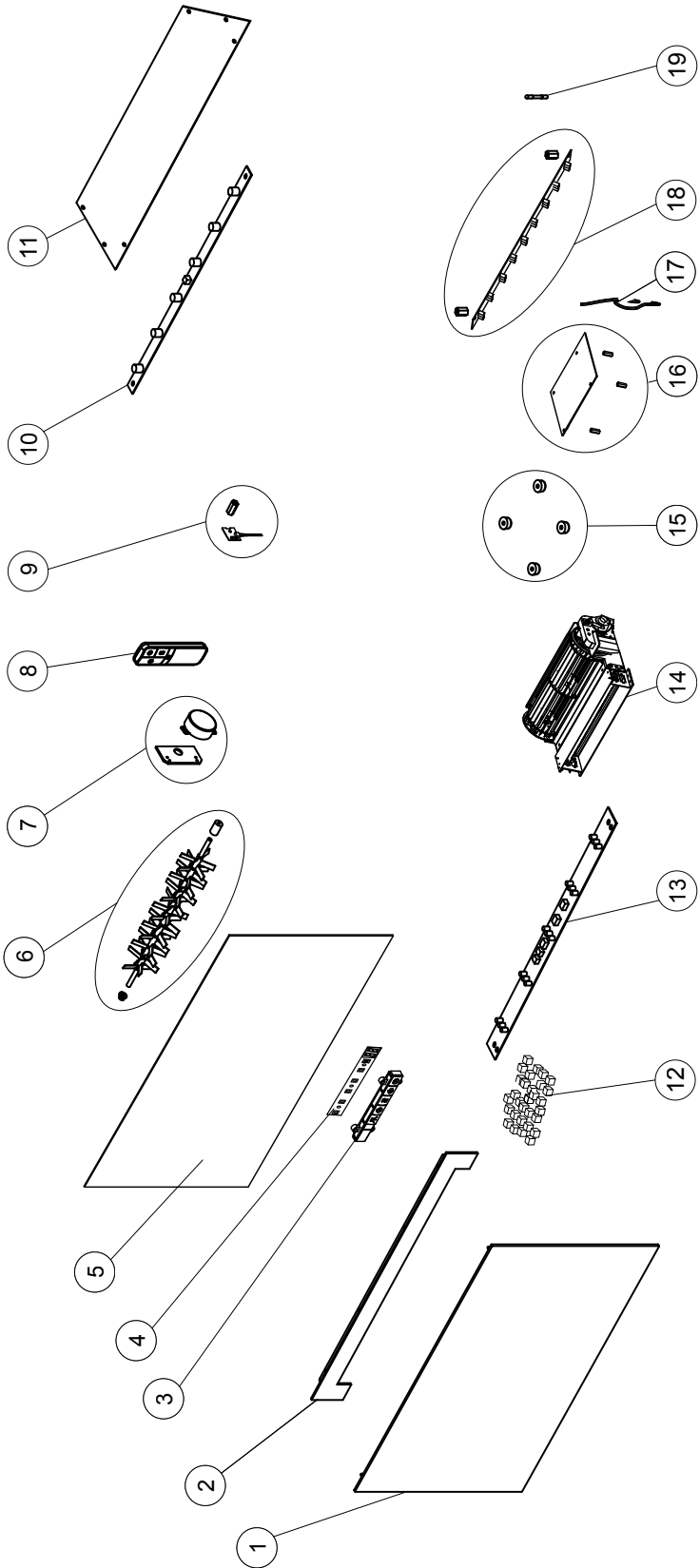
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For after sales service, please call 1-866-820-8686

7.1 NEFB24HG 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.

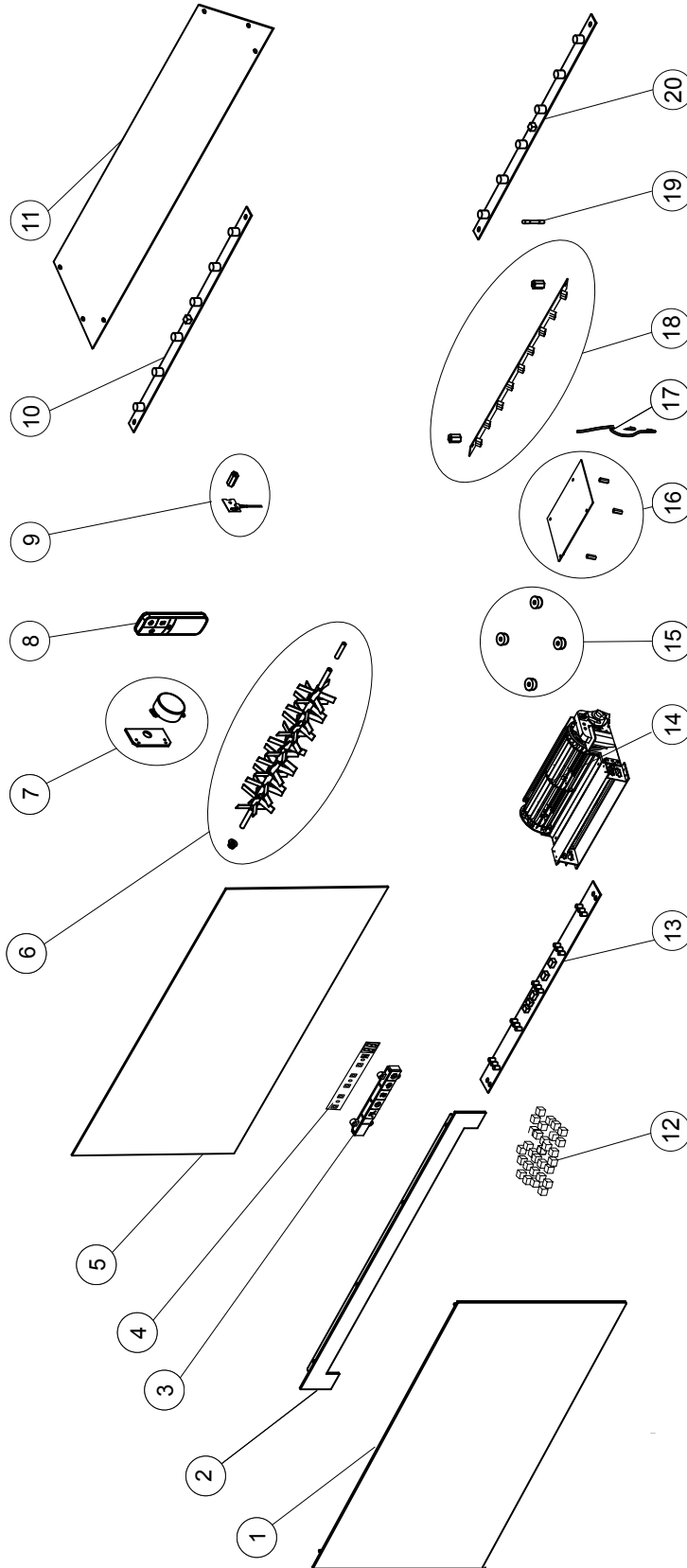


ITEMS MAY NOT APPEAR EXACTLY AS ILLUSTRATED

REF.	PART NO.	DESCRIPTION	STOCKED	REF.	PART NO.	DESCRIPTION	STOCKED
1	W010-3934	FRONT GLASS (W/ MOUNTING BRACKET)	YES	10	G405-0011-SER	EMBER BED LED	YES
2	G010-0084	FRONT HEADER	YES	11	W497-0028-SER	MEDIA TRAY	YES
3	G010-0080	CONTROL PANEL, NEFB29H	YES	12	MKGT	MEDIA KIT, TOPAZ GLASS (1LB)	YES
4	G190-0006-SER	CONTROL PANEL BOARD	YES	13	W405-0042	FLAME LED	YES
5	G105-0006-SER	PLASTIC FLAME PANEL	YES	14	G010-0079-SER	BLOWER & HEATER ASSEMBLY	YES
6	W010-3145-SER	REFLECTOR	YES	15	G510-0002-SER	BUMPER, PLASTIC	YES
7	W435-0059-SER	SYNCHRONOUS MOTOR	YES	16	W190-0066-SER	PCB BOARD, LED	YES
8	G660-0005	REMOTE CONTROL TRANSMITTER	YES	17	G750-0034-SER	WIRE ASSEMBLY	YES
9	G190-0004-SER	TEMPERATURE SENSOR	YES	18	G405-0007-SER	NIGHT LIGHT LED	YES
				19	W285-0002-SER	FUSE 2 Amp	YES

7.2 NEFB27HG 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.



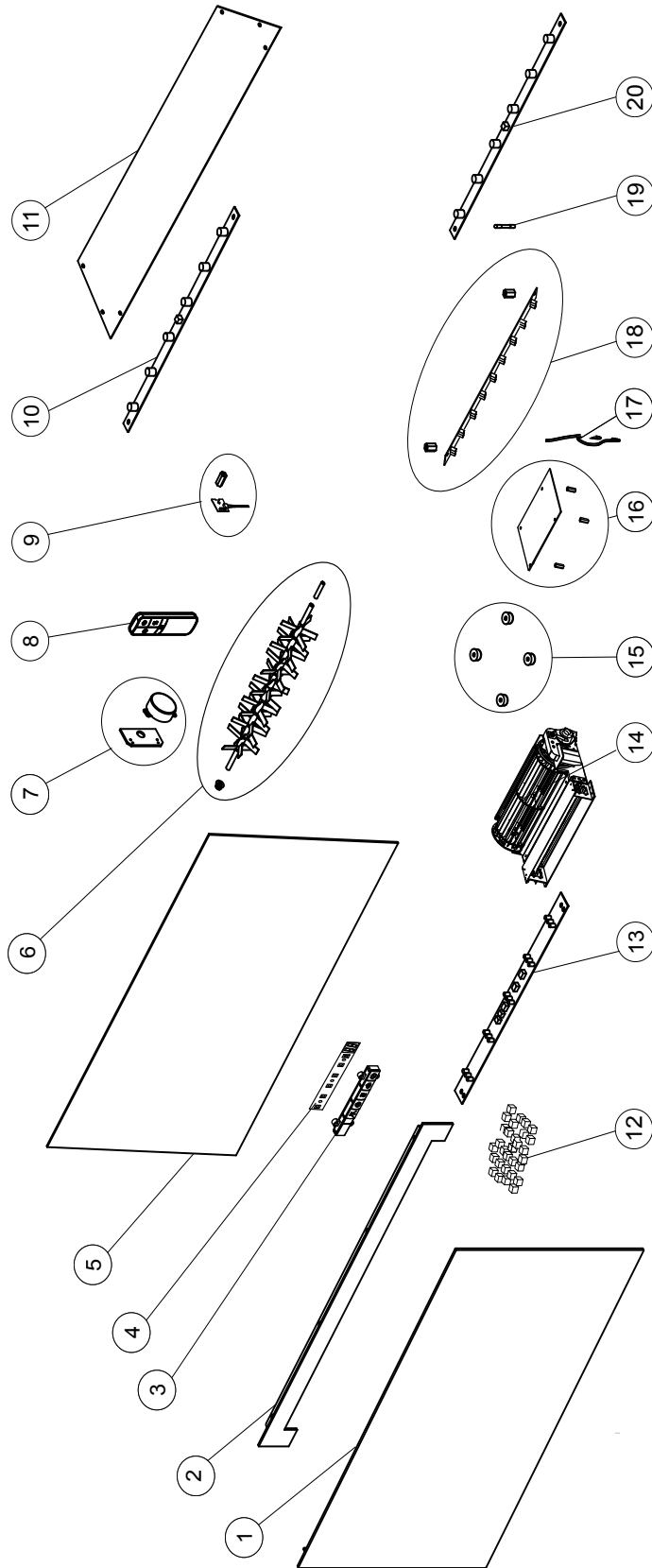
ITEMS MAY NOT APPEAR EXACTLY AS ILLUSTRATED

REF.	PART NO.	DESCRIPTION	STOCKED	REF.	PART NO.	DESCRIPTION	STOCKED
1	W010-3933	FRONT GLASS (W/ MOUNTING BRACKET)	YES	11	W497-0027-SER	MEDIA TRAY	YES
2	G010-0085	FRONT HEADER	YES	12	MKGT	MEDIA KIT, TOPAZ GLASS (1LB)	YES
3	G010-0080	CONTROL PANEL, NEFB29H	YES	13	W405-0042	FLAME LED	YES
4	G190-0006-SER	CONTROL PANEL BOARD	YES	14	G010-0079-SER	BLOWER & HEATER ASSEMBLY	YES
5	G105-0007-SER	PLASTIC FLAME PANEL	YES	15	G510-0002-SER	BUMPER, PLASTIC	YES
6	G010-0082-SER	REFLECTOR ASSEMBLY	YES	16	W190-0066-SER	PCB BOARD, LED	YES
7	W435-0059-SER	SYNCHRONOUS MOTOR	YES	17	G750-0034-SER	WIRE ASSEMBLY	YES
8	G660-0005	REMOTE CONTROL TRANSMITTER	YES	18	G405-0007-SER	NIGHT LIGHT LED	YES
9	G190-0004-SER	TEMPERATURE SENSOR	YES	19	W285-0002-SER	FUSE 2 Amp	YES
10	G405-0011-SER	EMBER BED LED	YES	20	W405-0041	#2 EMBER BED LED	YES

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7.3 NEFB29HG 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	STOCKED
1	W010-3932	FRONT GLASS (W/ MOUNTING BRACKET)	YES
2	G010-0086	FRONT HEADER	YES
3	G010-0080	CONTROL PANEL, NEFB29H	YES
4	G190-0006-SER	CONTROL PANEL BOARD	YES
5	G105-0006-SER	PLASTIC FLAME PANEL	YES
6	G010-3145-SER	REFLECTOR ASSEMBLY	YES
7	W435-0059-SER	SYNCRONOUS MOTOR	YES
8	G660-0005	REMOTE CONTROL	YES
9	G190-0004-SER	TEMPERATURE SENSOR	YES
10	G405-0011-SER	EMBER BED LED	YES
11	W497-0026-SER	MEDIA TRAY	YES
12	MKGT	MEDIA KIT, TOPAZ GLASS (1LB)	YES
13	W405-0042	FLAME LED	YES
14	G010-0079-SER	BLOWER & HEATER ASSEMBLY	YES
15	G510-0002-SER	BUMPER, PLASTIC	YES
16	W190-0066-SER	PCB BOARD, LED	YES
17	G750-0034-SER	WIRE ASSEMBLY	YES
18	G405-0007-SER	NIGHT LIGHT LED	YES
19	W285-0002-SER	FUSE 2 Amp	YES
20	G405-0041	#2 EMBER BED LED	YES

8.0 TROUBLESHOOTING

AVERTISSEMENT

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

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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.
	La carte de circuit est brûlé	Inspecter la carte de circuit et remplacez-les au besoin
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.

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

Any labour related to warranty repair is not covered.

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

CONDITIONS AND LIMITATIONS

NAPOLEON warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary.

Simply provide your proof of purchase along with the model and serial number to make a warranty claim. NAPOLEON reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. Provided that the purchase was made through an authorized NAPOLEON dealer, your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation.

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes. This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty.

This limited warranty further does not cover any scratches, dents, corrosion or 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.

10.0 SERVICE HISTORY

Appliance Service History

This heater must be serviced annually depending on usage.

Date	Dealer Name	Service Technician Name	Service Performed	Special Concerns

Other Napoleon Products



Fireplace Inserts • Charcoal Grills • Gas Fireplaces • Waterfalls • Wood Stoves
Heating & Cooling • Electric Fireplaces • Outdoor Fireplaces • Gas Grills



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

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

INSTALLATEUR : LAISSEZ CE MANUEL AVEC L'APPAREIL.
PROPRIÉTAIRE : CONSERVEZ CE MANUEL POUR CONSULTATION ULTÉRIEURE.
NE LAISSEZ PAS LES ENFANTS OU AUTRES INDIVIDUS À RISQUE SEULS À PROXIMITÉ DE L'APPAREIL

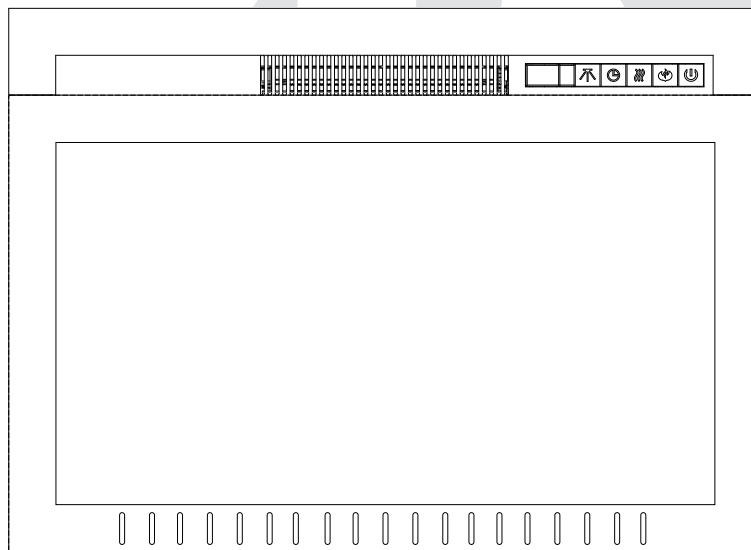


INSTRUCTIONS D'INSTALLATION ET D'OPÉRATION

HOMOLOGUÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES: CSA C22.2 No-46 / UL 2021

NEFB24HG, NEFB27HG & NEFB29HG

FOYER ÉLECTRIQUE



CONSIGNES DE SÉCURITÉ

! AVERTISSEMENT

Si ces instructions ne sont pas suivies à la lettre, un incendie pourraient s'ensuivre causant des dommages matériels, des blessures corporelles ou des pertes de vie.

- N'entreposez pas et n'utilisez pas d'essence ou autres liquides et vapeurs inflammables à proximité de cet appareil ou tout autre appareil.



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada /
103 Miller Drive, Crittenden, Kentucky, USA, 41030

Téléphone 705-721-1212 • Télécopieur 705-720-9081 • www.napoleonfoyers.com • hearth@napoleonproducts.com

10,00 \$

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