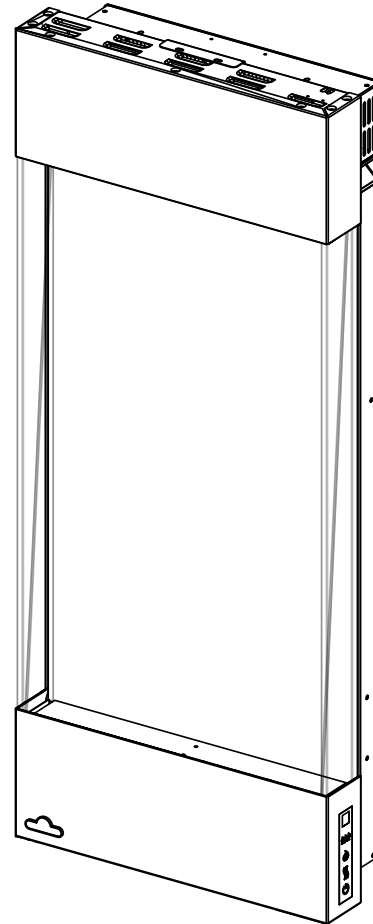




INSTALLATION AND OPERATION MANUAL

Allure™ Vertical Series

(NEFVC38H Illustrated)



This appliance has a remote that requires button batteries that are hazardous to young children.

SAFETY INFORMATION

⚠ WARNING

FIRE OR EXPLOSION HAZARD

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

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

INSTALLER:

Leave this manual with the appliance

CONSUMER:

Retain this manual for future reference

FOR INDOOR USE ONLY

CERTIFIED TO THE CANADIAN AND AMERICAN NATIONAL STANDARDS:
CSA 22.2 NO. 46 / UL 2021



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

- **If equipped with a heater, this appliance can be 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.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where a gas line, paint or flammable liquids are present.
- 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 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.
- If equipped with a glass door, 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.
- When installing this appliance in a room where water is present, the installation must comply with codes recognizing the increased hazard of electrical shock and electrocution.

note:

This appliance IS suitable for installation in a bathroom.

- 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.
- It is normal for your electric appliance to produce noise, especially when installed in a quiet space such as a bedroom.

 **WARNING**

- 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).
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.

For appliances equipped with a heater:

- 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.
- 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 off, 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.
- 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.

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

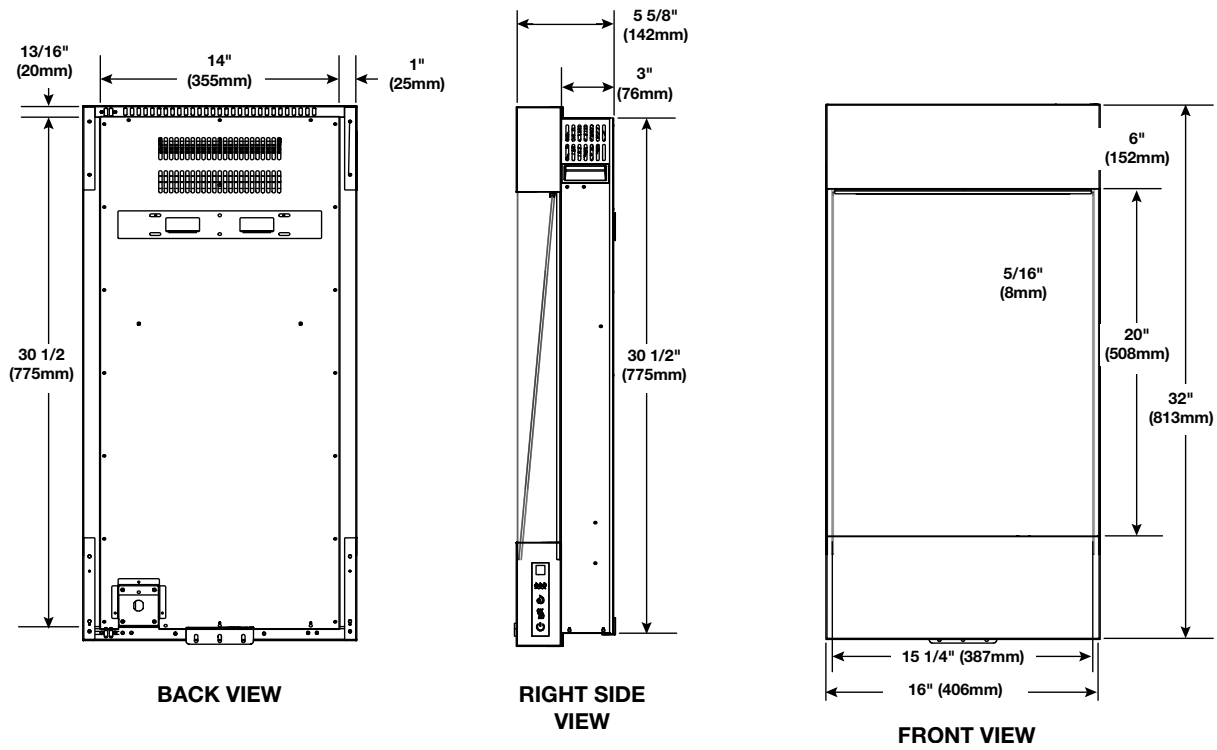
1.0	general information	5
1.1	dimensions	5
1.2	listing approvals	6
1.3	general instructions	6
1.4	unpacking and testing appliance	6
1.5	rating plate information	7
1.6	label location	8
1.7	hardware list	8
2.0	installation	9
2.1	locating the appliance	9
2.2	grounding appliance	10
2.3	minimum clearance to combustibles	10
2.4	minimum mantel clearances	10
2.5	installing the appliance onto the wall (wall mount)	11
2.6	installing the appliance into the wall (recessed)	14
3.0	finishing	15
3.1	crystal ember installation	15
3.2	birch wood log installation (NEFVC38H only)	15
3.3	door glass installation	16
3.4	door glass removal	17
4.0	electrical information	18
4.1	wiring diagram	18
4.2	hard-wiring installation	19
5.0	operating instructions	20
5.1	operating control panel	20
5.2	operating remote control	21
5.3	remote battery installation	22
6.0	replacement parts	23
6.1	NEFVC32H overview	24
6.2	NEFVC38H overview	25
7.0	troubleshooting	26
8.0	warranty	27

note:

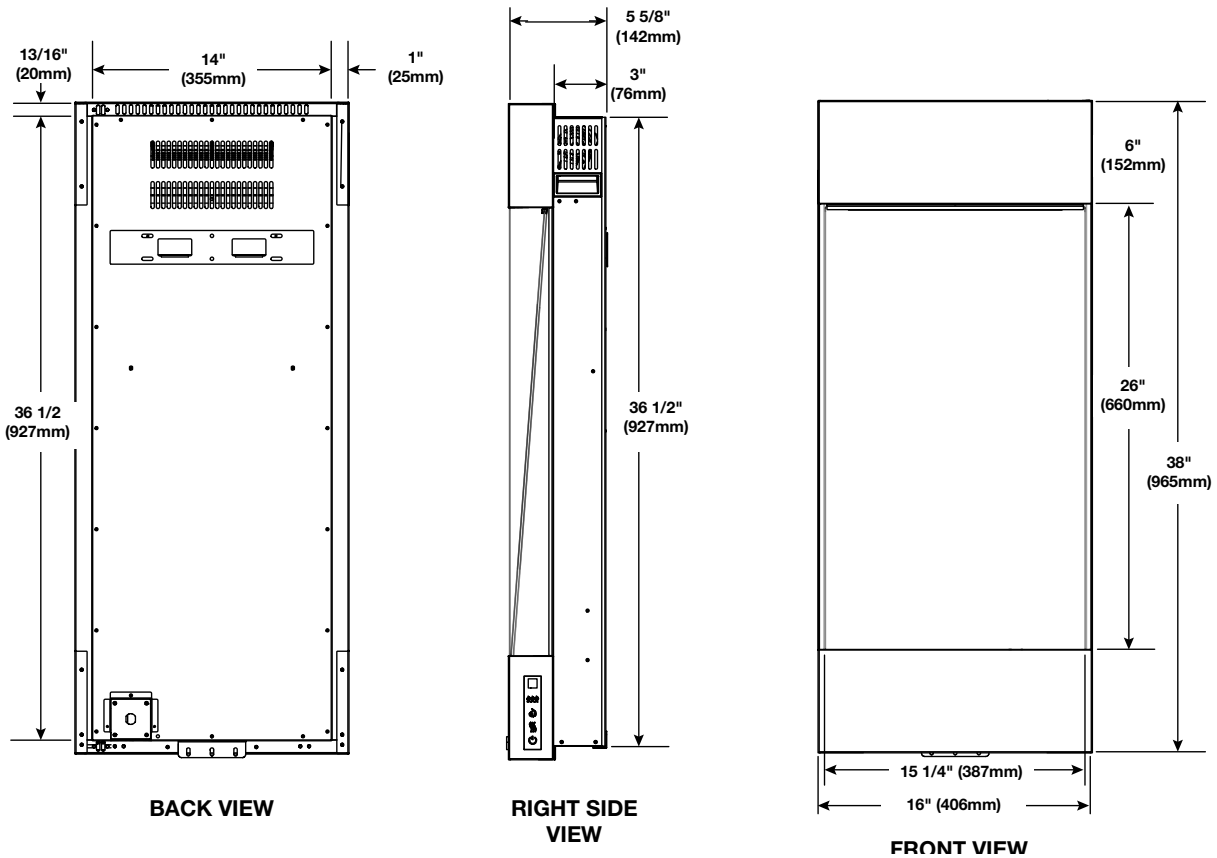
The information throughout this manual is believed to be correct at the time of printing. Wolf Steel Ltd. reserves the right to change or modify any information within this manual at any time without notice. Changes, other than editorial, are denoted by a vertical line in the margin.

1.1 dimensions

NEFVC32H Illustrated



NEFVC38H Illustrated



general information

1.2 listing approvals

Model Number	NEFVC32H	NEFVC38H
Description	32" Contemporary Vertical Electric Appliance	38" Contemporary Vertical Electric Appliance
Voltage	120V AC	120V AC
Watts	Max 1500W	Max 1500W
Amps	15 AMP Grounded Circuit	15 AMP Grounded Circuit
Appliance Width	16" (406mm)	16" (406mm)
Appliance Height	32" (813mm)	38" (965mm)
Appliance Depth	5 5/8" (142mm)	5 5/8" (142mm)
Net Weight	25lbs (11.3kg)	28.2lbs (12.8kg)
Gross Weight	33 lbs (15kg)	38.5lbs (17.5kg)

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.

1.3 general instructions

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

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

1.4 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.



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.

1.5 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.	Foyer à Électrique. Homologué pour installation dans une chambre à coucher et un studio.
	
MASTER CONTRACT: 161746	CONTRAT-CADRE: 161746
MODEL / MODÈLE:	
<input type="checkbox"/> NEFVC32H <input type="checkbox"/> NEFVC38H	
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.	DÉSIGNÉ AMÉRIQUE DU NORD PAR WOLF STEEL LTD.
MADE IN CHINA	FABRIQUÉ EN CHINE
WOLF STEEL LTD. 24 NAPOLEON ROAD, BARRIE, ON, L4M 0G8 CANADA	SERIAL NUMBER/NO. DE SÉRIE: NEFVC
W385-2313 / A	

For rating plate location, see “label location” section.

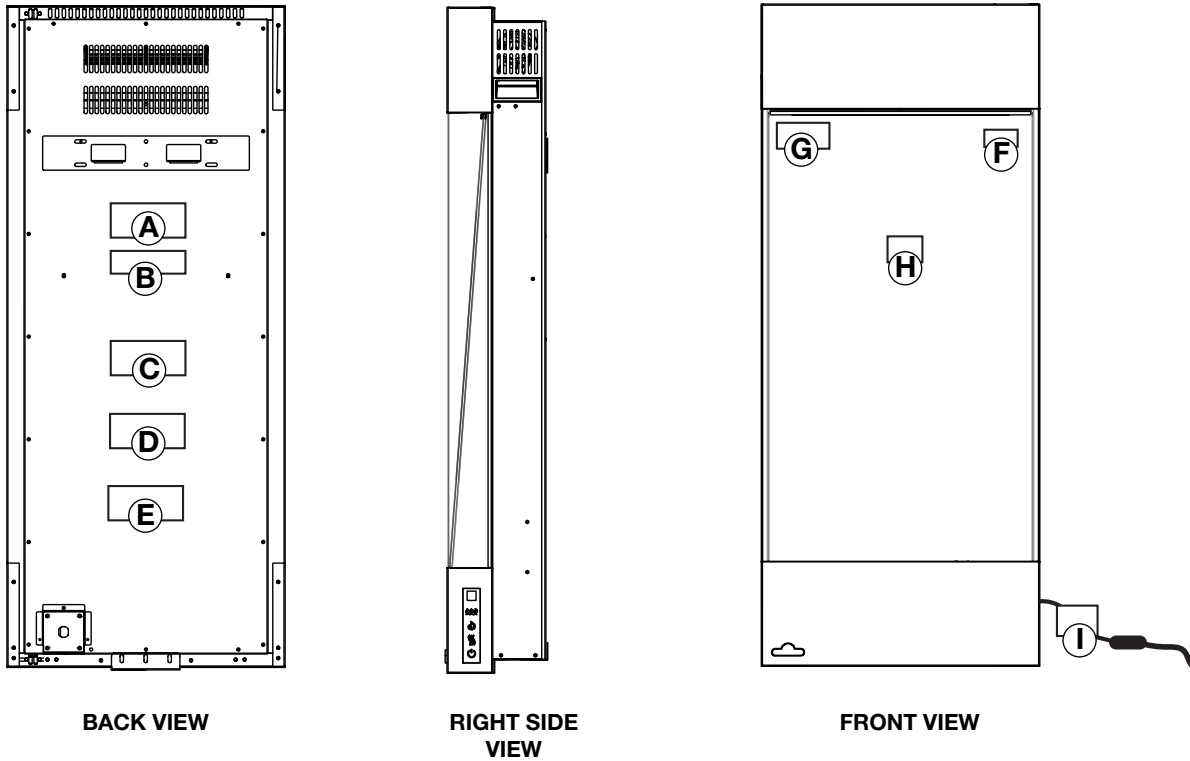
This illustration is for reference only. Refer to the rating plate on the appliance for accurate information.

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

general information

1.6 label location

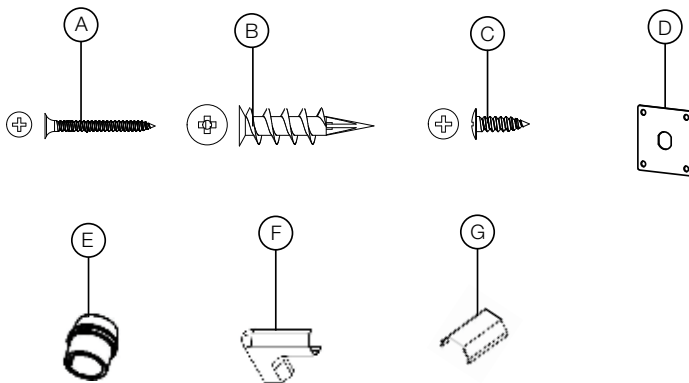
note:
Labels may not always appear exactly where they are illustrated.



Ref.	Part Number	Label Description
A	W385-2313	Rating Plate
B	W385-2163	Warning Label
C	W385-2167	Caution Label
D	W385-2315	Wiring Diagram Label
E	W385-2003	Hard Wiring Label

Ref.	Part Number	Label Description
F	W385-1946	"Do Not Cover" Label
G	W385-2017	"Hot Surface" Label
H	W385-2316	Remote Control Indicating Label (NOTE: Remove after first use.)
I	W385-1943	Warning Label

1.7 hardware list



	Description	Quantity
A	Wood Screws	6
B	Drywall Anchors	6
C	ST4x12 Metal Screws	8
D	Cover Plate	1
E	Strain Relief	1
F	Cord Corner	2
G	Cord Cover	2

! 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 similar items. 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.
- If your appliance is equipped with a heater, ensure the heater vents cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the appliance.

Your appliance is a wall-mounted or recessed appliance. 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.

2.1 locating the 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, curtains, and similar items at least 36" (91.4cm) 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, possibly resulting in a fire.
- Do not expose the electric appliance to the elements (i.e. rain).

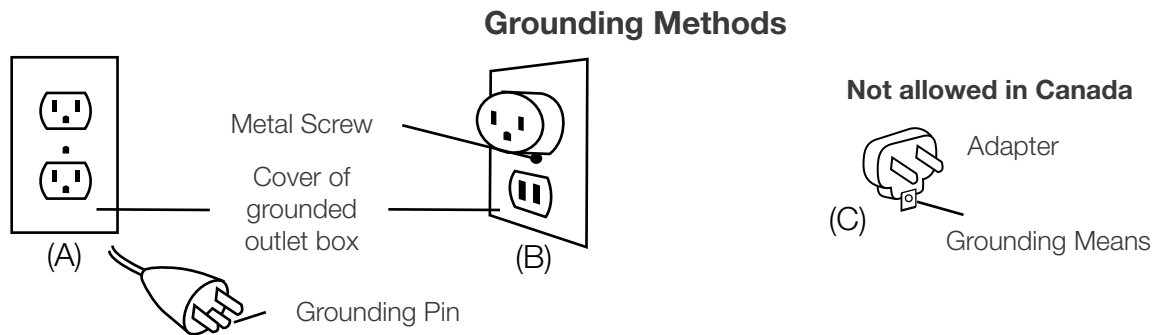
installation

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, as shown in (B).

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:

The appliance must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.

2.3 minimum clearance to combustibles

Clearance to Combustibles	
Combustibles to top	0"
Combustibles to bottom	0"
Combustibles to sides	0"
Combustibles to back	0"

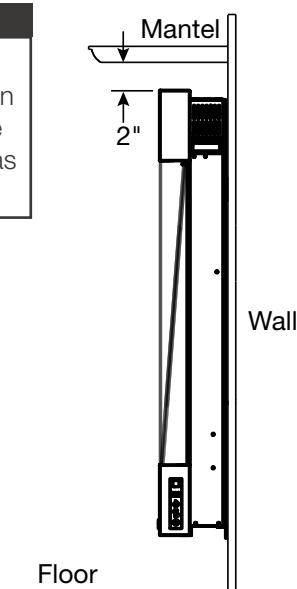
2.4 minimum mantel clearances

! WARNING

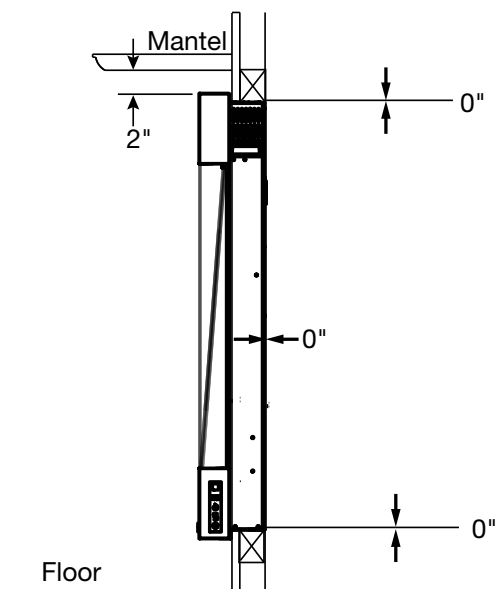
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discolouration.

note:

A 2" (51mm) gap between the appliance and the mantel is required in order to lift the appliance on/off the wall mount bracket hooks as well as to screw in the top bracket.



Side View (Wall Mount)



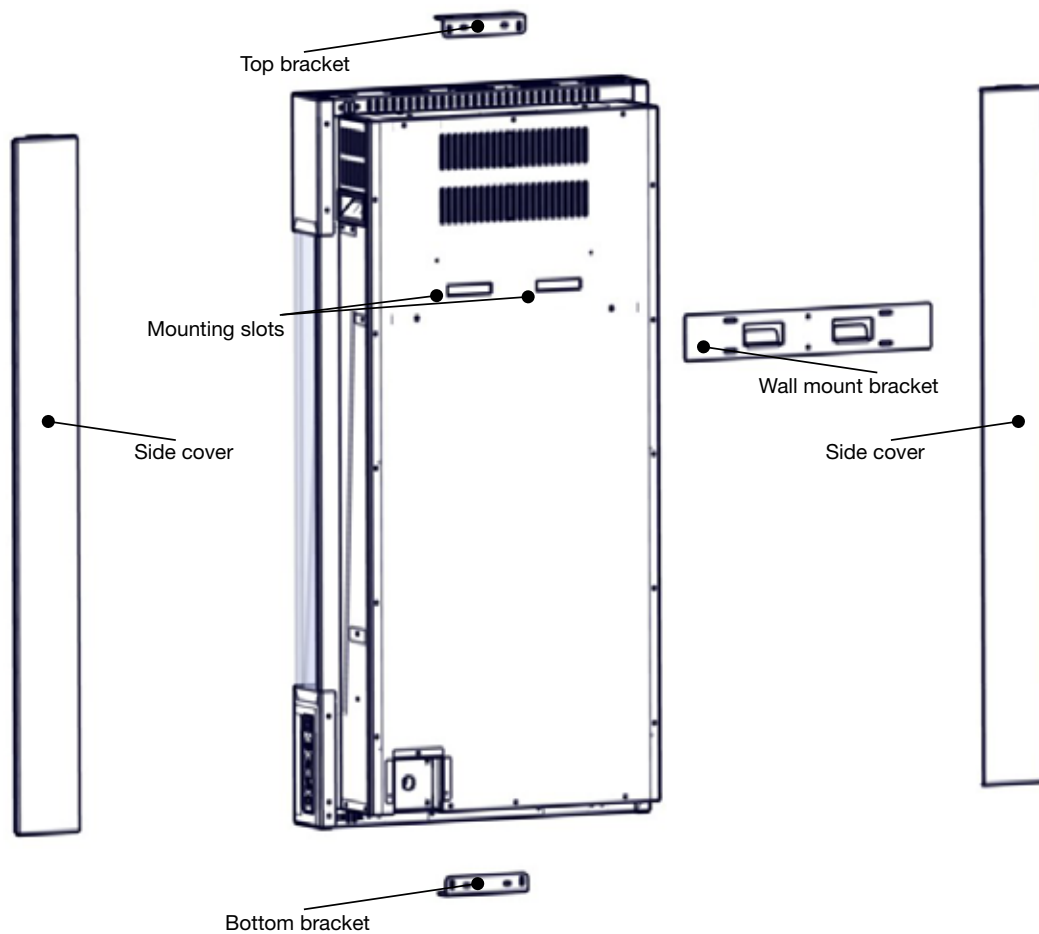
Side View (recessed into a wall)

2.5 installing the appliance onto the wall (wall mount)

! WARNING

- Consult your local builder before installing the appliance. Appliance must be installed in accordance with local building codes.
- Appliance must be installed in a location not prone to moisture.
- Appliance must be installed at least 36" (91.4cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

Appliance Overview (Back View)



note:

We recommend having 2 people install this appliance.

1. Remove front glass (see "door glass removal" section). If applicable, remove existing media.
2. Place appliance on a soft, non-abrasive surface then remove the side covers secured to the back of the appliance. Set aside.
3. Remove the bottom bracket (**Fig. 1**). Set aside.
4. Hold the appliance against the wall to determine its final location.

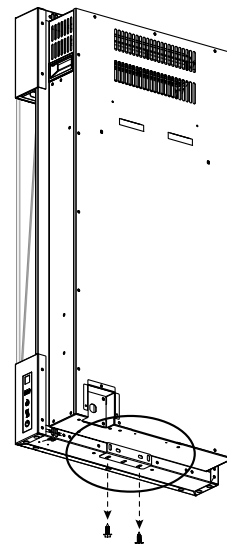


Fig. 1

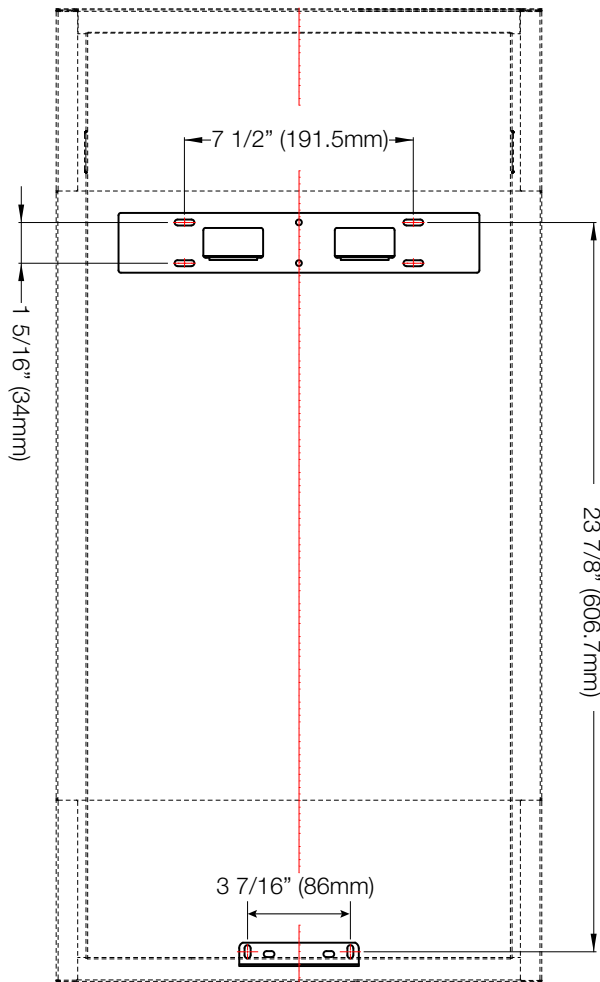


Fig. 2: NEFVC32H Wall Mounting Installation Template

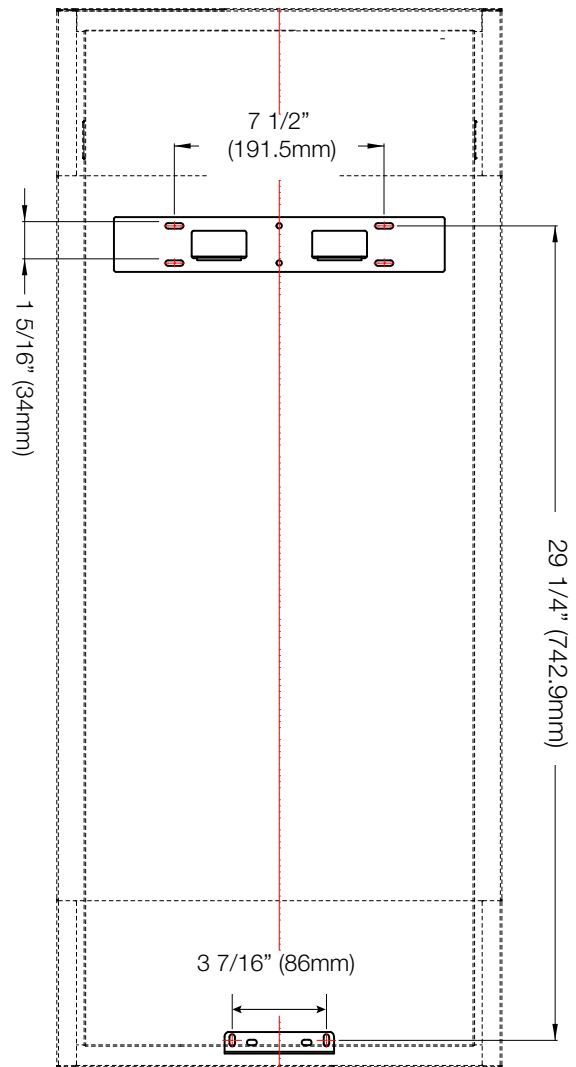


Fig. 3: NEFVC38H Wall Mounting Installation Template

- Using the appropriate wall mounting installation template (**Fig. 2 for NEFVC32H or Fig. 3 for NEFVC38H**), mark out the back and bottom bracket locations on the wall.

note:

The mounting brackets should be screwed into the wall studs with at least 4 screws. If the screws cannot be screwed into a stud, ensure that plastic anchors (provided) are used to affix the brackets to the wall and that the brackets are adequately secured.

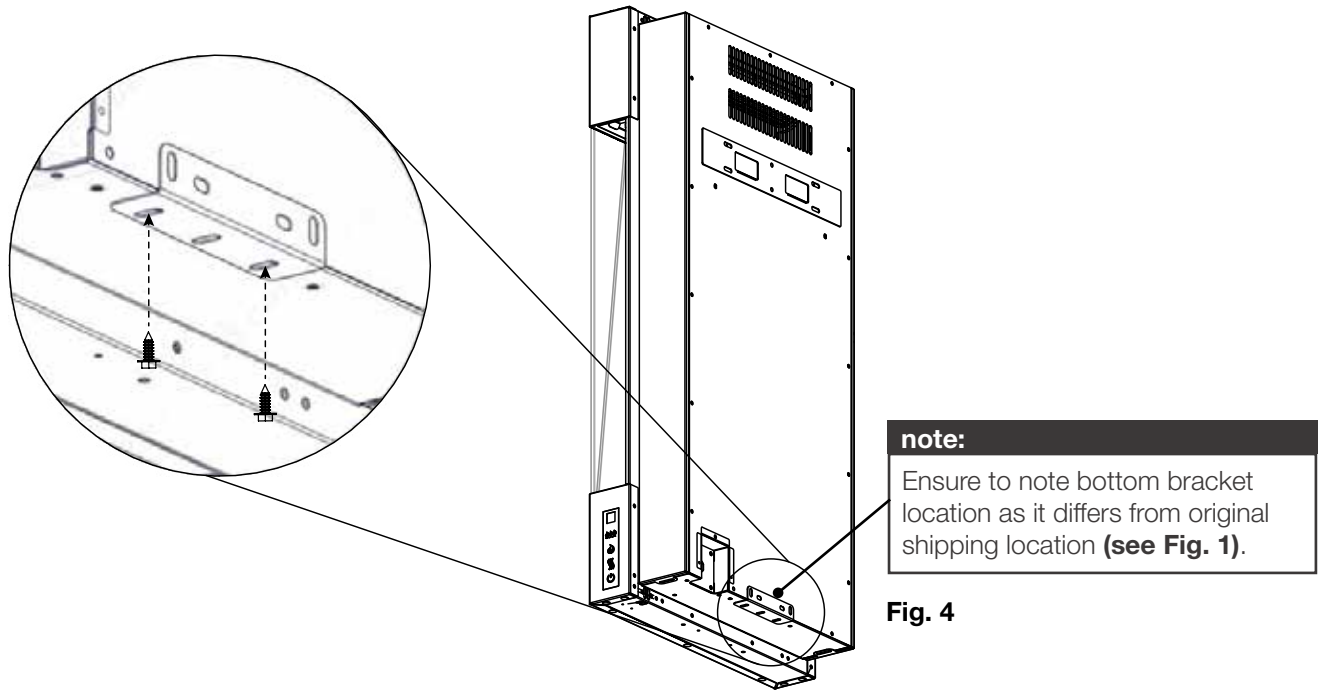
- Install the wall mount bracket (shipped inside the styrofoam piece protecting the top of the appliance) using 4 drywall anchors and 4 wood screws (supplied). Ensure the bracket is levelled.

note:

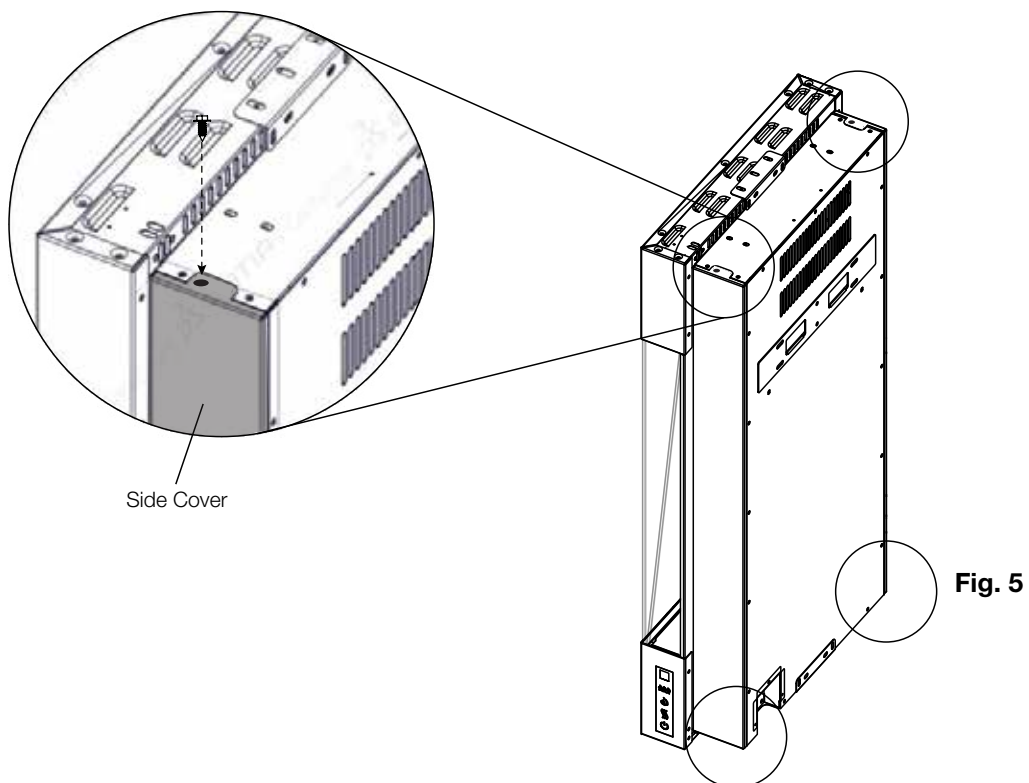
The hooks on the wall mount bracket must be facing upwards.

- Install the bottom bracket using 2 drywall anchors and 2 wood screws (supplied).
- Lift the appliance up until the two mounting slots clear the hooks on the wall mount bracket. Slide appliance down until completely secured.

- Secure the appliance to the bottom bracket using the screws previously removed in Step 3 (Fig. 4).



- Install media into the firebox (see "finishing" section).
- Install the front glass (see "door glass installation" section).
- Install the side covers using the 4 screws previously removed in Step 2 (Fig. 5).



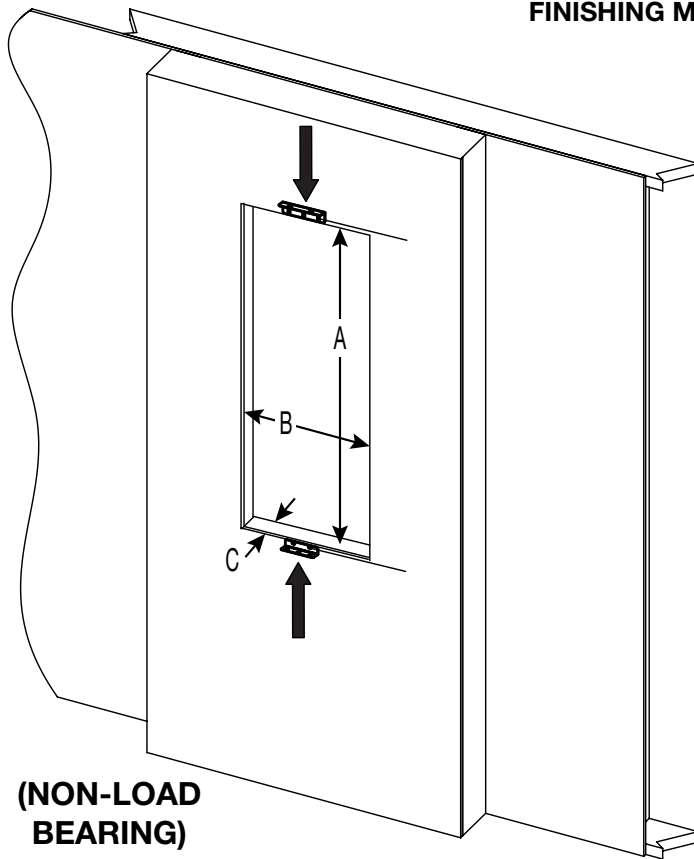
2.6 installing the appliance into the wall (recessed)

Measurements from body of appliance:

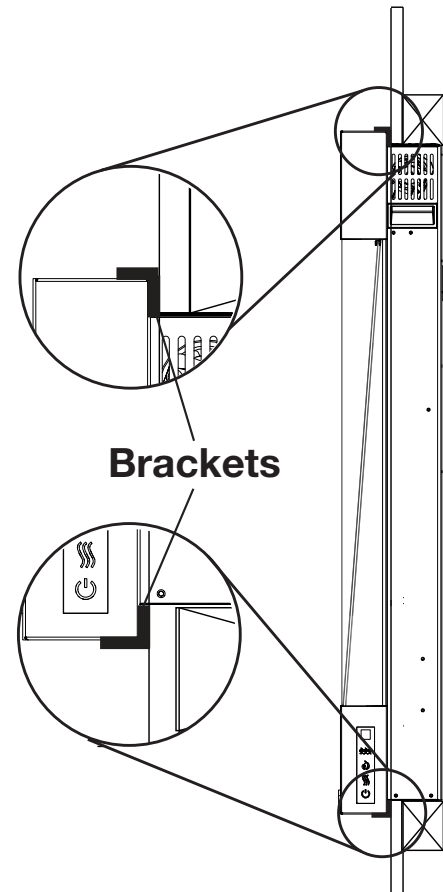
Sides, Back, Top

0"

FINISHING MATERIAL



(NON-LOAD BEARING)



Brackets

Side View (recessed into a wall)

Model No.	A	B	C
NEFVC32H	30 3/4" (78.1cm)	14 1/2" (36.8cm)	3 1/2" (8.9cm) min.
NEFVC38H	36 3/4" (93.3cm)	14 1/2" (36.8cm)	3 1/2" (8.9cm) min.

1. Remove the side covers secured to the back of the appliance and discard.
2. Insert the appliance into the recess, and then mark the top and bottom bracket locations. Remove the appliance from the recess and set aside on a soft, non-abrasive surface.
3. Remove the top and bottom brackets (**Fig. 1**).
4. Using the top and bottom bracket location markings from Step 2, install the top and bottom brackets to the wall using 4 wood screws (supplied).
5. Re-insert the appliance into the recess, and then secure it to the top and bottom brackets (**Fig. 1**).

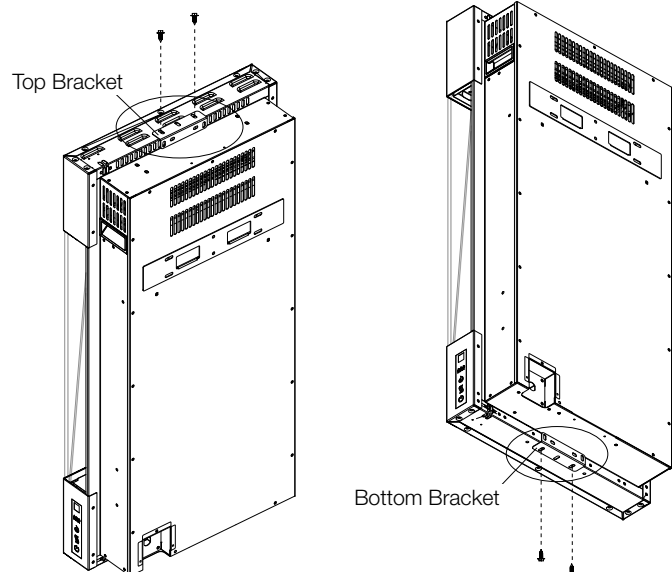


Fig. 1

! WARNING

- Power supply service must be completed prior to finishing in order to avoid reconstruction.
- Heat vents and air openings cannot be covered under any circumstances.

3.1 crystal ember installation

note:

The door glass must be removed and the appliance must be secured in its final location before the crystal embers are installed (see "door glass removal" section).

1. Carefully place the small crystal embers into the bottom media tray (**Fig. 1**).
2. Apply an even layer from side to side.
3. Randomly place the 3 large crystal embers on top of the small crystal embers.



Fig. 1

3.2 birch wood log installation (NEFVC38H only)

note:

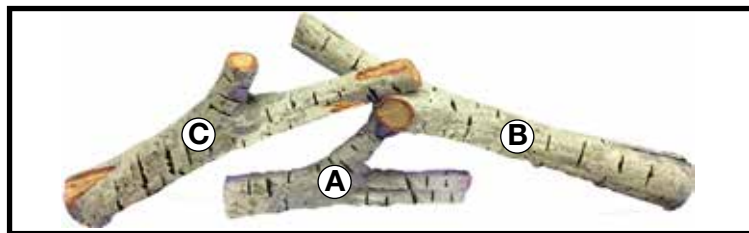
Birch wood logs are included with NEFVC38H models only.

note:

The door glass must be removed and the appliance must be secured in its final location before the birch wood logs are installed into NEFVC38H models only (see "door glass removal" section).

1. Carefully place birch wood logs on the media tray (see below illustration for recommended placement).
2. Use the small crystal embers (see "crystal ember installation" section) to fill in spaces between the birch wood logs. This will improve the overall look of the appliance.

Reference	Log Number
A	W135-0768
B	W135-0770
C	W135-0769



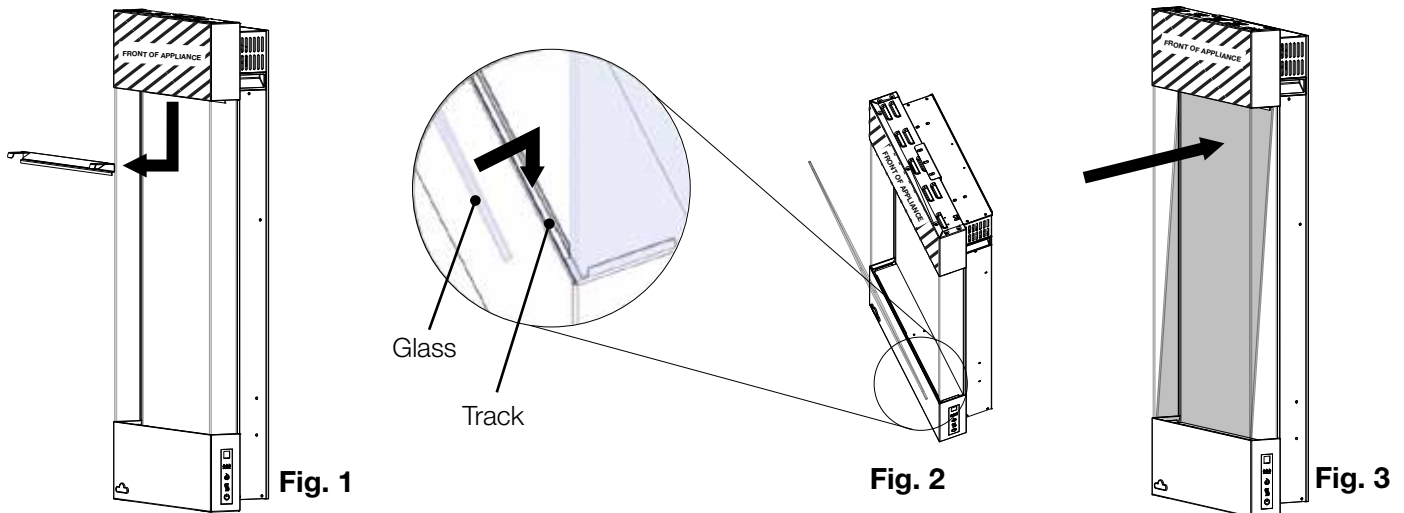
Recommended birch wood log placement (NEFVC38H only)

3.3 door glass installation

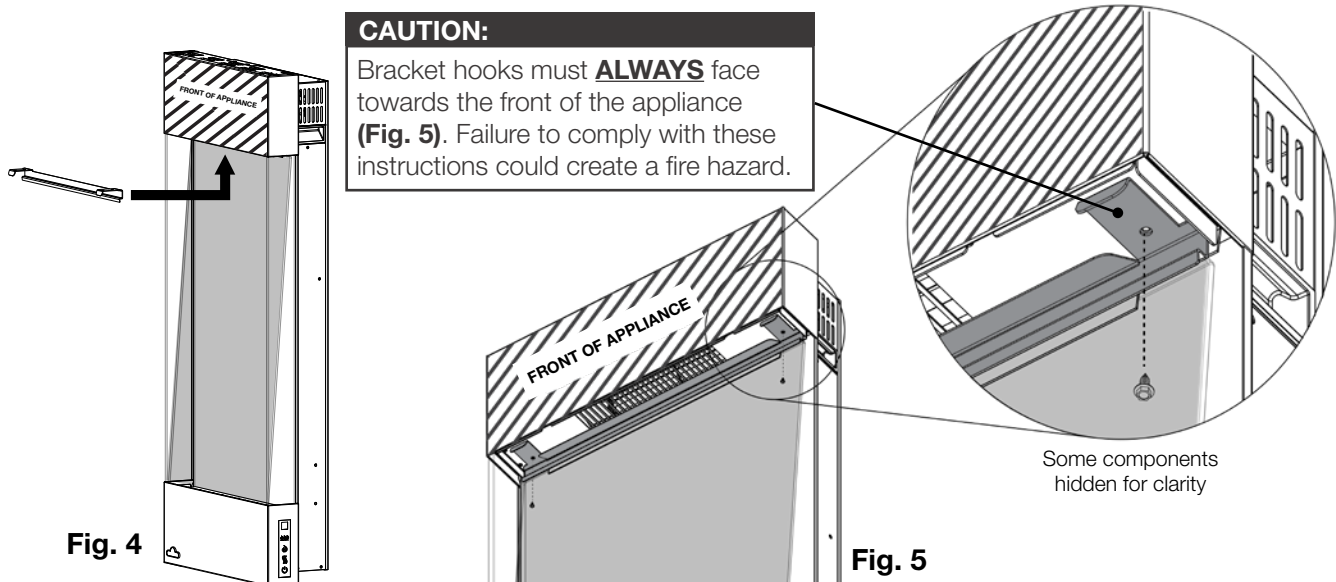
! WARNING

- Facing and/or finishing material must not interfere with air flow through air openings, louvre openings, operation of louvres or doors, or access for service. Observe all clearances when applying combustible materials.
- Before the door is removed, turn the appliance off and wait until the appliance is cool to the touch. Doors are heavy and fragile, so handle with care.

1. Remove the retainer bracket by removing the 2 screws (**Fig. 1**). **Note the orientation of the retainer bracket.**
2. Place the glass into the track located inside the firebox (**Fig. 2**).
3. Push the top of the glass against the top of the plastic panel (**Fig. 3**).

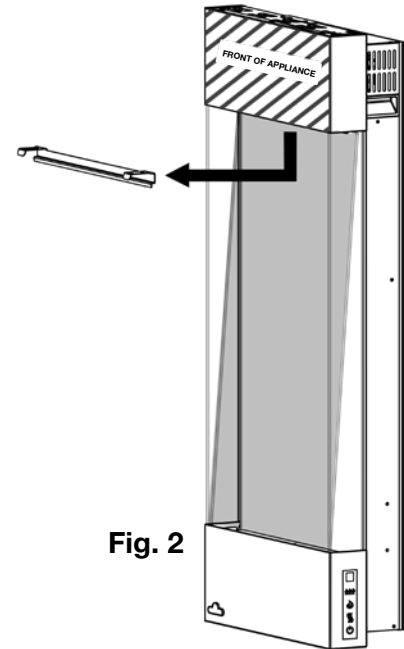
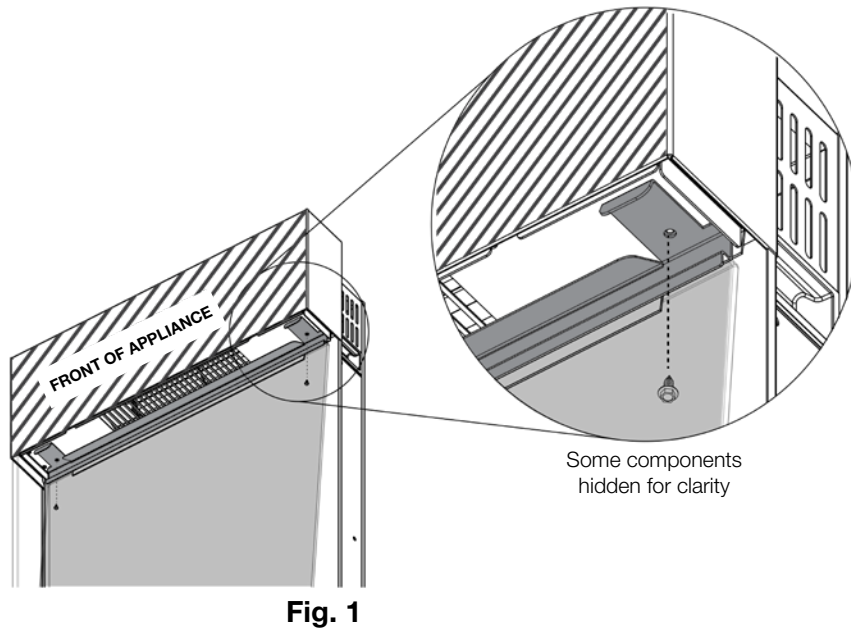


4. Install the retainer bracket to the top of the appliance as shown, using the 2 screws previously removed in Step 1 (**Fig. 4 and 5**). **Glass should be fixed after installation.**



3.4 door glass removal

1. Remove the retainer bracket by removing the 2 screws (**Fig. 1 and 2**). Set the screws aside; keep the bracket on-hand for Step 2.

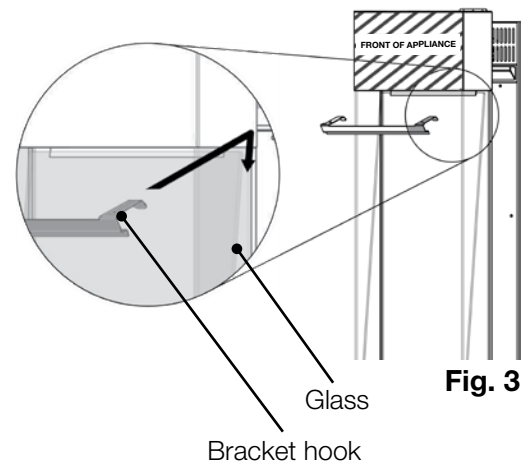


2. For ease of removal, use the bracket hooks to reach behind the glass and pull it forward (**Fig. 3**).

CAUTION:

Using the bracket this way is only recommended for ease of removal. When installing the bracket, hooks must **ALWAYS** face toward the front of the appliance (see "door glass installation" section). Failure to comply with these instructions could create a fire hazard.

3. Remove the glass and place it on a soft, non-abrasive surface.

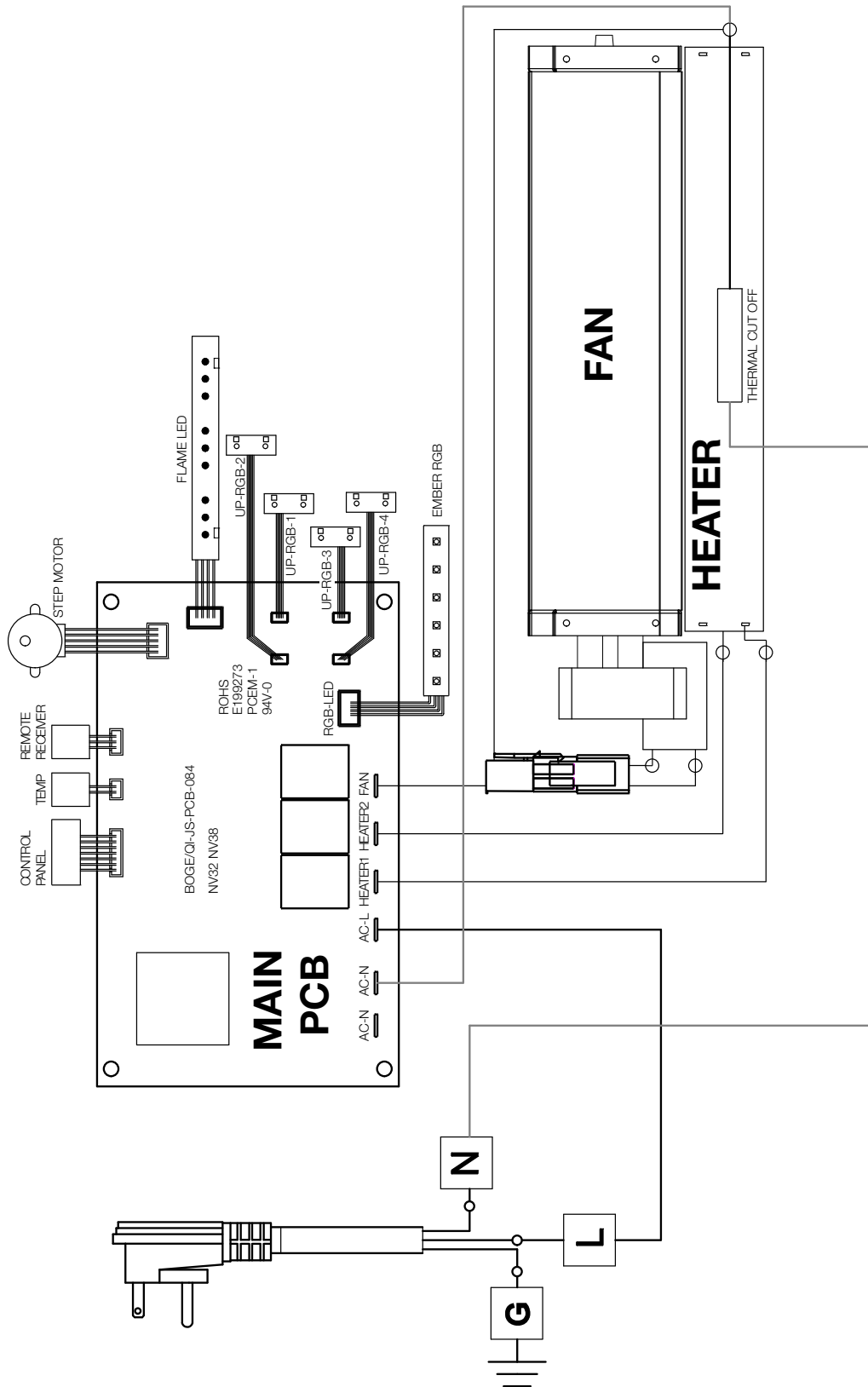


4.0 electrical information

4.1 wiring diagram

⚠ WARNING

- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.



4.2 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 appliance.

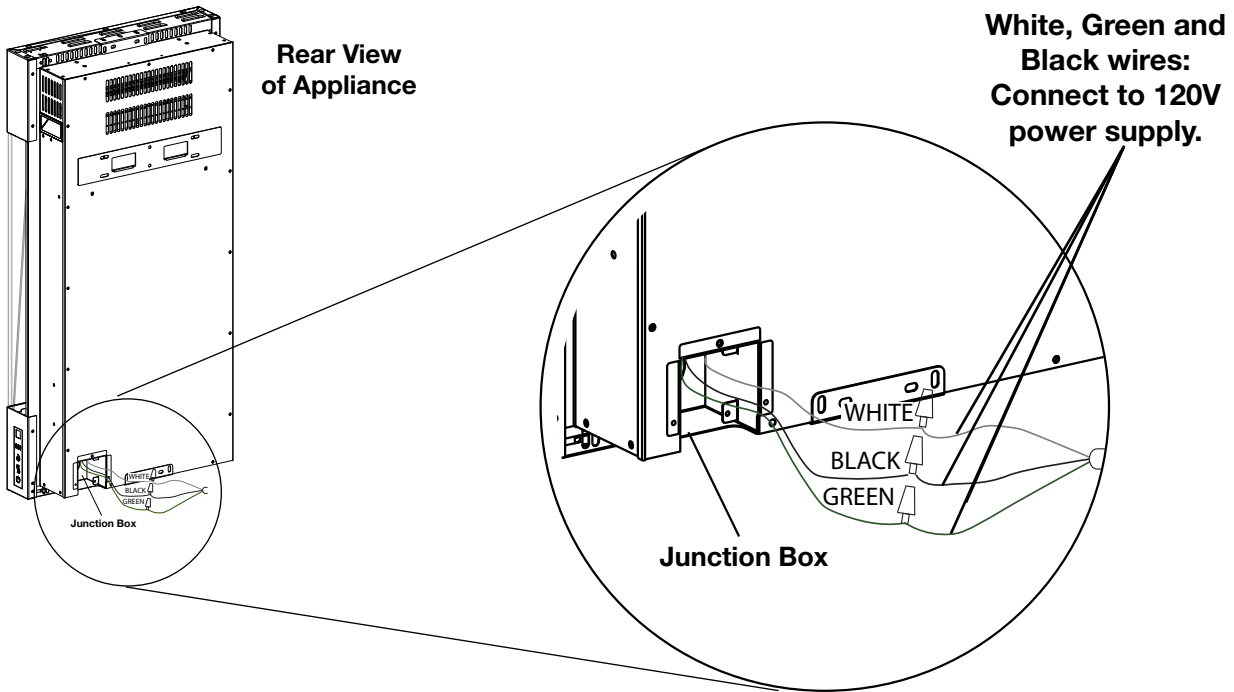
HARD WIRING CONNECTION

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.

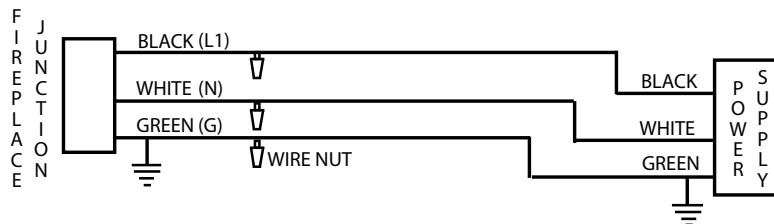
This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

note:

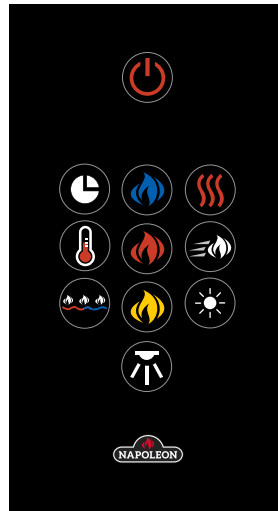
There are 3 wires from the appliance junction: white (neutral), black (power L1), and green (ground) that connect to 120V power supply (breaker panel). See below.













- Remove the 4 securing screws from the electrical cover plate, located on the bottom left hand side of the appliance (when viewed from the rear).
- Install the strain relief to the electrical cover plate (located in hardwire bag).
- Separate the black, white and green wires that have the wire nuts on them.
- 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 appliance to the white (neutral) wire from the power supply. Connect the green wire to the ground wire.
- Resecure the electrical cover plate.



5.2 operating remote control



Power		Turns the appliance on/off.	Ember Bed Color		Controls ember bed light settings. Settings: L0 - Ember bed light off L1 - White L2 - Blue L3 - Green L4 - Red L5 - Yellow L6 - Purple L7 - Auto-cycle through white, blue, green, red, yellow, and purple. (NOTE: It will take 8.5 seconds to switch between colours.) L8 - Lock to desired color
Blue Flame		Controls flame brightness.	Ember Bed Brightness		Controls the brightness of the ember bed light. Settings: b1 - Low b2 - Medium b3 - Bright b4 - Brightest
Orange Flame		Settings: F0 - Flame off F1 - Small flame F2 - Medium flame F3 - Bright flame F4 - Brightest flame	Timer		There are 10 timer settings: 00, 30min., 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h.
Yellow Flame			Heater		Temperature Control
		Turns the heater and blower on/off. Settings: H0 - Heater and blower off bL - Blower on H1 - Low heat H2 - High heat	Flame Speed		There are 7 temperature settings: 61°F [16°C], 64°F [18°C], 70°F [21°C], 75°F [24°C], 81°F [27°C], 85°F [29°C], and OFF.
		Controls the speed of the flame. There are 5 flame speed settings: 01 (slowest) 02, 03, 04, and 05 (fastest).	Top Light		The top light colour rotation is the same as the ember bed colour rotation.

operating instructions

5.3 remote battery installation

! WARNING

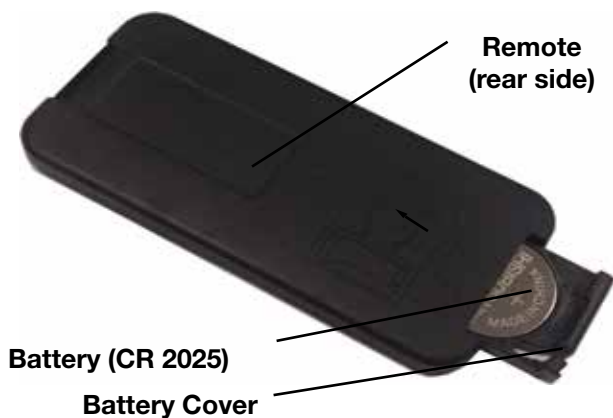
- This remote control requires button batteries that are hazardous to young children.
- **WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN.**
- Swallowing may lead to serious injury or death in as little as 2 hours due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery, immediately seek urgent medical assistance.
- Examine devices and make sure the battery compartment is correctly secured (i.e. that the screw or other mechanical fastener is tightened). Do not use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
- Tell others about the risks associated with button batteries and how to keep their children safe.



note:

The remote control has a removable plastic tab to prolong the battery life while shipping. Remove the tab for the remote control to function.

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.



note:

The remote control must remain within 5 meters (17 feet) of the appliance to be effective. This range may be reduced when battery power is depleted. The remote control must be aimed at the center of the appliance for it to function most effectively.

! 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.

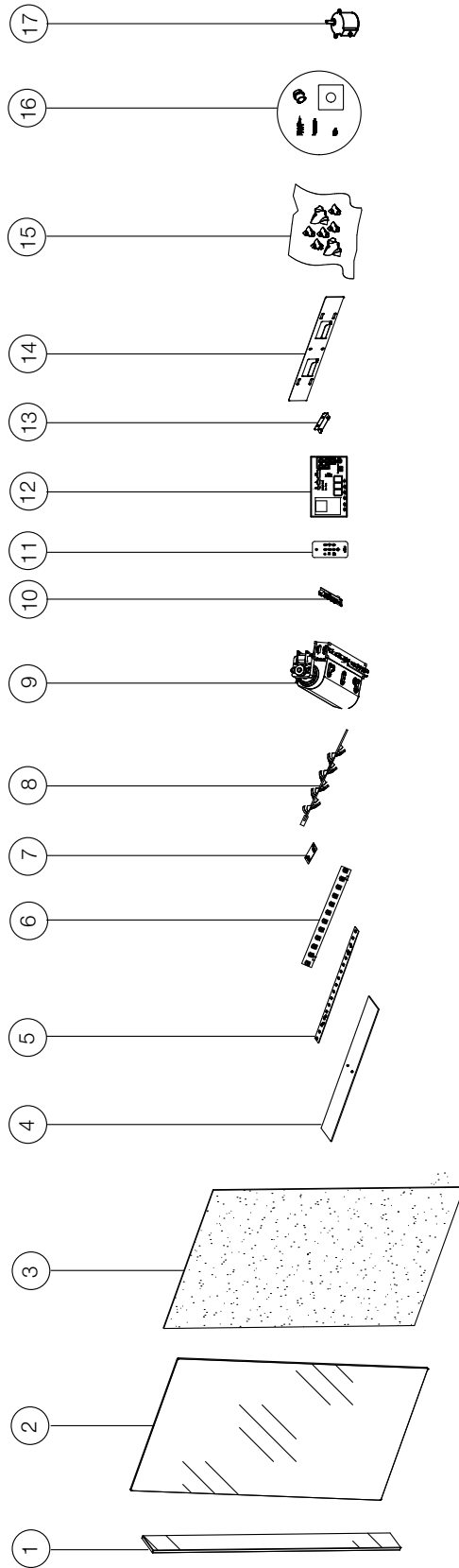
Parts identified as 'SO' are special order and can take up to 90 days for delivery.

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

6.1 NEFVC32H 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.



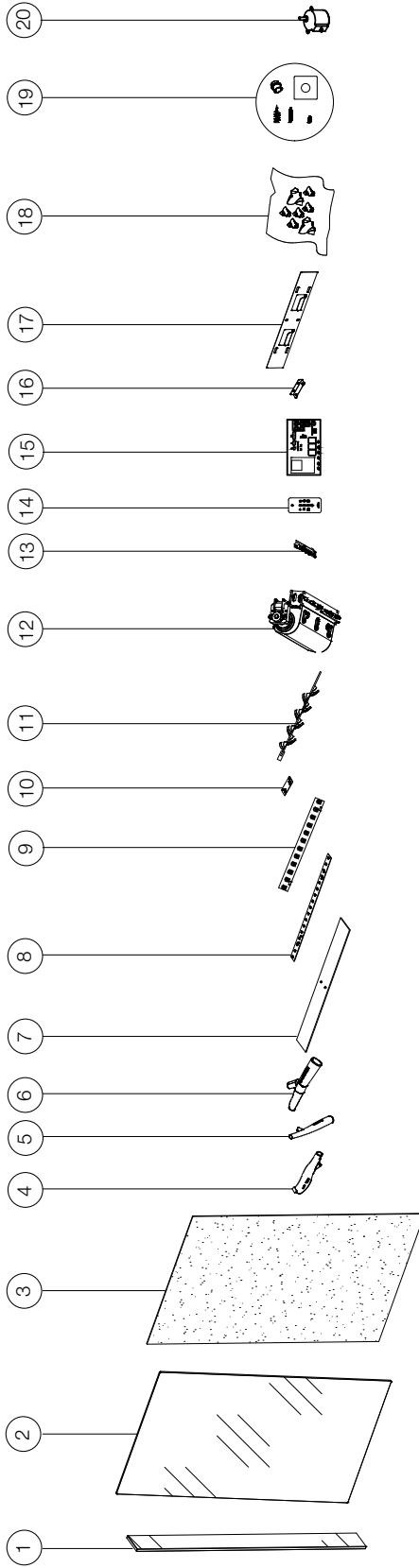
Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked	Ref. No.	Part No.	Description	Stocked
1	W300-0285-SER	Side glass	Yes	9	W010-4397-SER	Heater and blower assembly	Yes
2	W300-0287-SER	Front glass	Yes	10	W475-1593-SER	Control panel	Yes
3	W475-1591-SER	Projection screen, plastic panel	Yes	11	W190-0136-SER	Remote control	Yes
4	W497-0050-SER	Plastic strips	Yes	12	W190-0137-SER	Main PCB control	Yes
5	W405-0069-SER	Ember LED light	Yes	13	W080-1890-SER	Top/bottom wall bracket	Yes
6	W405-0068-SER	Flame LED light	Yes	14	W080-1889-SER	Rear wall bracket	Yes
7	W405-0070-SER	Top LED light	Yes	15	W497-0049-SER	Crystals	Yes
8	W527-0031-SER	Reflector spindle	Yes	16	W370-0146-SER	Hardware kit	Yes
				17	W435-0090-SER	Step motor	Yes

6.2 NEFVC38H 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. No.	Part No.	Description	Stocked	Ref. No.	Part No.	Description	Stocked
1	W300-0286-SER	Side glass	Yes	11	W527-0031-SER	Reflector spindle	Yes
2	W300-0288-SER	Front glass	Yes	12	W010-4397-SER	Heater and blower assembly	Yes
3	W475-1592-SER	Projection screen, plastic panel	Yes	13	W475-1593-SER	Control panel	Yes
4	W135-0768-SER	Base log	Yes	14	W190-0136-SER	Remote control	Yes
5	W135-0769-SER	Left log	Yes	15	W190-0137-SER	Main PCB board	Yes
6	W135-0770-SER	Right log	Yes	16	W080-1890-SER	Top/bottom wall bracket	Yes
7	W497-0050-SER	Plastic strip	Yes	17	W080-1889-SER	Rear wall bracket	Yes
8	W405-0069-SER	Ember LED light	Yes	18	W497-0049-SER	Crystals	Yes
9	W405-0068-SER	Flame LED light	Yes	19	W370-0146-SER	Hardware kit	Yes
10	W405-0070-SER	Top LED light	Yes	20	W435-0090-SER	Step motor	Yes

7.0 troubleshooting

WARNING

- Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

symptom	problem	solution
Appliance will not come on when power button/switch is put into the "on" position.	Appliance is not plugged into an electrical outlet.	Check plug, and plug in the appliance if necessary.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unlug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace, if necessary.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance's 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 the appliance or turn the breaker on.
Appliance has returned to default settings.	Power failure.	Re-program appliance to original settings (not applicable with all appliances).
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel.
No warm air coming out of the appliance.	Heater setting not selected.	See "operation" section.
	Heater has been locked out.	See "operation" section.
	Room temperature is higher than appliance setting (if set to room temperature).	Reset temperature setting.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow for appliance to cool for 15 minutes.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Heater issue.	Inspect the blower and heater and replace, if necessary.
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.
Dim or no flame.	Flame brightness not selected.	See "operation" section.
	Flame LEDs issue.	Inspect the LED and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
Flame does not move.	Motor is stalled/malfunctioning.	Cycle on/off. If problem persists, consult dealer.
Ember bed is not glowing or dimming.	Brightness not selected.	See "operation" section.
	Ember LED issue.	Inspect the ember bed LEDs and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
LED flashing "OH".	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 the appliance or turn the breaker on. If problem persists, consults your dealer.

Napoleon electric appliances 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 and assembled by trained craftsmen who take great pride in their work. Once assembled, the complete appliance is thoroughly inspected by a qualified and authorized installer, service agency, or supplier before packing to ensure that you, the customer, receive the quality product that you expect from **Napoleon**.

Napoleon Electric Appliance Standard Warranty

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

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. 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 standard 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 standard 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 Standard Warranty, **Napoleon** 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**.

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

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