NEFL42CHD-1 / NEFL50CHD-1 / NEFL60CHD-1 / NEFL74CHD-1 / NEFL100CHD-1

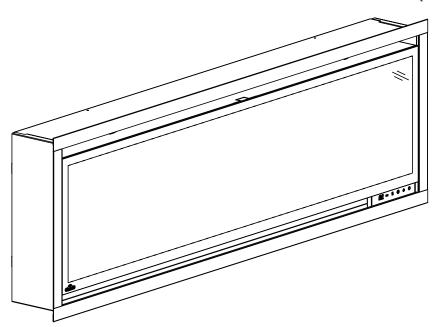
FRENCH PG. 35



# INSTALLATION AND OPERATION MANUAL

### **Alluravision™ Series**

(NEFL50CHD-1 Ilustrated)



#### **SAFETY INFORMATION**

### **A** 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





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

#### FOR INDOOR USE ONLY

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











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\$10.00 W415-2841 / E / 12.22.20

### safety information

### **A** 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 NOT 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.

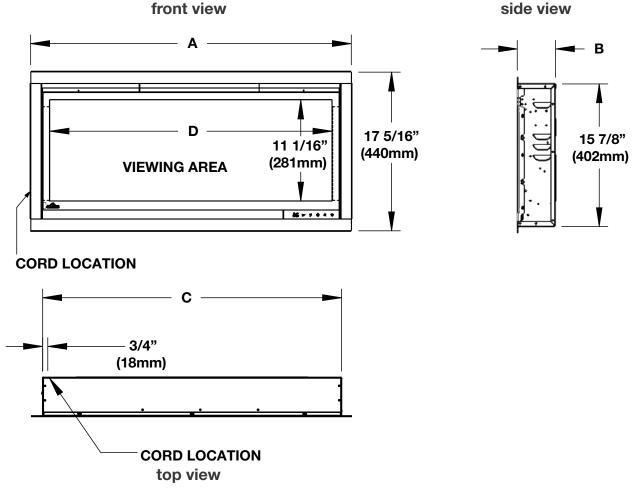
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#### note:

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



	Dimensions					
Model No.	A B		С	D		
NEFL42CHS-1	44 7/16" (1128mm)		42 1/16" (1068mm)	40 1/4" (1022mm)		
NEFL50CHS-1	52 11/16" (1338mm)	4 1/4"	50 5/16" (1278mm)	48 1/2" (1232mm)		
NEFL60CHS-1	62 9/16" (1588mm)	(108mm)	60 3/16" (1528mm)	58 5/16" (1482mm)		
NEFL74CHS-1	76 3/4" (1948mm)		74 5/16" (1888mm)	72 1/2" (1842mm)		
NEFL42CHD-1	44 7/16" (1128mm)		42 1/16" (1068mm)	40 1/4" (1022mm)		
NEFL50CHD-1	52 11/16" (1338mm)		50 5/16" (1278mm)	48 1/2" (1232mm)		
NEFL60CHD-1	62 9/16" (1588mm)	5 13/16" (148mm)	60 3/16" (1528mm)	58 5/16" (1482mm)		
NEFL74CHD-1	76 3/4" (1948mm)		74 5/16" (1888mm)	72 1/2" (1842mm)		
NEFL100CHD-1	102 11/16" (2608mm)		100 5/16" (2548mm)	98 1/2" (2502mm)		

### general information

### 1.2 listing approvals

3 11				
Model No.	Net Weight	Gross Weight		
NEFL42CHD-1	63.3 lbs (28.7kg)	82.7 lbs (37.5kg)		
NEFL50CHD-1	71.7 lbs (32.5kg)	94.8 lbs (43kg)		
NEFL60CHD-1	82.7 lbs (37.5kg)	109.1 lbs (49.5kg)		
NEFL74CHD-1	99.6 lbs (45.2kg)	130 lbs (59kg)		
NEFL100CHD-1	130 lbs (59kg)	167.6 lbs (76kg)		
NEFL42CHS-1	46.7 lbs (21.2kg)	62.4 lbs (28.3kg)		
NEFL50CHS-1	54.5 lbs (24.7kg)	73 lbs (33.1kg)		
NEFL60CHS-1	63.3 lbs (28.7kg)	84.2 lbs (38.2kg)		
NEFL74CHS-1	77.2 lbs (35kg)	103.6 lbs (47kg)		

Description	Electric Appliance	
Туре	3 Way Mounting Unit Wall-Mount, Recess into Wall and Assemble with mantel	
Voltage	120V AC / 240V AC *	
Watts	MAX 1450W / 2800W *	
Amps	Dedicated 15 AMP Grounded Circuit	

<sup>\*</sup>Not applicable to NEFL42/50/60/74CHS-1

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 the latest edition of the National Electrical Code ANSI/NFPA 70 in the United States or the Canadian Electrical 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.

This electric appliance meets the contruction 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 rating plate information

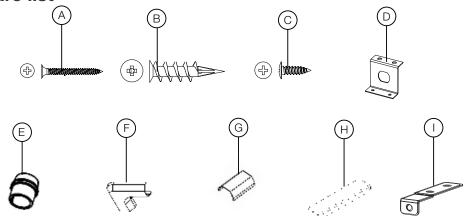
The below illustration is for reference only. Refer to the appliance rating plate for accurate information.



#### note:

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

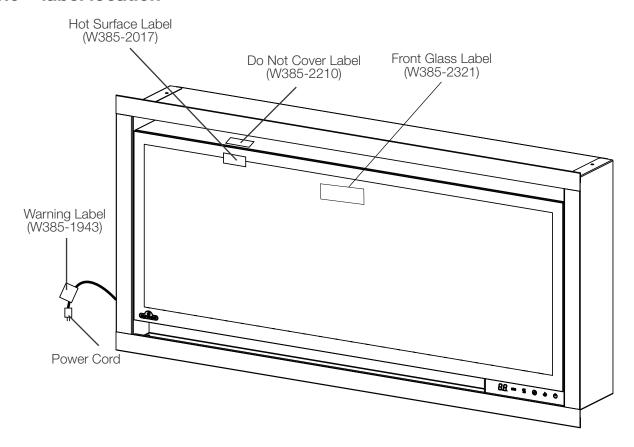
#### 1.5 hardware list

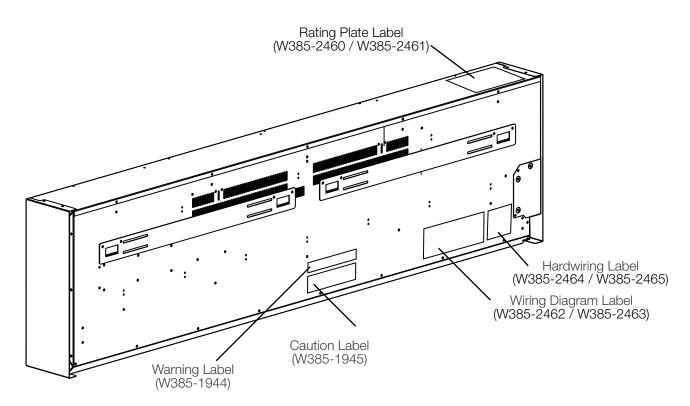


Г	Description			Quantity		
		NEFL42CHS-1 / NEFL42CHD-1	NEFL50CHS-1 / NEFL50CHD-1	NEFL60CHS-1 / NEFL60CHD-1	NEFL74CHS-1 / NEFL74CHD-1	NEFL100CHD-1
Α	Wood Screws	8	3		14	
В	Drywall Anchors	3	3		14	
С	ST4x12 Metal Screws	25				
D	Junction Box Cover Plate	1				
Е	Strain Relief			1		
F	Cord Corner			2		
G	Cord Cover Connector			2		
Н	Centre Screw Cover Plate			1		
I	Side Wall Mounting Bracket			2		

### general information

#### 1.6 label location





#### 1.7 unpacking and testing 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 and curtains at least 36" (91.4cm) from the front of the
- 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.).

Carefully remove the appliance from the box. 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.

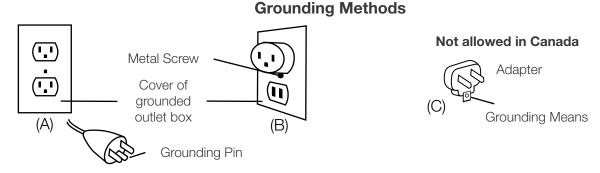
#### note:

The appliance is shipped with the front glass not assembled onto the appliance (see "front glass installation and removal" section for assembly instructions). Front glass must be installed during operation.

#### 1.8 grounding the appliance

NEFL42/50/60/74CHS-1 models are for use with 120 volts; NEFL42/50/60/74/100CHD-1 models are for use with 120 and 240 volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for conecting three-blade grounding type plugs to two-slot receptables, 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-slow grounded receptable is available.

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



#### note:

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

### 2.0 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 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.

Your appliance is a wall-mounted, recessed and/or mantel installed 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.

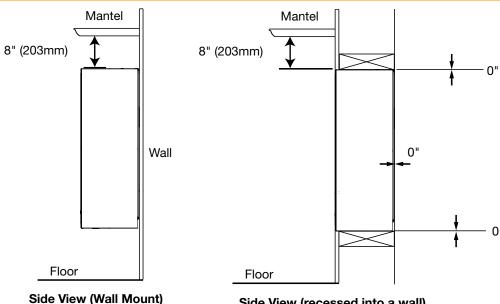
#### 2.1 minimum clearance to combustibles

Measurements are taken from the top of the appliance:		
Bottom, Sides, and Back 0"		
Тор	0" recessed into wall and 8" (203mm) to mantel	

#### minimum mantel clearances 2.2

### WARNING

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

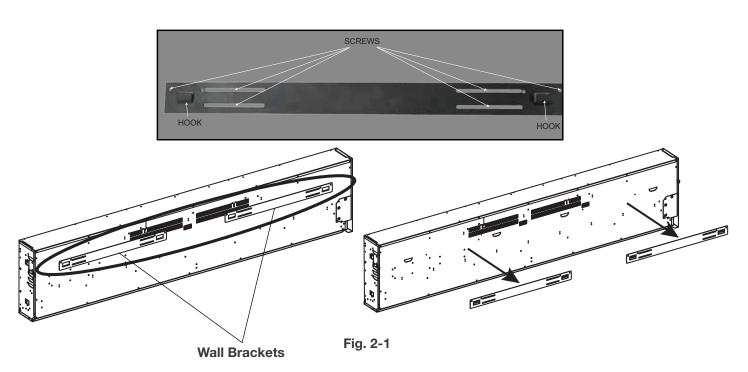


Side View (recessed into a wall)

#### 2.3 wall mount installation

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

- 1. Select a location that is not prone to moisture and is located at least 36" (91.4cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- 2. Have 2 people hold the appliance against the wall to determine the final location.
- 3. Place appliance face down on a soft, non-abrasive surface. Remove the bracket from the back of the appliance by removing the screws (Fig. 2-1). Set the screws aside.



4. Mark out location, then mount the bracket(s) onto the wall using screws (supplied). This bracket must have the hooks facing upward and be level.

#### note:

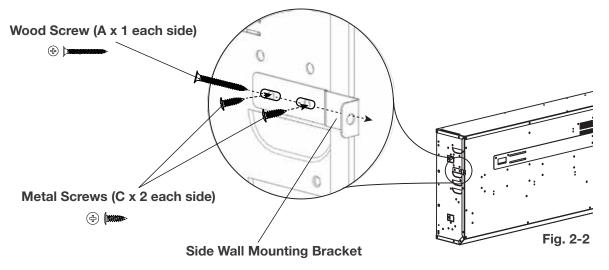
The mounting bracket must be screwed into the wall studs with at least 2 screws. If the remaining screws cannot be screwed into a stud, ensure that plastic anchors (provided) are used to affix the bracket to the wall and that the bracket is adequately secured.

⊕ A x 6 for NEFL42/50CHS/D-1

- ♠ B x 6 for NEFL42/50CHS/D-1
- ⊕ ► A x 12 for NEFL60/74CHS/D-1 & NEFL100CHD-1 (♣) MXXX B x 12 for NEFL60/74CHS/D-1 & NEFL100CHD-1
- 5. With the wall mounting bracket installed, have 2 people lift the appliance up and insert the 4 bracket hooks (2 hooks per bracket) into the 2 slots on the back of the appliance.
- 6. Check the appliance for stability, ensuring that the bracket will not pull free from the wall.

### **Installation**

7. Install 2 screws through the side wall mounting brackets (supplied) to secure the appliance to the wall **(Fig. 2-2)**. Repeat on the opposite side.



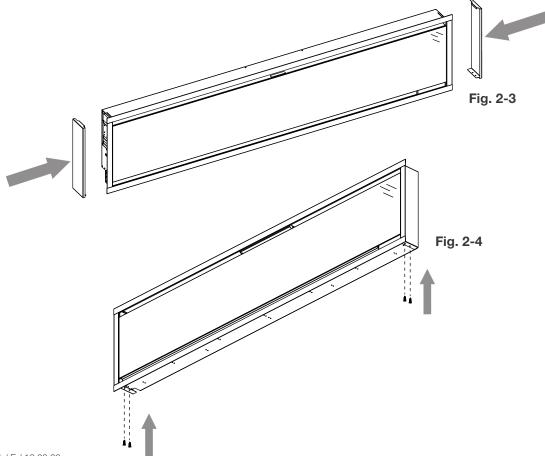
- 8. Install side panels (see "side panel installation" section).
- 9. Place the crystals or optional topaz glass chips and driftwood logs (CHD-1 models only) along the media tray (see "crystal ember installation" and "optional topaz glass chips and driftwood log installation" sections).
- 10. Install front glass (see "front glass installation and removal" section).

#### note:

For NEFL42/50CHS/D-1 models, there is only 1 wall bracket attached to the back of the appliance.

### 2.3.1 side panel installation (optional, wall mount installation only)

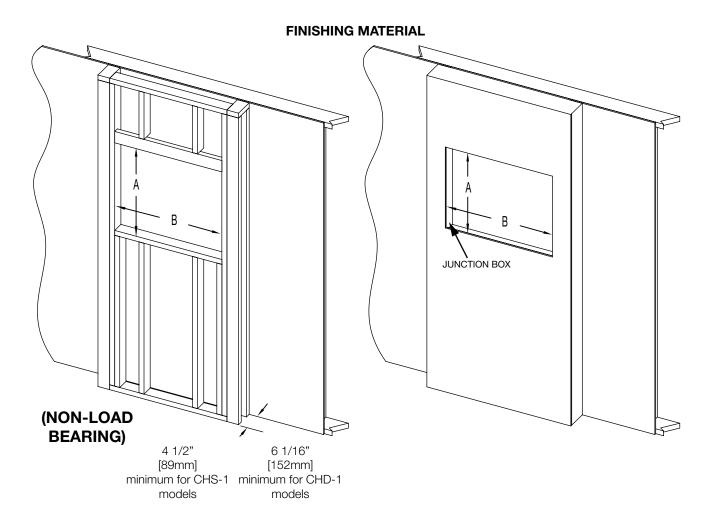
1. Install left and right panels (Fig. 2-3) by securing 4 screws (2 per panel) to bottom of appliance (Fig. 2-4).



### 2.4 recessed installation

### **2.4.1 framing**

Measurements from body of appliance:		
Sides, Back, Top	0"	



Model No.	Α	В	
NEFL42CHS-1		42 9/16" (1081mm)	
NEFL50CHS-1	16 1/8"	50 13/16" (1291mm)	
NEFL60CHS-1	(410mm)	60 11/16" (1541mm)	
NEFL74CHS-1		74 13/16" (1900mm)	

Model No.	Α	В	
NEFL42CHD-1		42 9/16" (1081mm)	
NEFL50CHD-1		50 13/16" (1291mm)	
NEFL60CHD-1	16 1/8" (410mm)	60 11/16" (1541mm)	
NEFL74CHD-1		74 13/16" (1900mm)	
NEFL100CHD-1		100 13/16" (2561mm)	

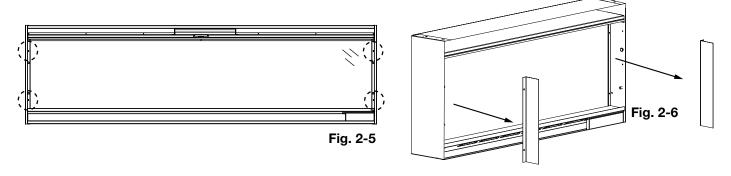
### **Installation**

#### 2.4.2 recessed installation instructions

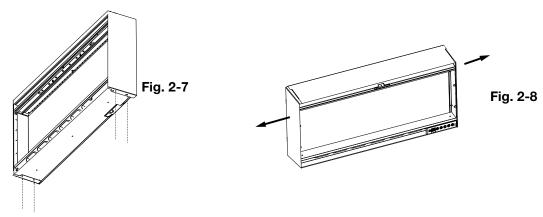
Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

Select a location that is not prone to moisture and is located at least 36" (91.4cm) away from combustible materials such curtain drapes, furniture, bedding, paper etc.

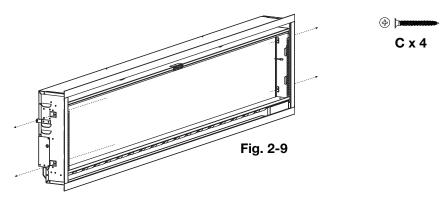
- 1. Measure the appliance and create a rough-in with electrical supply. The electrical junction box is located on the left side, at the back of the appliance.
- 2. Remove the wall mount brackets from the back of the appliance.
- 3. Remove the front glass (see "front glass installation and removal" section).
- 4. Remove the plastic panel holding bracket by removing the screws (Fig. 2-5 & 2-6).



5. If side covers are installed prior to recessed installation, remove the side covers by removing the screws (Fig. 2-7 & 2-8).



- 6. Install trims (see "trim installation" section).
- 7. Hold the appliance up to ensure it will fit into the framing (see "framing" section).
- 8. Remove the power cord and complete hardwiring (see "hardwiring installation" section).
- 9. Use 4 screws (supplied) to secure the appliance into the wall (Fig. 2-9). Do not overtighten screws.



- 10. Reinstall the plastic panel holding bracket.
- 11. Place the crystals or optional topaz glass chips and driftwood logs (CHD-1 models only) along the media tray (see "crystal ember installation" and "optional topaz glass chips and driftwood log installation" sections).
- 12. Install front glass (see "front glass installation and removal" section).

#### note:

2 sets of holes are provided for recessing into the wall. The wall structure may limit how far the appliance can be recessed. Use the appropriate set of holes when recessing to the frame. Apply shims (not supplied) between appliance and frame.

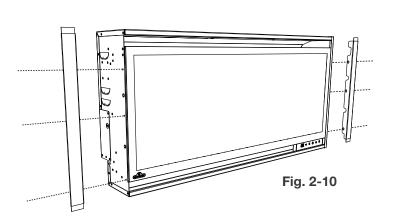
#### note:

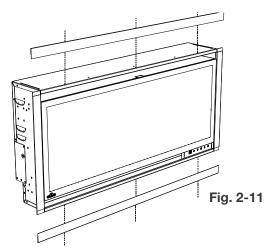
It is recommended that the walls of the appliance enclosure be finishing (i.e. drywall) to avoid exposed insulation or vapour barrier coming in contact with the appliance. This will ensure clearance to combustibles is maintained.

### 2.4.3 trim installation (optional)

- 1. Install left and right trims, and secure with screws (supplied) (Fig. 2-10).
- 2. Install top and bottom trims, and secure with screws (supplied) (Fig. 2-11).



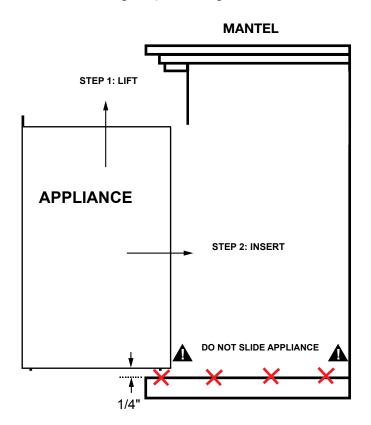


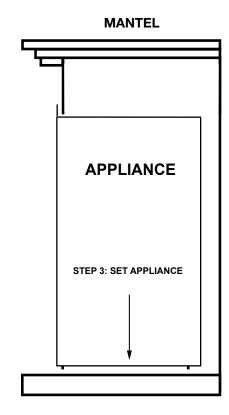


### **IN installation**

#### installing the appliance into a mantel 2.5

- 1. Remove the front glass (see "front glass installation and removal" section).
- 2. Install the top and bottom brackets (not supplied).
- 3. Insert the appliance into the mantel and secure it with the brackets. For appropriate mantel installation instructions, consult your authorized dealer.
- 4. Place the crystals or optional topaz glass chips and driftwood logs (CHD-1 models only) along the media tray (see "crystal ember installation" and "optional topaz glass chips and driftwood log installation" sections).
- 5. Reinstall the front glass (see "front glass installation and removal" section).



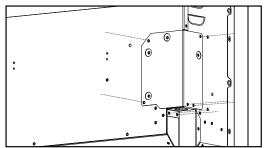


### **WARNING**

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

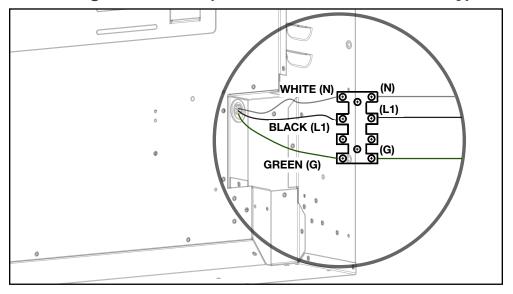
If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection and wire the appliance directly to the household wiring. The wire and power supply breaker must be rated for 120V minimum 15 amps.

This appliance must be electrically connected and grounded in accordance with local codes if hard wired. In the absence of local codes, use the latest edition of CSA C22.1 Canadian Electrical Code in Canada or ANSI/NFPA 70 National Electrical Code in the United States.

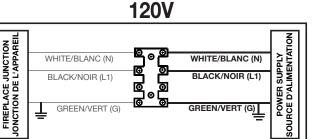


Before hardwiring the appliance, remove the junction box control cover by removing the fasteners as shown.

#### 3.1 120V hardwiring installation (NEFL42/50/60/74CHS-1 only)

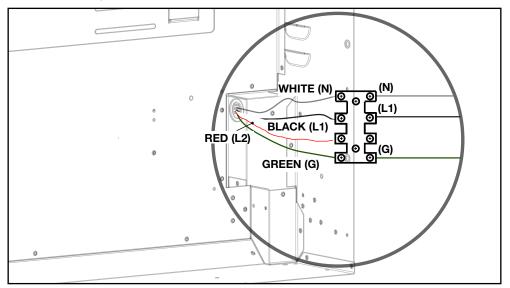


- 1. Remove the securing screws from the junction box cover plate, located on the left side, at the back of the appliance. Discard the original junction box cover plate and set screws aside.
- 2. Loosen the securing screws in the terminal block to remove the power cord.
- 3. Install the strain relief into the junction box cover plate (supplied), and feed the supply wires through the 7/8" (22mm) hole. Use minimum 14AWG/2.
- 4. Insert Green or bare copper wire to the designated G Terminal. Tighten the screw.
- 5. Insert White wire to the designated N Terminal. Tighten the screw.
- 6. Insert Black wire to the designated L1 Terminal. Tighten the screw.
- 7. Make sure all connections are tightened properly.
- 8. Reinstall the junction box cover plate using the screws removed in step 1.

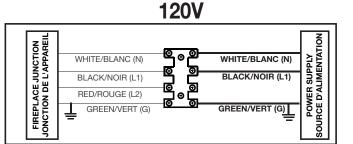


### electrical information

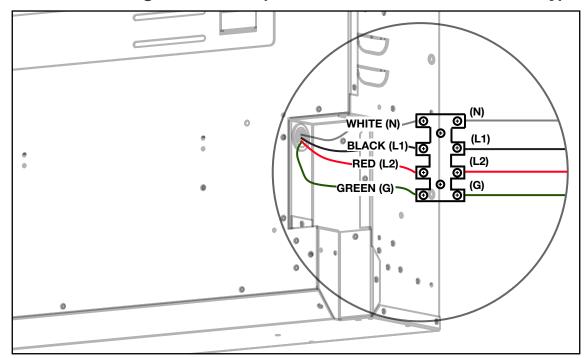
### 3.2 120V hardwiring installation (NEFL42/50/60/74/100CHD-1 only)



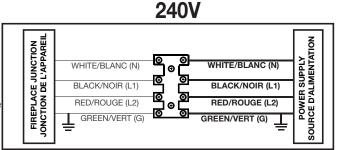
- 1. Remove the securing screws from the junction box cover plate, located on the left side, at the back of the appliance. Discard the original junction box cover plate and set screws aside.
- 2. Loosen the securing screws in the terminal block to remove the power cord.
- 3. Install the strain relief into the junction box cover plate (supplied), and feed the supply wires through the 7/8" (22mm) hole. Use minimum 14AWG/2.
- 4. Insert Green or bare copper wire to the designated G Terminal. Tighten the screw.
- 5. Insert White wire to the designated N Terminal. Tighten the screw.
- 6. Insert Black wire to the designated L1 Terminal. Tighten the screw.
- 7. Make sure all connections are tightened properly.
- 8. Reinstall the junction box cover plate using the screws removed in step 1.



#### 240V hard wiring installation (NEFL42/50/60/74/100CHD-1 only) 3.3



- 1. Remove the securing screws from the junction box cover plate, located on the left side, at the back of the appliance. Discard the original junction box cover plate and set screws aside.
- 2. Loosen the securing screws in the terminal block to remove the power cord.
- 3. Install the strain relief to the junction box cover plate (supplied), and feed the supply wires through the 7/8" (22mm) hole. Use minimum 14AWG/3.
- 4. Insert Green or bare copper wire to the designated G Terminal. Tighten the screw.
- 5. Insert White wire to the designated N Terminal. Tighten the screw.
- 6. Insert Black wire to the designated L1 Terminal. Tighten the screw.
- 7. Insert Red wire to the designated L2 Terminal. Tighten the screw.
- 8. Make sure all connections are tightened properly.
- 9. Reinstall the junction box cover plate using the screws removed in step 1.



### 4.0 finishing

### **A WARNING**

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

### 4.1 crystal ember installation

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

- 1. Remove the 2 screws from the plastic ember bed panel before applying crystal embers and/or logs to keep the ember bed panel plat (Fig. 4-1).
- 2. Carefully place crystal embers into the bottom media tray **(Fig. 4-2)**.
- 3. Apply an even layer from side to side.
- Randomly place the large crystal embers on top of the small crystal embers (for NEFL42/50/60/74/100CHD-1 only).

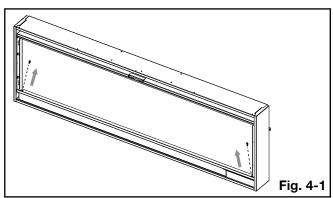




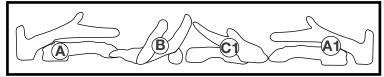
Fig. 4-2

## 4.2 optional topaz glass chips and driftwood log installation (NEFL42/50/60/74/100CHD-1 only)

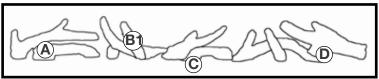
The front glass must be removed and the appliance must be secured in its final location before the optional topaz glass chips and driftwood logs are installed (CHD-1 models only) (see "front glass installation and removal" section).

- 1. Carefully place driftwood logs on the media tray.
- Use the topaz glass chips to fill in spaces between the driftwood logs. This will improve the overall look of the appliance.

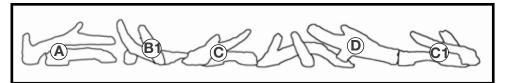
Reference	Log Number
А	W135-0728-SER
A1	W135-0728-SER Rear Side
В	W135-0729-SER
B1	W135-0729-SER Rear Side
С	W135-0730-SER
C1	W135-0730-SER Rear Side
D	W135-0731-SER



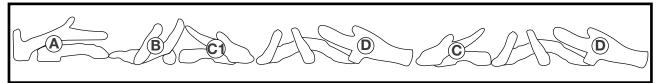
Recommended driftwood log placement for NEFL42CHD-1



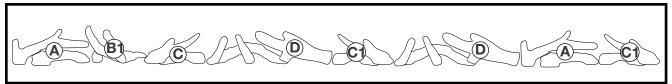
Recommended driftwood log placement for NEFL50CHD-1



Recommended driftwood log placement for NEFL60CHD-1



Recommended driftwood log placement for NEFL74CHD-1

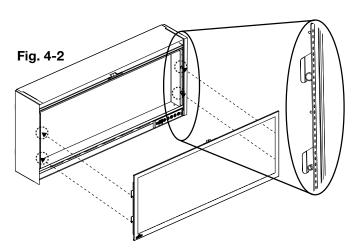


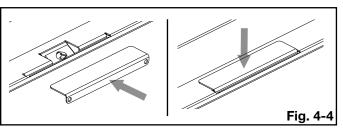
Recommended driftwood log placement for NEFL100CHD-1

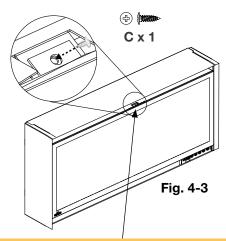
### front glass installation and removal

### WARNING

- Before the front glass is installed or removed, unplug the appliance and wait until appliance is cool to touch. Glass can be heavy and fragile so handle with care.
- 1. Install the front glass by aligning the pins on the appliance. Move the glass in and down to engage with the brackets (Fig. 4-2).
- 2. Secure the top middle section of the front glass to the appliance using a screw (supplied) (Fig. 4-3).
- 3. Cover the screw with the centre screw cover plate (supplied) (Fig. 4-4).
- 4. Reverse above steps to remove front glass.







### **WARNING**

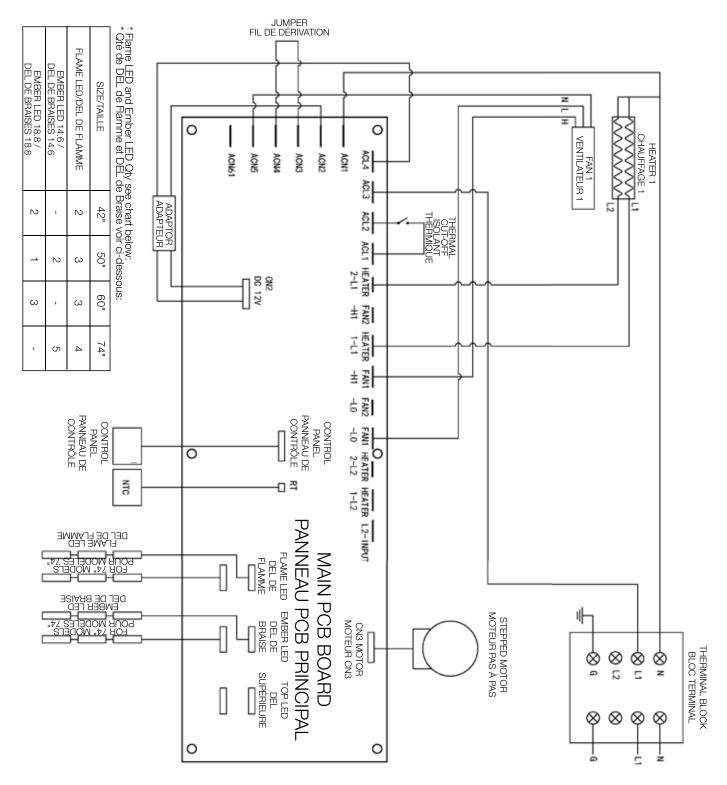
It is essential that the securing screw be installed to ensure the glass assembly isn't accidentally dislodged causing damages and/or personal injury.

### 5.0 wiring diagram

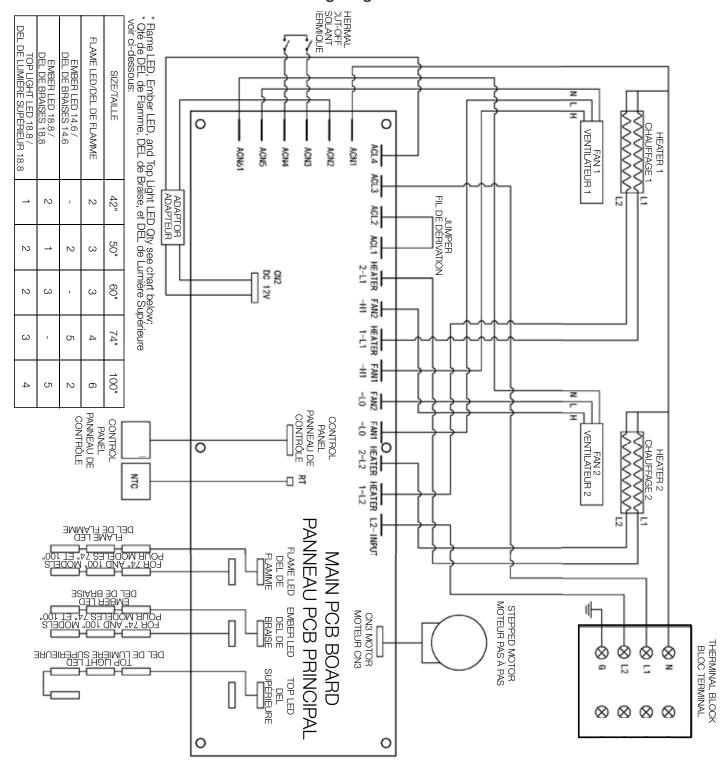
### **WARNING**

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

### 5.1 NEFL42/50/60/74CHS-1 wiring diagram



#### 5.2 NEFL42/50/60/74/100CHD-1 wiring diagram



### 6.0 operation

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

#### attention:

Ensure the house circuit breakers for the power supply are turned on. In the event of a power failure, the appliance will lose its memory function and will reset to factory mode when the power returns.

### 6.1 operating control panel

The control panel is located on the lower right-hand corner of the appliance.



Power	(J	Turns the appliance on/off.
Orange Flame	<b>(</b> )	Controls flame brightness.  Settings: F0 - Flame off
Blue Flame	•	F1 - Dimmest flame F2 - Dim flame F3 - Bright flame F4 - Brightest flame
Heater	<b>\$\$\$</b>	Turns the heater and blower on/off.  Settings: H0 - Heater and blower off BL - Blower on H1 - Low heat H2 - High heat with blower boost
Ember Bed Light	***	Controls ember bed light settings.  Settings:  L0 - Ember bed light off  L1 - Red  L2 - Blue  L3 - Green  L4 - White  L5 - Yellow  L6 - Purple  L7 - Auto-cycle through red, blue, green, white, yellow, purple.  (NOTE: It will take 3 seconds to switch between colours.)  L8 - Lock to desired color
°F/°C	hold 5 seconds	To change the temperature to Celsius or Fahrenheit, press and hold the yellow 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 blue flame button for 5 seconds. This will change the blue flame button to temperature control or viceversa.  There are 11 temperature settings: 18°C [64°F], 19°C [66°F], 20°C [68°F], 21°C [70°F], 22°C [72°F], 23°C [74°F], 24°C [76°F], 25°C [78°F], 26°C [80°F], 27°C [82°F] and OFF.

### 6.2 operating remote control



NEFL42/50/60/74/100CHD-1 remote



NEFL42/50/60/74CHS-1 remote

Power	<b>(</b>	Turns the appliance on/off.
Blue Flame		Controls flame brightness.
Orange Flame		<b>Settings:</b> F0 - Flame off F1 - Dimmest flame
Yellow Flame		F2 - Dim flame F3 - Bright flame F4 - Brightest flame
Heater	<b>((()</b>	Turns the heater and blower on/off.
		Settings: H0 - Heater and blower off BL - Blower on H1 - Low heat H2 - High heat with blower boost
Flame Speed		Controls the speed of the flame. There are 5 flame speed settings: 01 (slowest) 02, 03, 04, and 05 (fastest).
<b>Top Light</b> NEFL42/50/60/ 74/100CHD-1 only	8	Same as ember bed color.

Ember Bed Color		Controls ember bed light settings.
		Settings: L0 - Ember bed light off L1 - Red L2 - Blue L3 - Green L4 - White L5 - Yellow L6 - Purple L7 - Auto-cycle through red, blue, green, white, yellow, and purple. (NOTE: It will take 3 seconds to switch between colours.) L8 - Lock to desired color
Ember Bed Brightness		Controls the brightness of the ember bed light.
		Settings: B1 - Dimmest B2 - Dim B3 - Bright B4 - Brightest
Timer	Φ	There are 10 timer settings: 00, 0.5h, 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h.
Temperature Control		There are 11 temperature settings: 18°C [64°F], 19°C [66°F], 20°C [68°F], 21°C [70°F], 22°C [72°F], 23°C [74°F], 24°C [76°F], 25°C [78°F], 26°C [80°F], 27°C [82°F] and OFF.

### 7.0 maintenance

### 7.1 cleaning

### **A** WARNING

- Always turn the heater off and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this appliance. Failure to do so could result in electric chock, fire, or personal injury.
- Never immerse in water or spray with water. Doing so could result in electric shock, fire, or personal injury.

#### Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- Do not use brass polish or household cleaners as these products will damage the metal trim.

#### Glass:

- Use a good quality cleaner sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

#### Vents:

• Use a vacuum or duster to remove dust and dirt from the heater and vent areas.

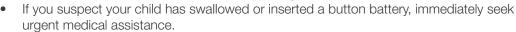
#### Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- Never use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

#### 7.2 remote battery installation

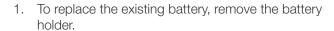
### WARNING

- 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 in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.

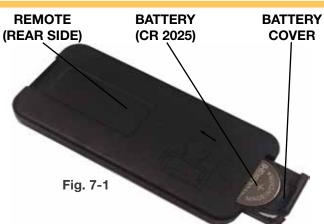




- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
- Tell others about the risk associated with button batteries and how to keep their children safe.



- 2. To remove the battery holder, turn the remote onto the front side and press the left side lever towards the center while pulling the battery holder out using the slot provided (Fig. 7-1).
- 3. Replace existing battery (type CR 2025) with a new battery and reinstall the battery holder onto the remote by sliding it into position.
- 4. Battery cover will 'click' into remote control until secure.



#### note:

This hand-held 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.



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.

### 8.0 replacement parts

### **A 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.

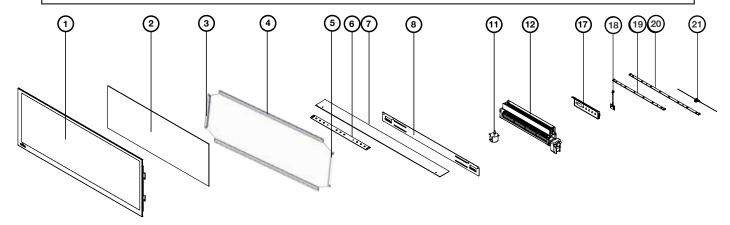
Parts not identified as stocked will be delivered within a 2 to 4 week period, for most cases.

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

#### NEFL42/50/60/74CHS-1 8.1

#### note:

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



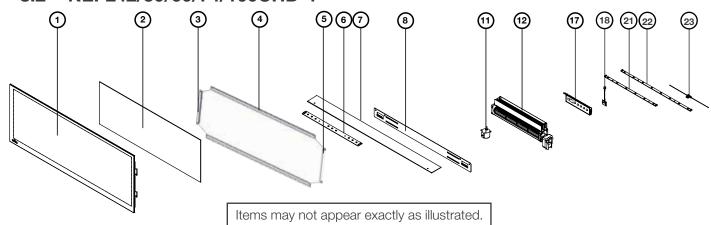
Items may not appear exactly as illustrated.

REF.	Description	Part Number				
#		NEFL42CHS-1	NEFL50CHS-1	NEFL60CHS-1	NEFL74CHS-1	Stocked
1	Front Glass	W010-4188-SER	W010-4189-SER	W010-4190-SER	W010-4191-SER	Yes
2	Flame Projection Plastic Panel	W565-0284-SER	W565-0285-SER	W565-0286-SER	W565-0287-SER	Yes
3	Right Side Trim		W715-1143-SER			Yes
4	Top/Bottom Trim	W715-1151-SER	W715-1152-SER	W715-1153-SER	W715-1154-SER	Yes
5	Left Side Trim		W715-1142-SER			
6	Flame LED Light	W405-0046-SER				Yes
7	Ember Bed Plastic Strip	W565-0296-SER	W565-0297-SER	W565-0298-SER	W565-0299-SER	Yes
8	Wall Mounting Bracket	W080-1616-SER				Yes
9 *	Cord Cover	W200-0572-SER				Yes
10 *	Reflector Spindle	W010-4245-SER	W010-4246-SER	W010-4247-SER	W010-4248-SER	Yes
11	Rotisserie Motor (Kit)	W435-0117-SER				Yes
12	Blower and Heater Assembly	W010-4194-SER			Yes	
13 *	Remote Control	W660-0211-SER			Yes	
14 *	Main Circuit Board	W190-0188-SER			Yes	
15 *	Bag of Crystals	W497-0031-SER				Yes
16 *	Hardware Kit	W370-0119-SER			Yes	
17	Control Panel (With Remote Receiver)	W010-4891-SER			Yes	
18	Thermostat	G190-0004-SER			Yes	
19	14" Ember Bed LED	N/A	W405-0047-SER	N/A	W405-0047-SER	Yes
20	19" Ember Bed LED	W405-0048-SER N/A			Yes	
21	Thermal Cut-Out	W750-0426-SER			Yes	

<sup>\*</sup> Part not illustrated

### replacement parts

### NEFL42/50/60/74/100CHD-1



REF.		Part Number					
#	Description	NEFL42CHD-1	NEFL50CHD-1	NEFL60CHD-1	NEFL74CHD-1	NEFL100CHD-1	Stocked
1	Front Glass	W010-4188-SER	W010-4189-SER	W010-4190-SER	W010-4191-SER	W010-4192-SER	Yes
2	Flame Projection Plastic Panel	W565-0284-SER	W565-0285-SER	W565-0286-SER	W565-0287-SER	W565-0288-SER	Yes
3	Right Side Trim		W715-1143-SER				Yes
4	Top/Bottom Trim	W715-1151-SER	W715-1152-SER	W715-1153-SER	W715-1154-SER	W715-1155-SER	Yes
5	Left Side Trim		W715-1142-SER			Yes	
6	Flame LED Light			W405-0046-SER			Yes
7	Ember Bed Plastic Strip	W565-0302-SER	W565-0303-SER	W565-0304-SER	W565-0305-SER	W565-0306-SER	Yes
8	Wall Mounting Bracket		W080-1616-SER				Yes
9 *	Cord Cover		W200-0572-SER				Yes
10 *	Reflector Spindle	W010-4245-SER	W010-4246-SER	W010-4247-SER	W010-4248-SER	W010-4249-SER	Yes
11	Rotisserie Motor (Kit)	W435-0117-SER				Yes	
12	Blower and Heater Assembly	W010-4194-SER				Yes	
13 *	Remote Control		W660-0210-SER				Yes
14 *	Main Circuit Board	W190-0188-SER				Yes	
15 *	Bag of Crystals	W497-0031-SER W497-0051-SER	W497-0031-SER W497-0032-SER	W497-0031-SER W497-0045-SER	W497-0031-SER W497-0052-SER	W497-0031-SER W497-0051-SER	Yes
16 *	Hardware Kit			W370-0119-SER			Yes
17	Control Panel (With Remote Receiver)	W010-4891-SER			Yes		
18	Thermostat	G190-0004-SER			Yes		
19 *	Optional Driftwood Logs	W135-0728-SER (X2) W135-0729-SER W135-0730-SER	W135-0728-SER W135-0729-SER W135-0730-SER W135-0731-SER	W135-0728-SER W135-0729-SER W135-0730-SER (X2) W135-0731-SER	W135-0728-SER W135-0729-SER W135-0730-SER (X2) W135-0731-SER (X2)	W135-0728-SER (X2) W135-0729-SER W135-0730-SER (X3) W135-0731-SER (X2)	Yes
20 *	Optional Topaz Glass Chips Media	W300-0211			Yes		
21	14" Ember Bed LED	N/A	W405-0047-SER	N/A	W405-0047-SER	N/A	Yes
22	19" Ember Bed LED	W405-0048-SER N/A W405-0048-SER			Yes		
23	Thermal Cut-Out	W750-0426-SER			Yes		

<sup>\*</sup> Part not illustrated

#### troubleshooting EN 9.0

### **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.	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	House circuit breaker has tripped.	Reset house circuit breaker.
turn on.	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	Low/dead batteries.	Replace batteries in remote control.
does not work.	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel.
No warm air	Heater setting not selected.	See "operation" section.
coming out of the appliance.	Heater has been locked out.	See "operation" section.
аррнанос.	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.	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.

### **™** troubleshooting

symptom	problem	solution		
Ember bed is	Brightness not selected.	See "operation" section.		
not glowing or dimming.	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 Premium Warranty**

Electrical components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first 2 years of premium 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.

In the first year only, any labour related to warranty repair is 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 premium 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 premium 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 2 years 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.

After the first year, Napoleon will not be responsible for installation, labour, or any other expenses related to the reinstallation of a warranted part, and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the Premium 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

All parts replaced under the Premium 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.

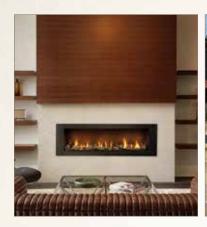
Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

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.

# NAPOLEON CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS









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