

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.
CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.



INSTALLATION AND OPERATING INSTRUCTIONS

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: ANSI Z21.11.2B, VOLUME II FOR UNVENTED ROOM HEATERS.

GVFS20P PROPANE

GVFS20N NATURAL GAS

UNVENTED MILLIVOLT SYSTEM

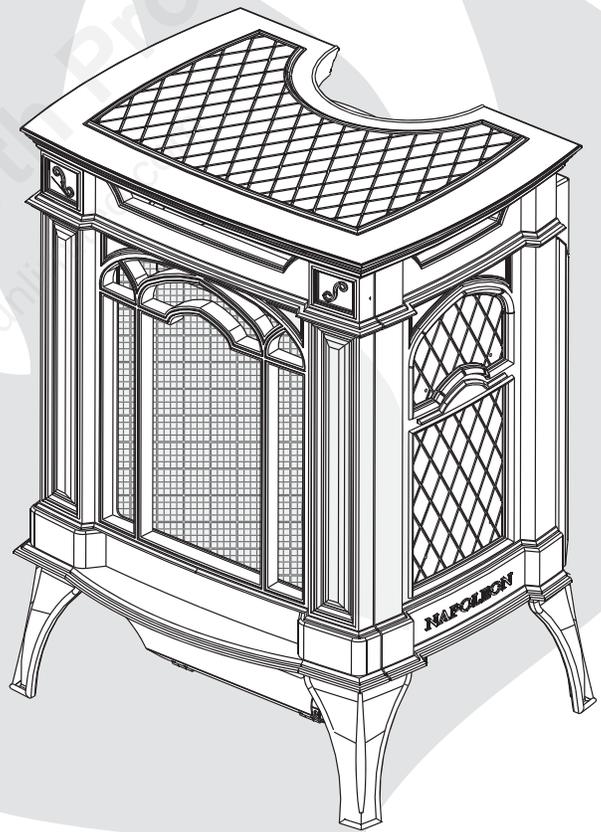
CERTIFIED FOR THE UNITED STATES USING ANSI METHODS.

SAFETY INFORMATION

WARNING

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.
- **WHAT TO DO IF YOU SMELL GAS:**
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the supplier.
- This is an unvented gas-fired heater that uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided.



APPLY SERIAL NUMBER LABEL FROM CARTON



Serial No. XXXXX00000
MODEL NO.

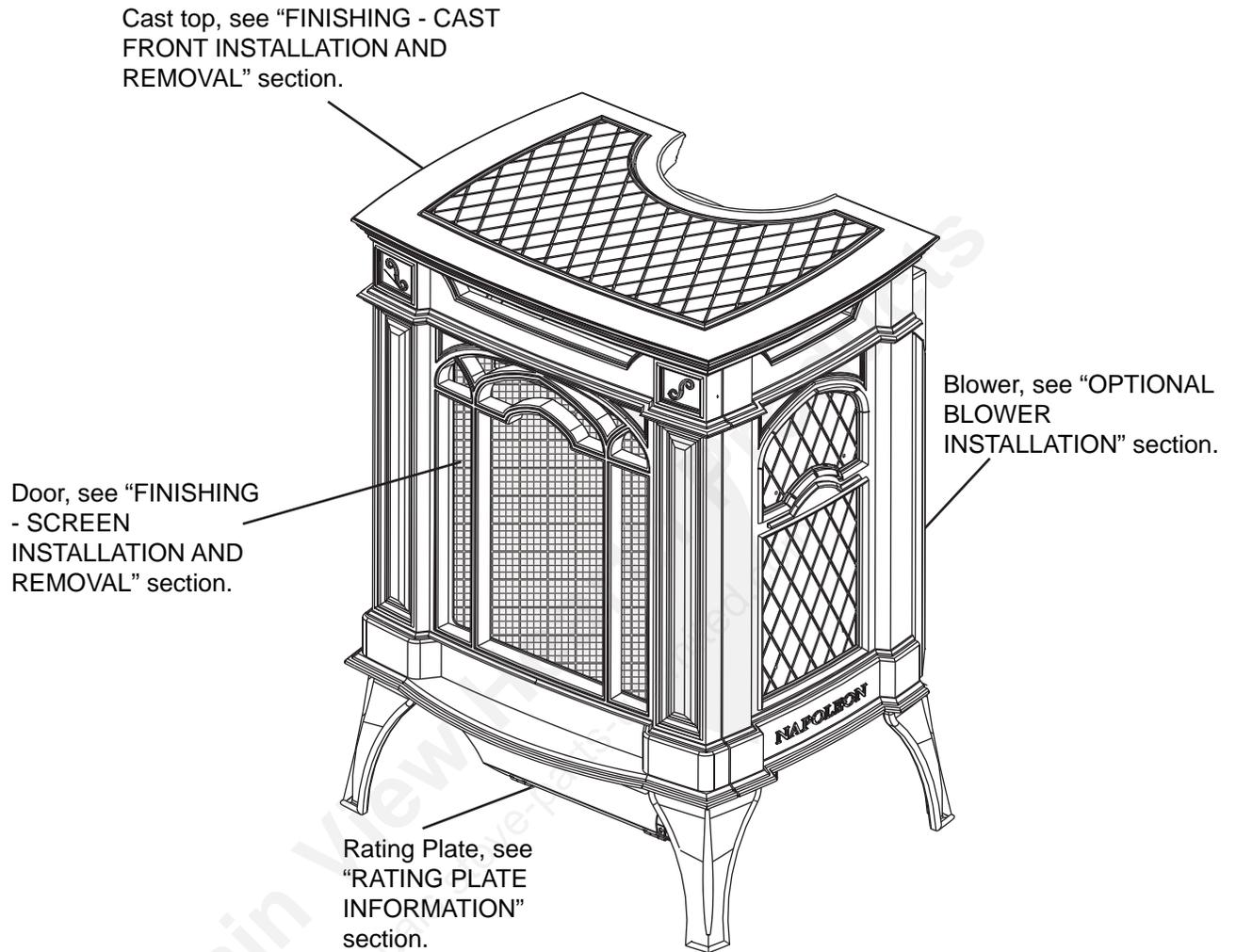
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TABLE OF CONTENTS

1.0	INSTALLATION OVERVIEW	3
2.0	INTRODUCTION	4
2.1	DIMENSIONS	5
2.2	GENERAL INSTRUCTIONS	5
2.3	GENERAL INFORMATION	6
2.4	RATING PLATE INFORMATION	7
3.0	INSTALLATION	8
3.1	COMBUSTION AND VENTILATION AIR PROVISIONS	8
3.2	DETERMINING CONFINED OR UNCONFINED SPACE	9
3.3	GAS INSTALLATION	10
3.4	OPTIONAL WALL SWITCH / THERMOSTAT	11
3.5	MOBILE HOME INSTALLATION	11
4.0	FINISHING	12
4.1	CAST FRONT INSTALLATION AND REMOVAL	12
4.2	SCREEN INSTALLATION AND REMOVAL	12
4.3	LOGO PLACEMENT	12
4.4	LOG PLACEMENT	13
5.0	OPTIONAL BLOWER INSTALLATION	14
5.1	BLOWER INSTALLATION AND CONNECTION	14
5.2	SWITCH CONNECTIONS	14
6.0	OPERATION	15
7.0	ADJUSTMENT	16
7.1	VENTURI ADJUSTMENT	16
7.2	FLAME CHARACTERISTICS	16
8.0	MAINTENANCE	17
8.1	OXYGEN DEPLETION SENSOR PILOT CLEANING	17
8.3	PILOT INDICATOR LIGHT BATTERY REPLACEMENT	18
8.2	ORIFICE REPLACEMENT	18
9.0	REPLACEMENTS	19
10.0	TROUBLE SHOOTING	21
11.0	WARRANTY	24
12.0	SERVICE HISTORY	25

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

1.0 INSTALLATION OVERVIEW



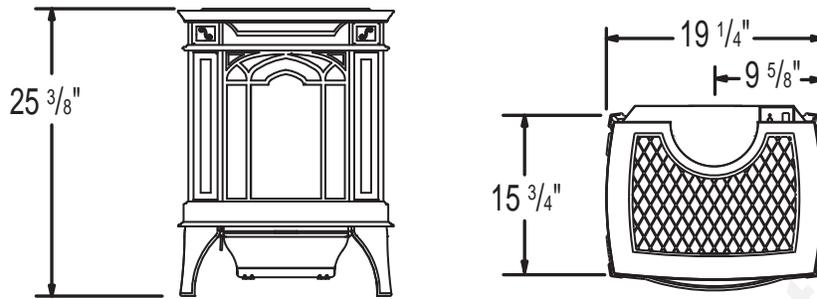
2.0 INTRODUCTION

! WARNING

- **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF CONTACTED.**
- **ANY CHANGES TO THIS APPLIANCE OR ITS CONTROLS CAN BE DANGEROUS AND IS PROHIBITED.**
- Under no circumstances should this appliance be modified.
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Risk of burns. The appliance should be turned off and cooled before servicing.
- Do not install damaged, incomplete or substitute components.
- Risk of cuts and abrasions. Wear protective gloves and safety glasses during installation. Sheet metal edges may be sharp.
- Provide adequate ventilation and combustion air. Provide adequate accessibility clearance for servicing and operating the appliance. Never obstruct the front opening of the appliance.
- If the appliance shuts off, do not re-light until you provide fresh air. If appliance keeps shutting off, have it serviced. Keep burner and control compartment clean.
- Do not burn wood or other materials in this appliance.
- Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition.
- Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Ensure you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- Clothing or other flammable material should not be placed on or near the appliance.
- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Any safety screen or guard removed for servicing must be replaced prior to operating the appliance.
- It is imperative that the control compartments, burners and 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 vapours and liquids.
- Furniture or other objects must be kept a minimum of 4 feet away from the front of the appliance.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
- Do not allow fans to blow directly into the appliance. Avoid any drafts that alter burner flame patterns.
- Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this appliance.
- Carbon or soot should not occur in a vent free appliance as it can distribute into the living area of your home. If you notice any signs of carbon or soot, immediately turn off your appliance and arrange to have it serviced by a qualified technician before operating it again.
- 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.
- As with any combustion appliance, we recommend having your appliance regularly inspected and serviced as well as having a Carbon Monoxide Detector installed in the same area to defend you and your family against Carbon Monoxide.
- The appliance screen must be in place when the appliance is operating.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a T.V. or other electronic components.

3.4B

2.1 DIMENSIONS



2.2 GENERAL INSTRUCTIONS

! WARNING
<p>* CARBON MONOXIDE POISONING MAY LEAD TO DEATH EARLY SIGNS OF CARBON MONOXIDE POISONING RESEMBLE THE FLU, WITH HEADACHE, DIZZINESS AND/OR NAUSEA. IF YOU HAVE THESE SIGNS, THE HEATER MAY NOT BE WORKING PROPERLY. GET FRESH AIR AT ONCE! HAVE HEATER SERVICED. SOME PEOPLE---PREGNANT WOMEN, PERSONS WITH HEART OR LUNG DISEASE, ANEMIA, THOSE UNDER THE INFLUENCE OF ALCOHOL, THOSE AT HIGH ALTITUDES--- ARE MORE AFFECTED BY CARBON MONOXIDE THAN OTHERS.</p>
<p>THE APPLIANCE IS ONLY FOR USE WITH THE TYPE OF GAS INDICATED ON THE RATING PLATE. THIS APPLIANCE IS NOT CONVERTIBLE FOR USE WITH OTHER GASES.</p>
<p>OBJECTS PLACED IN FRONT OF THE HEATER SHOULD BE KEPT A MINIMUM OF 48" AWAY FROM THE FRONT FACE OF THE APPLIANCE.</p>
<p>USE ONLY WOLF STEEL APPROVED OPTIONAL ACCESSORIES AND REPLACEMENT PARTS WITH THIS APPLIANCE. USING NON-LISTED ACCESSORIES AND REPLACEMENT PARTS (BLOWERS, LOUVRES, TRIMS, GAS COMPONENTS, VENT COMPONENTS, ETC.) COULD RESULT IN A SAFETY HAZARD AND WILL VOID THE LIMITED LIFETIME WARRANTY.</p>
<p>NOT DESIGNED FOR USE WITH A GLASS DOOR. SCREEN MUST BE CLOSED WHEN APPLIANCE IS IN OPERATION.</p>
<p>THIS APPLIANCE MUST NOT BE INSTALLED IN A BEDROOM OR BATHROOM.</p>

This gas appliance should be installed and serviced by a qualified installer to conform with local codes. Installation practices vary from region to region and it is important to know the specifics that apply to your area, for example: in Massachusetts State:

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

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

American National Standards Institute Inc.
1430 Broadway
New York, NY 10018

or National Fire Protection Association Inc.
Batterymarch Park
Quincy, MA 02269

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa). When installed with a blower the junction box must be electrically connected and grounded in accordance with local codes. In the absence of local codes, use the current ANSI / NFPA 70 National Electric Code. In the case where the blower is equipped with a power cord it must be connected into a properly grounded receptacle. The grounding prong must not be removed from the cord plug.

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



If the appliance is installed directly on carpeting, vinyl tile or other combustible material other than wood flooring, the appliance shall be installed on a metal or wood panel extending the full width and depth. **NOTE: This does not apply to stoves.**

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

4.2C

2.3 GENERAL INFORMATION

FOR YOUR SATISFACTION, THIS APPLIANCE HAS BEEN TEST-FIRED TO ASSURE ITS OPERATION AND QUALITY!

GVFS20		
	NG	LP
Altitude (FT)	0-2,000	0-2,000
Max. Input (BTU/HR)	23,000	23,000
Min. Inlet Gas Supply Pressure	4.5" Water Column	11" Water Column
Max. Inlet Gas Supply Pressure	7" Water Column	13" Water Column
Manifold Pressure (Under Flow Conditions)	3.5" Water Column	10" Water Column

When the appliance is installed at elevations above 2,000ft, and in the absence of specific recommendations from the local authority having jurisdiction, the certified high altitude input rating shall be reduced at the rate of 4% for each additional 1,000ft. Expansion / contraction noises during heating up and cooling down cycles are normal and to be expected.

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

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

2.4 RATING PLATE INFORMATION

CONFORMS TO: ANSI Z21.11.2a-2008, UNVENTED GAS FIRED ROOM HEATER
 THIS IS A GAS-FIRED UNVENTED ROOM HEATER THAT REQUIRES ADEQUATE COMBUSTION AND VENTILATION AIR. THIS APPLIANCE IS NOT FIELD CONVERTIBLE FOR USE WITH OTHER FUELS.

 THIS UNIT IS NOT APPROVED FOR BEDROOM, BATHROOM AND BED-SITTING ROOM INSTALLATION.

DIAGRAM TO AID THE OPERATION OF THIS FIREPLACE

MODEL GVFS20-N
 **0-2000FT (0-610m)
 23,000 BTU/h
 18,000BTU/h

ALTITUDE INPUT
 REDUCED INPUT

MODEL GVFS20-P
 **0-2000FT (0-610m)
 23,000 BTU/h
 18,000BTU/h

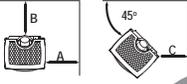
MANIFOLD PRESSURE: 3.5" WATER COLUMN
 MINIMUM SUPPLY PRESSURE: 4.5" WATER COLUMN
 MAXIMUM SUPPLY PRESSURE: 7.0" WATER COLUMN
 SIT CONTROL: # 820.638
 OPERATING PILOT OXYPROTECTOR: # 8214

MANIFOLD PRESSURE: 10" WATER COLUMN
 MINIMUM SUPPLY PRESSURE: 11" WATER COLUMN
 MAXIMUM SUPPLY PRESSURE: 13" WATER COLUMN
 SIT CONTROL: # 820.638
 OPERATING PILOT OXYPROTECTOR: # 8436

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

NOT FOR USE WITH SOLID FUEL.

MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS

A	4"	
B	2"	
C	2"	

48" MINIMUM TO CEILING FROM STOVE TOP

WOLF STEEL LTD.
 24 NAPOLEON ROAD, BARRIE, ONTARIO L4M 4Y8 CANADA

WARNING: DO NOT ADD ANY MATERIAL TO THE APPLIANCE, WHICH WILL COME IN CONTACT WITH THE FLAMES, OTHER THAN THAT SUPPLIED BY THE MANUFACTURER WITH THE APPLIANCE.

SCREEN MUST BE IN PLACE WHILE THE APPLIANCE IS IN OPERATION.

ELECTRICAL RATING: 115V 0.82AMP, 60HZ
 OPTIONAL FAN KIT: GS-64KT

SERIAL NUMBER **GVFS20**

FLAME ADJUSTMENT

ON / OFF CONTROL

IGNITOR

W385-0337 / J

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

For rating plate location, see "INSTALLATION OVERVIEW" section.

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

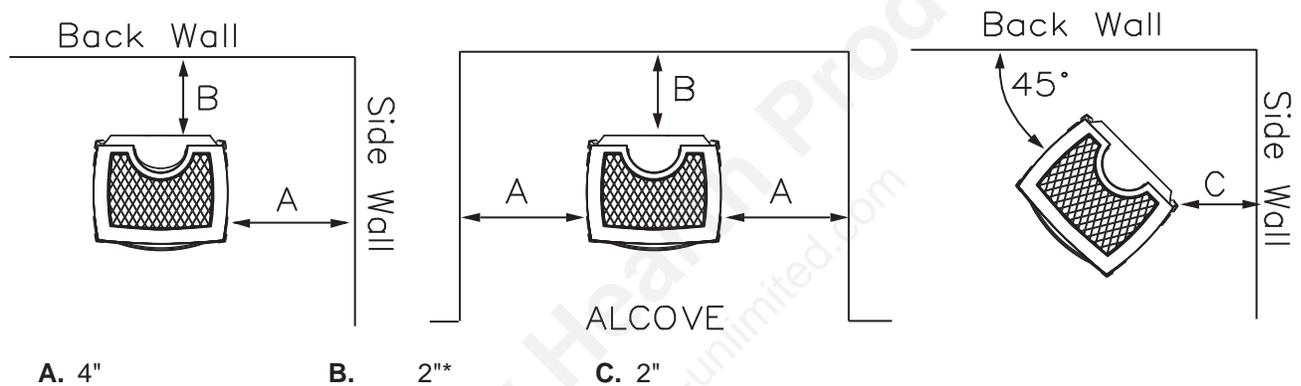
3.0 INSTALLATION

THIS GAS HEATER SHOULD BE INSTALLED AND SERVICED BY A QUALIFIED INSTALLER to conform with local codes. Installation practices vary from region to region and it is important to know the specifics that apply to your area.

Provide adequate ventilation and combustion air. Provide adequate accessibility clearance for servicing and operating the heater. Never obstruct the front opening of the heater.

As long as clearances to combustibles is kept within the required distances, the most desirable and beneficial location for a heater is in the centre of a building, thereby allowing the most efficient use of the heat created. The location of windows, doors and the traffic flow in the room where the heater is to be located should be considered.

MAINTAIN THESE MINIMUM CLEARANCES TO COMBUSTIBLES:



Heater should not be installed directly on carpeting.

Minimum 48" from top to ceiling.

* If less than 5" clearance is maintained between the back of the heater and the back wall, it will be necessary to disconnect the gas pipe to move the heater out for installation or service of the blower.

3.1 COMBUSTION AND VENTILATION AIR PROVISIONS

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

The National Fuel Gas Code, ANSI Z223.1 / NFPA 54 defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 Btu per hour (4.8 m³ per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space as a space whose volume is not less than 50 cubic feet per 1,000 Btu per hour (4.8 m³ per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed, through openings not furnished with doors are considered a part of the unconfined space.

17.1A

The GVFS20 is rated at 23,000 BTU's per hour for natural gas and propane gas and therefore requires a minimum unconfined space of 1,150 cubic feet.

3.2 DETERMINING CONFINED OR UNCONFINED SPACE

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

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

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

Unusually tight construction is defined as construction where:

- A)** Walls and ceilings exposed to the outside atmosphere have a continuous water vapour retarder with a rating of 1 perm (6×10^{-11} kg per pa-sec-m²) or less with openings gasketed or sealed, and

! WARNING
IF THE AREA IN WHICH THE APPLIANCE MAY BE OPERATED IS SMALLER THAN THAT DEFINED AS AN UNCONFINED SPACE OR IF THE BUILDING IS OF UNUSUALLY TIGHT CONSTRUCTION, PROVIDE ADEQUATE COMBUSTION AND VENTILATION AIR BY ONE OF THE METHODS DESCRIBED IN THE NATIONAL FUEL GAS CODE ANSI Z223.1 / NFPA 54 , AIR FOR COMBUSTION AND VENTILATION, OR THE APPLICABLE LOCAL CODE.
IF THE AREA IN WHICH THE APPLIANCE MAY BE OPERATED DOES NOT MEET THE REQUIRED VOLUME FOR INDOOR COMBUSTION AIR, COMBUSTION AND VENTILATION AIR SHALL BE PROVIDED BY ONE OF THE METHODS DESCRIBED IN THE ANSI Z223.1 / NFPA 54, THE INTERNATIONAL FUEL GAS CODE, OR APPLICABLE LOCAL CODES.

- B)** Weather stripping has been added on operable windows and doors, and
- C)** Caulking or sealants are applied to areas such as joints around window and door frames, between sole plates and floors, between wall-ceiling joints, between wall panels, at penetrations for plumbing, electrical, and gas lines, and at other openings.

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

- A)** Ensure sufficient combustion and circulation air
- B)** Use a dehumidifier
- C)** Do not use the unvented room appliance as a primary heat source

Without sufficient fresh air for proper operation, poor fuel combustion can result. Carbon Monoxide is a result of poor combustion.

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

Room Volume = Length x Width x Height

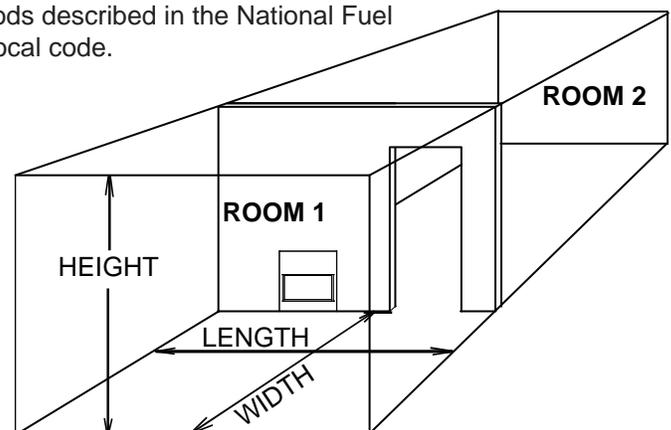
Max BTU/hr = Room Volume x 1000 / 50

If for example:

The length of the rooms is 10 feet,
 The width of Room 1 is 10 feet,
 The width of Room 2 is 15 feet,
 The height of the rooms is 8 feet.

The volume of Room 1: $10 \times 10 \times 8 = 800$ cubic feet

The volume of Room 2: $10 \times 15 \times 8 = 1200$ cubic feet



19.1B

EXAMPLE 1:

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

The total unconfined space: $800 + 1200 = 2000$ cubic feet.

Maximum BTU/h: $\frac{2000 \times 1000}{50} = 40,000$ BTU/h

19.2

If there are no more fuel burning appliances within this space then the 23,000 BTU/h input of the heater is suitable to be installed. This also assumes that the construction of this space is not unusually tight.

EXAMPLE 2:

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

Maximum BTU/h: $\frac{800 \times 1000}{50} = 16,000$ BTU/h

19.3

This would be considered a confined space since it can not support the 23,000 BTU/h input of the heater and it would be necessary to provide adequate combustion and ventilation air to Room 1.

3.3 GAS INSTALLATION

 WARNING
RISK OF FIRE, EXPLOSION OR ASPHYXIATION. ENSURE THERE ARE NO IGNITION SOURCES SUCH AS SPARKS OR OPEN FLAMES.
SUPPORT GAS CONTROL WHEN ATTACHING GAS SUPPLY PIPE TO PREVENT DAMAGING GAS LINE.
ALWAYS LIGHT THE PILOT WHETHER FOR THE FIRST TIME OR IF THE GAS SUPPLY HAS RUN OUT WITH THE GLASS DOOR OPENED OR REMOVED. PURGING OF THE GAS SUPPLY LINE SHOULD BE PERFORMED BY A QUALIFIED SERVICE TECHNICIAN. ASSURE THAT A CONTINUOUS GAS FLOW IS AT THE BURNER BEFORE CLOSING THE DOOR. ENSURE ADEQUATE VENTILATION. FOR GAS AND ELECTRICAL LOCATIONS, SEE "DIMENSION" SECTION.
HIGH PRESSURE WILL DAMAGE VALVE. DISCONNECT GAS SUPPLY PIPING BEFORE TESTING GAS LINE AT TEST PRESSURES ABOVE 1/2 PSIG.
VALVE SETTINGS HAVE BEEN FACTORY SET, DO NOT CHANGE.

Installation and servicing to be done by a qualified installer. **Do not use open flame.**

- A. Move the appliance into position and secure.
- B. If equipped with a flex connector the appliance is designed to accept a 1/2" gas supply. Without the connector it is designed to accept a 3/8" gas supply. The appliance is equipped with a manual shut off valve to turn off the gas supply to the appliance.
- C. Connect the gas supply in accordance to local codes. In the absence of local codes, install to the current CAN/CSA-B149.1 Installation Code in Canada or to the current National Fuel Gas Code, ANSI Z223.1 / NFPA 54 in the United States.
- D. When flexing any gas line, support the gas valve so that the lines are not bent or kinked.
- E. Check for gas leaks by brushing on a soap and water solution.

30.2

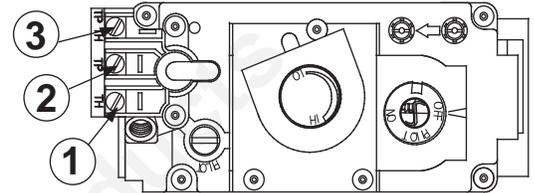
3.4 OPTIONAL WALL SWITCH / THERMOSTAT

! WARNING

DO NOT CONNECT EITHER THE WALL SWITCH, THERMOSTAT OR GAS VALVE DIRECTLY TO 110 VOLT ELECTRICITY.

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

WIRE SIZE	MAX. LENGTH
14 gauge	100 feet
16 gauge	60 feet
18 gauge	40 feet



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

50.1

3.5 MOBILE HOME INSTALLATION

Suitable for mobile home installation where the mobile home has been permanently placed on its site. This appliance may be installed in an aftermarket permanently located, manufactured (mobile) home, where not prohibited by local codes. For mobile home installations, the appliance must be fastened in place. It is recommended that the appliance be secured in all installations. See "REPLACEMENTS" section for the levelling / securing kit specific to your appliance.

29.2

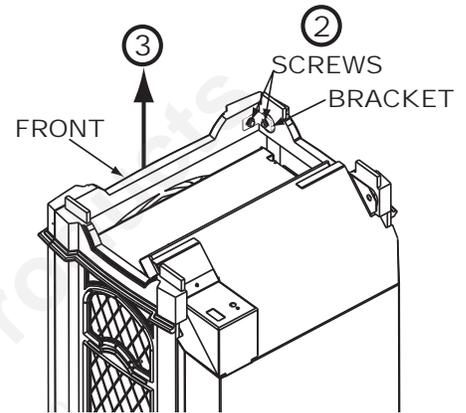
4.0 FINISHING

4.1 CAST FRONT INSTALLATION AND REMOVAL

! WARNING

SCREENS MUST BE CLOSED WHILE THE APPLIANCE IS IN OPERATION.

- A. Lift the top cast piece off of the heater.
- B. Detach the front cast piece from the side pieces by removing the screws from the brackets located in the upper inside corners.
- C. Slide the front straight up to remove.

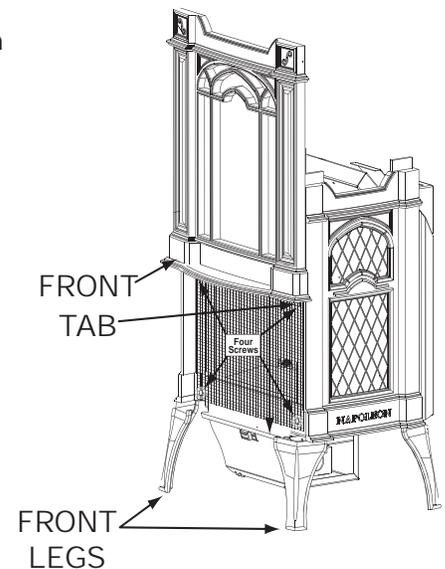


Follow the above steps in reverse in order to reinstall the cast front. Ensure that the tabs on the underside of the front fit behind the front legs.

4.2 SCREEN INSTALLATION AND REMOVAL

- A. Unscrew the four screws (one in each corner) securing the screen to the heater face.
- B. Remove screen from heater.

Follow the above steps in reverse in order to reinstall the screen.



4.3 LOGO PLACEMENT

Remove the backing of the logo supplied and centre over the logo installation holes, as indicated.



4.4 LOG PLACEMENT

! WARNING

LOGS MUST BE PLACED IN THEIR EXACT LOCATION IN THE APPLIANCE. DO NOT MODIFY THE PROPER LOG POSITIONS, SINCE APPLIANCE MAY NOT FUNCTION PROPERLY. DELAYED IGNITION AND CARBON / SOOT DISTRIBUTION THROUGHOUT THE LIVING AREA MAY OCCUR.

THE LOGS ARE FRAGILE AND SHOULD BE HANDLED WITH CARE.

DO NOT PLACE CHARCOAL EMBERS, VERMICULITE OR CHARCOAL LUMPS ON THIS BURNER.

ALL PREVIOUSLY APPLIED LOOSE MATERIAL (GLOWING EMBERS) MUST BE REMOVED PRIOR TO REAPPLICATION.

DO NOT CHANGE OR SUBSTITUTE THE GLOWING EMBER MATERIAL PROVIDED WITH THE APPLIANCE. IF REPLACING, USE ONLY REPLACEMENT GLOWING EMBERS AVAILABLE FROM YOUR LOCAL AUTHORIZED DEALER / DISTRIBUTOR.

FAILURE TO FOLLOW THESE INSTRUCTIONS WILL ADVERSELY EFFECT THE APPLIANCE'S PERFORMANCE AND MAY RESULT IN CARBON / SOOT DEPOSITS INSIDE THE APPLIANCE AND ON SURROUNDING SURFACES.

76.2B

In order to assemble the log set, the screen and cast front must be removed, see Cast Front / Screen Removal in the Finishing section of this manual.



- A.** Place the rear log, as shown, onto the rear log support brackets. Bend the bracket on the right side to help retain the rear log against the back of the firebox.



- B.** Place the hole in the underside of log #2 onto the locating screw, on the left side of the burner. The fibre burner is formed to cradle the centre of the log.
- C.** Place the hole in the underside of log #3 onto the locating screw, on the right side of the burner. The bottom branch of log #3 sits in front of, and against, the right end of log #2.

- D.** Reinstall the screen & front.

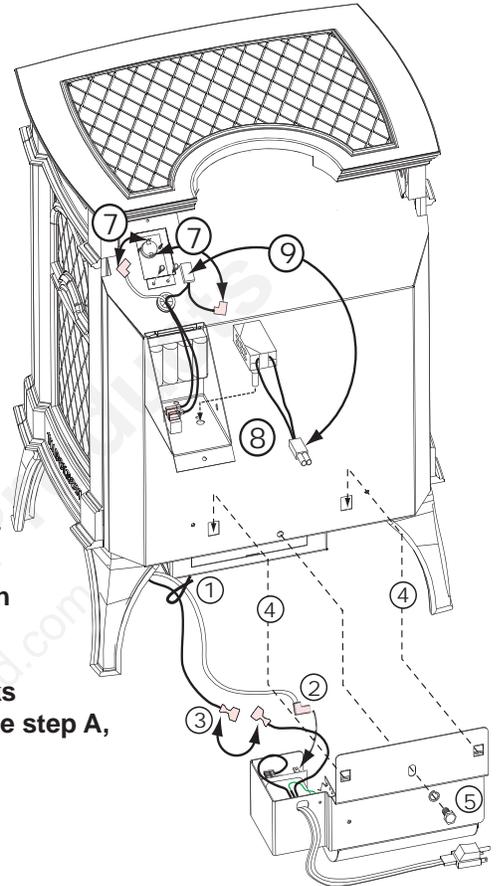
POSITIONING THE LOGS IMPROPERLY WILL CAUSE FLAME IMPINGEMENT AND CARBONING.

5.0 OPTIONAL BLOWER INSTALLATION

5.1 BLOWER INSTALLATION AND CONNECTION

(SEE LOCATION AND CLEARANCES IN INSTRUCTION MANUAL)

- A. Cut and remove the tie securing the blower switch wires to the heat shield.
- B. Connect the white wire coming from below the heater to the terminal on the blower.
- C. Connect the black blower wire to the black wire coming from below the heater.
- D. Insert the clips on the blower housing into the cutouts in the rear shield. Push down to lock the clips into position.
- E. Secure the blower using the screw and lock washer supplied.

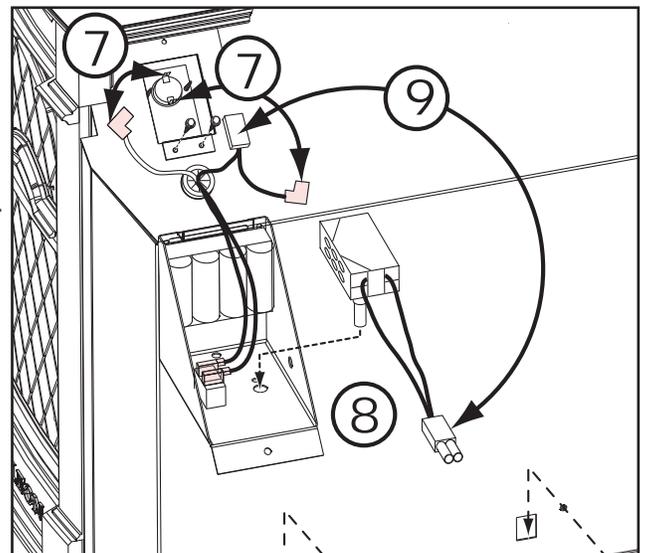
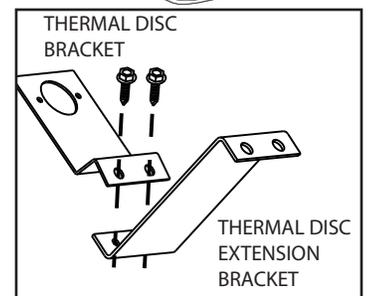


NOTE: Ensure that all the wires are tucked into the blower switch housing.

This heater comes equipped with a pilot indicator light that blinks every few seconds when the pilot is on. For more information see step A, section 5.2

5.2 SWITCH CONNECTIONS

- A. Open the switch housing by removing the top screw.
- B. With the 2 screws and extension bracket supplied in the heater baggie, fasten extension bracket to the thermal disc bracket. Install bracket assembly as shown, using 2 of the screws supplied. Connect the flagged leads to the terminals of the thermal disc ⑦.
- C. Remove the knock out from the switch housing label ⑧. Install the variable speed switch (rheostat) into the housing with the wires facing up. Secure the switch to the housing using the pal nut and the knob supplied.
- D. Connect the male connector on the switch to the female connector coming from the heater ⑨.
- E. Pilot Indicator Light: Install the batteries as shown. Replace the batteries annually.
NOTE: If replacing the pilot indicator light, ensure that the red wire lead connects to the red lead of the thermopile and black to white.
- F. Tuck all of the wires into the switch housing and close. Secure using the screw removed in step A.



6.0 OPERATION

! WARNING

IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

IF APPLICABLE ALWAYS LIGHT THE PILOT WHETHER FOR THE FIRST TIME OR IF THE GAS SUPPLY HAS RUN OUT WITH THE GLASS DOOR OPENED OR REMOVED.

If appliance shuts off, do not relight until you provide fresh air. If appliance keeps shutting off, have it serviced. Keep burner and control compartment clean.

When lit for the first time, the appliance will emit a slight odour for a few hours. This is a normal temporary condition caused by the curing of the logs and the "burn-in" of internal paints and lubricants used in the manufacturing process and will not occur again. After extended periods of non-operation such as following a vacation or a warm weather season, the appliance may emit a slight odour for a few hours. This is caused by dust particles burning off. In both cases, open a window to sufficiently ventilate the room.

FOR YOUR SAFETY READ BEFORE LIGHTING:

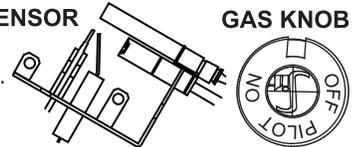
- This appliance is equipped with a pilot which must be lit by hand while following these instructions exactly.
- Before operating smell all around the appliance area for gas and next to the floor because some gas is heavier than air and will settle on the floor.
- Use only your hand to push in and turn the gas control knob. Never use tools. If the knob will not push in and turn by hand, do not try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and any gas control which has been under water.

WHAT TO DO IF YOU SMELL GAS:

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

OXYGEN DEPLETION SENSOR

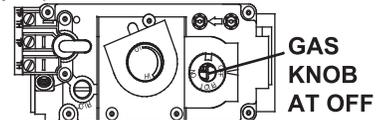
GAS KNOB



LIGHTING INSTRUCTIONS:

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

- STOP! Read the above safety information on this label.
- Set the thermostat to lowest setting.
- Turn off all electric power to the appliance.
- Open the control door. Turn the gas knob clockwise to off.
- Wait five (5) minutes to clear out any gas. If you smell gas including near the floor, STOP! Follow "B" in the above safety information on this label. If you don't smell gas go to the next step.
- Find pilot located in front of the back log.
- Turn gas knob counter-clockwise to pilot.
- Depress and hold gas knob while lighting the pilot with the push button ignitor. Keep knob fully depressed for one minute, then release. If pilot does not continue to burn repeat steps 3 through 7.
- With pilot lit, turn gas knob counter-clockwise to on. When the pilot has been turned off, ignition of the main burner may be delayed from 1-2 minutes. When the pilot has been left burning, ignition of the main burner should occur almost immediately.
- If equipped with remote on-off switch, main burner may not come on when you turn the valve to on. Remote switch must be in the on position to ignite burner.
- Turn on all electric power to the appliance.



TO TURN OFF GAS

- Turn off all electric power to the appliance if service is to be performed.
- Push in gas control knob slightly and turn clockwise to off. Do not force.

47.1

7.0 ADJUSTMENT

7.1 VENTURI ADJUSTMENT

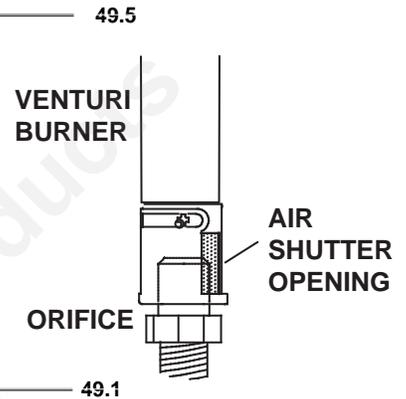
! WARNING

CARBON CAN BE DISTRIBUTED IN SURROUNDING LIVING AREA IF THE AIR SHUTTER IS IMPROPERLY ADJUSTED.

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

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

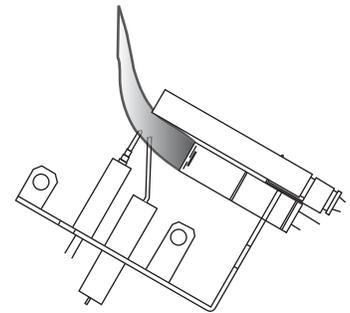
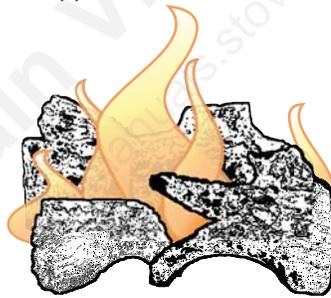
AIR SHUTTER ADJUSTMENT MUST ONLY BE DONE BY A QUALIFIED INSTALLER!



AIR SHUTTER OPENINGS	
NG	1/16"
LP	7/16"

7.2 FLAME CHARACTERISTICS

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



54.5

8.0 MAINTENANCE

! WARNING
TURN OFF THE GAS AND ELECTRICAL POWER BEFORE SERVICING THE APPLIANCE.
APPLIANCE MAY BE HOT, DO NOT SERVICE UNTIL APPLIANCE HAS COOLED.
DO NOT USE ABRASIVE CLEANERS.

CAUTION: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing. This appliance and its venting system should be inspected before use and at least annually by a qualified service person. The appliance area must be kept clear and free of combustible materials, gasoline or other flammable vapors and liquids. The flow of combustion and ventilation air must not be obstructed.

1. In order to properly clean the burner and pilot assembly, remove the logs, rocks and/or glass to expose both assemblies.
2. Keep the control compartment, media, burner, air shutter opening and the area surrounding the logs clean by vacuuming or brushing, at least once a year.
3. Check to see that all burner ports are burning. Clean out any of the ports which may not be burning or are not burning properly.
4. Check to see that the pilot flame is large enough to engulf the flame sensor and/or thermocouple / thermopile as well as reaches the burner.
5. Replace the cleaned logs, rocks or glass. Failure to properly position the media may cause carboning which can be distributed in the surrounding living area.
6. Check to see that the main burner ignites completely on all openings when turned on. A 5 to 10 second total light-up period is satisfactory. If ignition takes longer, consult your local authorized dealer / distributor.

40.16

8.1 OXYGEN DEPLETION SENSOR PILOT CLEANING

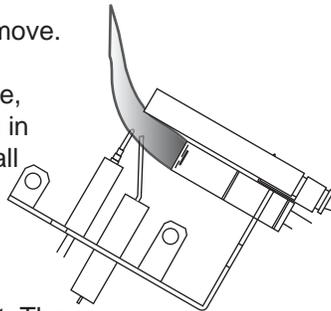
This procedure must be performed by a qualified service person!

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

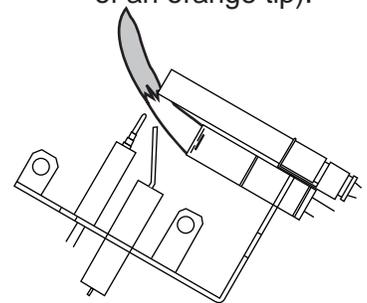
Disconnect the pilot from the pilot tubing line, using a 7/16" wrench. Blow out the housing in the same direction as the gas flow. Re-install the pilot tube, turn on the gas and check for leaks.

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

CORRECT PILOT FLAME
(Clean, stable, pronounced blue flame).



INCORRECT PILOT FLAME
(Flame lifts upwards, becomes unstable with more of an orange tip).



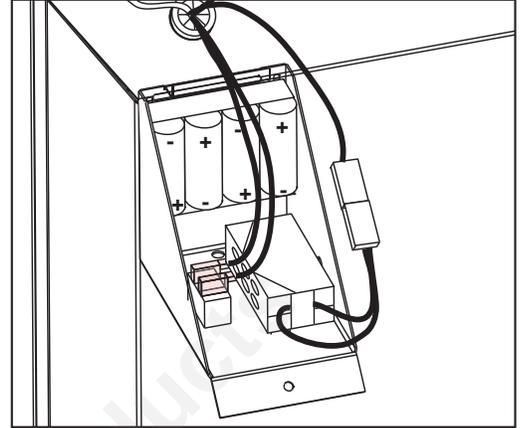
46.1

8.3 PILOT INDICATOR LIGHT BATTERY REPLACEMENT

If the pilot indicator light no longer flashes and the pilot is burning, the batteries may require replacing.

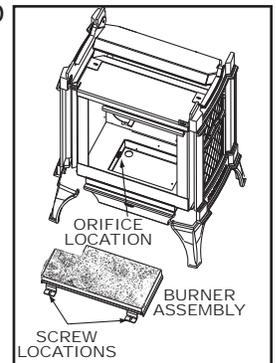
Four "AA" batteries are required and should be replaced annually.

- A. Open the switch housing by removing the top screw, then pivoting the box open.
- B. Remove the 4 "AA" batteries and replace using the new ones.
- C. Pivot the box closed and re-secure using the screw removed in step A.



8.2 ORIFICE REPLACEMENT

- A. Remove the cast front and the screen, see "CAST FRONT INSTALLATION AND REMOVAL" and "SCREEN INSTALLATION AND REMOVAL" section in the FINISHING segment of this manual.
- B. Remove the 2 securing screws indicated and remove the burner assembly.
- C. The orifice is located on the left hand side.
- D. Reinstall the burner ensuring that the venturi tube fits over the orifice and replace the screws. Care should be taken not to damage the gas pipe. When removing and replacing the orifice, using a 9/16" socket wrench, a 7/8" back-up wrench must be used on the manifold, located below the housing, to ensure that the aluminium tubing does not twist or kink.



9.0 REPLACEMENTS

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

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

When ordering replacement parts always give the following information:

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

*** IDENTIFIES ITEMS WHICH ARE NOT ILLUSTRATED. FOR FURTHER INFORMATION, CONTACT YOUR AUTHORIZED DEALER.**



41.1

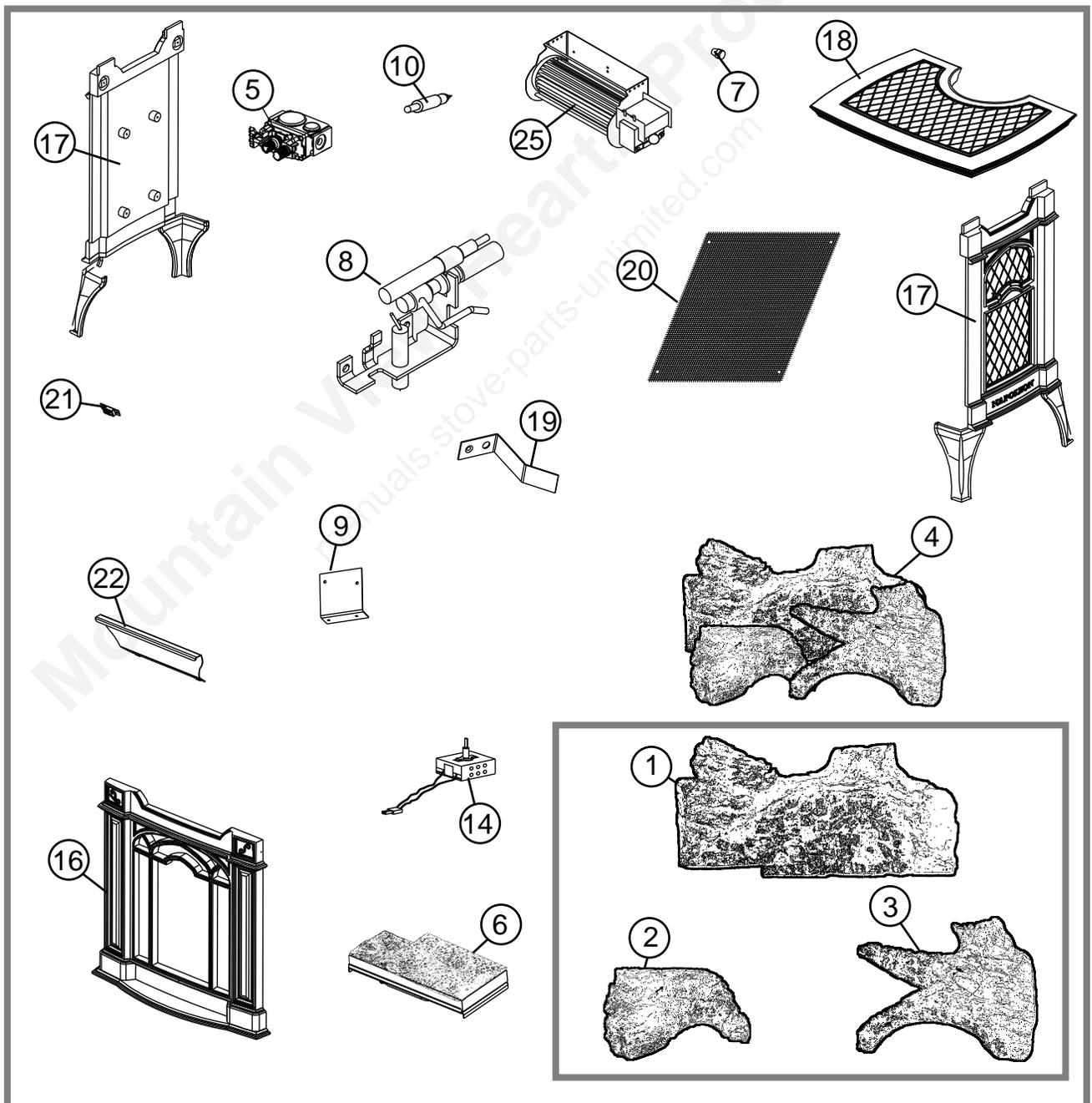
COMPONENTS		
REF	PART NO.	DESCRIPTION
1	W135-0254	LOG #1- REAR
2	W135-0249	LOG #2 - LEFT
3	W135-0250	LOG #3 - RIGHT
4	GL-651	LOG SET
5	W725-0050	SIT VALVE - NG
5	W725-0031	SIT VALVE - LP
6	W100-0094	FIBRE BURNER
7	W456-0043	#43 BURNER ORIFICE - NG
7	W456-0055	#55 BURNER ORIFICE - LP
8	W662-0001	NG OXYGEN DEPLETION SENSOR SYSTEM
8	W662-0005	LP OXYGEN DEPLETION SENSOR SYSTEM
9	W080-0756	PILOT BRACKET
10	W357-0001	PIEZO IGNITOR
11*	W385-0334	NAPOLEON® LOGO
12*	W660-0009	ON/OFF SWITCH
13*	W690-0002	THERMAL DISC
14	KB-35	VARIABLE SPEED SWITCH
15*	GZ552	REPLACEMENT BLOWER
16	W135-0233**	FRONT CASTING
17	W135-0232**	SIDE (LEFT OR RIGHT) CASTING
18	W135-0231**	TOP CASTING
19	W080-0757	BRACKET, COLLECTOR
20	W565-0087	SCREEN
21*	W430-0013	CONTROL DOOR MAGNET
22	W010-1307	CONTROL COVER
23*	W750-0149	PILOT LIGHT ASSEMBLY

**FOR OTHER AVAILABLE COLOURS, ADD THESE LETTERS TO THE BASE PART NUMBER:

COLOR	LETTER	FINISH
MAJOLICA BROWN	N	PORCELAIN

ACCESSORIES

REF	PART NO.	DESCRIPTION
24*	F40	REMOTE CONTROL
24*	F50	THERMOSTATIC REMOTE CONTROL
24*	F50DR	THERMOSTATIC REMOTE CONTROL
24*	F50DY	THERMOSTATIC REMOTE CONTROL
24*	F50DK	THERMOSTATIC REMOTE CONTROL
25	GS-65KT	BLOWER KIT
26*	GDSLL-KT	LEG LEVELLING KIT
27*	GS-331S	STOVE TOP INSET - SOAPSTONE
28*	GS-331F	STOVE TOP INSET - GRANITE - GREEN
29*	GS-331N	STOVE TOP INSET - GRANITE - BROWN
30*	W660-0026	PROGRAMMABLE TIMER

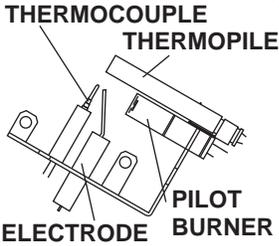


10.0 TROUBLE SHOOTING

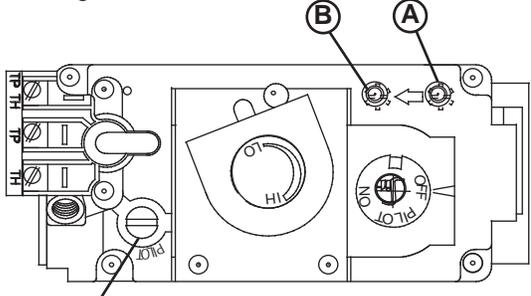
! WARNING
ALWAYS LIGHT THE PILOT WHETHER FOR THE FIRST TIME OR IF THE GAS SUPPLY HAS RAN OUT, WITH THE GLASS DOOR OPEN OR REMOVED.
TURN OFF THE GAS AND ELECTRICAL POWER BEFORE SERVICING THE APPLIANCE.
APPLIANCE MAY BE HOT, DO NOT SERVICE UNTIL APPLIANCE HAS COOLED.
DO NOT USE ABRASIVE CLEANERS.

SYMPTOM	PROBLEM	TEST SOLUTION
Main burner goes out; pilot stays on.	Pilot flame is not large enough or not engulfing the thermopile.	<ul style="list-style-type: none"> - Ensure adequate supply pressure. - Replace pilot assembly.
	Thermopile shorting / loose connection.	<ul style="list-style-type: none"> - Clean thermopile connection to the valve. Reconnect. - Replace thermopile / valve.
	Remote wall switch wire is too long; too much resistance in the system.	<ul style="list-style-type: none"> - Shorten wire to connect length or wire gauge.
	Faulty thermostat or switch.	<ul style="list-style-type: none"> - Replace.
Main burner goes out; pilot goes out.	Insufficient air supply.	<ul style="list-style-type: none"> - Open window or door. (Use one of the methods described in ANSI Z223.1 / NFPA54 or the applicable local code.) - Have room checked for adequate air exchange. - See "COMBUSTION AND VENTILATION AIR PROVISIONS" section to ensure adequate air supply.
	Out of propane gas.	<ul style="list-style-type: none"> - Fill the tank.
	Pilot flame is not large enough. (Supply pressure too low.)	<ul style="list-style-type: none"> - Service or replace Oxygen Depletion Sensor System. - Correct piping and / or regulator to provide correct pressure. - Ensure adequate supply pressure.
Pilot goes out when the gas knob is released. The gas valve has an interlock device which will not allow the pilot burner to be lit until the thermocouple has cooled. Allow approximately 60 seconds for the thermocouple to cool.	System is not correctly purged.	<ul style="list-style-type: none"> - Purge the gas line.
	Out of propane gas.	<ul style="list-style-type: none"> - Fill the tank.
	Pilot flame is not large enough. (Supply pressure too low.)	<ul style="list-style-type: none"> - Service or replace Oxygen Depletion Sensor System.
	Thermocouple shorting / faulty.	<ul style="list-style-type: none"> - Loosen and tighten thermocouple. - Clean thermocouple and valve connection. - Replace Oxygen Depletion Sensor System. - Test and replace valve.
	Faulty valve / high low knob does not depress smoothly.	<ul style="list-style-type: none"> - Replace.

42.4_A

SYMPTOM	PROBLEM	TEST SOLUTION
Pilot burning; no gas to main burner; gas knob is on 'HI'; wall switch / thermostat is on.	Thermostat or switch is defective.	- Connect a jumper wire across the wall switch terminals; if main burner lights, replace switch / thermostat.
	Wall switch wiring is defective.	- Disconnect wires from valve. Connect a jumper wire across terminals 1 & 3; if the main burner lights, check the wires for defects and / or replace wires.
	Main burner orifice is plugged.	- Remove stoppage in orifice.
	Faulty valve.	- Replace.
Pilot will not light.	Out of propane gas.	- Fill the tank.
	No spark at pilot burner.	- Check if pilot can be lit by a match.
		- Check that the wire is connected to the push button ignitor.
	No gas at the pilot burner.	- Check if the push button ignitor needs tightening.
		- Replace the wire if the wire insulation is broken or frayed.
		- Replace the electrode if the ceramic insulator is cracked or broken.
Pilot goes out while standing; Main burner is in 'OFF' position.	Gas piping is undersized.	- Replace the push button ignitor.
		- Check that the manual valve is turned on.
		- Check the pilot orifice for blockage.
		- Replace the valve / Oxygen Depletion Sensor System.
Main burner will not light; or is slow to light, noisy pilot.	Pilot flame is not large enough.	- Call the gas distributor.
		- Turn on all gas appliances and see if pilot flame flutters, diminishes or extinguishes, especially when main burner ignites. Monitor appliance supply working pressure.
Carbon is being deposited on glass, logs, rocks, media or combustion chamber.	Pilot flame blowing off, missing thermopile.	- Check if supply piping size is to code. Correct all undersized piping.
	Inlet pressure too high.	- ODS Burner requires checking.
Carbon is being deposited on glass, logs, rocks, media or combustion chamber.	Air shutter has become blocked.	- Adjust inlet pressure to ensure maximum 7.0" W.C. at gas valve for natural gas and 13.0" W.C. for propane.
	Flame is impinging on the glass, logs, rocks, media or combustion chamber.	- Ensure air shutter opening is free of lint or other obstructions.
		- Check that the logs are correctly positioned.
		- Check for ceiling or oscillating fans that may be influencing the flame.
		- Open air shutter to increase the primary air. See "VENTURI ADJUSTMENT" section.
		- Check the input rate: check the manifold pressure and orifice size as specified by the rating plate.

42.4_2_A

SYMPTOM	PROBLEM	TEST SOLUTION
<p>Flames are consistently too large or too small. Carboning occurs.</p>	<p>Unit is over-fired or under-fired.</p>	<ul style="list-style-type: none"> - Check pressure readings: - Inlet pressure can be checked by turning screw (A) counter-clockwise 2 or 3 turns and then placing pressure gauge tubing over the test point. Check with burner operating on "HI". Gauge should read 7" (minimum 4.5") water column for natural gas or 13" (11" minimum) water column for propane. - Outlet pressure can be checked the same as above using screw (B). Check with burner operating on "HI". Gauge should read 3.5" water column for natural gas or 10" water column for propane. - AFTER TAKING PRESSURE READINGS, BE SURE TO TURN SCREWS CLOCKWISE FIRMLY TO RESEAL. DO NOT OVER TORQUE. - Leak test with a soap and water solution.
 <p data-bbox="272 625 454 657">PILOT SCREW</p>		
<p style="text-align: center;">Air shutter improperly adjusted.</p>		
<p>Exhaust fumes smelled in room, headaches.</p>	<p>Not enough combustion air.</p>	<ul style="list-style-type: none"> - Increase fresh air supply. (Use one of the methods described in ANSI Z223.1 / NFPA 54 or the applicable local code.)
<p style="text-align: center;">Not enough ventilation air.</p>		
<p style="text-align: center;">Flame is impinging on the logs or combustion chamber.</p>		
<ul style="list-style-type: none"> - Check that the logs are correctly positioned. - Open air shutter to increase the primary air. See "VENTURI ADJUSTMENT" section. - Check the input rate: check the manifold pressure and orifice size as specified by the rating plate values. 		
<p>Remote wall switch is in "off" position; main burner comes on when gas knob is turned to "ON" position.</p>	<p>Wall switch is mounted upside down.</p>	<ul style="list-style-type: none"> - Reverse.
	<p>Remote wall switch is grounding.</p>	<ul style="list-style-type: none"> - Replace.
	<p>Remote wall switch wire is grounding.</p>	<ul style="list-style-type: none"> - Check for ground (short); repair ground or replace wire.
	<p>Faulty valve.</p>	<ul style="list-style-type: none"> - Replace.
<p>If optional catalytic door is used, White / grey film forms on the glass.</p>	<p>Sulphur from fuel is being deposited on the glass, logs, rocks, media or combustion surfaces.</p>	<ul style="list-style-type: none"> - Clean glass with recommended gas appliance glass cleaner. DO NOT CLEAN GLASS WHEN HOT! - If deposits are not cleaned off regularly, the glass may become permanently marked.

42.4_3_A

11.0 WARRANTY

NAPOLEON® products are manufactured under the strict Standard of the world recognized ISO 9001 : 2008 Quality Assurance Certificate.

NAPOLEON® products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak and test-fired at a quality test station. The complete appliance is again thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from NAPOLEON®.

NAPOLEON® GAS APPLIANCE PRESIDENT'S LIFETIME LIMITED WARRANTY

The following materials and workmanship in your new NAPOLEON® gas appliance are warranted against defects for as long as you own the appliance. This covers: combustion chamber, heat exchanger, stainless steel burner, phazer™ logs and embers, rocks, ceramic glass (thermal breakage only), gold plated parts against tarnishing, porcelainized enameled components and aluminum extrusion trims.*

Electrical (110V and millivolt) components and wearable parts such as blowers, gas valves, thermal switch, switches, wiring, remote controls, ignitor, gasketing, and pilot assembly are covered and NAPOLEON® will provide replacement parts free of charge during the first year of the limited warranty.*

Labour related to warranty repair is covered free of charge during the first year. Repair work, however, requires the prior approval of an authorized company official. Labour costs to the account of NAPOLEON® are based on a predetermined rate schedule and any repair work must be done through an authorized NAPOLEON® dealer.

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

CONDITIONS AND LIMITATIONS

NAPOLEON® warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. NAPOLEON® reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. Provided that the purchase was made through an authorized NAPOLEON® dealer your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation.

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

The gas appliance must be installed by a licensed, authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty.

This limited warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners nor chipping on porcelain enamel parts, mechanical breakage of PHAZER™ logs and embers.

This warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.

After the first year, with respect to this President's Lifetime Limited Warranty, NAPOLEON® may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s).

NAPOLEON® will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in the President's Lifetime Limited Warranty, NAPOLEON'S responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.

This warranty defines the obligations and liability of NAPOLEON® with respect to the NAPOLEON® gas appliance and any other warranties expressed or implied with respect to this product, its components or accessories are excluded.

NAPOLEON® neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.

NAPOLEON® will not be responsible for: over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans, furnaces, clothes dryers, etc.

Any damages to the appliance, combustion chamber, heat exchanger, plated trim or other components due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON®.

All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim.

During the first 10 years NAPOLEON® will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, NAPOLEON® will provide replacement parts at 50% of the current retail price.

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.

Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty.

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