

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



# INSTALLATION AND OPERATION INSTRUCTIONS

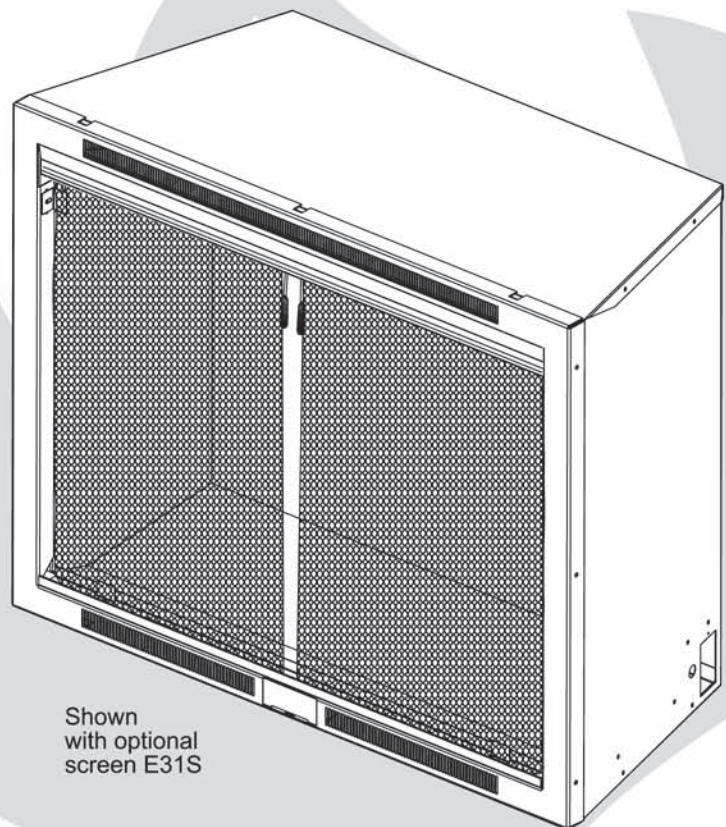
CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C2.22 No-46 / UL 1278 CSA STANDARD



**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.**

## **EF31H**

**ELECTRIC FIREPLACE**



Shown  
with optional  
screen E31S



W415-0469 / A / 01.04.05

**Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON L4M 4Y8 Canada • (705)721-1212 • fax(705)722-6031**  
**www.napoleonfireplaces.com • ask@napoleon.on.ca**

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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 reinstallation 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 it's 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.

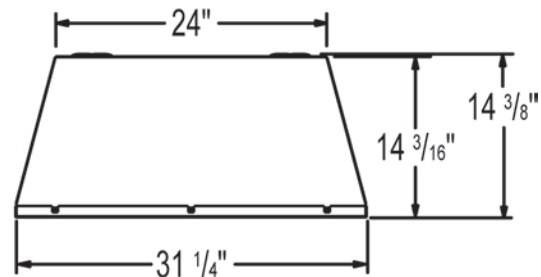
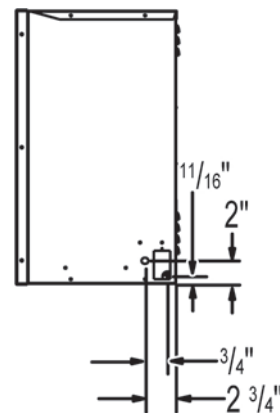
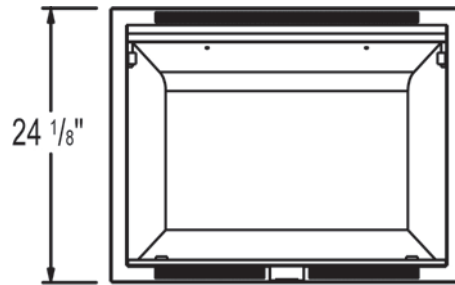
**18.** Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

**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.

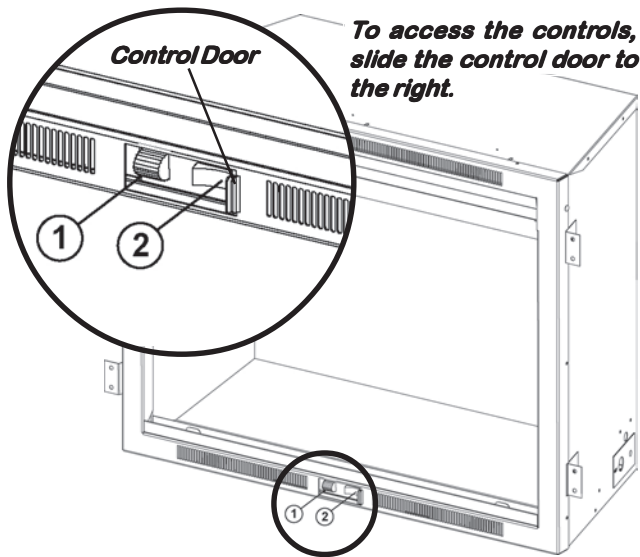
### EF31 DIMENSIONS



# OPERATION

**There are two operation controls for the EF31.**

1 - Controls the heater. 2 - Controls the flame effect.



## 1. Heater

To set the heater at the **maximum setting** - roll the switch up to the uppermost setting.

To turn the heater **off** - roll the switch down to the lower most setting.

## 2. Flame effect

The rocker switch is used to turn the flame effect **on and off**. Depress the left side of the switch to turn the flame effect on and the right side to turn off.

# FLAME EFFECT

The flame generator has a random modulating control which causes the flame effect to speed up and slow down sporadically. This action creates the realistic flame appearance and can not be modified.

# MAINTENANCE

**Bulb Replacement :** If the flame appears 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 75 watt Quartz 78mm light bulb. See Light Replacement section.**

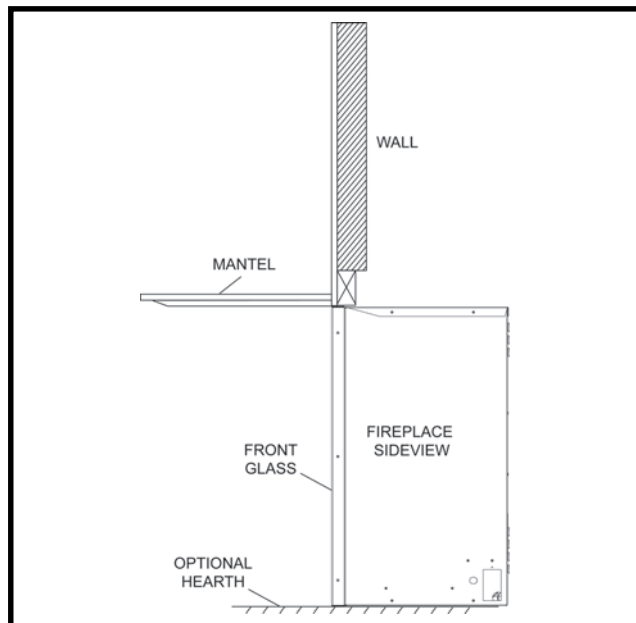
# FINISHING

## MANTEL

The minimum distance from the top of the unit that the mantel can be installed is 0", at any depth.



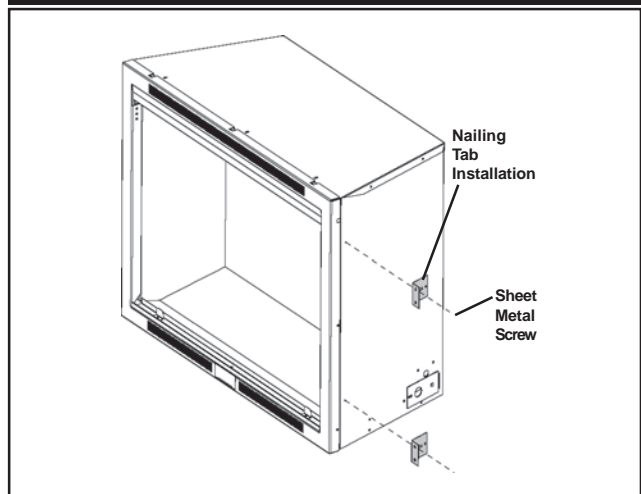
**When using paint or lacquer to finish the mantel, such paint or lacquer must be heat resistant to prevent discoloration.**



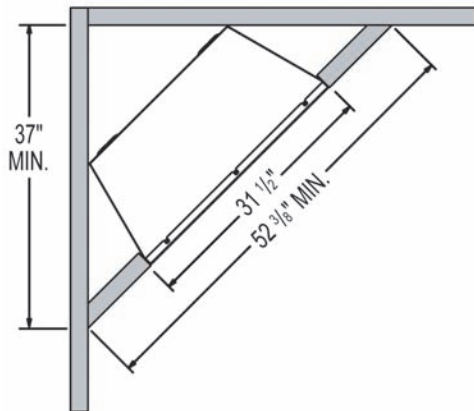
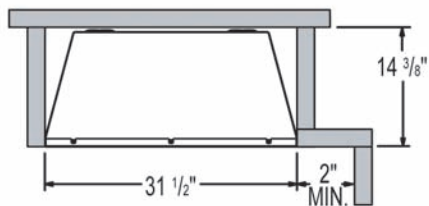
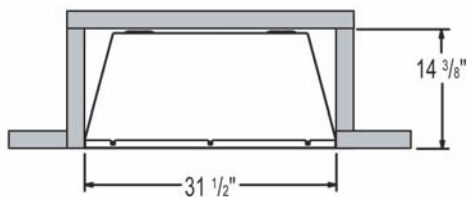
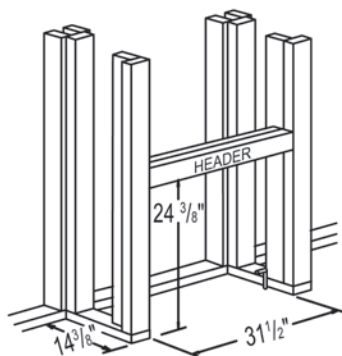
## CLEARANCE TO COMBUSTIBLES

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

## FRAMING AND FINISHING



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 unit.
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. sheetrock/drywall) This will determine the dimension from the front edge to the nailing tab. Secure with a sheet metal screw supplied.
6. Attach the nailing tabs to the frame.

**EF31****Corner Installation****Top View****Front View**

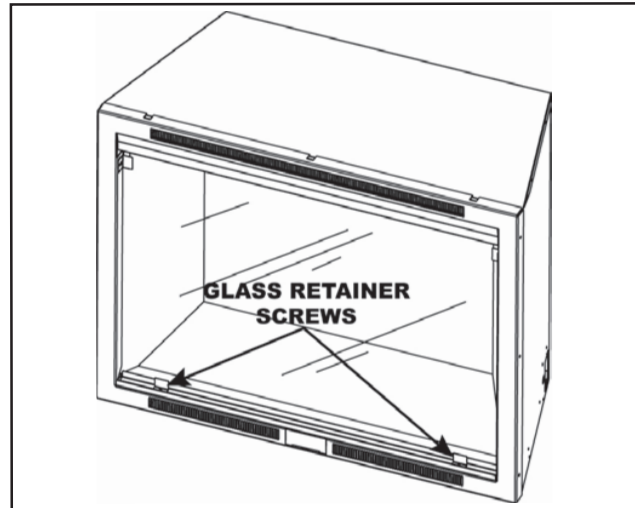
**Note:** In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the fireplace body, it is recommended that the walls of the fireplace enclosure be "finished" (ie: drywall/sheetrock), as you would finish any other outside wall of a home. This will ensure that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

**HEARTH**

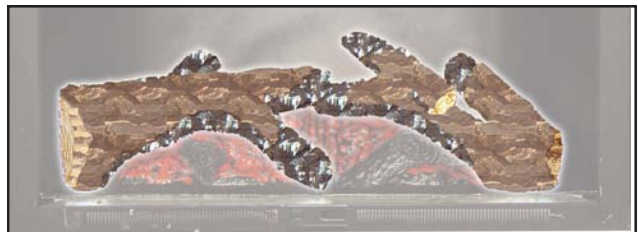
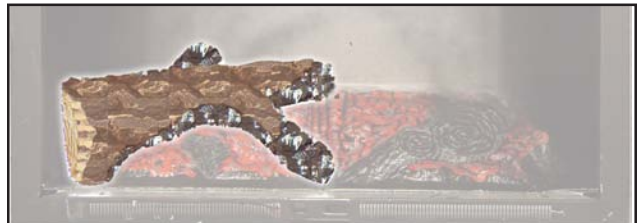
A hearth is **NOT** necessary but is recommended for aesthetic purposes.

**COLD CLIMATE INSTALLATION**

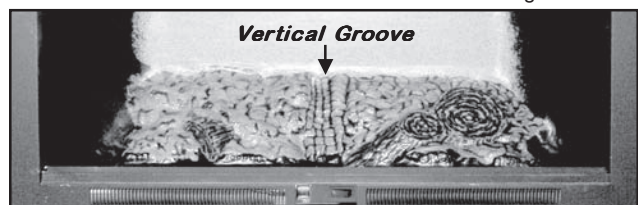
**WARNING:** It is **MANDATORY** to have an insulated wall behind the fireplace, when the fireplace is being installed on an outside wall or chase.

**GLASS REMOVAL**

Remove the two screws holding the glass retainer and pull the glass and retainer forward until the glass is past the fireplace bottom. Lower and remove. Place the glass and retainer in a safe spot.

**LOG INSTALLATION**

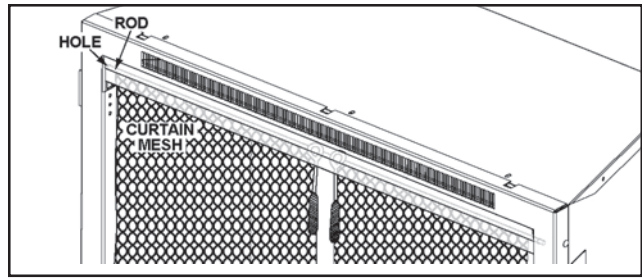
1. Position logs #1 and #2 as shown. The diffuser base has been moulded to cradle the logs.



**Be sure not to block the vertical groove running down the centre of the diffuser.**

## OPTIONAL SCREEN INSTALLATION

1. Bunch the curtain mesh in the middle of the rod.
2. Insert one end of the rod through the hole indicated in the side of the firebox frame.
3. The rod will need to be bowed in the middle in order to insert the other end of the rod into the opposite hole.
4. Tuck the bottom of the curtain mesh behind the front lip of the retainer.



## ELECTRICAL CONNECTION

This fireplace requires a 15 amp, 120 volt and 60 Hz circuit. 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 bottom 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.*

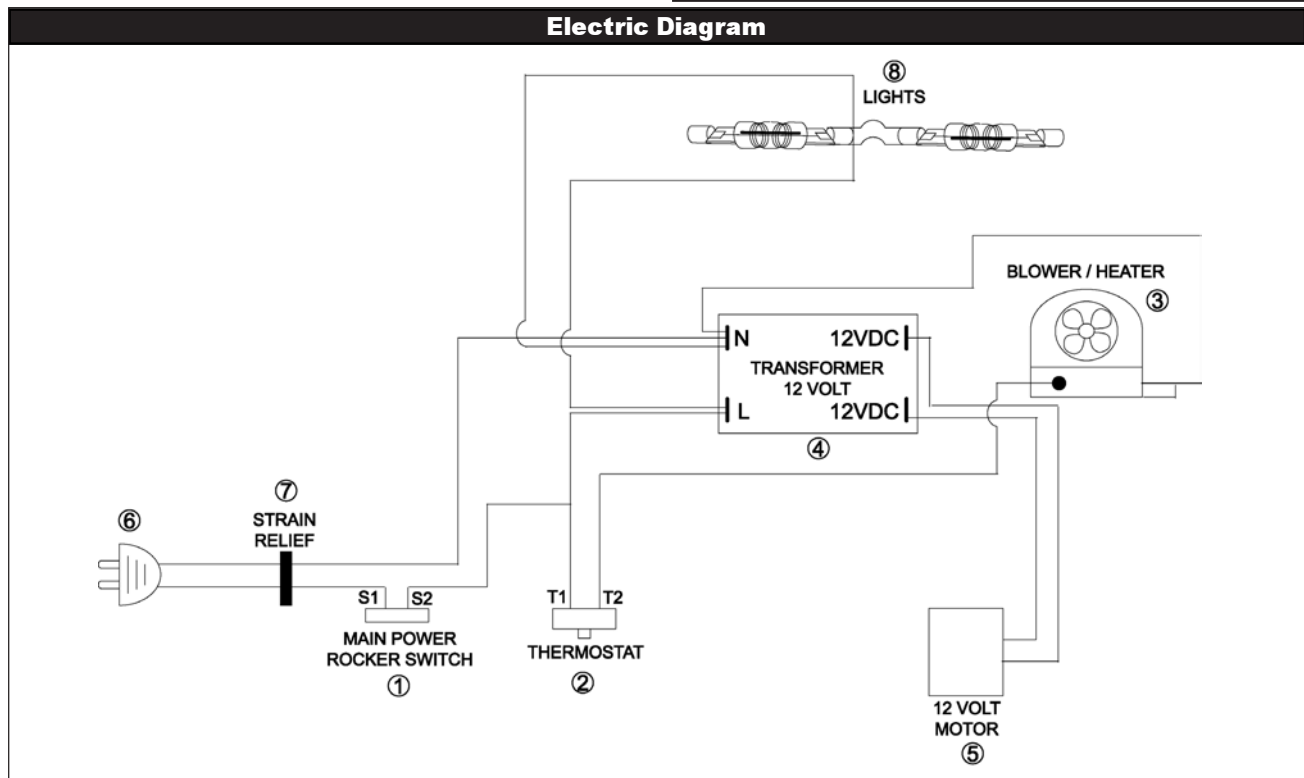
Permanently framing the fireplace with an enclosure, requires the fireplace to be hardwired.

This fireplace must be electrically connected and grounded in accordance with local codes, if hard wired. 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

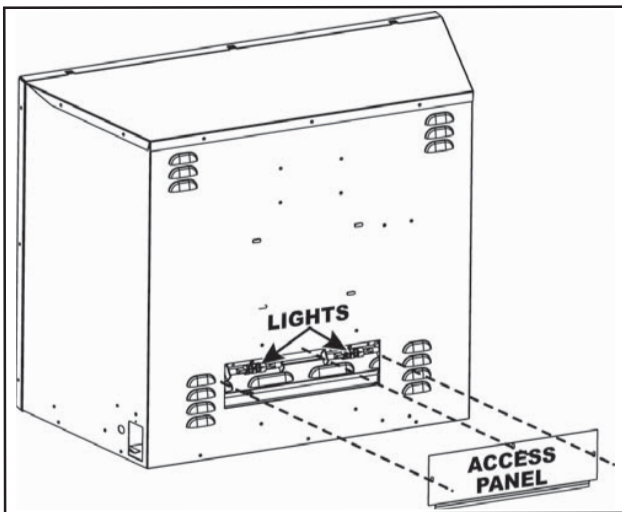
1. Power (Rocker Switch)	W660-0023
2. Thermostat Switch	W660-0040
3. Fan / Heater Assembly	W062-0019
4. Main Circuit Board	W707-0003
5. DC Motor (flame effect)	W435-0006
6. Main Power Cord	W750-0143
7. Strain Relief	W105-0002
8. Flame Effect Light	W750-0126
(two light sockets-75quartz watts max)	
9. Nylon Cable Tie	

## Electric Diagram



# LIGHT REPLACEMENT

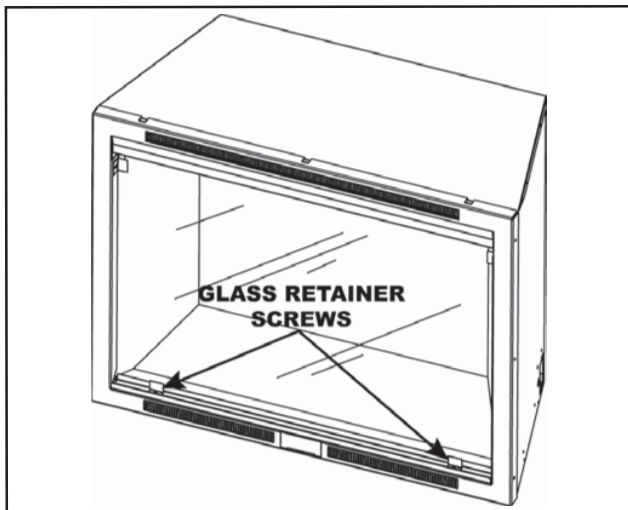
**There are two methods to replace the light:**  
**In either method, the electrical circuit breaker must be shut off until the replacement procedure has been completed at which time it can be turned back on.**



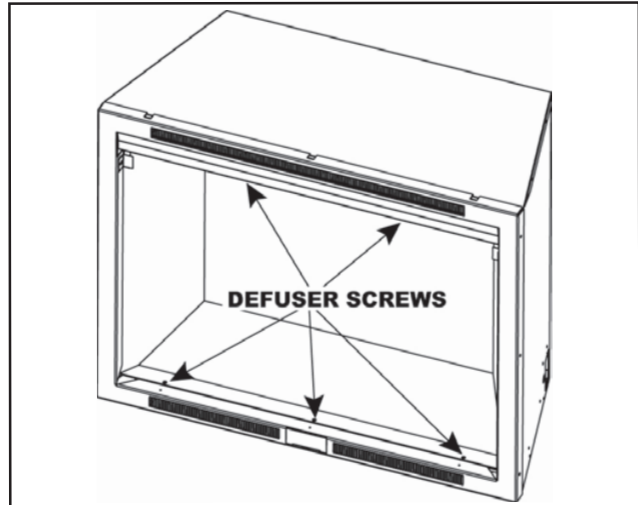
### Light Bulb Replacement Method 1:

1. If the unit is not secured to the floor, turn the unit around to view the access panel.
2. Remove the four screws securing the access panel.
3. Remove the light bulb by holding one of the wires and moving the light bulb to the opposite side of the wire that you are holding.
4. Replace using the new light bulb by following the removal instructions in reverse.
5. Replace the access panel and put the fireplace back into position.

### Light Bulb Replacement Method 2:



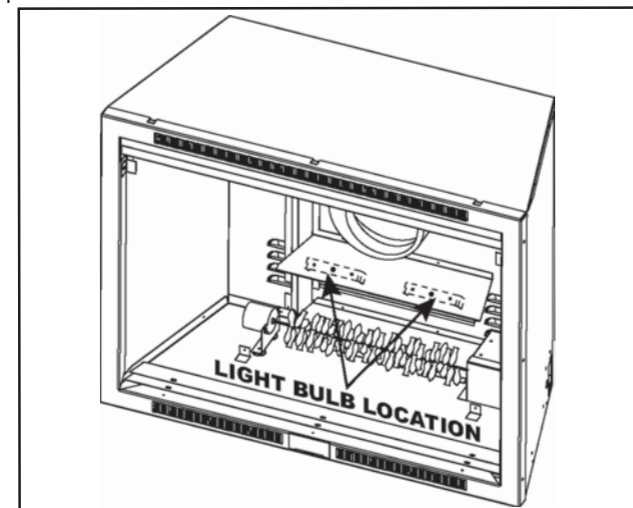
1. Remove the two screws holding the glass retainer and pull forward to remove the glass. Place the glass and retainer in a safe spot.



2. Remove the five screws holding the defuser screen. Pull the top two corners in towards the center and remove from the unit.



3. Remove the two screws that hold the flame divider in place and remove.



4. Remove the light bulbs by holding one wire from one side of the socket and slide the light bulb to the opposite side of the wire that you are holding.
5. Repeat steps 4 through 1 to re-assemble the unit.



## 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:

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

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

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

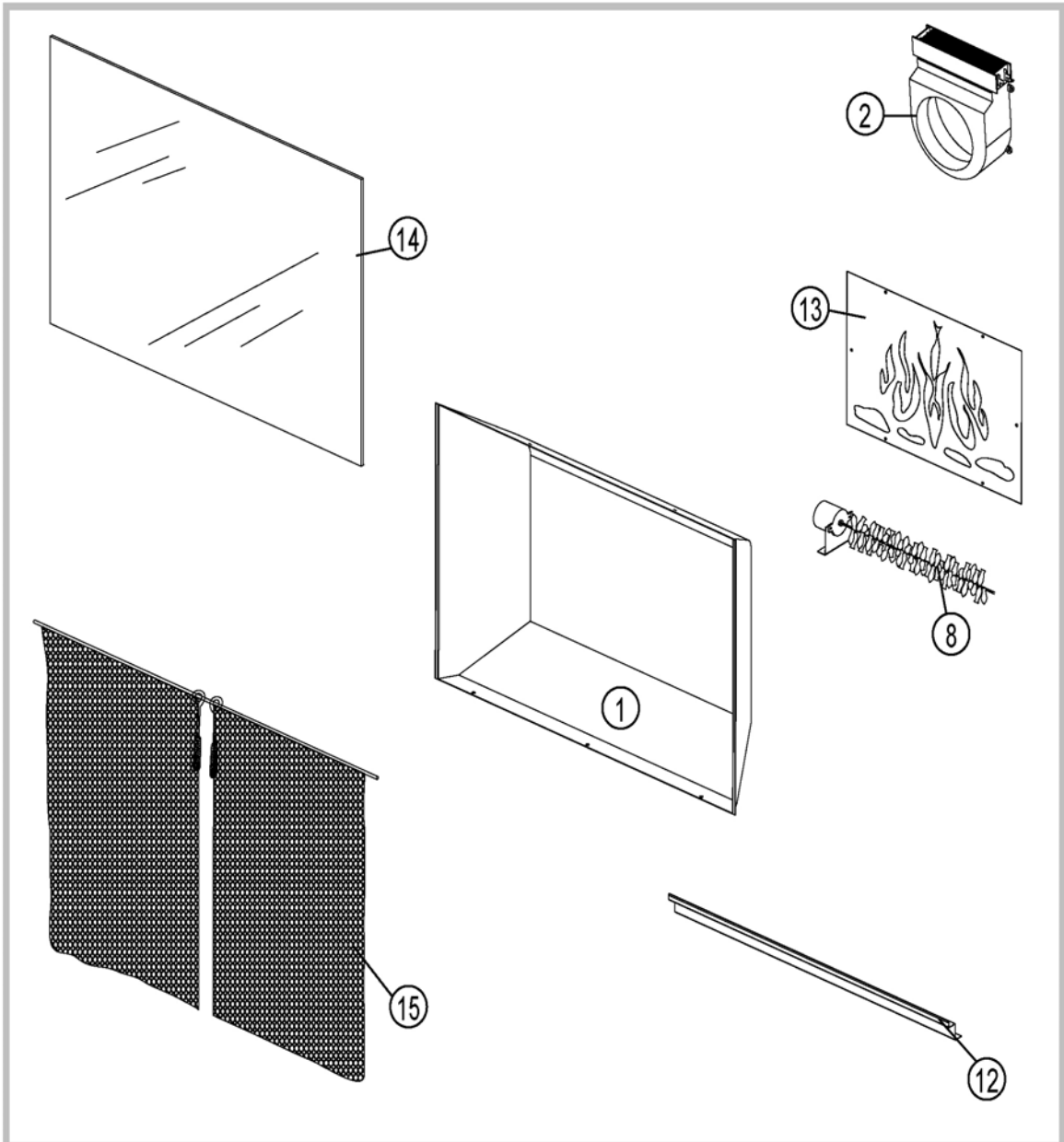
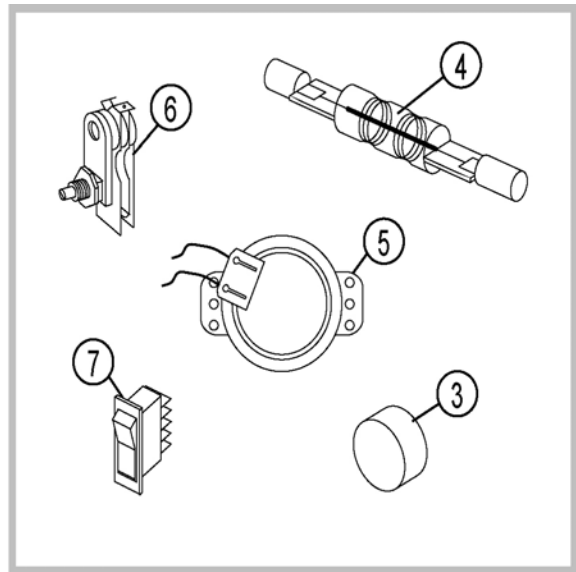
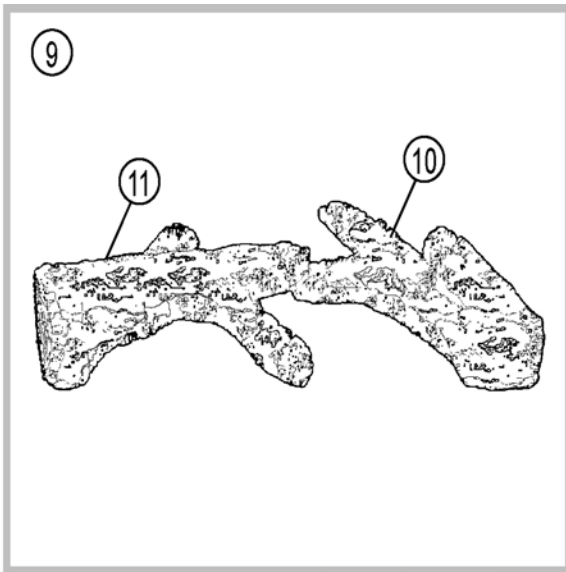
### REPLACEMENT PARTS

#	PART NO.	DESCRIPTION
1	W497-0002	PLASTIC DIFFUSER
2	W062-0019	FAN / HEATER ASSEMBLY
3	W380-0016	THERMOSTAT KNOB
4	W387-0005	75 WATT QUARTZ LIGHT BULB
5	W435-0006	FLAME EFFECT MOTOR
6	W660-0040	THERMOSTAT SWITCH
7	W660-0023	MAIN POWER SWITCH
8	W010-1266	FLAME EFFECT ASSEMBLY
9	GL-648	LOG SET
10	W135-0227	LOG #1 - RIGHT LOG
11	W135-0228	LOG #2 - LEFT LOG
12	W200-0162	SCREEN COVER
13	W215-0077	FLAME EFFECT
14	W300-0078	GLASS

### EF31 ACCESSORIES

*Use only accessories designed for and listed with the EF31 model.*

#	PART NO.	DESCRIPTION
15	E31S	SCREEN KIT



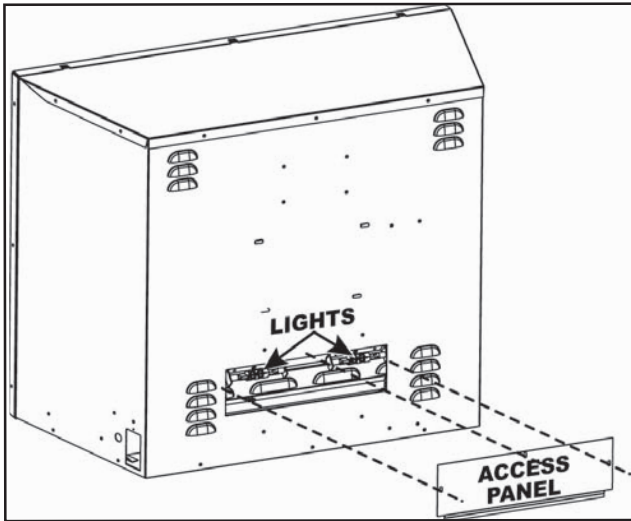
## TROUBLE SHOOTING GUIDE

SYMPTOM	PROBLEM	TEST SOLUTION
No Flame Light but everything else is working properly.	- Light bulbs have burned out.	- Remove access panel and change light bulbs.
Flame light, but no movement in the flame	- Flame generator motor has burned out. - Flame generator has come loose.	- Consult your local dealer. - 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.
Heater works but there is no air flow.	- Fan on heater is not working.	- Consult your local dealer.
Fan works but there is no heat.	- Heater is not working.	- Consult your local dealer.
Fireplace will not turn on.	- Breaker or fuse has blown. - Fireplace cord is unplugged.	- Check main power switch is turned on. - Consult your local dealer. - Check fuse or breaker in house hold electric panel. - Plug cord back into receptacle.
Heater does not turn off.	- Thermostat is set to high. - Thermostat may be faulty.	- Turn thermostat control down. - Consult your local dealer.
Excessive noise coming from the top of the unit.	- Dirt build up on fan bearing. - Defective blower.	- Vacuum the top control compartment. - Consult your local dealer.
Odour	- Dust has settled on the heater element.	- Run heater until odour ceases (approx. 1/2 hr) - Consult your local dealer.
Heater cycling on and off	- Air intlets blocked.	- Check to make sure there is nothing blocking the air inlets on the bottom of the unit. - Should not be on high pile carpet that can block air inlets.

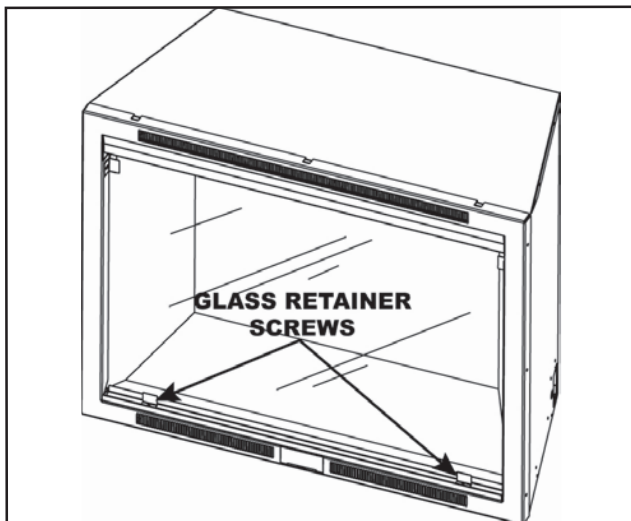
## RATING PLATE LOCATION

There are two methods to gain access to the rating plate, located behind the access panel.

Method 1:

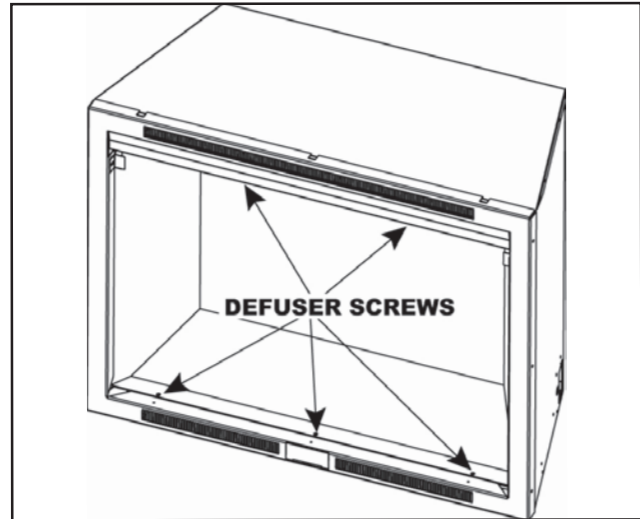


1. If the unit is not secured to the floor, turn the unit around to view the access panel.

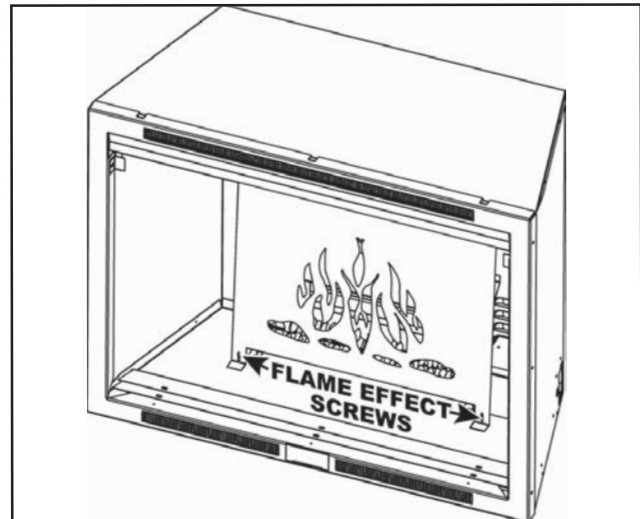


2. Remove the four screws securing the access panel.

Method 2:



1. Remove the two screws holding the glass retainer and pull forward to remove the glass. Place the glass and retainer in a safe spot.



2. Remove the five screws holding the defuser screen. Pull the top two corners in towards the center and remove from the unit.

3. Remove the four screws that hold the flame effect in place and remove.

4. Repeat steps 3 through 1 to re-assemble the unit.

ELECTRIC AIR HEATER  
APPAREIL DE CHAUFFAGE ÉLECTRIQUE

MODEL ■ EF31 ■ EF34 ■ EF36 ■ EF38  
VOLTS: 120AC, AMPS: 12.7, HZ: 60

WOLF STEEL  
BARRIE, ON.  
CANADA

SERIAL NO. EF

MADE IN CANADA



### CAUTION

TO PREVENT ELECTRIC SHOCK MATCH THE WIDE BLADE OF THE PLUG TO THE WIDE SLOT, FULLY INSERT.  
RISK OF ELECTRIC SHOCK! DO NOT OPEN.  
NO USER SERVICEABLE PARTS INSIDE.  
HIGH TEMPERATURE. KEEP ELECTRICAL CORDS, DRAPERY AND OTHER FURNISHINGS AT LEAST 3 FEET FROM THE FRONT OF THE HEATER AND AWAY FROM THE SIDES AND BACK.

### ATTENTION

POUR ÉVITER LES CHOCS ÉLECTRIQUES, INTRODUIRE LA LAME LA PLUS LARGE DE LA FICHE DANS LA BORNE CORRESPONDANTE DE LA PRISE ET POUSSER JUSQU'AU FOND.  
HAUTE TEMPÉRATURE, VEILLER À CE QUE LES CORDONS ÉLECTRIQUES, LES RIDEAUX ET AUTRES ARTICLES D'AMEUBLEMENT SOIENT À PLUS DE 0,9 M (3PI) DE L'APPAREIL DE CHAUFFAGE ET SOIENT ÉLOIGNÉS DES CÔTÉS ET DE L'ARRIÈRE DE CET APPAREIL.

W385-0299 / 08.03.04

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