



OWNER'S MANUAL

Acies / Vector / Luxuria Series



Luxuria model illustrated.

For indoor use only

SAFETY INFORMATION

WARNING

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- 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.

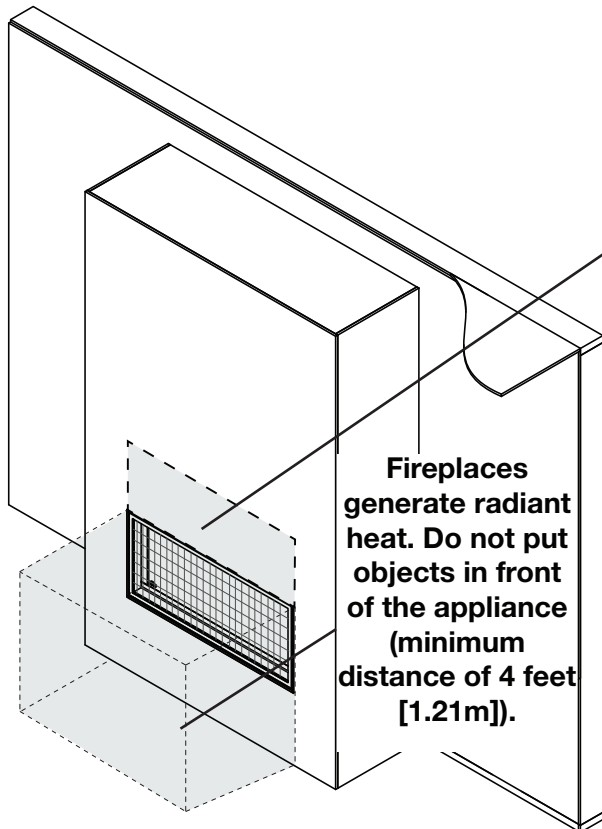
- Installation and service must be performed by a qualified installer, service agency, or the supplier.



WARNING

- This appliance is hot when operated and can cause severe burns if contacted.
- Any changes to this appliance or its control can be dangerous and are prohibited.
- 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 fire or asphyxiation do not operate appliance with fixed glass removed.
- Do not connect 110 volts to the control valve.
- 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.
- 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 or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Clothing or other flammable material should not be placed on or near the appliance.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Ensure you have incorporated adequate safety measure to protect infants/toddlers from touching hot surfaces.
- Even after the appliance is out, the glass and/or screen will remain hot for an extended period of time.
- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Any safety screen, guard or barrier removed for servicing the appliance, must be replaced prior to operating the appliance.
- The appliance is a vented gas-fired appliance. Do not burn wood or other materials in the appliance.
- The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Under no circumstances should this appliance be modified.
- This appliance must not be connected to a chimney flue pipe serving a separate solid fuel burning 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 operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person.
- Do not strike or slam shut the appliance glass door.
- When equipped with pressure relief doors, they must be kept closed while the appliance is operating to prevent exhaust fumes containing carbon monoxide, from entering into the home. Temperatures of the exhaust escaping through these openings can also cause the surrounding combustible materials to overheat and catch fire.
- Only doors / optional fronts certified with the unit are to be installed on the appliance.
- 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.
- 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.
- A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed.
- If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.
- Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.

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



! WARNING

The area above a fireplace gets hot, (unless the appliance is fitted with Napoleon's Dynamic Heat Control™ system). Combustible objects or materials must never be placed in this area. For minimum distance, refer to installation manual or your authorized dealer.

! DANGER

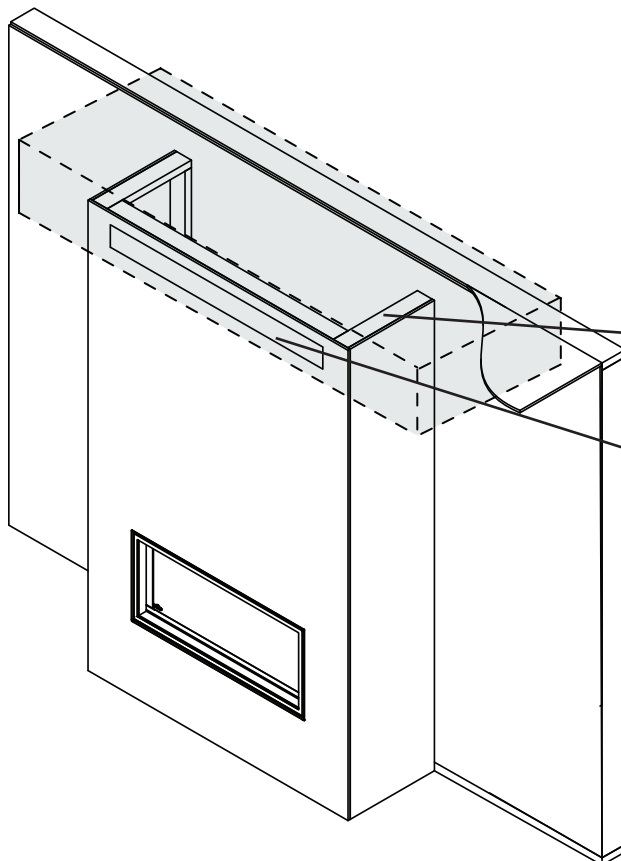


HOT GLASS WILL CAUSE BURNS.

DO NOT TOUCH GLASS UNTIL COOLED.

NEVER ALLOW CHILDREN TO TOUCH GLASS.

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.



! WARNING

If fitted with Dynamic Heat Control™ (DHC), DO NOT COVER OR PLACE ITEMS AT AIR OUTLET OPENINGS!*

FIRE HAZARD!

The air that comes out of the DHC air outlet is very hot. NEVER PLACE OR ALLOW ITEMS TO FALL INSIDE THE DHC OUTLET AIR OPENING.

*The DHC air outlet is shown at the front of the fireplace enclosure (see illustration), however it may be located at ceiling height, it may be in the room behind or in both rooms.

note:

Dynamic Heat Control™ is optional on the Vector series (LV models) and included on the Luxuria series (LVX models). Dynamic Heat Control™ is not available for the Acies series (L models). [PATENT PENDING]

welcome

congratulations

Napoleon is proudly committed to your total home comfort. We are proud to say that our products continuously surpass industry standards and our inspiration is you! More than anything, we want you to feel confident in choosing Napoleon for your home. Our products are designed to provide that confidence and ensure that every Napoleon product is beyond compare.

Napoleon products are designed with superior components and materials assembled by trained craftsmen who take great pride in their work.

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with the appliance for your safety. This barrier must be installed.

Your Napoleon fireplace has been thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from Napoleon.

Dealer : Fill in your dealer information (or business card) and the appliance installation information below.

Dealer Information

Name of Dealer: _____

Dealer Location: _____

Dealer Phone: _____

Dealer E-mail: _____

Customer: _____

Customer Address: _____

Date of Installation: _____

Location of the appliance: _____

Installer: _____

Dealer: Business card location

Serial Number: _____

Model:

Natural Gas:

Propane:

Acies	<input type="checkbox"/> L38N	<input type="checkbox"/> L38N2	<input type="checkbox"/> L38P	<input type="checkbox"/> L38P2
	<input type="checkbox"/> L50N	<input type="checkbox"/> L50N2	<input type="checkbox"/> L50P	<input type="checkbox"/> L50P2
Vector	<input type="checkbox"/> LV38N-1	<input type="checkbox"/> LV38N2-1	<input type="checkbox"/> LV38P-1	<input type="checkbox"/> LV38P2-1
	<input type="checkbox"/> LV50N-2	<input type="checkbox"/> LV50N2-2	<input type="checkbox"/> LV50P-2	<input type="checkbox"/> LV50P2-2
	<input type="checkbox"/> LV62N	<input type="checkbox"/> LV62N2	<input type="checkbox"/> LV62P	<input type="checkbox"/> LV62P2
	<input type="checkbox"/> LV74N	<input type="checkbox"/> LV74N2	<input type="checkbox"/> LV74P	<input type="checkbox"/> LV74P2
Luxuria	<input type="checkbox"/> LVX38N-1	<input type="checkbox"/> LVX38N2-1	<input type="checkbox"/> LVX38P-1	<input type="checkbox"/> LVX38P2-1
	<input type="checkbox"/> LVX50N-1	<input type="checkbox"/> LVX50N2-1	<input type="checkbox"/> LVX50P-1	<input type="checkbox"/> LVX50P2-1
	<input type="checkbox"/> LVX62N-1	<input type="checkbox"/> LVX62N2-1	<input type="checkbox"/> LVX62P-1	<input type="checkbox"/> LVX62P2-1
	<input type="checkbox"/> LVX74N-1	<input type="checkbox"/> LVX74N2-1	<input type="checkbox"/> LVX74P-1	<input type="checkbox"/> LVX74P2-1
Vector or Luxuria	<input type="checkbox"/> Dynamic Heat Control installed (Optional for LV / included for LVX)*			

*Dynamic Heat Control™ not available for L models.

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The camera icon indicates video tutorials are available as additional reference, visit <http://mynapoleon.napoleonproducts.com/download/index/44/1>

1.0 getting to know your appliance

This owner's manual is written for a complete series of linear fireplaces that have a range of different features and specifications. Before reading this manual, be sure you know which model of fireplace that you have. This information will have been filled out by the installer on the proceeding page and on the rating plate that is permanently attached to the fireplace (see "appliance overview" section).

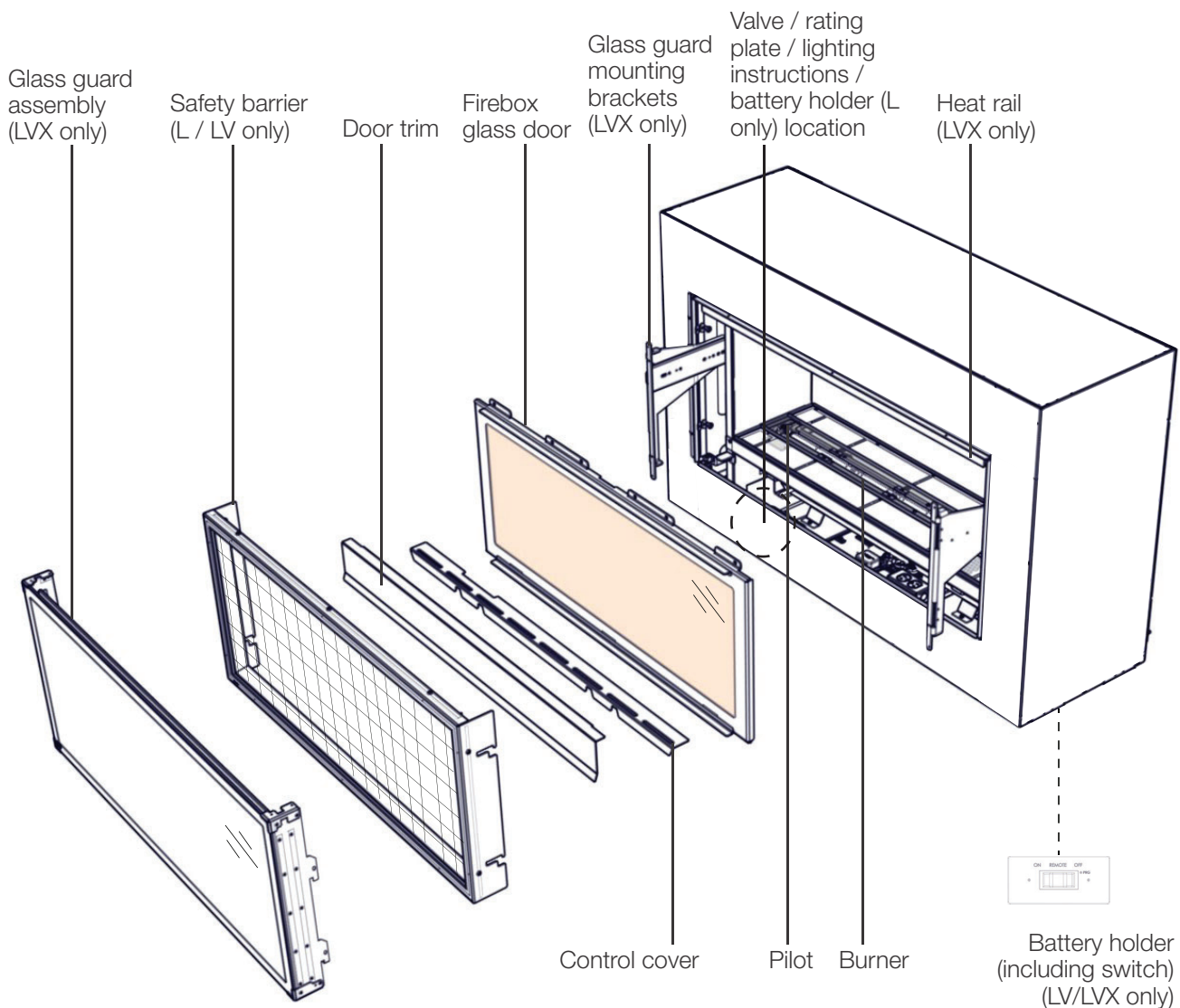
This manual is for the:

- Acies Series (model number prefix "L")
- Vector Series (model number prefix "LV")
- Luxuria Series (model number prefix "LVX")

If required, more detailed technical information is included in the fireplace installation manual.

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

Visit the Napoleon website for the most current version of your appliance's manual.

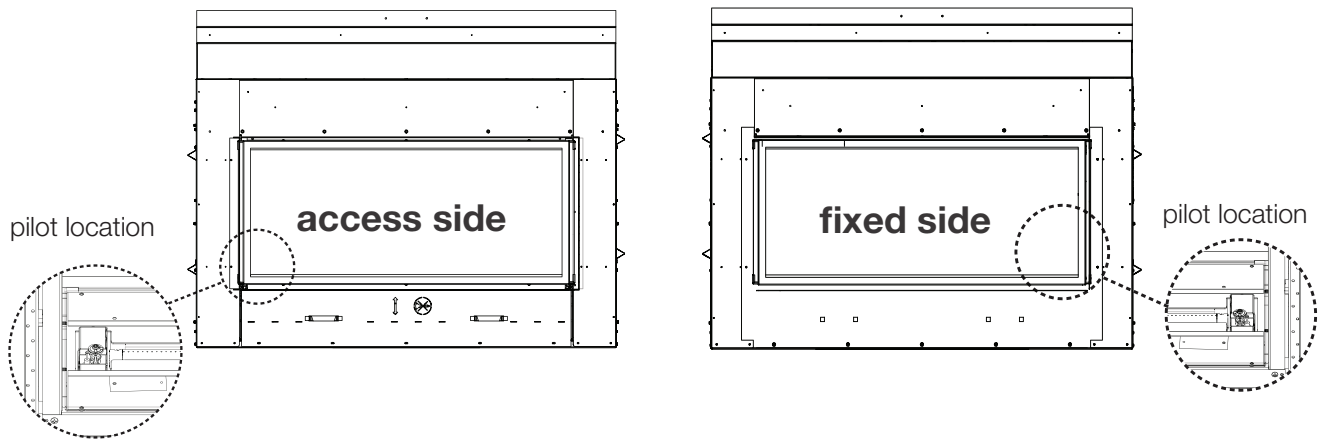


Some features and components illustrated may vary depending on your model.

Single-sided model illustrated.

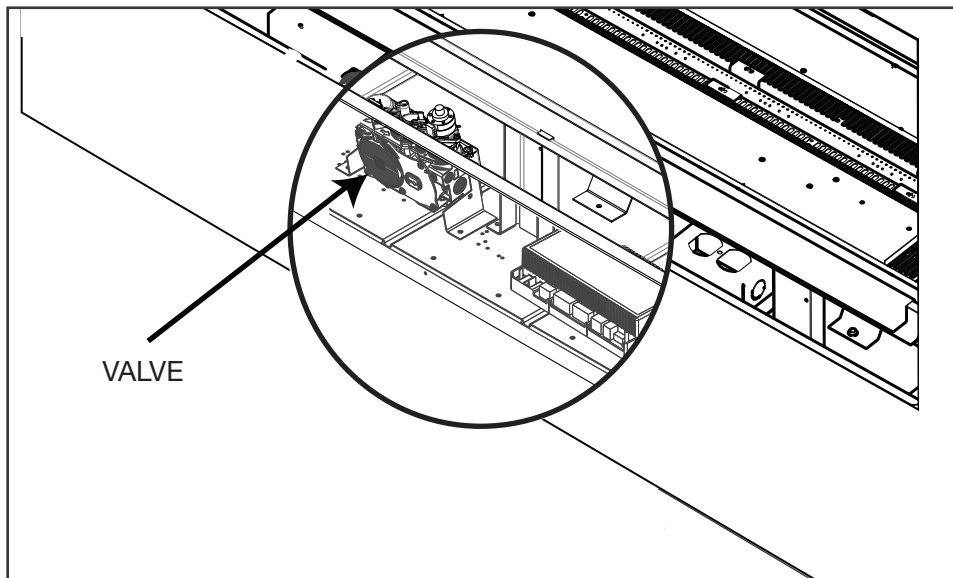
The term “access side” is used in this manual and refers to the open side of the fireplace where the firebox glass door is located.

In the case of see-thru appliances, there are firebox glass doors on both sides of the appliance. One of these doors is fixed and cannot be removed. The access side can be identified with the pilot location.



1.1 control access

Access to the control can be done by removing the safety barrier (L / LV models) or glass guard (LVX models), glass door, door trim and control cover (see “maintenance” section for instructions on how to remove these components).



getting to know your appliance

1.2 rating plate / lighting instructions location

Both the rating plate and lighting instructions are attached to a chain located on the left side of the control area near the valve (access side). Remove the safety barrier or glass guard and the control cover to gain access to the control area, see “control access” section.

To replace, slide the instructions back into the control area and slide the glass front into its locked position.

Certified to Canadian and American National Standards: CSA 2.22-XXXX / ANSI Z21.50-XXXX for Vented Decorative Gas Appliances
 Certifié selon les normes Nationales Canadiennes et Américaines: CSA 2.22-XXXX / ANSI Z21.50-XXXX pour les Appareils à gaz décoratifs à évacuation

Direct vent, vented gas fireplace. Approved for bedrooms, bathroom and bed sitting room installation. Suitable for mobile home installation, if installed in accordance with the current standard CAN / CSA Z240M1 Series gas equipped mobile homes in Canada, or in the United States, the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280. When the US Standard is not applicable, use the Standard for Fire Safety Criteria for Manufactured Home Installations, Sites and Communities, ANSI / NFPA 501A. This appliance must be installed in accordance with local codes, if any; if none, follow the current ANSI Z223.1 or CSA B149. For use with barrier WXXX-XXXX. Follow installation instructions. Citer à gas venté. Homologué pour installation dans une chambre à coucher, une salle de bain et un salon. Appareil pour installation dans une maison mobile si son installation conforme aux exigences de la norme CAN / CSA Z240M1 Séries de maisons mobiles équipées au gaz en vigueur au Canada, ou, aux États-Unis selon la norme 24 CFR, Part 3280, Manufactured Home Construction and Safety Standard. Dans le cas ou cette norme d'États-Unis n'est pas pertinente, utiliser la norme NFPA 501A, Fire Safety Criteria for Manufactured Home Installations, Sites and Communities. Installer l'appareil selon les codes ou règlements locaux ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1 ou CSA B149 en vigueur. Utiliser uniquement avec l'écran WXXX-XXXX. Suivre les instructions d'installation.

☐ 9705539 (WSL) ☐ 4001658 (NAC) ☐ 4001657 (NGZ) ☐ 4001659 (WUSA)

MODEL / MODÈLE
 XXXX XXXX XXXX XXXX
 XXXX XXXX XXXX XXXX

Altitude Input Reduced Input P4
 XXXX XXXX XXXX
 XXXX XXXX XXXX

Manifold Pressure: 3.5" w.c. (NG)
 Minimum Supply Pressure: 4.5" w.c. (NG)
 Maximum Supply Pressure: 7" w.c. (NG)
 Pression au Collecteur: 3.5" d'une colonne d'eau (GN)
 Pression d'Alimentation Min: 4.5" d'une colonne d'eau (GN)
 Pression d'Alimentation Max: 7" d'une colonne d'eau (GN)

Manifold Pressure: 10" w.c. (P)
 Minimum Supply Pressure: 11" w.c. (P)
 Maximum Supply Pressure: 12" w.c. (P)
 Pression au Collecteur: 10" d'une colonne d'eau (P)
 Pression d'Alimentation Min: 11" d'une colonne d'eau (P)
 Pression d'Alimentation Max: 12" d'une colonne d'eau (P)

Minimum vent intake not to exceed 15".
 Minimum clearance to combustible materials:
 Top, sides & back per manufacturer's framing and flashing materials. For non-combustible framing and flashing materials, see installation manual.

Minimum clearance to combustible materials:
 Côtés, côtés et arrière: selon les exigences de l'installation pour les matériaux de finition.
 Pour les matériaux de finition, voir le manuel d'installation.

Top "X"
 Floor "X"
 Sides "X"
 Back "X"
 Vent top "X"
 Vent sides & back "X"
 Recesssed depth "X"
 *** Mantle "X" for fireplace opening
 *** Minimum 1" clearance for venting
 *** See installation manual for venting extensions, minimum vent height and maximum vent length.
 Technical rating: 110V, 60Hz, Less than 12 amps.

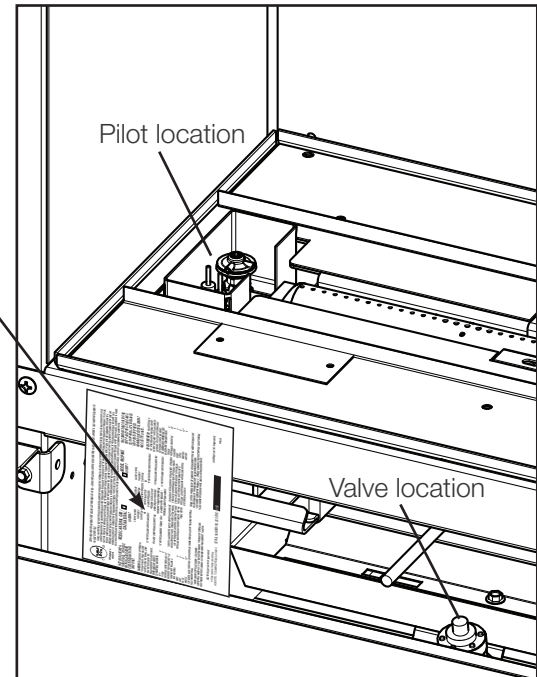
Spécifications techniques: 110V, 60Hz, Moins de 12 ampères.

Serial Number / N° de Série: XXXX W385-XXXX

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

note:

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



When operating your appliance for the first time, there is a required burn-in process that cures materials used to manufacture the fireplace that may emit both vapors and an odor. These are normal when operating a new appliance for the first time. Ensure adequate air circulation is provided during burn-in process, if this was not completed by the installer during installation.

2.1 using your appliance (L models only)

To turn the appliance on:

- A Turn the on/off switch on.
- B After 3-5 seconds, the control will start a spark at the pilot, light the pilot and then the burner. The spark period will last 60 seconds, or until the pilot has lit.
- C When used for the first time, if the burn-in process was not completed by the installer; run appliance continuously for 4 hours (burn-in).
- D Turn the appliance off. Wait until appliance is completely cool before moving to the next step.
- E Remove the safety barrier and firebox glass door. Clean firebox glass door (see "maintenance" section). Replace firebox glass door and safety barrier.

For more detailed information, see your installation manual or contact your authorized dealer.

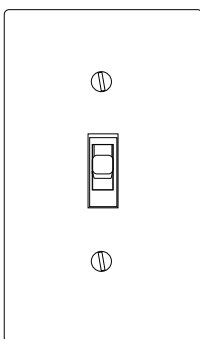
2.2 using your appliance (LV / LVX models only)

To turn the appliance on:

- A For battery holder (including switch) operation: Turn the appliance on/off by turning the battery holder (including switch) to the 'on' and/or 'off' position.
For remote control operation: Ensure the battery holder (including switch) is in the 'remote' position. Press and release the on/off button on the remote control. An audible beep should be heard from the remote.
- B After 3-5 seconds, the control will start a spark at the pilot, light the pilot and then the burner. The spark period will last 60 seconds, or until the pilot has lit.
- C When used for the first time, if the burn-in process was not completed by the installer; run appliance continuously for 4 hours.
- D Turn the appliance off. Wait until appliance is completely cool before moving to the next step.
- E Remove glass guard (LVX models) or safety barrier (LV models) and firebox glass door. Clean firebox glass door (see "maintenance" section). Replace firebox glass door and glass guard/safety barrier.

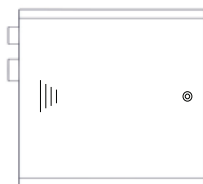
For more detailed information, see your installation manual or contact your authorized dealer.

2.3 on/off components



| On/off switch |

(Not supplied)



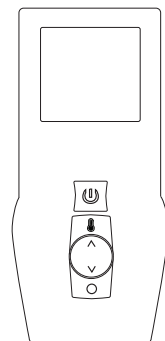
| Battery holder

(L only)



| Battery holder (including switch) |

(Optional for L models)



| Remote control |

(Optional for L models)

(Optional for LV / LVX models)



Batteries must be disposed of according to the local laws and regulations. Some batteries may be recycled, and may be accepted for disposal at your local recycling center. Check with your municipality for recycling instructions.

operating your appliance

2.4 operating and lighting instructions (electronic)

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.

Ensure that a continuous gas flow is at the burner before installing the door. When lit for the first time, the appliance will emit an odor for a few hours. This is a normal temporary condition caused by the “burn-in” of 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 warm weather season, the appliance may emit a slight odor for a few hours. This is caused by dust particles in the heat exchanger burning off. In both cases, open a window to sufficiently ventilate the room.

FOR YOUR SAFETY READ BEFORE LIGHTING

- Do not turn on if children or other at risk individuals are near the appliance.
- This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
- 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.
- 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 underwater.

WHAT TO DO IF YOU SMELL GAS

- Turn off all gas to the appliance.
- Open windows.
- 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.

LIGHTING INSTRUCTIONS

note:

This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.

- Stop! Read the above safety information on this label.
- Remove batteries from the transmitter and set thermostat to lowest setting, if equipped.
- Turn off all electrical power to the appliance.
- Open the glass door, if equipped.
- Turn the manual shut-off valve clockwise to the “OFF” position. (Shut-off valve is located on the flex connector).
- Wait five (5) minutes to clear out any gas. If you smell gas including near the floor, **STOP!** Follow the instructions above in the “WHAT TO DO IF YOU SMELL GAS” section. If you don't smell gas; close the glass door and go to the next step.
- Turn the manual shut-off valve counter clockwise to the “ON” position.
- Turn on all electrical power to the appliance and re-install the batteries into the transmitter. Set thermostat to desired setting, if equipped.
- Turn on the remote wall switch to the appliance.
- If the appliance will not operate, follow instructions “TO TURN OFF GAS” and call your service technician or gas supplier.

TO TURN OFF GAS

- Set thermostat to lowest setting, if equipped.
- Turn off the remote wall switch to the appliance.
- Turn off all electric power to the appliance if service is to be performed.
- Turn manual shutoff valve clockwise to the “OFF” position. Do not force.

2.5 pilot-on-demand (electronic)

This appliance is equipped with an “On Demand” intermittent pilot ignition system (IPI) which also includes a continuous pilot ignition (CPI) mode with an integrated seven day timer. This system minimizes your appliance’s carbon footprint as well as reducing its annual fuel consumption and operating costs.

In IPI operation, the pilot will ignite prior to the main burner, when the appliance is turned on using a switch, remote or from a call for heat with the thermostat (if equipped). Once the appliance is turned off (or the call for heat is satisfied), the main burner and pilot flame will shut down.

The continuous (CPI) mode is intended to enhance the performance of the appliance during the startup phase in colder climates and extreme weather by keeping the system warm when the main burner is not in use. However, the timer feature provides the convenience that the appliance automatically switches off the pilot when the appliance has not been used for seven days to save unnecessary fuel consumption.

When the CPI function is turned on, the pilot will remain on after the main burner is turned off. A timer will then begin the countdown for approximately seven days before shutting off the pilot if the appliance is not used. This countdown will reset anytime the appliance main burner is used. Therefore, if the appliance is regularly used day to day, the pilot will remain on. However, this system does not require the user to remember to turn the pilot off as summer approaches and avoids unnecessary fuel consumption while still readily turned back on when the cold weather returns.

Your appliance may be equipped with an ACS or remote control device which enables you to select IPI or CPI modes.

If your appliance is equipped with an ACS switch, it has the option to change modes. If installed with the blue wire facing up, flipping the switch UP turns on the continuous pilot with timer and flipping the switch DOWN turns on the intermittent pilot ignition. If installed with the white wire facing up, the opposite is true.

If your appliance is equipped with a remote control device capable of selecting IPI / CPI modes, refer to remote operating instructions.

In order to start your pilot, turning the main burner on with the switch, remote or thermostat and then turning it off will reactivate the continuous pilot mode and reset the seven day timer.

For further information, refer to www.napoleon.com/pilotondemand.



operating your appliance

2.5.1 changing the batteries in the battery holder (L models only)

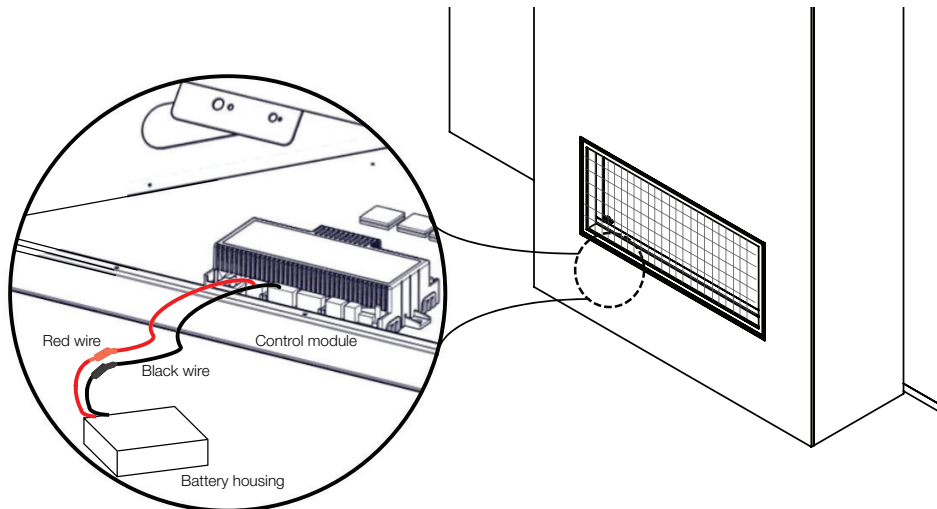
! WARNING

- Ensure the gas and electrical power to the appliance is turned off.
- Appliance may be hot, do not service until the appliance has cooled.

note:

In the event of a power failure, your appliance can be operated using the supplied battery back-up. If a power failure occurred, remove the batteries from the holder once the power has been restored. The system will drain the batteries if they are left in the battery holder.

- Turn off the gas and disconnect the electrical power supply from the appliance.
- Remove the safety barrier, control cover and door trim to easily access the control compartment (see “maintenance” section for instructions on how to remove these components).
- Locate the battery housing located near the control board (see illustration below).
- Open the battery housing by sliding the back piece upwards and off of the battery housing. Remove the four “AA” alkaline batteries and install four new “AA” alkaline batteries into the battery housing. Ensure the positive and negative ends correspond with those identified on the holder.
- Place the battery housing back into the control compartment, ensure that the battery housing is placed in a clean and easily accessible location.
- Reinstall the safety barrier. The safety barrier must be installed at all times during the appliance operation.
- Turn the gas and electrical power back on to begin operating the appliance.



2.5.2 turndown (L models only)

Manual adjustments to your fireplace must only be made when the appliance is off and complete cool. Allow safety barrier to cool before making adjustment.

The Acies Series is equipped with a manual gas control knob (located on the valve) that adjusts the flame height to suit your preference. To access the gas control knob, remove your safety barrier, control cover and door trim (see “maintenance” section for instructions on how to remove these components).

Use only your hand to turn the gas control knob (never use tools). If the knob will not turn by hand, do not try to repair it. Contact a qualified technician.

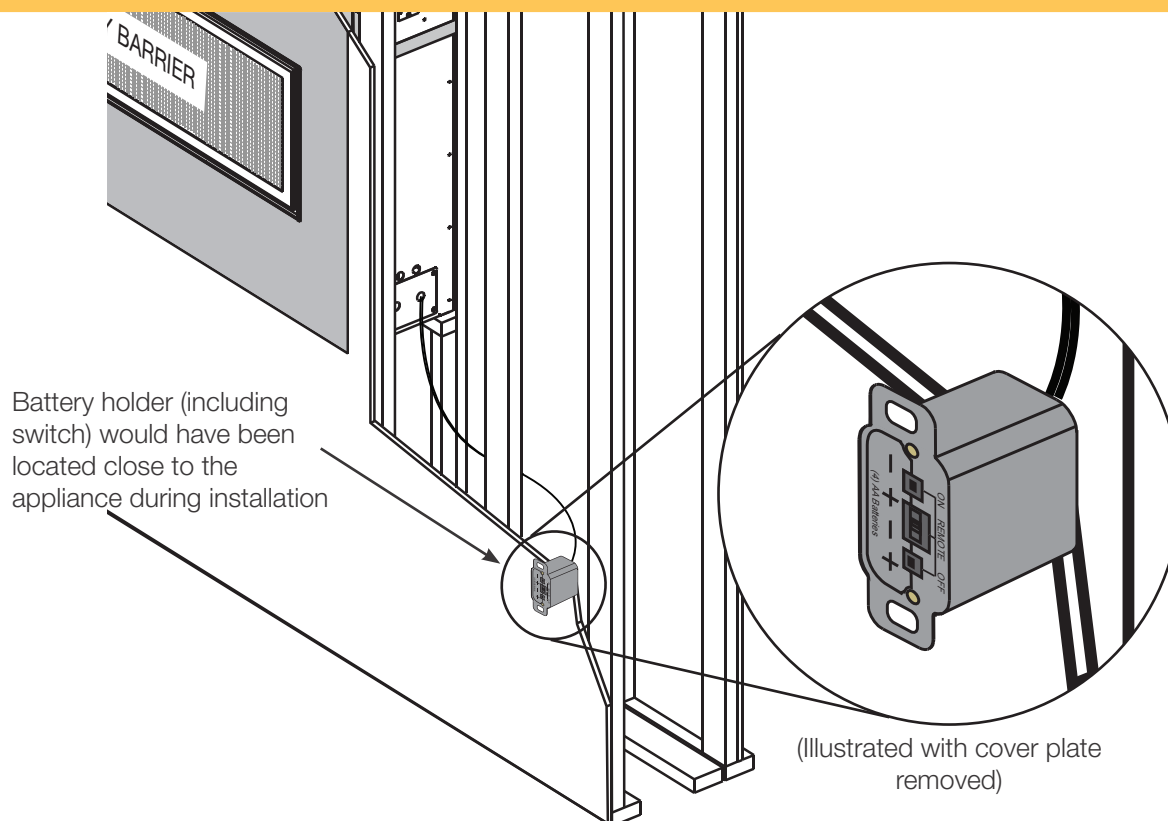


Flame adjustment

2.5.3 changing the batteries in the remote / battery holder (including switch)

! WARNING

- Ensure the gas and electrical power to the appliance is turned off.
- Appliance may be hot, do not service until the appliance has cooled.

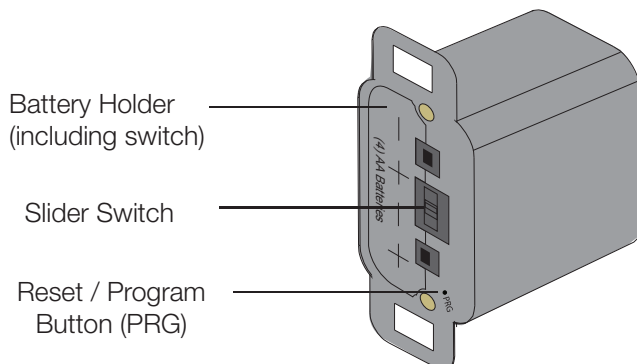


For battery holder (including switch):

- Remove the two screws securing cover plate to battery holder (including switch). Do not discard.
- Remove the 4 "AA" alkaline batteries in the battery holder (including switch) and replace with new ones. Note the polarity of the batteries and insert as indicated on the cover (+/-).
- Secure the cover plate to the battery holder (including switch) using the screws removed in step A.

For remote control:

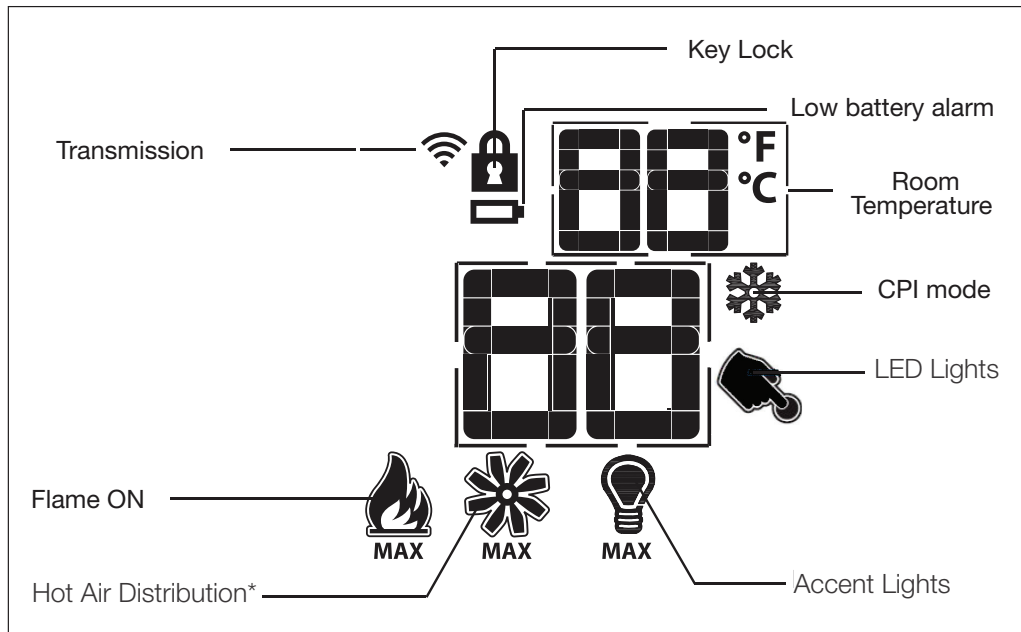
- Press the securing clip on the back of the remote control to release the back cover. Remove the 3 "AAA" alkaline batteries in the remote and replace with new batteries then press the ON button. The battery holder will beep 4 times to indicate that the remote's command is accepted.



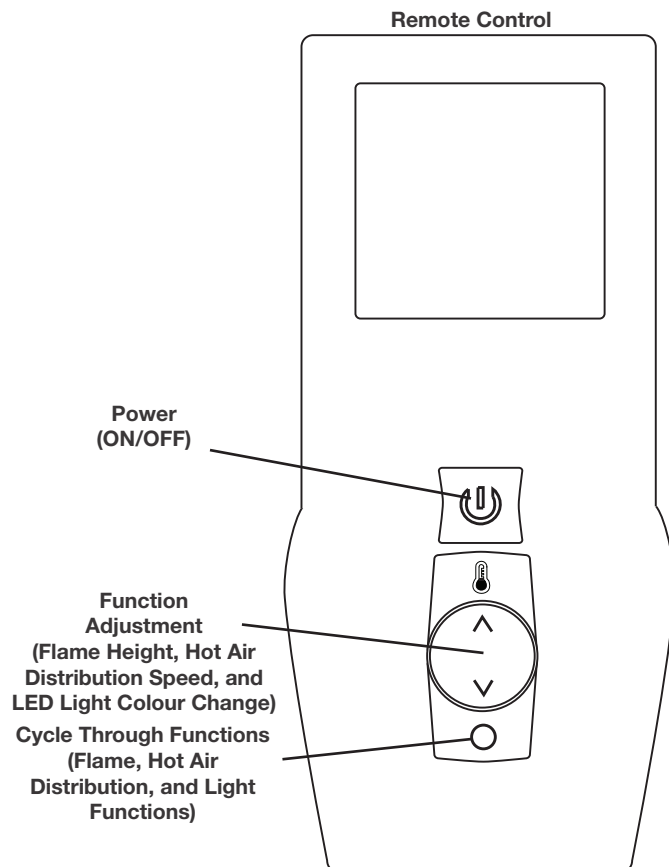
3.0 remote control layout

note:

The remote control is optional for the L series.



*Where fitted and where connected to the appliance control board.



note:

Install the 3 'AAA' batteries into the remote control, as shown, then press the ON button. The battery holder will beep 4 times to indicate that the remote's command is accepted.



4.0 remote control operation (optional for L models)

EN

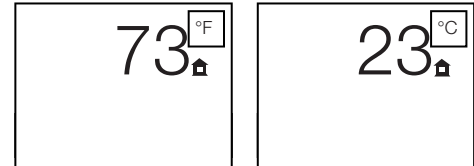
4.1 remote control operation

- A. Press the **on / off** key on the transmitter. The transmitter display will show all active icons on the screen. A single “beep” from the receiver will confirm reception of the command.



4.2 temperature display

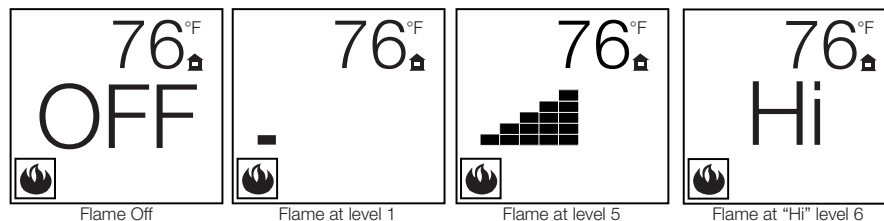
- A. With the system in the **off** position, press the **temperature key** and the **mode key** at the same time to change from degrees °F to °C.
- B. Look at the LCD screen on the transmitter to verify that a °C or °F is visible to the right of the room temperature display.



4.3 flame height time

The remote control has six (6) flame levels. With the system on and the flame level at the maximum, press the **down arrow key** once and it will reduce the flame height by one step until the flame is turned off.

The **up arrow key** will increase the flame height each time it is pressed. If the **up arrow key** is pressed while the system is on but the flame is off, the flame will come on at the high position. A single “beep” will confirm reception of the command.



4.4 child proof function

This function will lock the keys to avoid unsupervised operation.

- A. Press the **mode and up keys** at the same time.
- B. To de-activate this function, press the **mode and up keys** at the same time.



4.5 LEDs

The auxiliary function controls the **AUX** power outlet on the control module which controls the **LEDs**.

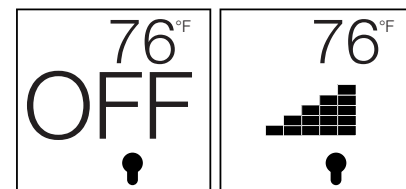
- A. Use the **mode key** to guide you to the **AUX** icon.
- B. Pressing the **up arrow key** will activate the **LEDs**.
- C. Pressing the **down arrow key** will turn the **LEDs off**. A single “beep” will confirm the reception of the command.



4.6 night light dimmer control

The auxiliary function controls the **Night Light™** with dimmable control.

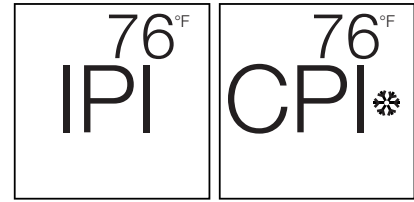
- A. Use the **mode key** to guide you to the **Night Light™** icon.
- B. The intensity of the output can be adjusted through 6 levels. Use the **up/down arrow keys** to adjust the output level. A single beep will confirm reception of the command.



remote control operation

4.7 continuous pilot / intermittent pilot (CPI / IPI) selection

- When the transmitter is in the **off** position, use the **mode key** to guide you to the CPI mode icon.
- Press the **up/down** to switch between **IPI and CPI modes**. A single beep will confirm reception of the command.



note:

If the appliance is equipped with an ACS switch, set the switch to CPI position to enable remote CPI operation. If the switch is set to IPI then it will only work in IPI regardless of what is set on the remote control handset.

4.8 low battery / manual bypass

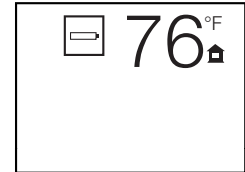
The life span of the remote batteries depends on various factors: quality of the batteries, the number of ignitions, etc.

When the transmitter batteries are low, a battery icon will appear on the LCD display before all battery power is lost. When the batteries are replaced, this icon will disappear.

When the receiver batteries are low, no “beep” will be emitted from the receiver when it receives an **on/off** command. This is an alert for the receiver that there's low battery.

When the batteries are replaced the “beep” will be emitted from the receiver when the **on/off key** is pressed.

If the batteries of the receiver or transmitter are low, the appliance can be turned on manually by sliding the three position slider switch on the receiver to the **on** position. This will bypass the remote control feature and the appliance main burner will come on if the gas valve is in the **on** position.



4.9 in the event of a power failure

If the receiver is equipped with batteries they will enable flame height control or **on/off** function to control the appliance during a power failure. Blower and **Night Light™** operation is not possible. Refer to “**appliance operation**” section when communications between receiver and transmitter have been lost. The receiver will emit a “beep” sound to confirm programming has been successful once power is restored. During a power failure, if the appliance was on, the flame height will stay at the setting prior to the failure. If off when the failure occurs and then turned on, the flame height will come on at “**Hi**”. The flame height can then be controlled by the remote.

4.10 eFIRE Controller application (optional for L models)

Napoleon's eFIRE app will revolutionize the way you use your fireplace. We have cracked the code and present to you the first fireplaces to be controlled by Bluetooth technology, using an intuitive app on your mobile device.

When fully equipped (if applicable), the eFIRE application allows you to create every imaginable color, selecting the one that fits your current mood, or your décor with ease, the simple colour wheel tool swiftly scrolls through the full color spectrum. Napoleon's eFIRE app controls every function of your fireplace including; on/off, flame height and a timer to create a schedule for your fireplace that works for you.

Using the instructions on the eFIRE controller application website <http://napoleon.com/efire>, install the app and enjoy the features the eFIRE Controller app offers.*

*Visit the website or contact your authorized dealer for appliance specific information and/or frequently asked questions regarding features and products available with the eFIRE Controller app.

note:

The remote control is considered the master control for the appliance and can always be used to turn the appliance off (for example, in the event the user who's eFIRE controller app was controlling the appliance leaves the home).

4.11 LED on/off light control (LV / LVX only)



Light function mode is **off**. **Cannot** operate light function while in this mode.

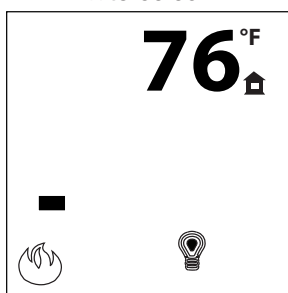


Light function mode is **on**. **Can** operate light function while in this mode.

note:

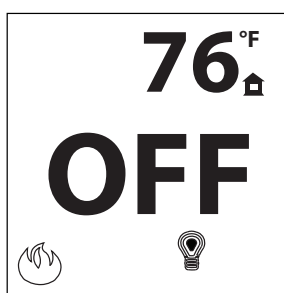
The remote must be in light function mode to change colours.

A. White colour



Pressing the light function adjustment button up "**▲**" to single bar will turn on the LED lights. The initiated light colour is white.

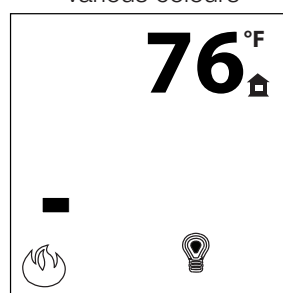
B.



Press the light function adjustment button down "**▼**" to turn OFF the LED lights.

C.

Scrolls through various colours

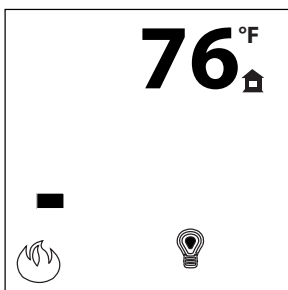


Press the light function adjustment button up "**▲**" to single bar and the LED lights will initiate the rolling colours.

note:

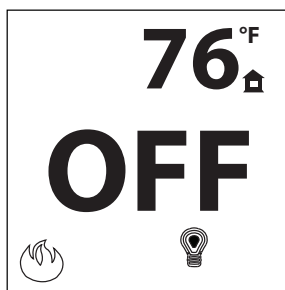
Must be within 10 seconds of Step A for this function to work.

D. Locks onto colour



To lock onto one of the rolling colours. Press the light function adjustment button down "**▼**" at the colour selection. Then instantly press the button up "**▲**".

E.



Press the light function adjustment button down "**▼**" to turn OFF the LED lights.

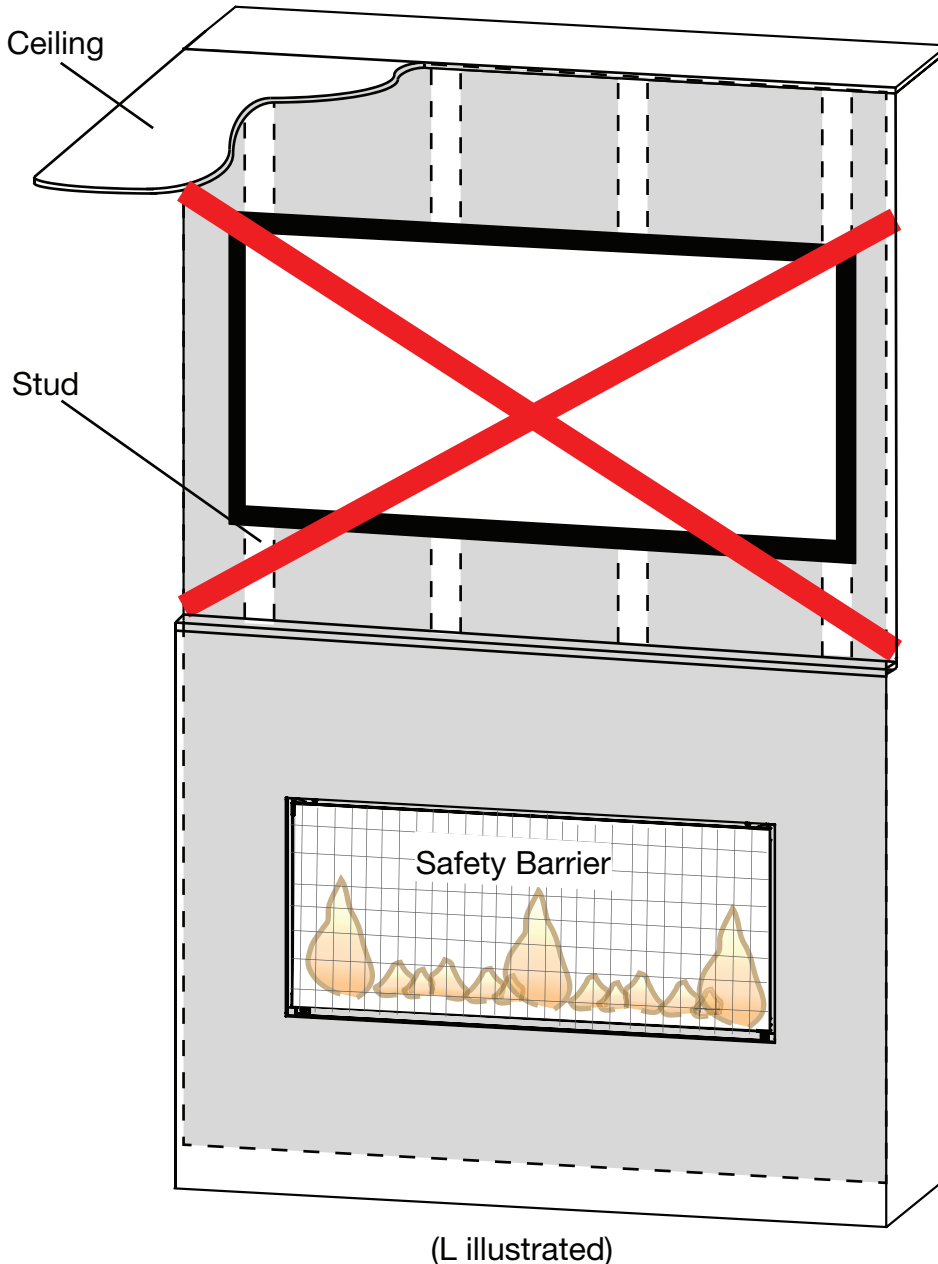
note:

After the colour has been locked, pressing **off** and **on** will start the cycle over with the white colour. If the light is in the **off** position and then switched back to the **on** position, the cycle will begin again with the white colour. In order to reset this operation, at any time, press **off** for a minimum of 10 seconds.

5.0 clearances around fireplace

WARNING

- The Dynamic Heat Control™ system is not available for any appliance from the Acies series (L models). Do **not** follow any instructions provided in the “Dynamic Heat Control™ (LV optional / LVX included)” section if you have an L model. Refer to your appliance installation manual or contact your authorized dealer for more information. **Fire hazard!**
- Your appliance, gas/electrical connections, venting and various key components are hidden behind the wall. It is critical that no screws penetrate the areas illustrated below. Failure to follow instructions may cause improper operation, damage, personal injury or fire. Always use a stud finder and only screw into studs.




The temperatures above the fireplace for L models will be hot, making it unsuitable for mounting a TV or other objects sensitive to heat above the fireplace without risk of damage.

Installing a mantel between this appliance and electronics or other materials that may be sensitive to heat will reduce the effect of direct heat on them.

The size and material of the mantel will affect the allowable clearance above your fireplace and incorrect placement could become a fire hazard. Consult your installation manual and/or authorized dealer for more information.

Your fireplace, gas/electrical connections and vent are hidden directly behind the finished wall. Great care should be taken to avoid screwing or nailing into these components. Always use a stud finder to determine stud location and only screw into studs.

Do not screw into the area around the fireplace opening.

 No screws in this area.

(Screw restriction applies to **ALL** models.)

important:

If in doubt, refer to your installation manual and/or contact your authorized dealer.

5.1 Dynamic Heat Control™ (LV optional / LVX included)

! WARNING

- When fitted with DHC, your appliance, gas/electrical connections, venting and various key components are hidden behind the wall. It is critical that no screws penetrate the areas illustrated below. Failure to follow instructions may cause improper operation, damage, personal injury or fire. Always use a stud finder and only screw into studs (see illustration in "Dynamic Heat Control™ (not available for L models)" section).



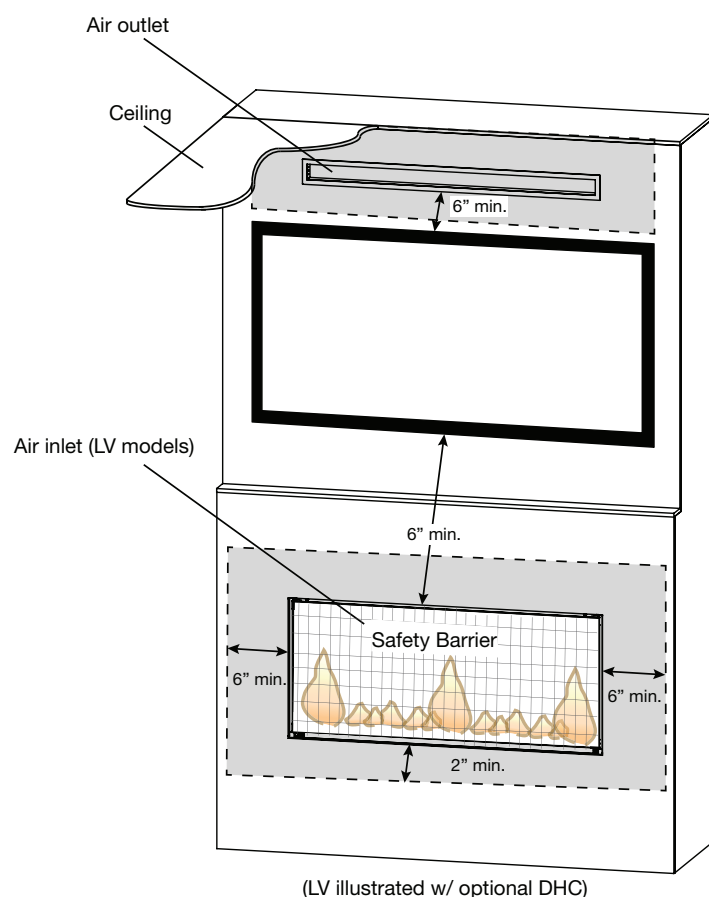
PATENT PENDING

Dynamic Heat Control™ is a system for managing the heat produced by the appliance at and around the fireplace opening. The purpose of Dynamic Heat Control™ is to move the heat away from the fireplace to allow it to circulate more effectively within the living space. By installing the Dynamic Heat Control™, you gain considerable benefits:

- Heat is circulated more consistently throughout the living space increasing comfort in front of the fireplace.
- Increased real world efficiency as heat is moved into the room rather than retained inside the fireplace enclosure.
- Complete flexibility in selection of finish materials.
- Ability to place a TV, sound bar or artwork above the fireplace.

note:

The Dynamic Heat Control™ system should be installed with the appliance. It is not practical as an upgrade after installation and finishing completed. The Dynamic Heat Control™ system is not available for L models.

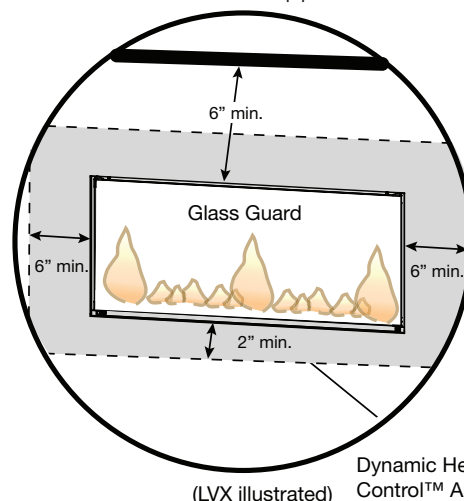


DOS

- Screw into studs (see "Dynamic Heat Control™ (not available for L models)" section).
- Maintain at least the minimum clearances illustrated.

DON'TS

- Place objects too close to air outlet**
- Place objects too close to air inlet.**
- Screw into the appliance.



Dynamic Heat Control™ Air Inlet (LVX models)

Image not to scale.

6.0 maintenance

WARNING

- Turn off the gas and electrical power before servicing the appliance.
- Appliance may be hot. Do not service until appliance has cooled.
- **For qualified technicians only:**
- 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 flow of combustion and ventilation air must not be obstructed.

DOS

- Clean your glass guard assembly (LVX only) regularly (see “care of glass” section.) Clean your safety barrier (L and LV only) or regularly to prevent the build up of excessive lint/dust from carpeting, pet hair, etc. Simply vacuum using the brush attachment.
- Always use ammonia-free glass cleaners.
- Service your appliance annually and/or as required. Service must be conducted by a qualified technician.
- Keep your appliance area clear and free of combustible materials, gasoline, or other flammable vapors and liquids.
- Check to see that the burner ignites completely on all openings when turned on. A 5 to 10 second total light-up period is satisfactory. Service as required.

DON'TS

- Attempt to service the electrical or gas components. Contact a qualified technician.
- Use excessive force.
- Use abrasive cleaners on glass.
- Paint the pilot assembly.
- Place objects too close to the fireplace opening (**all models**) or air inlet and air outlet (**LV models fitted with optional DHC and LVX models**)

note:

For any questions and/or concerns regarding your appliance, maintenance and service, please contact your authorized dealer.

6.1 care of glass

WARNING

- Do not clean glass when hot! Do not use abrasive cleaners to clean glass.

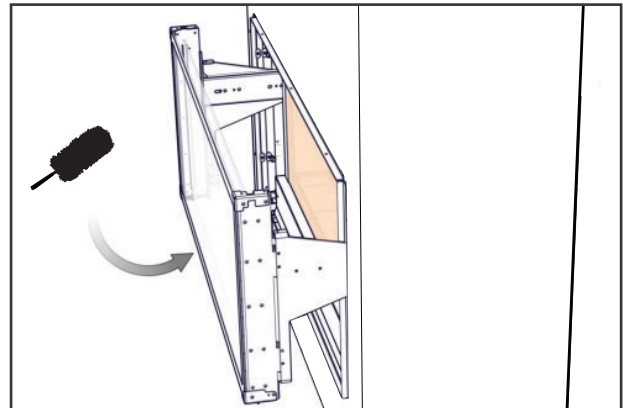
important:

The GGA-1 includes two pieces of glass, **one of which is floating**. Take care never to lift the GGA-1 upside down or the floating piece of glass can become detached and may break. Always handle the GGA-1 with the mounting hooks pointing downwards. Should the floating piece of glass ever need to be removed (not recommended for installation, maintenance and/or cleaning), the front side **MUST** be marked prior to removal. The GGA-1 floating glass includes special glass coatings from the factory and the glass can only be installed one way around. **Always reassemble the floating glass piece in the same direction as it was removed** or the product performance will be compromised.



Glass Guard Assembly (LVX only) :

- Unlatch the glass guard assembly and carefully slide assembly all the way out, see “glass guard removal / installation (LVX only)” section.
- Use a duster or a cloth to clean the back and between the two front panes of glass.
- Clean the intermediate glass pane.
- To clean the inside surface of the firebox glass door, completely remove the glass guard assembly, see “glass guard removal / installation (LVX only)” section. Remove the glass door, see “door removal” section and follow the instructions below.



Firebox Glass Door :

Do not use ammonia-based cleaners.

Buff lightly with a clean dry soft cloth to remove accumulated dust or fingerprints. Clean both sides of the glass after the first 4 hours of operation with an ammonia-free glass cleaner.

note:

Vinegar-based glass cleaners have demonstrated an ability to provide a clean, streak free glass surface.

Thereafter, clean as required. If the glass is not kept clean permanent discoloration and / or blemishes may result. Contact you local authorized dealer / distributor for complete cleaning instructions.

Razor blades, steel wool, or other metallic objects must not be used on both surfaces of the glass. Doing so can remove a thin layer of metal from the razor blades, steel wool, or other metallic objects that may then be deposited onto the coating. This can result in a discoloured stain or scratch-like mark. More importantly, this can scratch the glass surface, thereby reducing its strength.

Do not operate the appliance with broken glass, as leakage of flue gases may result.

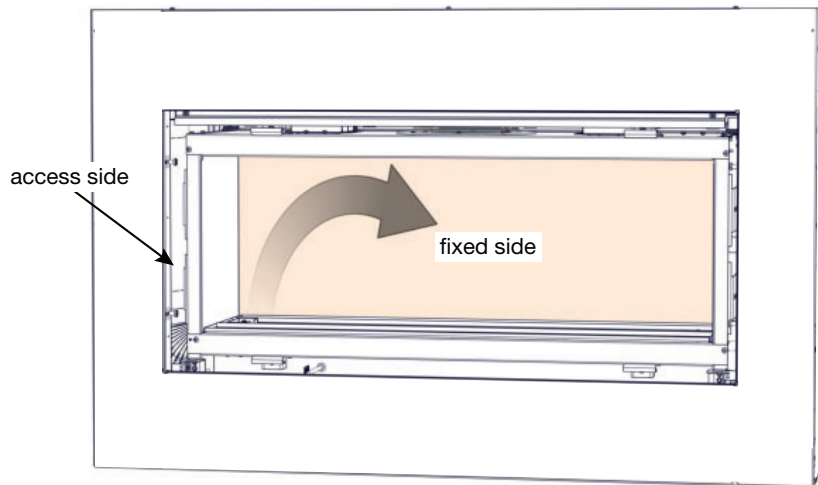
Contact your local authorized dealer / distributor for complete cleaning instructions.

If the glass should ever crack or break while the fire is burning, do not open the door until the fire is out. Do not operate the appliance until the glass has been replaced. Contact you local authorized dealer / distributor for replacement parts. **DO NOT SUBSTITUTE MATERIALS.**

Replacement glass/frame assembly shall be replaced as a complete unit as supplied by the appliance manufacturer.

This appliance is factory equipped with tempered glass (L models only) / ceramic glass (LV / LVX models only). Use only replacement parts as supplied by the appliance manufacturer. **DO NOT SUBSTITUTE MATERIALS.**

FOR SEE-THRU MODELS, REPEAT THE STEPS ABOVE ON THE FIXED SIDE. TO CLEAN THE INNER SIDE OF THE GLASS DOOR ON THE FIXED SIDE, GO THROUGH THE ACCESS SIDE DOOR AND CLEAN AS REQUIRED.



(Illustration shows view from access side after access side firebox glass door removed.)

6.2 care of plated parts

If the appliance is equipped with plated parts, you must clean fingerprints or other marks from the plated surfaces before operating the appliance for the first time. Use an ammonia-free or vinegar-based cleaner and a towel to clean. If not cleaned properly before operating for the first time, the marks can cause permanent blemishes on the plating. After the plating is cured, the fingerprints and oils will not affect the finish and little maintenance is required, just wipe clean as needed. Prolonged high temperature burning with the door ajar may cause discolouration on plated parts.

note:

The protective wrap on plated parts is best removed when the assembly is at room temperature but this can be improved if the assembly is warmed (i.e. using a hair dryer or similar heat source).

6.3 glass guard assembly (GGA-1) removal / installation (LVX models only)

WARNING

- The polystyrene / styrofoam packaging materials may scratch the glass if the GGA-1 is not covered by the plastic layer.
- Adequate steps must be taken to protect the appliance and Dynamic Heat Control™ (DHC) openings from dirt, debris and damage during finishing.
- The GGA-1 installation and/or removal will require 2 people.
- The GGA-1 should be preliminarily fitted and adjusted before finish framing and finishing the appliance. It is much easier to make adjustments with the appliance pre-finishing access panel removed. It is recommended that the GGA-1 is removed after preliminary adjustment and stored safely in the original packaging whilst finishing is complete. Take precautions to protect the appliance during finishing.

Key Components

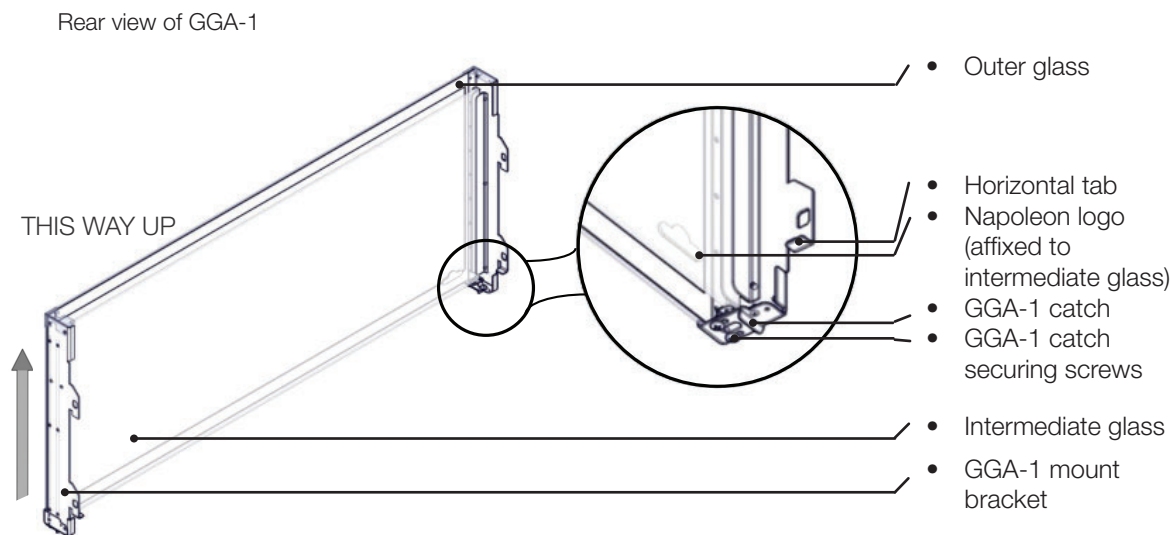


Fig. 1

Access side view of appliance

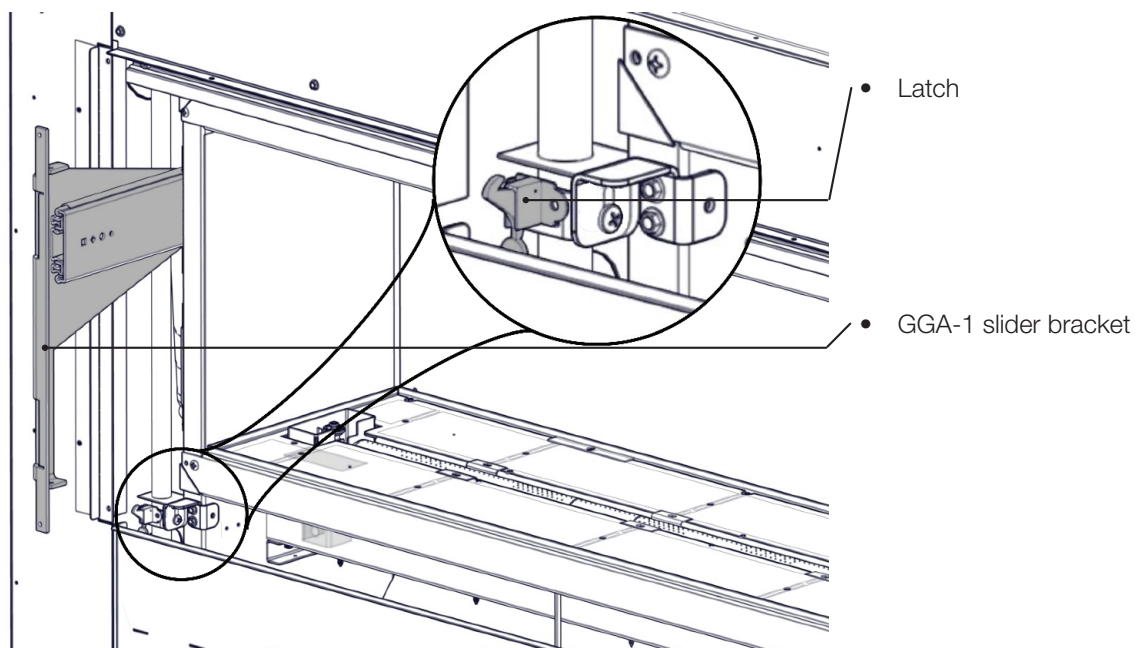


Fig. 2

maintenance

1. Unpack the GGA-1 and keep packaging materials to store the GGA-1 after test fitting.
2. Ensure to handle the GGA-1 as shown (**Fig. 1**) as the floating intermediate glass might fall out of the assembly if handled incorrectly.
3. For ease of installation during preliminary adjustment, remove the door trim, control cover and access panel (**Fig. 3**).

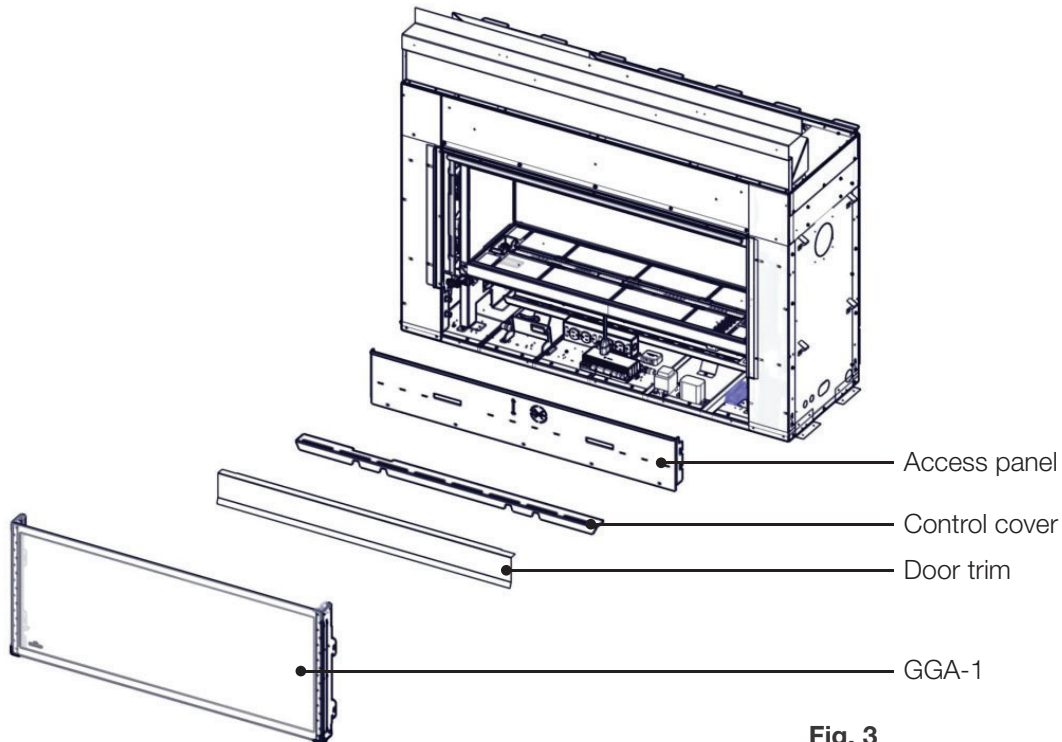


Fig. 3

4. For ease of fitting, the latch securing screws should be located at the bottom of their slots. it may be necessary to loosen the latch securing screws and slide them all the way down. Retighten the latch securing screws loosely taking care not to overtighten (**Fig. 4**). Repeat for other end of GGA-1.

note:

DO NOT OVERTIGHTEN.

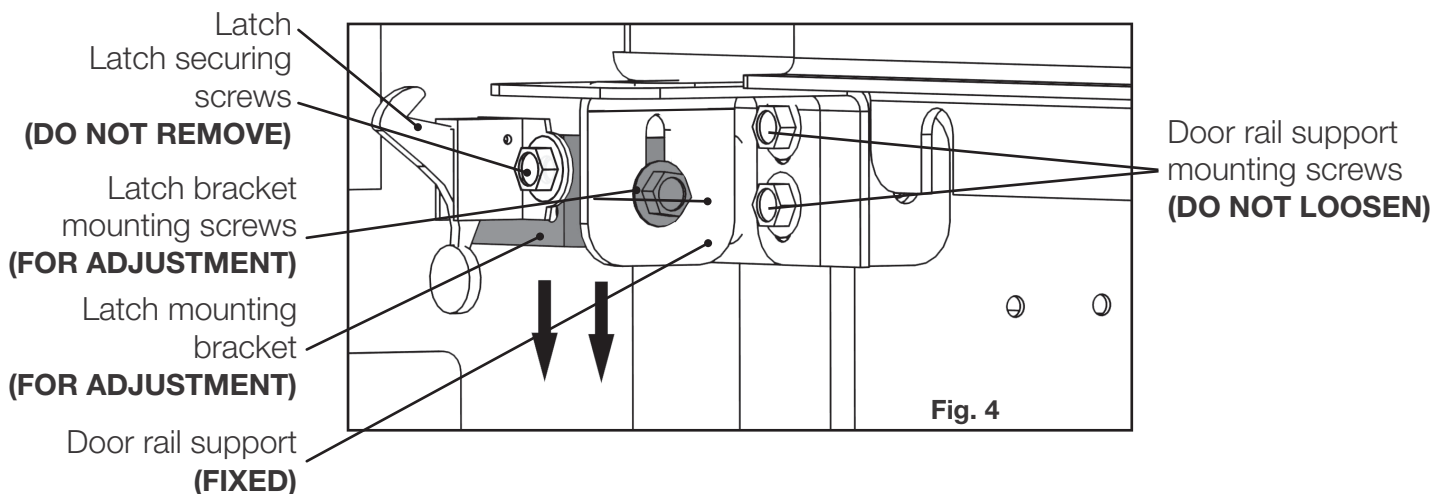
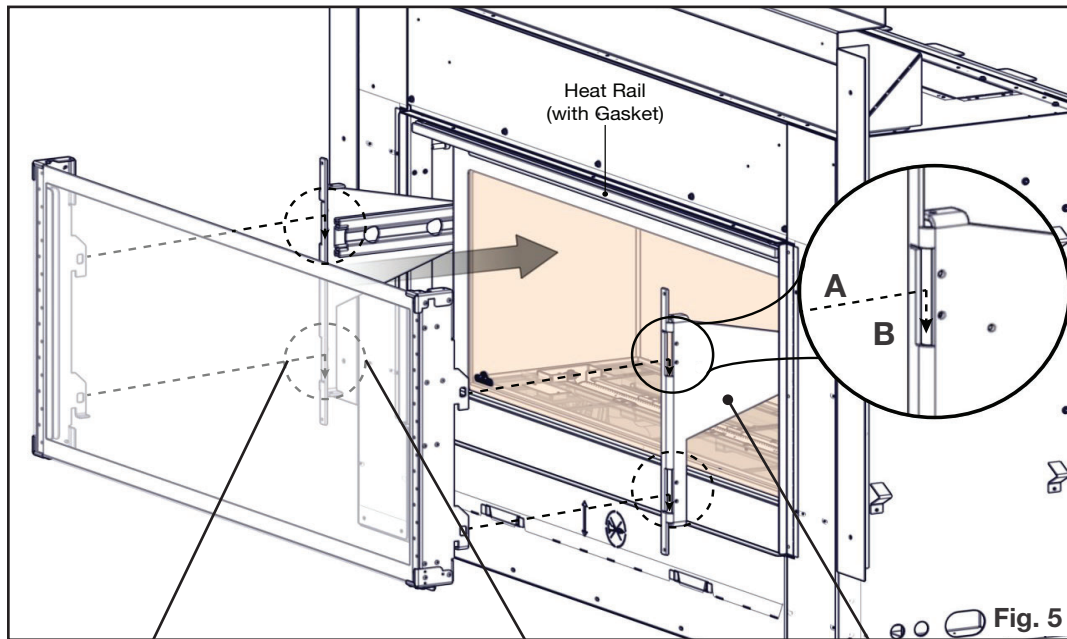
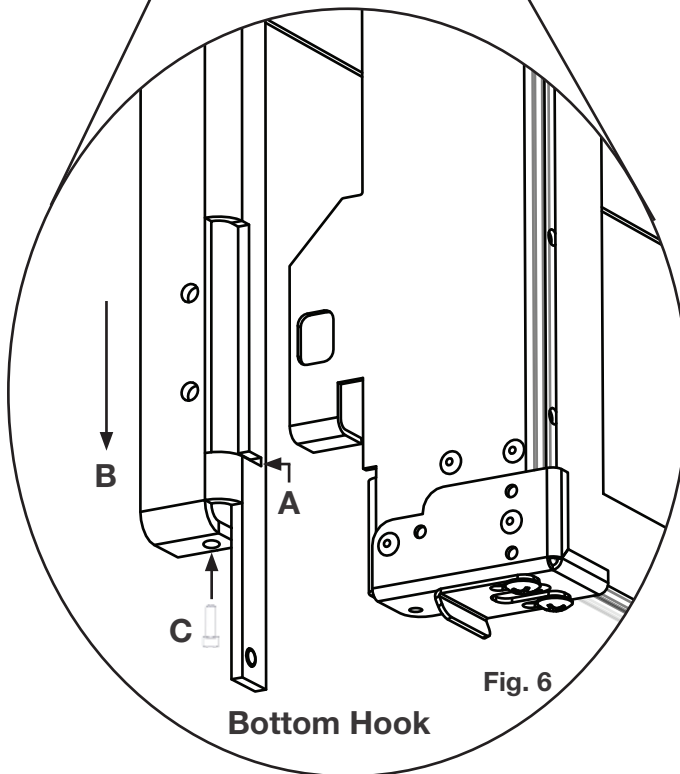


Fig. 4

5. Fully extend the two GGA-1 slider brackets of the appliance outward (**Fig. 5**).
6. Carefully hook GGA-1 onto GGA-1 slider brackets by aligning the horizontal tabs on the GGA-1 with the horizontal slots in the bottom of the GGA-1 slider brackets and moving the GGA-1 back into the GGA-1 slider brackets (**A**). Ensure both top and bottom tabs of the GGA-1 engage with hooks of the GGA-1 slider brackets (**B**) (**Fig 5**).
7. Install 2 vertical adjustment screws underflush of GGA-1 slider bracket surface (**C**) (**Fig. 6**).

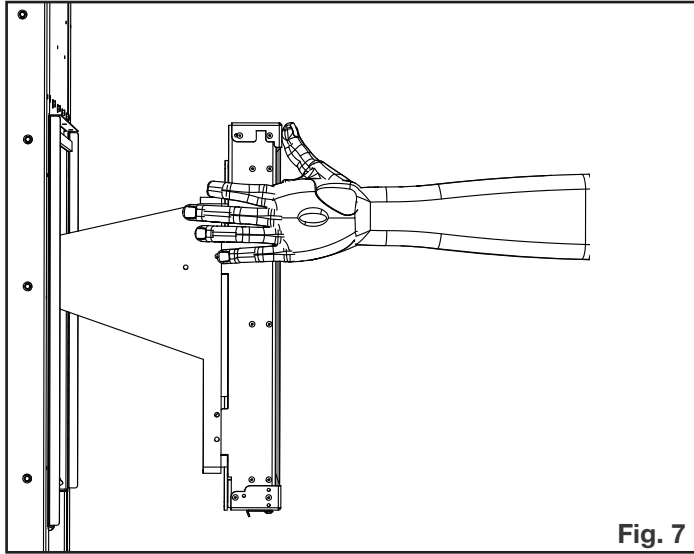


GGA-1 slider bracket

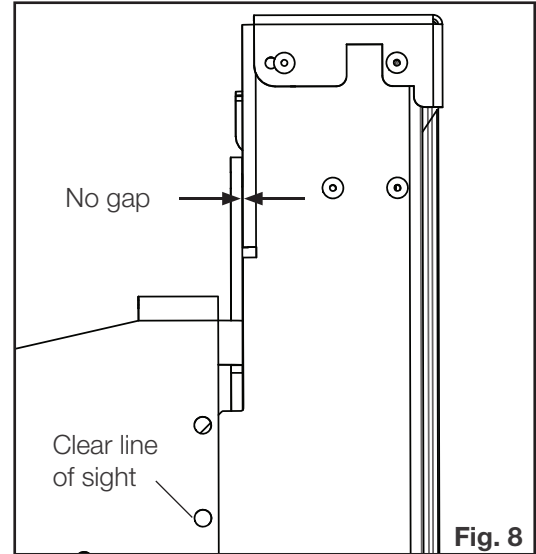


8. The GGA-1 mount bracket holes should be lined up with the screw holes of the GGA-1 slider brackets to ensure a clear line of sight (**Fig. 8**). It is typically necessary to raise the GGA-1 on both sides using the vertical adjustment screws. Raising the GGA-1 approximately 1/8" typically provides the optimum preliminary fit (**Fig. 9**). Repeat on other end of GGA-1.

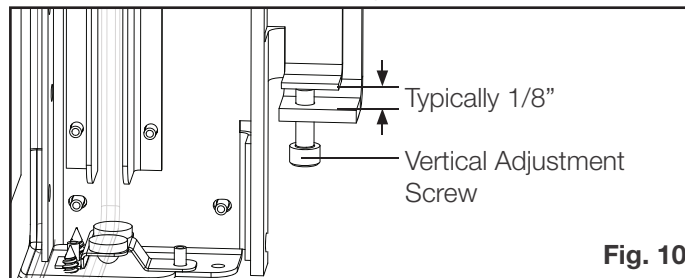
DO'S



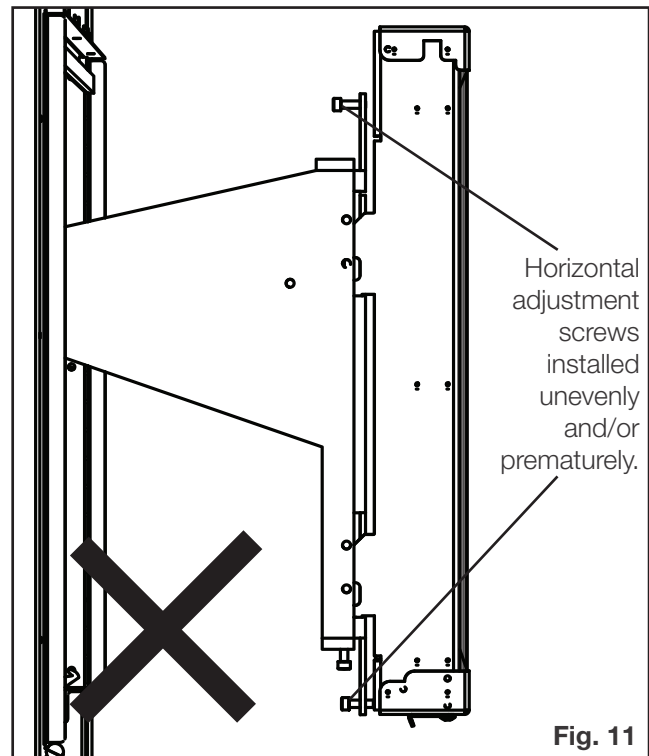
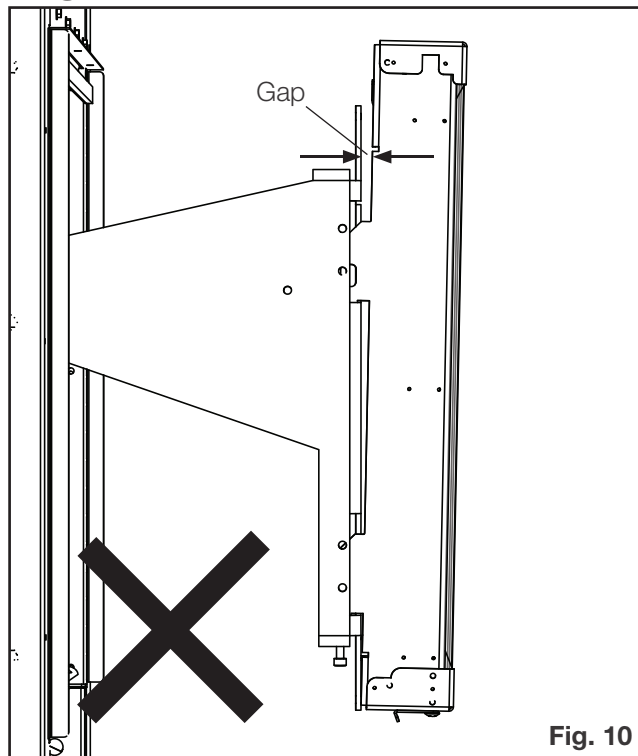
Hold GGA-1 and GGA-1 slider bracket together firmly whilst tightening fasteners. Repeat on other end of GGA-1.



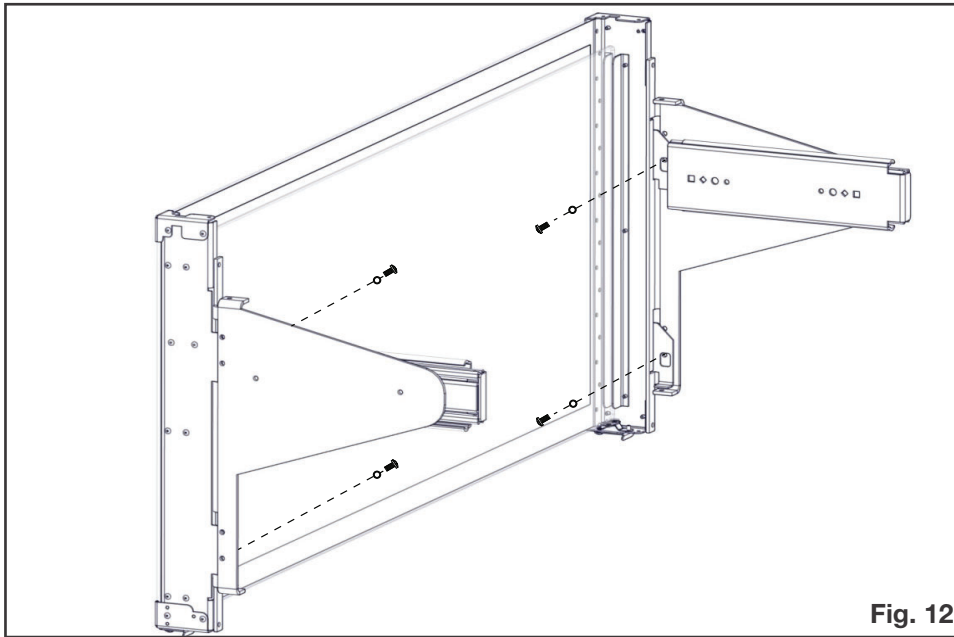
Ensure there is no gap between back of GGA-1 and GGA-1 slider bracket at top and/or bottom. Repeat on other end of GGA-1.



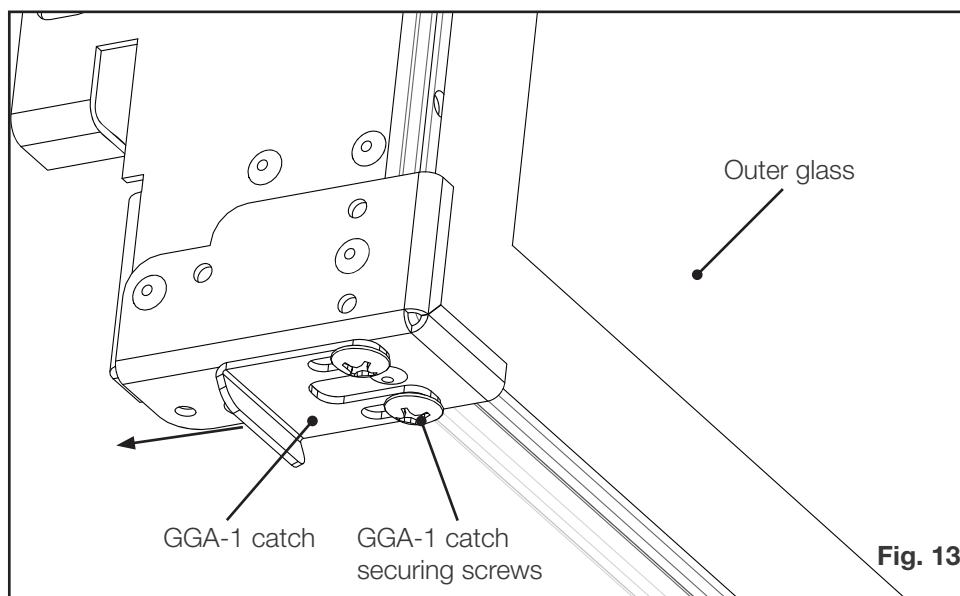
DON'TS



9. Secure GGA-1 with 1 fastener and 1 washer on top and bottom of each GGA-1 slider bracket (total of 4) holding the GGA-1 tight to the GGA-1 slider bracket surface throughout **(Fig. 12)**. Tighten firmly enough to hold GGA-1 against GGA-1 slider bracket. Do not fully tighten until adjustment is complete and during final GGA-1 installation.



10. The GGA-1 catches should be installed toward the appliance. It may be necessary to loosen the GGA-1 catch securing screws on the bottom of both sides of the GGA-1 and slide them all the way towards the back of the GGA-1. Retighten securing screws **(Fig. 13)**.



maintenance

11. Slide the GGA-1 into the appliance until outer glass panel makes contact with heat rail gasket. The glass surface should contact the heat rail at each end (**Fig. 15**). The GGA-1 must 'click' into latches when secure. The GGA-1 must be retained by the latches and not open, if pulled. If GGA-1 does not smoothly engage with latches, an adjustment may be required, see step 13.

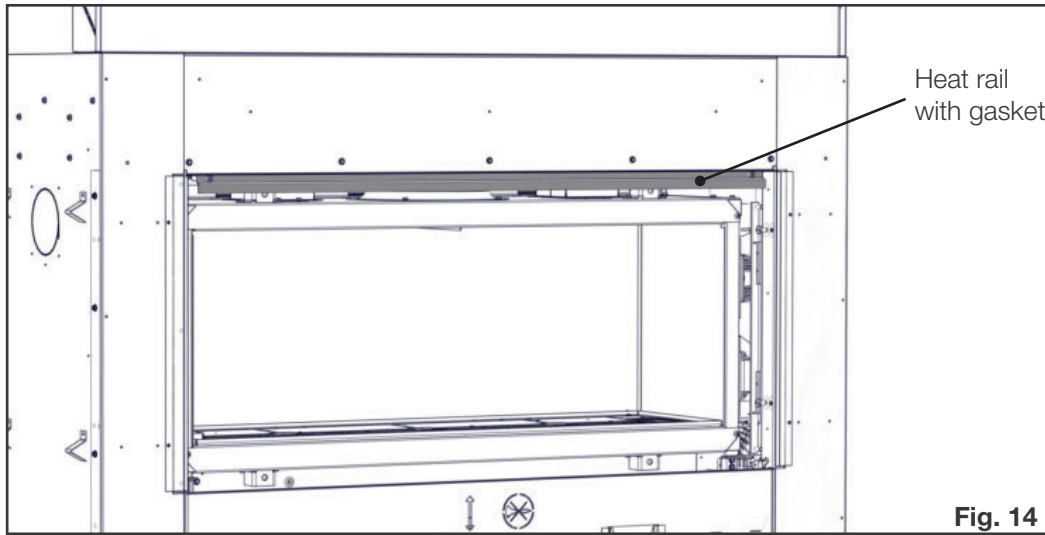
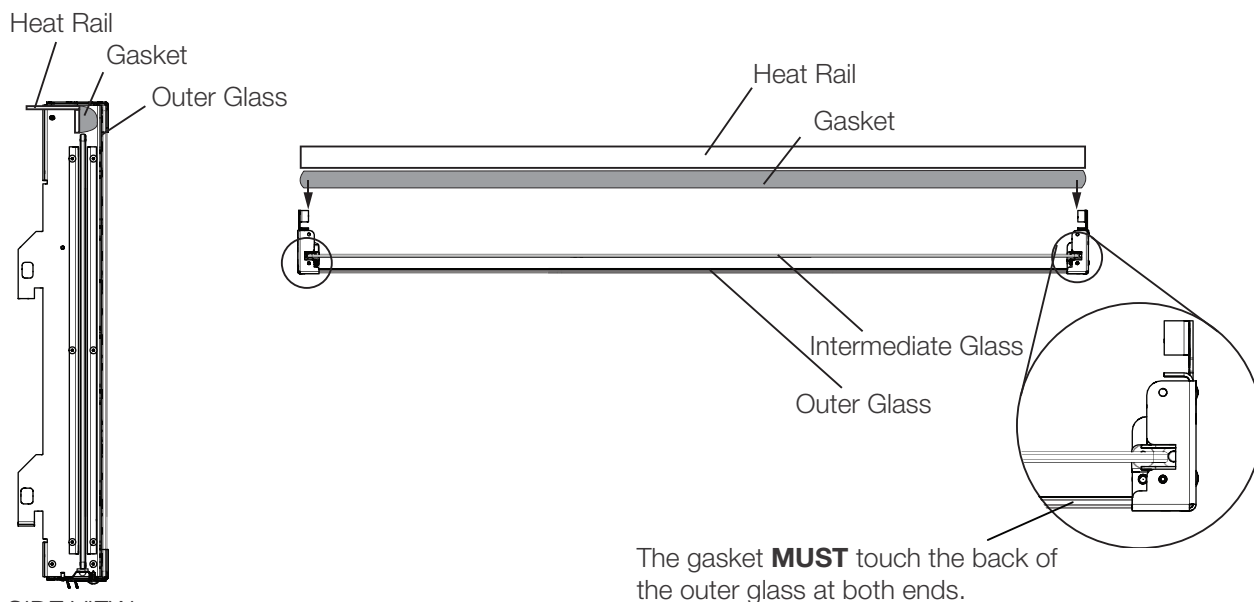


Fig. 14

important:

Ensure that the heat rail gasket is touching the both ends of the back of the outer glass as shown.



SIDE VIEW

For longer appliances, the glass pieces may look slightly bowed (illustration not to scale) when the glass and appliance are cold. **This is normal and not a cause for concern.** The glass will straighten and become flush to the heat rail gasket as it becomes warm when the appliance is operating.



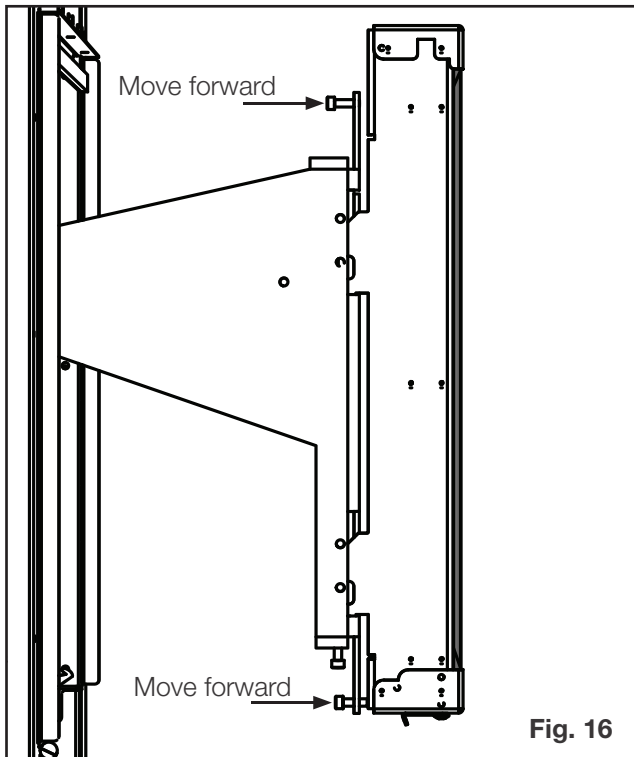
It is **REQUIRED** to have the gasket touching both ends of the outer glass.

Fig. 15

! WARNING

- Normally there is no need to adjust the position of the heat rail. Contact your authorized Napoleon dealer before attempting any adjustment of the heat rail.

12. Check if the GGA-1 plane is straight. Adjust with horizontal adjustment screws on both ends, if necessary (**Fig. 16**).



note:

If facing material is not installed plumb and square, it may be necessary to make final horizontal GGA-1 adjustments after finishing.

13. Check if the latches are correctly positioned (**Fig. 17**). Adjust latches, if necessary. Retighten the screws securely but do not overtighten.

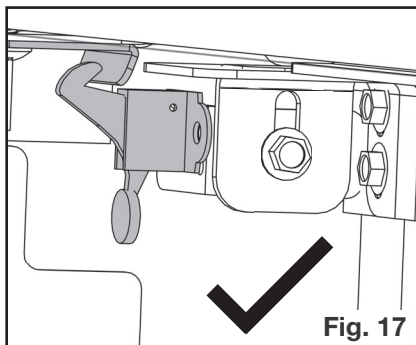


Fig. 17

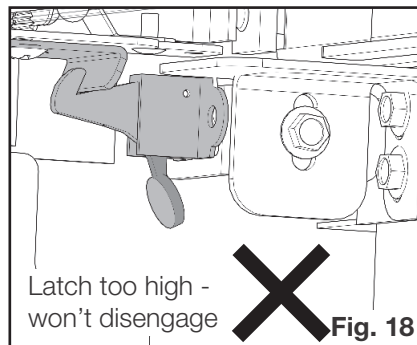


Fig. 18

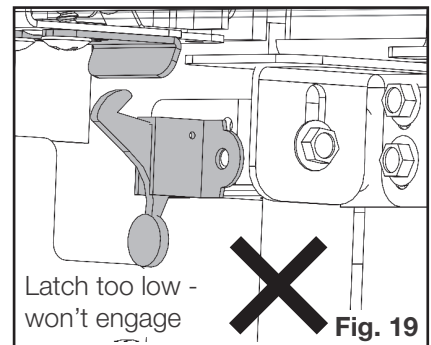
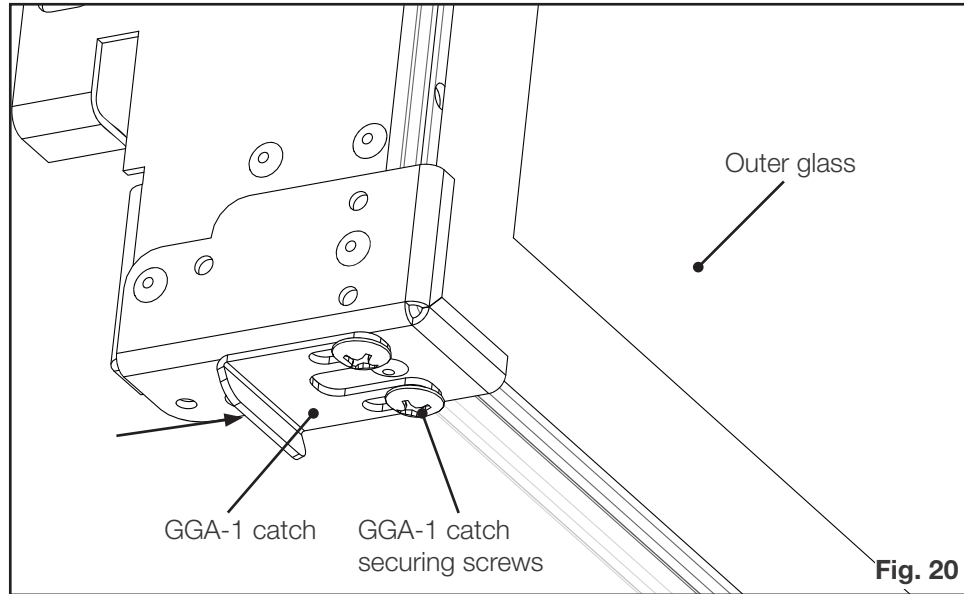


Fig. 19

maintenance

14. Recheck if the outer glass of the GGA-1 is touching the heat rail gasket on both ends.
15. Check for any excessive play by lightly pulling the GGA-1 outwards. The play (rattle / movement) should be negligible in the system when the GGA-1 is held in position by the latches.
16. If there is excessive play, the GGA-1 catches on the bottom of the GGA-1 should be adjusted forward to reduce the play to a minimal amount. This is to ensure GGA-1 can still be secured and released smoothly without excessive force (**Fig. 20**).



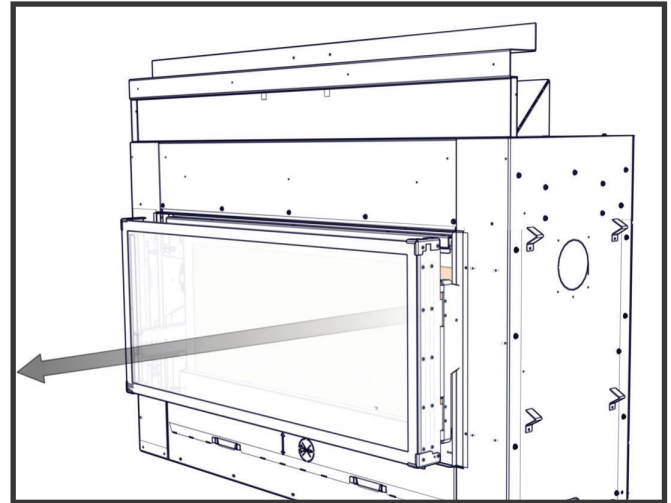
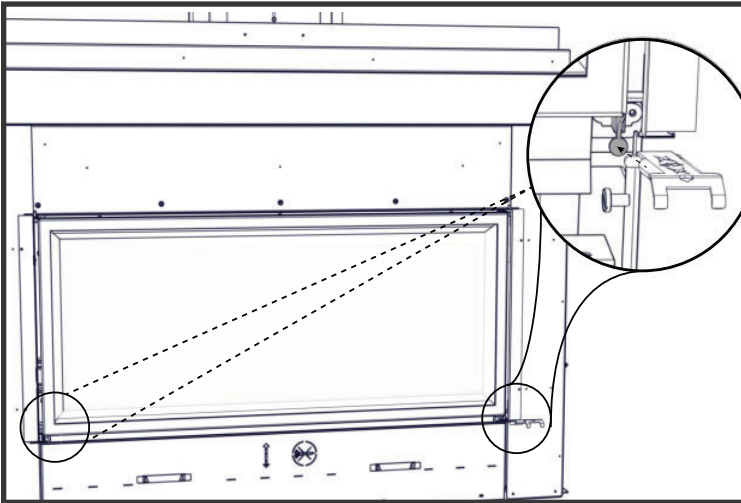
note:

The GGA-1 should slide smoothly back and latch with a 'click'. Front to back play should be negligible. The GGA-1 should unlatch smoothly without the need for excessive force. Continue to adjust the GGA-1 catches and/or latches until the GGA-1 can be moved correctly. Tighten all screws securely but do not overtighten.

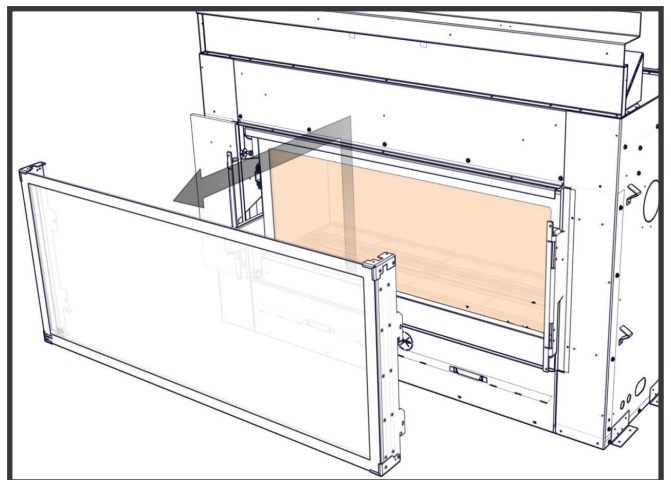
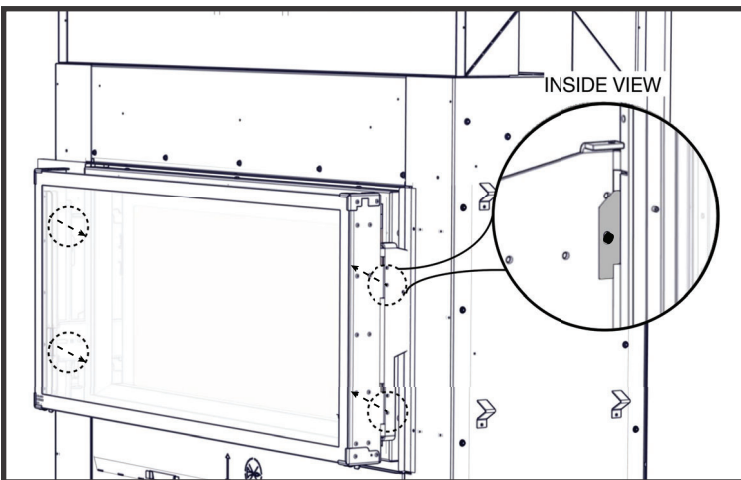
17. Remove GGA-1 (see, "to remove GGA-1" section) and safely store the GGA-1 after preliminary adjustment. Ensure GGA-1 is placed on a non-abrasive material to avoid scratches. It is recommended to store the GGA-1 in the original packaging taking care to ensure glass surfaces are protected from scratches.
18. Re-install GGA-1 after the appliance finishing then re-check alignment.
19. Secure GGA-1 by tightening the GGA-1 slider bracket screws on both ends securely.

For see-thru models, repeat instructions for second GGA-1 to be installed on the fixed side.

To remove GGA-1



1. To open, release the latches from the GGA-1 using the release tool. Push the release tool against bottom of latch until it disengages from GGA-1. Pull gently on GGA-1 while releasing the latch.
2. Pull both sides of GGA-1 keeping it parallel to the appliance.



3. Remove the screws and washers securing the GGA-1 to the GGA-1 slider brackets (1 per corner, 4 total).
4. Carefully lift the GGA-1 up and off the GGA-1 slider brackets (2 per side). Set assembly on a clean, soft surface. Care must be taken to protect the edges of glass.

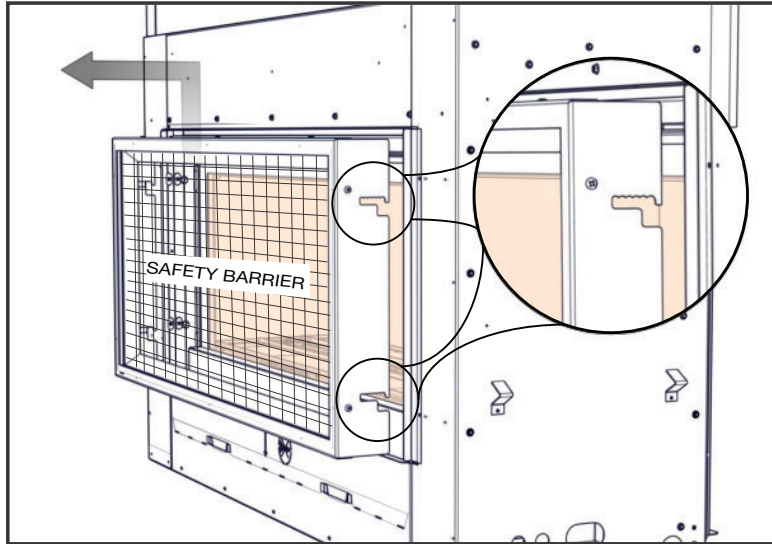
maintenance

6.4 safety barrier removal (L / LV models only)

! WARNING

- Allow appliance to cool completely before proceeding.

A. Lift the safety barrier up and out to disengage the four hooks. Reverse steps to install.



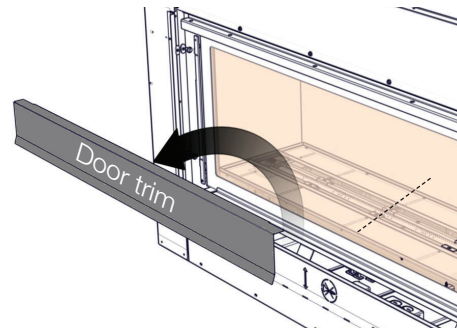
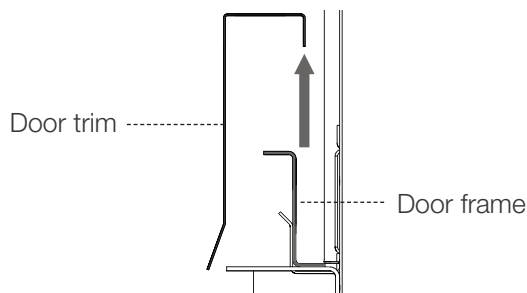
6.5 door trim removal

! WARNING

- Do not insert fingers in the gap between the door and the framing edge, there is a risk of injury due to the spring mechanism.

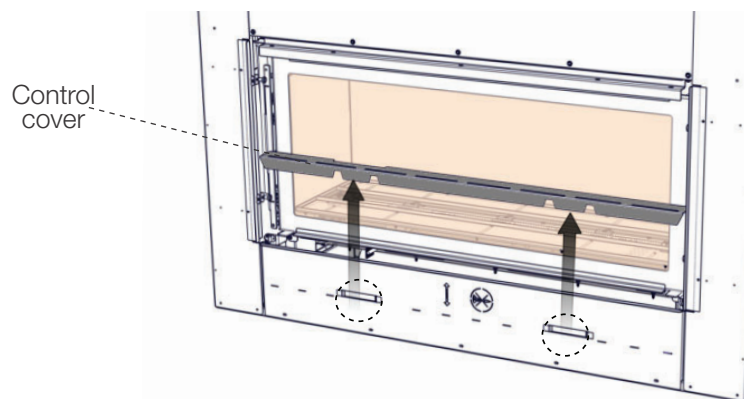
FRONT - ACCESS SIDE

Side view



LV38-1 Illustrated

- Remove the door trim by carefully lifting it up and off from behind the bottom frame of the glass door.
- Remove the control cover from the appliance by sliding it up and out of the clips of the front cover.



6.6 firebox glass door removal

- A. For door removal, locate the top and bottom door latches. Pull forwards and away to disengage door latches.

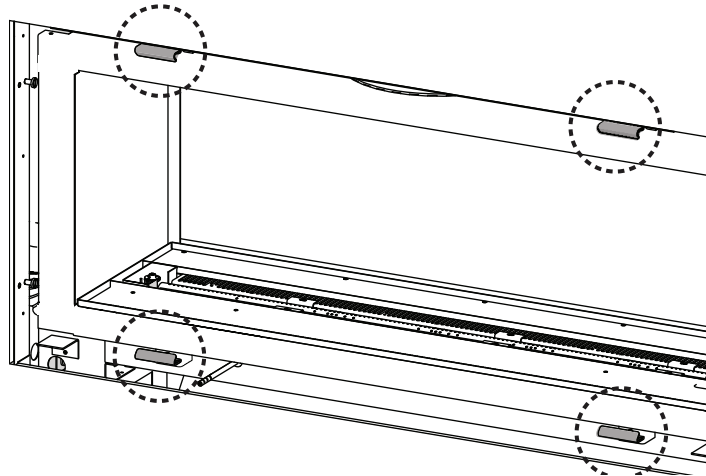
note:

Ensure to leave one hand on the glass door during entire door removal.

- B. Tilt the top of the door forwards 90 degrees, then lift it up and out of the door latches.
- C. Reverse these steps to re-install the door, ensure the top and bottom door latches are properly engaged prior to releasing the door.

note:

Ensure the door opens freely and closes sealed.



LV38-1 Illustrated

IMPORTANT: Once latches are engaged, test to make sure that the door is sealed

BACK - FIXED SIDE (SEE THRU ONLY)

note:

The fixed side door operates as a sealed system that is a critical component of your appliance's operation. This should only be removed by a qualified installer.

See-thru models have one fixed door that does not need to be removed by the owner. The inside surface of the firebox glass (fixed side) can be cleaned from the access side (see "care of glass" section).

7.0 replacement parts

WARNING

- Failure to position the parts in accordance with this manual or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

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

For warranty replacement parts, a photocopy of the original invoice will be required to honour the claim.

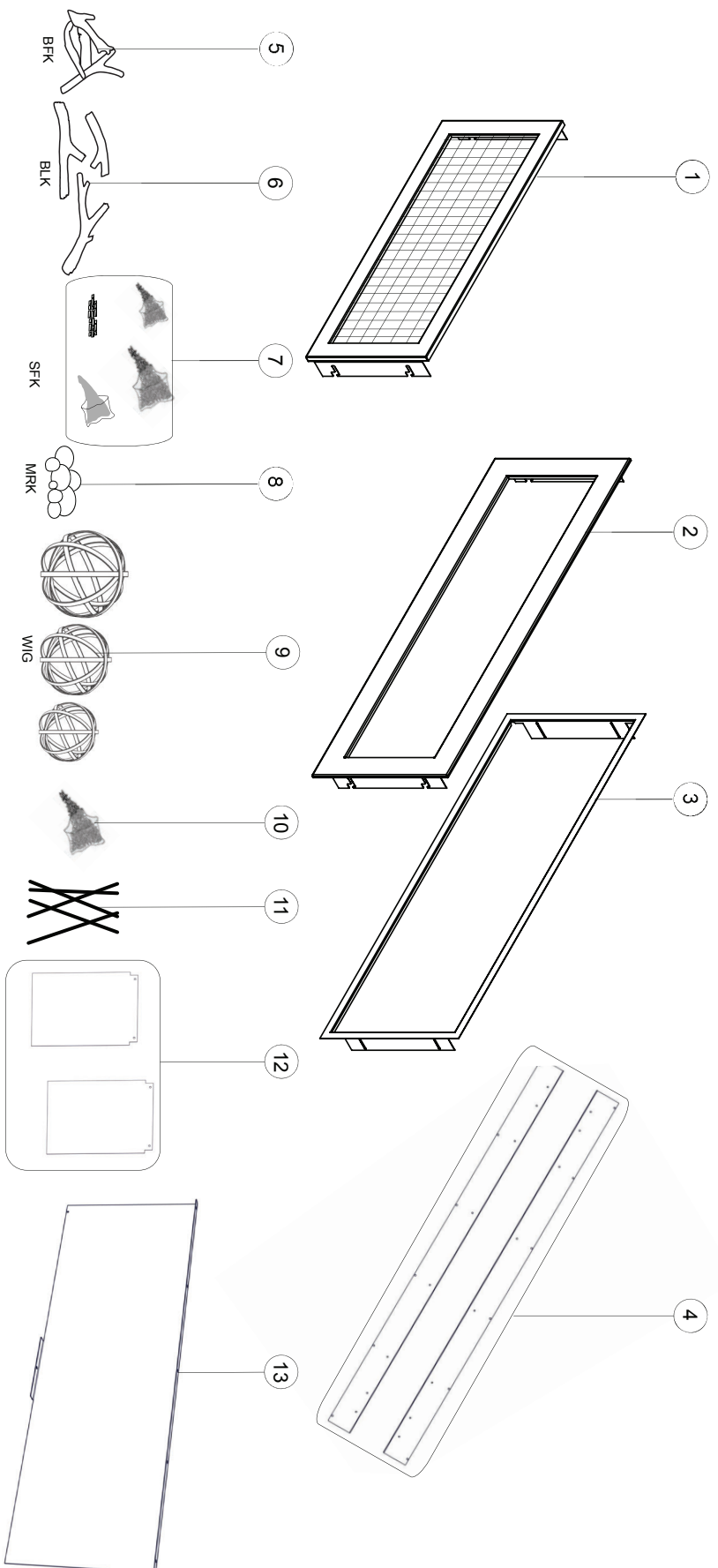
When ordering replacement parts always give the following information:

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

For service parts, see your installation manual.

8.0 accessories

REF. #	Description	Part Number										Stocked
		L38	L50	LV38-1	LV50-2	LV62	LV74	LVX38	LVX50	LVX62	LVX74	
1	Standard Safety Barrier (Stainless Steel)	SSB38SS	SSB50SS	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes
2	Surround (Stainless Steel)	SFL38SS	SLF50SS	SLF38SS	SLF50SS	N/A	N/A	N/A	N/A	N/A	N/A	Yes
2	Surround (Black)	SLF38K	SLF50K	SLF38K	SLF50K	N/A	N/A	N/A	N/A	N/A	N/A	Yes
3	Finishing Trim (Stainless Steel)	FT38SS	FT50SS	FT38SS	FT50SS	N/A	N/A	N/A	N/A	N/A	N/A	Yes
3	Finishing Trim (Black)	FT38K	FT50K	FT38K	FT50K	N/A	N/A	N/A	N/A	N/A	N/A	Yes
4	Media Tray	EMT38	EMT50	EMT38	EMT50	Standard	Standard	Standard	Standard	Standard	Standard	Yes
5	Beach Fire Kit	BFKM	BFKM	BFKM	BFKM	BFKXL	BFKXL	BFKS	BFKM	BFKXL	BFKXL	Yes
6	Birch Log Kit	BLKS	BLKM	BLKS	BLKM	BLKL	BLKXL	BLKS	BLKM	BLKL	BLKXL	Yes
7	Shore Fire Kit	SFKM	SFKM	SFKM	SFKM	SFKL	SFKL	SFKS	SFKM	SFKL	SFKL	Yes
8	Mineral Rock Kit	MRKS	MRKM	MRKS	MRKM	MRKL	MRKXL	MRKS	MRKM	MRKL	MRKXL	Yes
9	Wrought Iron Globe Kit	WIGM	WIGM	WIGM	WIGM	WIGL	WIGL	WIGM	WIGM	WIGL	WIGL	Yes
10	Glass Beads	MKB_	MKB_	MKB_	MKB_	MKB_	MKB_	MKB_	MKB_	MKB_	MKB_	Yes
11	Nickel Stix	LDNS	LDNS	LDNS	LDNS	LDNS	LDNS	LDNS	LDNS	LDNS	LDNS	Yes
12	Porcelain End Panels	PRPE	PRPE	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Yes
13	Porcelain Panel (Rear)	PRPL38	PRPL50	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Yes



Items may not appear exactly as illustrated

Important:

Only accessories specific to your appliance may be installed. Use of other accessories may result in improper operation of your appliance. Contact your authorized Napoleon dealer for a list of accessories suitable for your appliance. Visit the Napoleon website for more information regarding your appliance.

symptom	problem	test solution
Flame is a blue, lazy, transparent flame	Blockage in vent.	- Remove blockage. In really cold conditions, ice buildup may occur on the terminal and should be removed as required.
White / grey film forms on glass.	Sulphur from fuel is being deposited on glass, logs, or surfaces.	- Clean the glass with a recommended gas fireplace glass cleaner. DO NOT CLEAN GLASS WHEN HOT. - If sulphur deposits are not cleaned off regularly, the glass may become permanently marked.
Exhaust fumes smelled in room, headaches.	Appliance may be leaking exhaust fumes into the room.	- Check firebox glass door was properly reinstalled after cleaning If not rectified, turn off appliance. Contact a qualified technician.
Pilot will not light. Makes noise with no spark at pilot burner.	No signal from remote with no pilot ignition.	- Reprogram receiver code. - Replace battery holder (including switch), if applicable.
Pilot sparks but will not light.	Gas supply.	- Contact a qualified technician.
	Out of propane gas.	- Fill the tank.
	Remote control (if equipped).	- Follow reprogramming instructions for specific remote installed with your appliance. - Replace remote control.
Battery holder (including switch) is in "off" position; burner comes on.	Battery holder (including wall switch) mounted upside down.	- Reverse.
	Battery holder (including switch) and/or wire is grounding.	- Replace. - Check for ground (short); repair ground or replace wire.
	Faulty wire	- Replace.
Remote control and/or battery holder (including switch) is not functioning properly.	Remote control lights but no spark or flame. (Remote is locked out).	- Reset by turning power source off then on. note: If back up batteries are installed, they must also be removed to re-program
	Battery holder (including switch) or remote has low battery.	- Replace batteries.
	Error with synchronizing.	- Reset battery holder (including switch) and remote control.
	Remote too far away from battery holder (including switch).	- Refer to "wiring diagram" section in the Installation manual.
Flames are very aggressive.	Door is open.	- Ensure door is secured properly. If not rectified, contact a qualified technician.
Appliance won't perform any functions.	No power to the system.	- Check breaker to verify it's in the "on" position.
	Battery holder (including switch) in wrong position (if equipped).	- Verify that the 3 position switch on the battery holder (including switch) is in the remote position (middle).
	Battery holder, battery holder (including switch) and/or remote control isn't operational.	- Check battery power and battery orientation.
Appliance keeps shutting off.	High limit switch has tripped.	- Your appliance (LV models equipped with DHC or LVX models) is fitted with a safety switch that shuts your appliance off in the event that your fireplace and/or enclosure are reaching unsafe operating temperatures. Contact a qualified technician.

10.0 faq

1. I can hear a creaking or tapping noise when my fireplace warms up or cools down. Is there something wrong?

No, fireplaces are constructed of metal which expands as it heats up and contracts as it cools. This is normal and has been considered in the design of the product. Noises during warm up and cool down particularly in cold winter months are no cause for alarm.

2. My fireplace still emits an odor for the first time I use it in the fall. Is there something wrong?

No, when the fireplace has not been used for sometime, house dust can collect on some components and an odor may be noticed for the first few hours of the season. It's normally no cause for alarm. The effect can be minimized with periodic cleaning (see "maintenance" section).

3. How frequently do I need to clean the inside of the fireplace glass door?

After the initial "burn-in", the glass will only need to be cleaned periodically, depending on the environmental conditions, the amount of use, etc. We recommend the glass is always cleaned by an authorized installer or service technician during annual maintenance. The home owner is also able to clean the glass more frequently when it becomes dirty based on their pattern of usage, see "maintenance" section.

4. There's condensation on the glass door(s) of my appliance. Is something wrong?

No, condensation or fog on the glass is normal part of the start-up process that results as a by-product of combustion. As the firebox heats up, the condensation will start to dissipate. See "maintenance" section for instructions on cleaning your glass door(s).

5. My remote won't sync with receiver (battery holder [including switch]) and or function anymore?

Ensure your battery holder (including switch) is in the remote (middle) position. Ensure batteries in both the battery holder (including switch) and the remote control do not need to be replaced. (Upon changing the batteries in the remote and the receiver, it may be necessary [in rare cases] to replace the remote system. Remote systems are warranted for one year).

6. Why does my fireplace need an annual inspection?

Gas fireplaces need an annual inspection in order to maintain safety and reliability. It's best to get your fireplace checked each spring; that way you have a flawlessly functioning fireplace all year round when you need it. This is a very important practice, which many overlook. Because gas fireplaces burn clean and are very easy to take care of, some assume that this means it doesn't need cleaning. Safety is always number one when it comes to enjoying a roaring fire in your living space. By having an annual inspection, you ensure that your beautiful fireplace is running at peak efficiency for whenever you need that glowing comfort. Maintenance is also required to ensure all warranty related concerns within the limitations and conditions are still covered.

7. Will my appliance operate in the event of a power failure?

Your appliance is equipped with a battery back-up (battery holder for L models and battery holder [including switch for LV / LVX models). If installed, the batteries will allow the pilot and main burner to operate. However, the lights will not operate. Additionally, if your appliance has been installed with a GPV (Gas Power Vent), your appliance will not operate.

If in doubt, contact your authorized dealer or a qualified technician.

For more FAQ's, visit our website: <http://napoleon.com/faqs>.

Napoleon products are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

Napoleon products are designed with superior components and materials 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, receive 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 are covered and Napoleon will provide replacement parts free of charge during the first year of the limited warranty. This covers: blowers, gas valves, thermal switches, switches, wiring, remote controls, ignitors, gaskets and pilot assemblies.*

Labour related to warranty repair is covered free of charge during the first year (labour warranty is not applicable for the Gas Log Sets). 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 qualified and authorized installer, service agency or supplier. 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).

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

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. 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.

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

NAPOLEON CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



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