

**INSTALLER: THESE INSTRUCTIONS MUST BE CONVEYED TO AND REMAIN WITH THE HOMEOWNER.**

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS, CSA C2.22 No46 / UL1278 CSA STANDARD.



**INSTALLATION AND OPERATION INSTRUCTIONS FOR  
ELECTRIC FIREPLACE HEATER**

**MODEL EF38H**

**WARNING: IF THE INFORMATION IN THESE INSTRUCTIONS IS NOT FOLLOWED EXACTLY,  
AN ELECTRICAL SHOCK OR FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL  
INJURY OR LOSS OF LIFE.**

**FOR YOUR SAFETY**

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPOURS AND  
LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.**



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W415-0330/B/03.25.04

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**PLEASE RETAIN THIS MANUAL FOR FUTURE REFERENCE**

### WARNING

- Do not burn wood or other materials in this fireplace.
- Adults and especially children should be alerted to the hazards of high surface temperatures of the louvres and heater area and should stay away to avoid burns or clothing ignition. Supervise young children when they are in the same room as the fireplace.
- Due to high temperatures, the fireplace should be located out of traffic and away from combustible material; such as furniture and draperies.
- Clothing or other flammable material should not be placed on or near the fireplace.
- Any safety screen or guard removed for servicing must be replaced prior to operating the fireplace.
- It is imperative that the control compartments, circulating blower and its passageway in the fireplace are kept clean. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The fireplace area must be kept clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- Under no circumstances should this fireplace be modified.
- Do not use this fireplace if any part has been under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system which has been under water.
- Do not operate the fireplace with the glass door removed, cracked or broken. Use only with a glass door certified with the fireplace.
- Do not strike the fireplace glass door.

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

*NAPOLEON electric fireplaces are manufactured under the strict Standard of the world recognized ISO 9001:2000 Quality Assurance Certificate.*

*NAPOLEON products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work. Once assembled the complete fireplace is thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receive the quality product that you expect from NAPOLEON.*

### **NAPOLEON ELECTRIC FIREPLACE LIMITED WARRANTY**

***Electrical components and wearable parts such as fan/heater, motors, switches, nylon bearing components and remote controls are covered and Napoleon will provide replacement parts free of charge during the first year of the limited warranty.***

***Light bulbs are NOT covered by the warranty.***

***Any labour related to warranty repair is not covered.***

### **CONDITIONS AND LIMITATIONS**

NAPOLEON warrants its products against manufacturing defects to the original purchaser only -- i.e., the individual or legal entity (registered customer) whose name appears on the warranty registration card filed with NAPOLEON -- provided that the purchase was made through an authorized NAPOLEON dealer and is subject to the following conditions and limitations:

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

Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

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

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

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

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

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

This warranty defines the obligations and liability of NAPOLEON with respect to the NAPOLEON electric fireplace 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 the product.

Any damages to fireplace, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON.

The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from your authorized dealer. The warranty registration card must be returned within fourteen days to register the warranty.

NAPOLEON reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim.

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUE TO ON-GOING PRODUCT IMPROVEMENTS. NAPOLEON® IS A REGISTERED TRADEMARK OF WOLF STEEL LTD. PATENTS U.S. 5.303.693.801 - CAN. 2.073.411, 2.082.915. © WOLF STEEL LTD.

## IMPORTANT INSTRUCTIONS

**1. READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE. THIS APPLIANCE IS HOT WHEN USED.**

**2.** To avoid burns, **DO NOT** let bare skin touch hot surfaces. The trim around the heat outlet becomes hot during fireplace operation. Keep combustible material; such as furniture, pillows, bedding, paper, clothes and draperies at least 3 feet from the front of the unit.

**3. CAUTION:** Extreme caution is necessary when any fireplace is used by or near children or invalids, also whenever the heater is left operating and unattended.

**4.** Do not operate if the power cord or fireplace is damaged, or if the unit is dropped or damaged in any manner.

**5.** Under no circumstances should this fireplace be modified. Use it only as described in the manual. Any repairs to the fireplace should be carried out by a qualified service person.

**6.** Do not use outdoors.

**7.** Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electrical short or fire. This could also damage the fireplace.

**8.** To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. **DO NOT** use on soft surfaces where openings may become blocked.

**9.** This heater has hot and arcing or sparking parts inside. **DO NOT** use in areas where gasoline, paint or flammable liquids are used or stored. This fireplace **SHOULD NOT** be used as a drying rack.

**10.** This fireplace is **NOT** intended for wood or other flammable material to be burned inside of it.

**11.** Make sure the fireplace is unplugged before any cleaning or maintenance is performed on the heater.

**12.** Avoid the use of extension cords. The extension cord may overheat and cause a fire.

**13.** Do not strike the glass on the fireplace.

**14.** Always unplug heater when not in use.

**15.** This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.

**16.** Do not run cord under carpeting. Do not cover cord with throw rugs, runners or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.

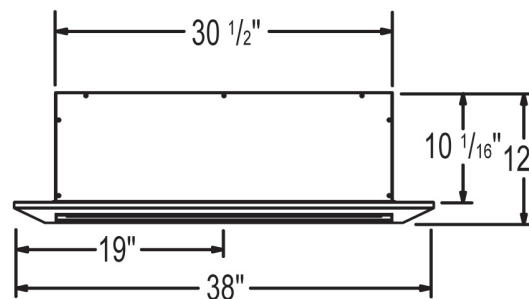
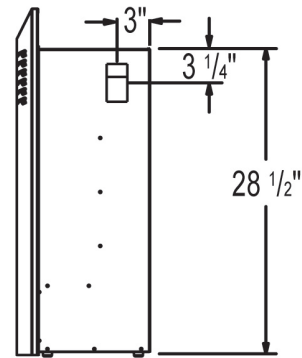
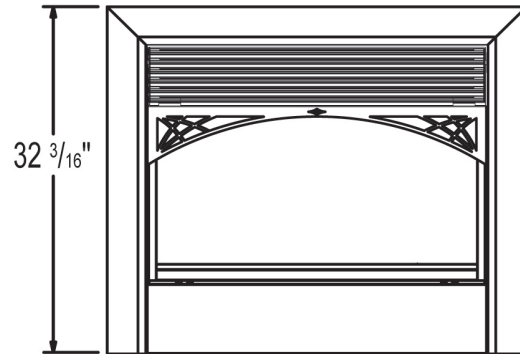
**17.** To disconnect heater, turn controls to off, then remove the plug from the outlet.

**18.** Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

**19. SAVE THESE INSTRUCTIONS.**

## LOCATING YOUR ELECTRIC FIREPLACE

Your new fireplace may be installed into an existing masonry or zero clearance fireplace. It may also be installed using a prefabricated cabinet available from your dealer or may be built into a wall. For the best effect, install the fireplace out of direct sunlight.



## OPERATION

*This fireplace is supplied with a infrared remote control. This remote control operates with an arc of 50° and has to be pointed at the infrared eye for it to work. (See fig. 1)*

### REMOTE CONTROL INITIALIZATION

This procedure is required every time the power is turned off, or lost to the unit.

1. Turn on the power button of the hand held remote control. If there is no beep, access the front control panel.
2. To access the control panel, open the louvres with the louvre tabs.
3. Make sure that the main power switch ① of the front control panel is turned on.
4. Repeat step #1.

### USAGE OF THE REMOTE CONTROL

**A - Main power on/off :** Activates the power to the firelance from the remote control.

**B - Fire Log Accent Light:** To illuminate the fireplace. *(Can be used as a Nite Lite)*

**C - Flame effect and speed:** 1,2,3,4, off.

**D - Fan/Heater on/off:** Turns the fan and heater on and off.

**E - Sound (optional)**

**Batteries NOT included.**  
**Two AA batteries required.**

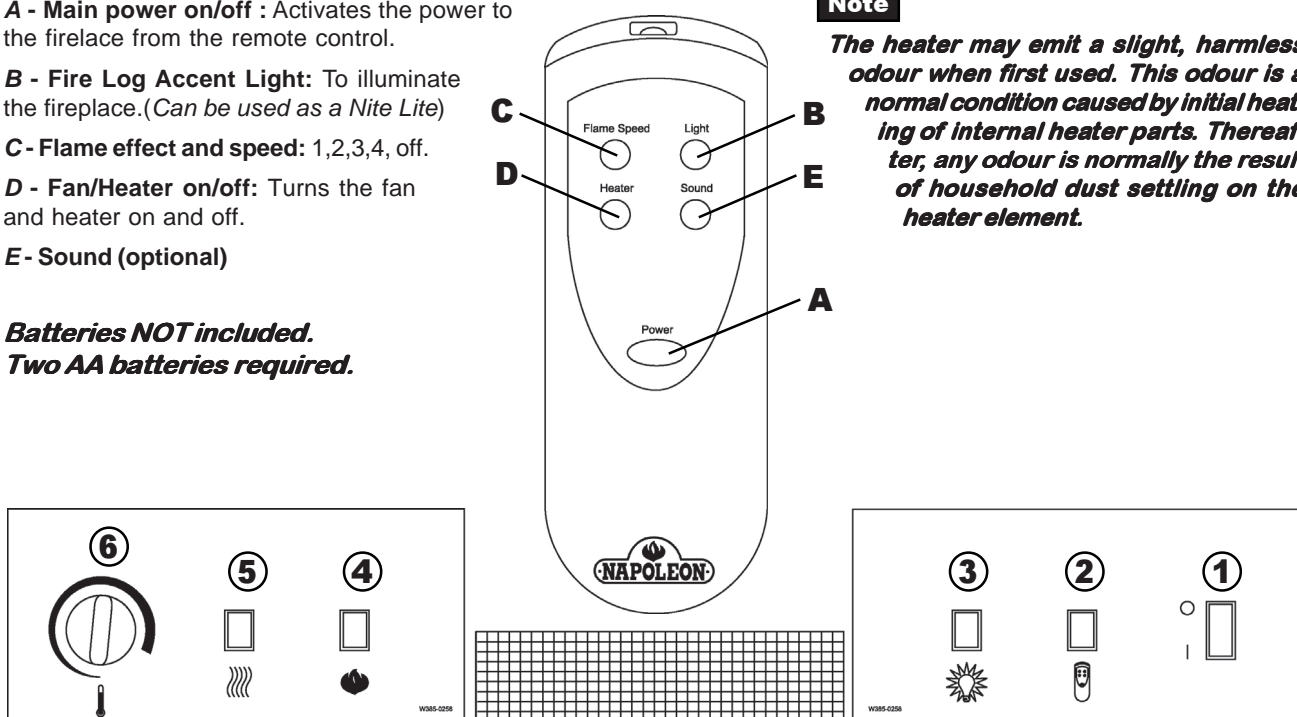
### MANUAL CONTROLS

By opening the top louvres with the louvre tabs you can access the manual controls for the fireplace.

1. **Power** - activates power to the fireplace. Must be on for the fireplace to work.
2. **Manual Control** - activates buttons 3, 4 & 5.
3. **Fire Log Accent Light** - switches the light on and off that illuminates the fireplace. *(Can be used as a Nite Lite).*
4. **Flame Effect and Speed** - switches the flame on. Repeated pressing of the switch cycles the flame through speeds 1 to 4 and off.
5. **Fan / Heater** - turns the fan and heater on and off.
6. **Thermostat** - Controls the temperature of the area. To increase the temperature, turn the dial clockwise.

#### Note

**The heater may emit a slight, harmless odour when first used. This odour is a normal condition caused by initial heating of internal heater parts. Thereafter, any odour is normally the result of household dust settling on the heater element.**



#### Manual Controls

## MAINTENANCE

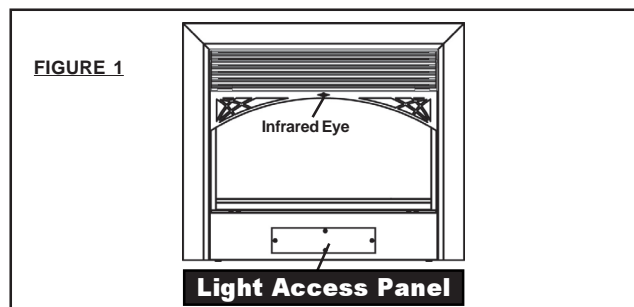
### BULB REPLACEMENT

If you notice the flame look is darker on one side of the fireplace, check the light bulbs to ensure that one has not burned out.

**Bulb must be replaced with a MAX 60 watt incandescent clear light bulb.**

1. Replace the bulb, turn the circuit breaker off or unplug the appliance.
2. Remove the front fascia.
3. Detach the light access panel by removing the four screws.
4. Replace the burned out light bulb using a new 60 watt clear incandescent bulb.

5. Replace access panel and front fascia.
6. Turn on the power or plug the appliance back in.
7. Turn on the main power and test.



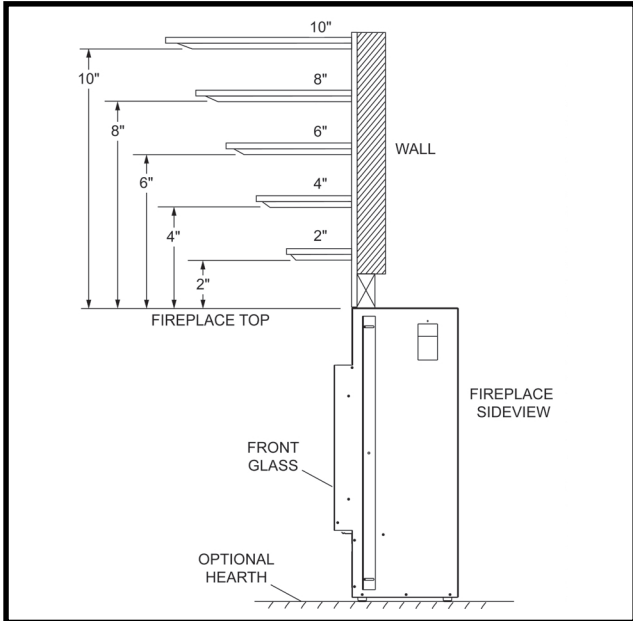
# FINISHING

## MANTEL

Depending on the width of the mantel, it may be installed higher or lower from the top of the louvre opening. See drawing and chart below for proper installation height of your combustible mantel piece. Non-combustible mantels may be installed at any height above the appliance opening.



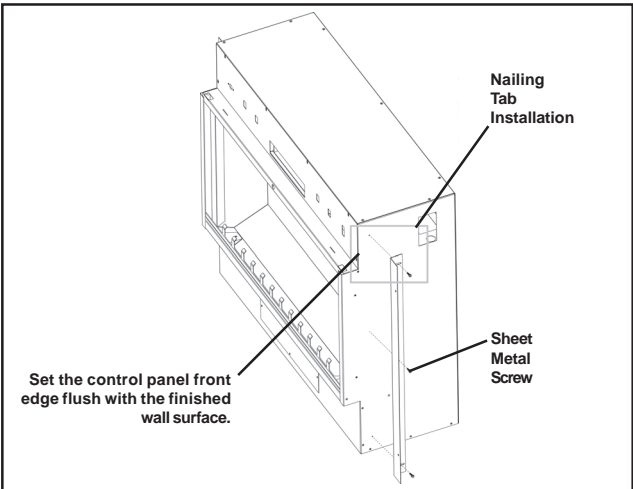
**When using paint or lacquer to finish the mantel, such paint or lacquer must be heat resistant to prevent discolouration.**



## CLEARANCE TO COMBUSTIBLES

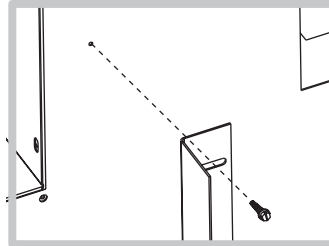
Sides.....	0 inches
Back.....	0 inches
Floor.....	0 inches
Top.....	0 inches

## FRAMING AND FINISHING



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1. Choose fireplace location.
2. Place fireplace in position.
3. Frame in fireplace with header across the top. It is important to allow for the finished facing materials when setting the depth of the frame.

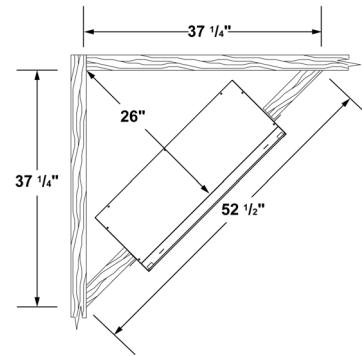


4. Remove the two screws from the sides of the fireplace and attach the nailing tabs with the screws.
5. To determine the final location of the nailing tab, you must first determine the thickness of your finishing material (i.e. drywall)

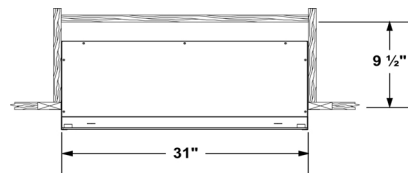
This will determine the dimension from the control panel front edge to the nailing tab. Secure with a sheet metal screw supplied.

6. Attach the nailing tabs to the frame.

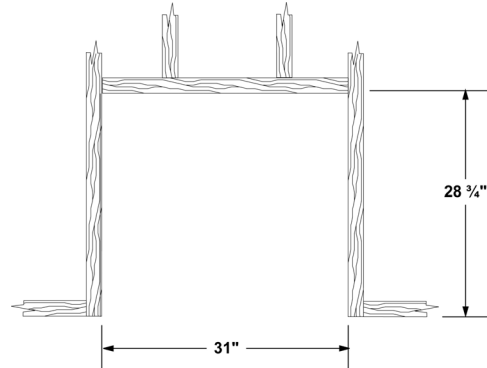
## Corner Installation



## Top View



## Front View



**Note:** In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the fireplace body, it is recommended that the walls of the fireplace enclosure be "finished" (ie: drywall/sheetrock), as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the cavity.

## HEARTH

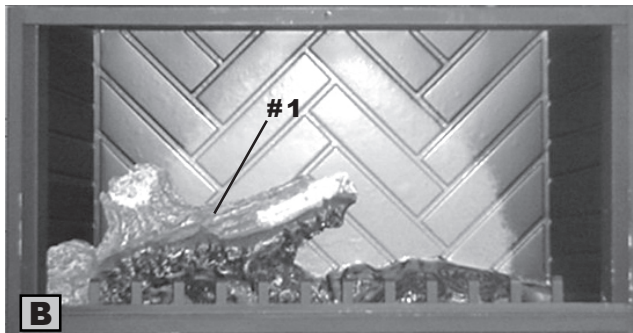
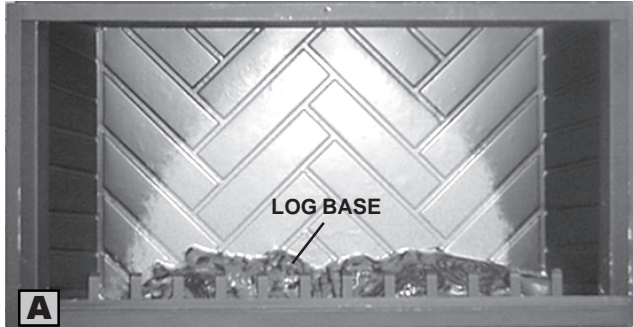
A hearth is **NOT** necessary but is recommended for aesthetic purposes.

The finished height of the hearth must be accounted for when framing in the fireplace to ensure that there is 3/8" air space under the fireplace.

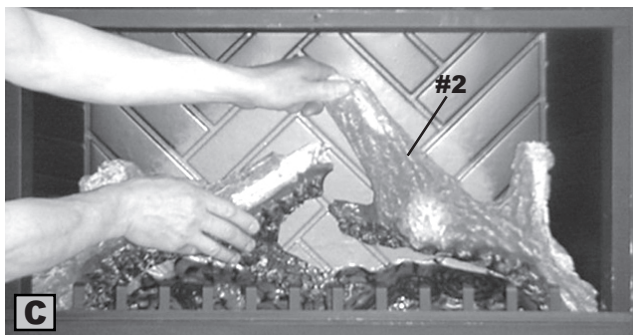
## COLD CLIMATE INSTALLATION

**WARNING:** It is **MANDATORY** to have an insulated wall behind the fireplace, when the fireplace is being installed on an outside wall or chase.

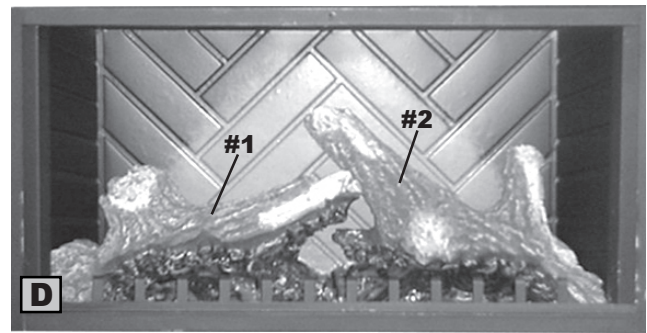
## LOG INSTALLATION



1. Position log #1 as shown, so that the bottom end is pressed against the left inner side of the chamber. The log base is molded to cradle the underside of log #1, allowing it to rest diagonally, as shown.

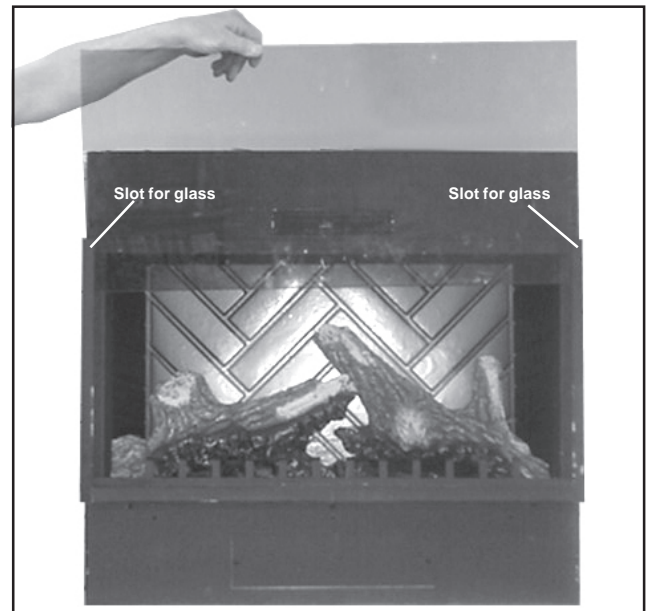


2. For correct positioning of log #2, the top end of log #1 must be lifted up off the base, as shown.



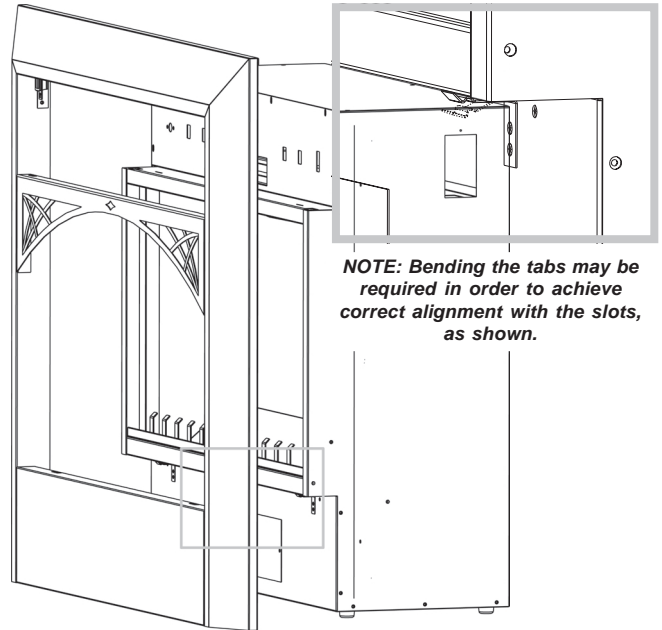
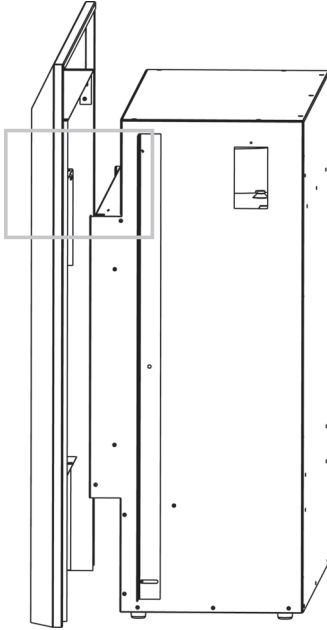
3. The bottom end of log #2 is pressed against the inner right side of the chamber. The underside branch of log #2 fits under the top end of log #1 to achieve the final position.

## GLASS REPLACEMENT

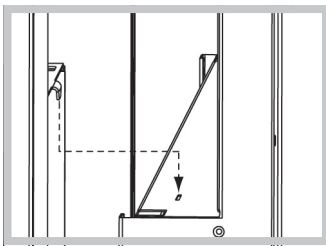


Insert the glass into the slots located at the sides of the viewing area. Slide the glass down the front of the unit until it rests against the bottom lip of the viewing area.

## TRIM INSTALLATION



**NOTE:** Bending the tabs may be required in order to achieve correct alignment with the slots, as shown.



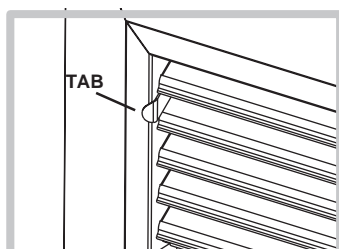
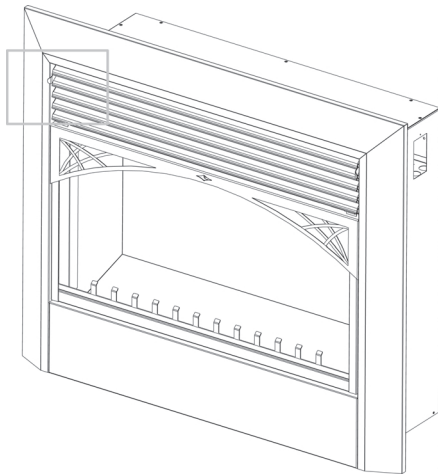
**1.** Insert the top clips on the back of the trim into the slots in the top of the viewing area on the appliance, as shown.



**2.** The lower clips, located underneath the viewing area of the appliance, fit over the slots on the bottom window ledge of the trim, as shown. The trim is secure when you hear the bottom clips click into place.

## LOUVRES

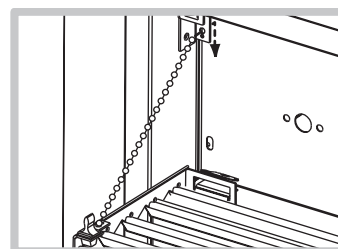
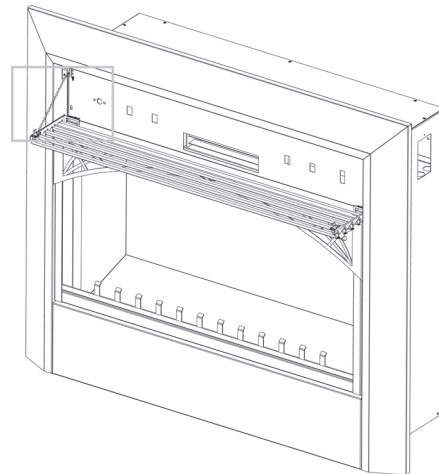
### OPENING AND CLOSING



During operation of the appliance, the louvres may become hot.

The louvres **must** be opened and closed using the tabs located on the ends of the second louvre from the top, as shown.

### CHAIN



The securing chains on the louvres must be attached during operation. Should the chains be removed, re-install by placing one end into the large hole in the brackets shown and snap down into the smaller hole.



# ELECTRICAL CONNECTION

This fireplace requires a 15 amp, 120 volt and 60 hz circuit that is grounded to the electrical socket. The fireplace should be on its own circuit. If there are other appliances on the same circuit, this may cause the circuit breaker or fuse to blow when the fireplace heater is in operation.

The unit comes with a 6' electrical cord, exiting the top right side. Plan your installation to avoid the use of an extension cord. If you require an extension cord, it must be at least 16 awg wire and be rated for 2025 watts.

Electrical outlet wires must comply with local building codes to reduce the risk of fire, electrical shock and injury.

Do NOT use the fireplace if any part has been under water.

Call a qualified service technician IMMEDIATELY to have the fireplace inspected for damage to the electrical circuit.

## HARD WIRING CONNECTION

***If it is necessary to hard wire this fireplace, a qualified electrician may remove the cord connection, and wire this unit directly to the house hold wiring.***

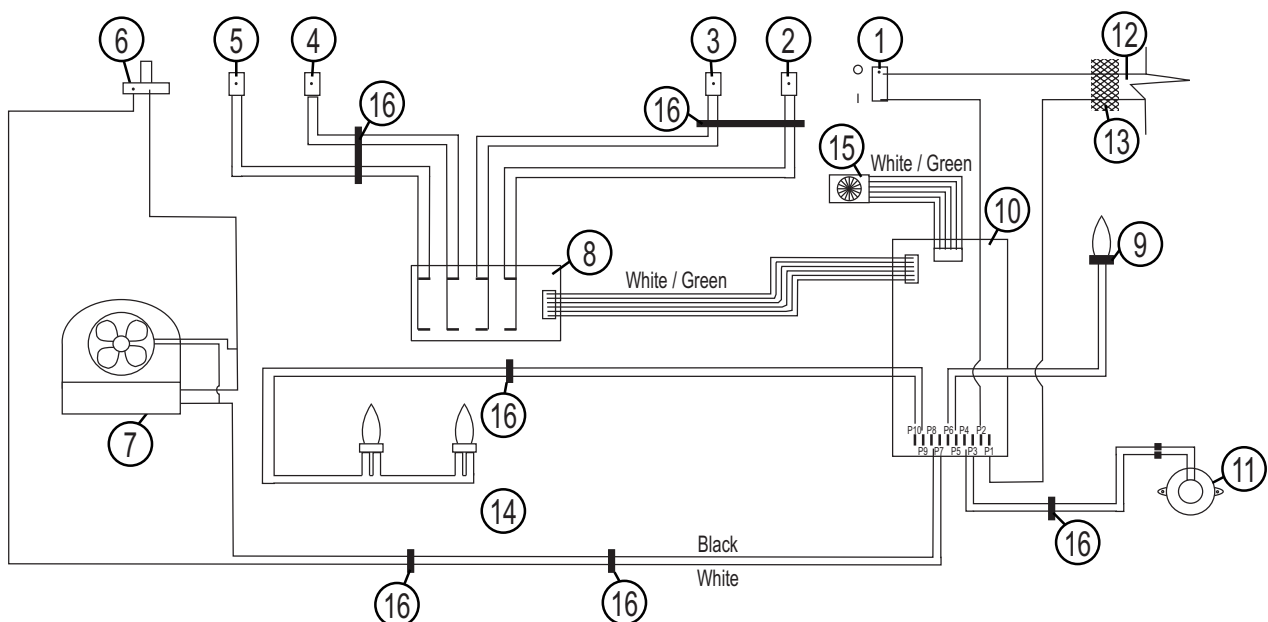
Permanently framing the fireplace with an enclosure, requires the fireplace to be hardwired.

This fireplace must be electrically connected and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the ANSI/NFPA 70-1996 NATIONAL ELECTRICAL CODE in the United States.

## ELECTRICAL DIAGRAM LEGEND

1. **Power (Rocker Switch)**
2. **Manual Control (moment switch)**
3. **Fire Log Accent Light (moment switch)**
4. **Flame Effect Switch (moment switch)**
5. **Heater Switch (moment switch)**
6. **Thermostat Switch**
7. **Fan / Heater Assembly**
8. **Jumper Wire Board**
9. **Fire Log Accent (7 watts max.)**
10. **Main Circuit Board**
11. **DC Motor (flame effect)**
12. **Main Power Cord**
13. **Strain Relief**
14. **Flame Effect Light (four light sockets-60 watts max)**
15. **Infrared Eye**
16. **Nylon Cable Tie**

## Electric Diagram



# REPLACEMENTS

Contact your dealer for questions concerning prices and availability of replacement parts. Normally all parts can be ordered through your Napoleon dealer or distributor.

When ordering replacement parts always give the following information:

1. MODEL & SERIAL NUMBER OF FIREPLACE
2. INSTALLATION DATE OF FIREPLACE
3. PART NUMBER
4. DESCRIPTION OF PART
5. FINISH

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

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

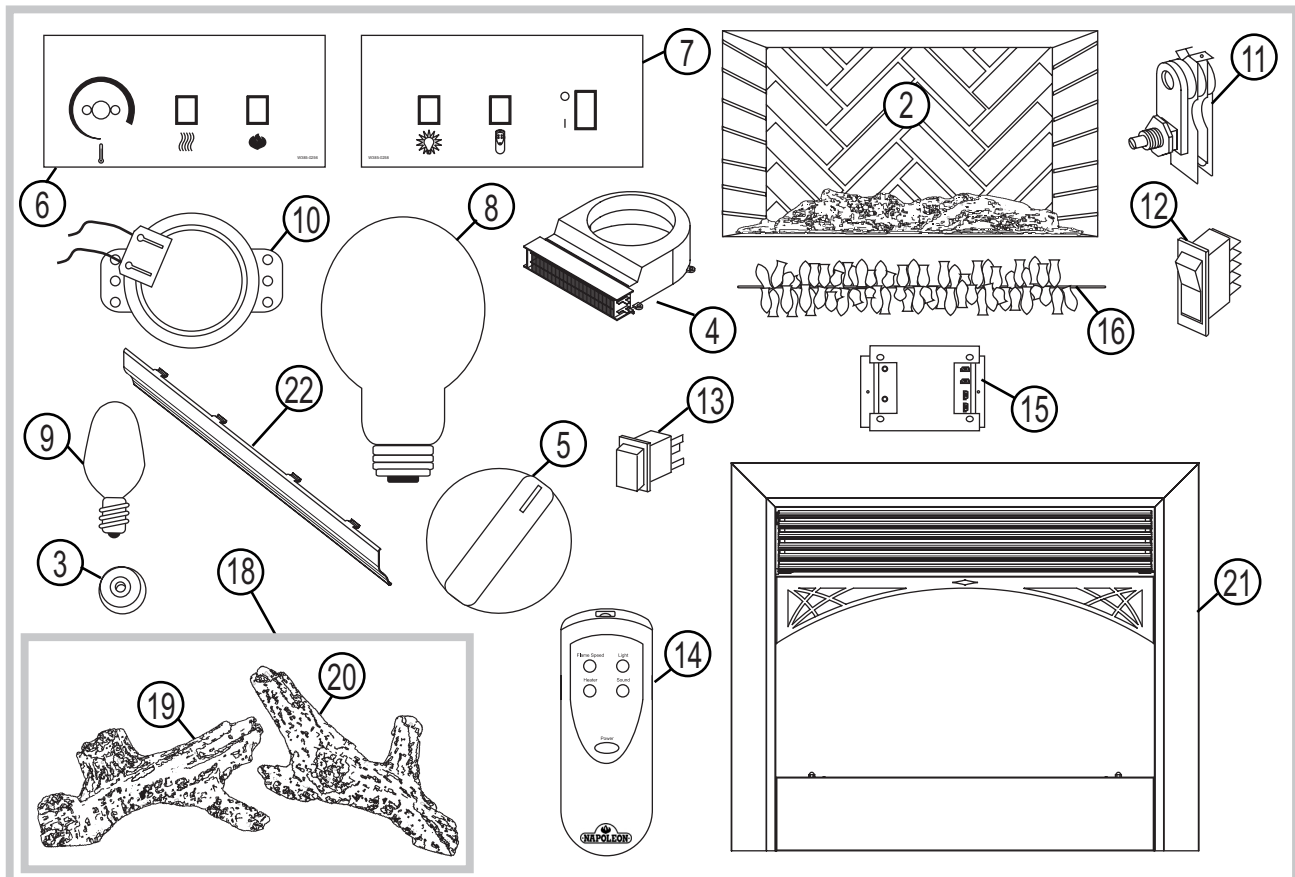
## REPLACEMENT PARTS

#	PART NO.	DESCRIPTION
1*	W300-0061	FRONT GLASS
2	W497-0001	PLASTIC DIFFUSER
3	W272-0001	RUBBER FOOT
4	W062-0016	FAN / HEATER ASSEMBLY
5	W380-0013	THERMOSTAT KNOB
6	W385-0256	CONTROL PANEL LABEL A
7	W385-0258	CONTROL PANEL LABEL B
8	W387-0001	60 WATT LIGHT BULB
9	W387-0002	7 WATT LIGHT BULB
10	W435-0004	FLAME EFFECT MOTOR
11	W660-0022	THERMOSTAT SWITCH
12	W660-0023	MAIN POWER SWITCH
13	W660-0024	MOMENT SWITCH
14	W660-0032	REMOTE CONTROL TRANSMITTER
15	W660-0033	RECEIVER
16	W010-0936	FLAME EFFECT ASSEMBLY
17*	W045-0001	NYLON BEARING
18	GL-637	LOG SET
19	W135-0173	LOG #1
20	W135-0174	LOG #2

## ACCESSORIES

Use only accessories designed for and listed with the EF38H model.

#	PART NO.	DESCRIPTION
21	EFF-K	FRONT FACIA
22	CDV3-4L	LOUVRE OVERLAY - POLISHED BRASS
22	CDV3-24L	LOUVRE OVERLAY - POLISHED BRASS
22	CDV3-4LSS	LOUVRE OVERLAY - STAINLESS STEEL
22	CDV3-24LSS	LOUVRE OVERLAY - STAINLESS STEEL



## TROUBLE SHOOTING GUIDE

SYMPTOM	PROBLEM	TEST SOLUTION
No Flame Light but everything else is working properly.	<ul style="list-style-type: none"> <li>- Light bulbs have burned out.</li> <li>- Light could be loose.</li> </ul>	<ul style="list-style-type: none"> <li>- Remove access panel and change light bulbs.</li> <li>- Remove access panel and tighten light bulb.</li> </ul>
Flame light, but no movement in the flame	<ul style="list-style-type: none"> <li>- Flame generator motor has burned out.</li> <li>- Flame generator has come loose.</li> </ul>	<ul style="list-style-type: none"> <li>- Consult your local dealer.</li> <li>- Remove the access panel and check to make sure the flame generator is in the flame generator bracket, and is secured to the motor with the rubber tube.</li> </ul>
Remote control not working	<ul style="list-style-type: none"> <li>- Dead batteries.</li> <li>- No power to the unit.</li> <li>- Power turned off.</li> </ul>	<ul style="list-style-type: none"> <li>- Make sure batteries are charged.</li> <li>- Make sure main power is on.</li> <li>- Turn on manual power switch.</li> </ul>
Heater works but there is no air flow.	<ul style="list-style-type: none"> <li>- Fan on heater is not working.</li> <li>- Air inlet is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>- Consult your local dealer.</li> <li>- Check that there is nothing blocking the air inlets at either side near the bottom of the fireplace.</li> </ul>
Fan works but there is no heat.	<ul style="list-style-type: none"> <li>- Heater is not working.</li> </ul>	<ul style="list-style-type: none"> <li>- Consult your local dealer.</li> </ul>
Fireplace will not turn on.	<ul style="list-style-type: none"> <li>- Breaker or fuse has blown.</li> <li>- Fuse on circuit board may be blown or loose.</li> </ul>	<ul style="list-style-type: none"> <li>- Check main power switch is turned on.</li> <li>- Consult your local dealer.</li> </ul>
Heater does not turn off.	<ul style="list-style-type: none"> <li>- Thermostat is set to high.</li> <li>- Thermostat may be faulty.</li> </ul>	<ul style="list-style-type: none"> <li>- Turn thermostat counter-clockwise.</li> <li>- Consult your local dealer.</li> </ul>
Excessive noise coming from the top of the unit.	<ul style="list-style-type: none"> <li>- Dirt build up on fan bearing.</li> <li>- Defective blower.</li> </ul>	<ul style="list-style-type: none"> <li>- Consult your local dealer.</li> <li>- Vacuum the top control compartment.</li> </ul>
Odour	<ul style="list-style-type: none"> <li>- Dust has settled on the heater element.</li> </ul>	<ul style="list-style-type: none"> <li>- Run heater until odour ceases (approx. 1/2 hr)</li> <li>- Consult your local dealer.</li> </ul>
Heater cycling on and off	<ul style="list-style-type: none"> <li>- Air intlets blocked.</li> </ul>	<ul style="list-style-type: none"> <li>- Check to make sure there is nothing blocking the air inlets on the bottom of the unit.</li> <li>- Should not be on high pile carpet that can block air inlets.</li> </ul>
The fireplace turns off when moved or bumped.	<ul style="list-style-type: none"> <li>- Fuse may be loose</li> </ul>	<ul style="list-style-type: none"> <li>- Consult your local dealer (Remove the 5 screws from the control panel and check that the fuse is not blown or loose.)</li> </ul>

