

This wood appliance needs periodic inspection and repair. It is against United States federal regulations to operate this wood appliance in a manner inconsistent with the operating instructions in this manual.



# INSTALLATION MANUAL

## INSTALLER:

Leave this manual with the appliance.

## CONSUMER:

Retain this manual for future reference.

## SAFETY INFORMATION

### ! WARNING

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or death. Please read the entire manual before you install and use your appliance. This heater has not been tested with an unvented gas log set. To reduce risk of fire or injury, do not install an unvented gas log set into the heater.

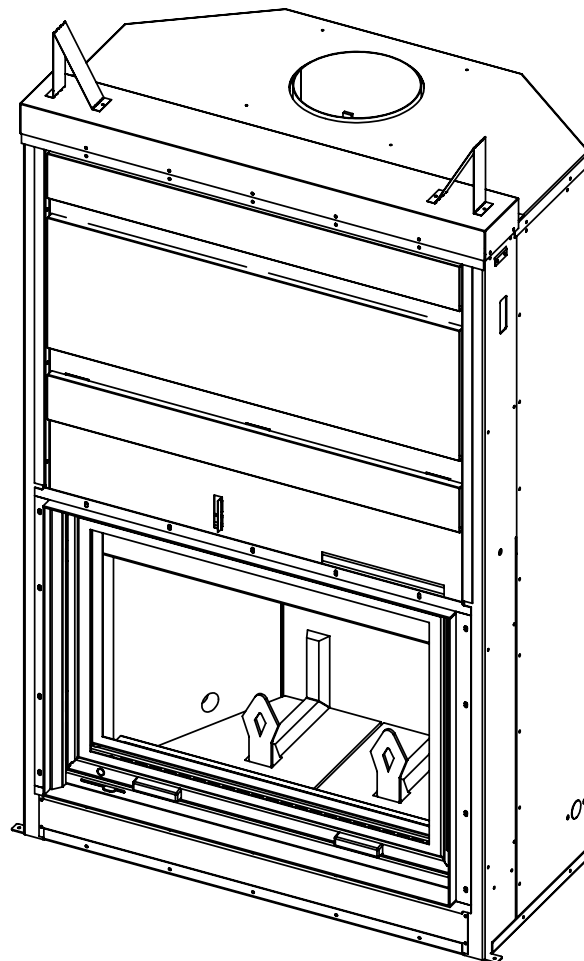
- This heater can be very hot when burning.
- Combustible materials such as firewood, wet clothing, etc. placed too close can catch fire.
- Children and pets must be kept from touching the heater when it is hot.
- The chimney must be sound and free of cracks. Before installing this appliance, contact the local building or fire authority and follow their guidelines.
- Operate only with the doors tightly closed.
- Burn wood behind the log retainer directly on the firebricks.
- Do not use an elevated grate or otherwise raise the fire.
- This appliance is designed to burn natural wood only. Higher efficiencies and lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or to green or freshly cut hardwoods.
- Do not start a fire with chemicals or fluids such as gasoline, engine oil, etc.
- Do not burn trash or garbage, lawn clippings/waste, rubber, waste petroleum products, paints or paint thinners/solvents, plastic, materials containing asbestos, construction debris, railroad ties or treated wood, manure or animal remains, salt water driftwood or salted materials, unseasoned wood, coal, charcoal, coloured paper, cardboard, plywood or particleboard. Burning these materials may result in release of toxic fumes or render the appliance ineffective and cause smoke.
- Do not let the appliance become hot enough for any part to glow red.

### Wood Stoves ONLY

- At least 14 squares inches (90.3 square centimeters) of outside air must be admitted to the room or directly to the appliance through a 4" (101.6mm) diameter pipe.
- KEEP THE STOVE TOP TEMPERATURE BELOW 700°F (371°C). Attempts to achieve heat output rates that exceed design specifications can result in steel distortion and damage.



## HIGH COUNTRY™ 5000 (NZ5000-T illustrated)



### FOR INDOOR USE ONLY

THIS APPLIANCE HAS BEEN SAFETY TESTED AND LISTED BY OMNI TEST LABORATORIES, INC. AS PER THE STANDARDS : ULC S610, UL 127 U.S. THE NZ5000 IS AN EPA LOW MASS WOOD-BURNING FIREPLACE MEETING THE VOLUNTARY PROGRAM PHASE 2 EMISSION QUALIFIED LEVEL.



Project Number:  
0415WF013S  
0415WF013E

**PLACE BARCODE LABEL ON THE  
OWNER'S MANUAL**

Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030  
Phone 1 (866) 820-8686 • www.napoleonfireplaces.com • hearth@napoleonproducts.com

## **WARNING**

- This appliance is hot when operated and can cause severe burns if contacted.
- Any changes or alterations to this appliance or its controls can be dangerous and is prohibited.
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Before installing this appliance, contact the local building or fire authority and follow their guidelines.
- This appliance must be installed by a qualified installer. Never try to repair or replace any part of the appliance unless instructions are given in this manual. All other work should be done by a trained technician.
- Risk of burns. The appliance should be turned off and cooled before servicing.
- Do not operate without fully assembling all components. Do not install damaged, incomplete or substitute components.
- Do not let the appliance become hot enough for any part to glow red.
- Risk of cuts and abrasions. Wear protective gloves, footwear and safety glasses during installation. Sheet metal edges may be sharp.
- All wiring should be done by a qualified electrician and shall be in compliance with local codes. In the absence of local codes, use the current CSA22.1 Canadian Electric Code in Canada or the current National Electric Code ANSI/NFPA No. 70 in the United States.
- If equipped, burning your appliance with the ash dump door ajar creates a fire hazard that may result in discoloration to the door, internal damage to the appliance or a house chimney fire.
- Do not connect this appliance to a chimney flue serving another appliance.
- Clothing or other flammable material should not be placed on or near the appliance. Objects placed in front of the appliance must be kept a minimum of 48" (121.9cm) away from the front face of the appliance.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Even after the appliance is off, it will remain hot for an extended period of time.
- Any safety screen or guard removed for servicing must be replaced prior to operating the appliance.
- Under no circumstances should this appliance be modified.
- This appliance must not be connected to a chimney flue pipe servicing a separate solid fuel burning appliance.
- 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.
- Only doors / optional fronts certified with the appliance are to be installed on the appliance.
- If the appliance is not properly installed, a house fire may result. Do not expose the appliance to the elements (ex. rain, etc.) and keep the appliance dry at all times. Wet insulation will produce an odour when the appliance is used.
- The chimney must be sound and free of cracks. Clean your chimney a minimum of twice a year and as required.
- 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.
- Ensure you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- 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.
- 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.



**! WARNING**

- Do not start a fire with chemicals or fluids such as gasoline, engine oil, etc.
- Your appliance requires periodic maintenance and cleaning. Failure to maintain your appliance may lead to smoke spillage in your home.
- Ashes must be disposed in a metal container with a tight lid and placed on a non-combustible surface well away from the home or structure until completely cool.
- 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.

**For wood appliances:**

- Lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or too green or freshly cut hardwoods. Burning wet unseasoned wood can cause excessive creosote accumulation. When this is ignited it can cause a chimney fire that may result in a serious house fire.
- This appliance is designed to burn natural wood only. Do not burn trash or garbage, lawn clippings / waste, rubber, waste petroleum products, paints or paint thinners / solvents, plastic, materials containing asbestos, construction debris, railroad ties or treated wood, manure or animal remains, salt water driftwood or salted materials, unseasoned wood, coal, charcoal, coloured paper, gift wrapping, cardboard, plywood or particleboard. Burning these materials may result in release of toxic fumes or render the appliance ineffective and cause smoke.
- Burn wood directly on the firebricks. Do not elevate grate or otherwise raise the fire.
- Do not store wood within appliance installation clearances or within the space required for re-fueling and ash removal.

**! 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](http://www.P65Warnings.ca.gov).

**THE NZ5000 HAS BEEN EPA QUALIFIED.**

**Do not use makeshift compromises during installation. Do not block or restrict air, grille or louvre openings! Do not add a hood.**

**Burning your appliance with the door open or ajar creates a fire hazard that may result in a house and/or chimney fire.**

**All venting connections must be in compliance with the chimney manufacturers installation instructions. Clearances referred to throughout this manual are the minimum requirements.**

**Your appliance must be installed in accordance with all national and local building code standards and the standard of Chimney and Appliances, Vents and Solid Fuel Burning Appliances NFPA #211. Consult the authority having jurisdiction (such as municipal building department, fire department, fire prevention bureau, etc.) to determine the need to obtain a permit. If you are in doubt about the proper installation for your situation, contact your dealer or local building or fire official. The manufacturer does not guarantee that this appliance and its options will completely heat your entire home.**

**Expansion / contraction noises during heating up and cooling down cycles are normal and to be expected.**

**It is recommended that in all cases, the appliance be secured to the floor. Use the pallet packing brackets to accomplish this.**



**NATIONAL FIREPLACE INSTITUTE**  
**NFI**  
**CERTIFIED**  
www.nficertified.org

We suggest that our woodburning hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Woodburning Specialists or who are certified in Canada by Wood Energy Technical Training (WETT).



Wood Energy Technical Training  
www.wettinc.ca

# table of contents

<b>1.0</b>	<b>dimensions</b>	<b>5</b>
<b>2.0</b>	<b>general information</b>	<b>6</b>
2.1	general instructions	6
2.2	features	7
2.3	this fireplace	7
2.4	packing list	7
2.5	hardware list	7
2.6	rating plate information	8
<b>3.0</b>	<b>installation planning</b>	<b>9</b>
3.1	location and clearances	9
3.2	ventilation openings	10
3.3	outside combustion air	10
3.3.1	outside combustion air operation	11
3.4	floor protection / ember strip and hearth extensions	12
3.5	hearth examples	13
3.6	flue damper operation	14
<b>4.0</b>	<b>installation</b>	<b>15</b>
4.1	chimney	15
4.2	typical chimney installation	16
4.3	adding chimney sections	17
4.4	offset chimney installation	18
4.5	installing flashing and storm collar	19
4.6	air cooled chimney installation	19
4.7	use with gas log sets (vented and unvented)	20
<b>5.0</b>	<b>framing</b>	<b>21</b>
5.1	finishing material	22
5.2	minimum clearance to combustibles	23
5.3	minimum enclosure clearances	23
5.4	minimum combustible mantel clearances	24
<b>6.0</b>	<b>operation and adjustment</b>	<b>25</b>
6.1	door & screen operation	25
6.2	door level adjustment	26
6.3	counter weight adjustment	28
<b>7.0</b>	<b>installation and replacement</b>	<b>29</b>
7.1	firebrick installation	29
7.2	baffle installation	30
7.3	smoke chamber insulation panel overview	31
7.3.1	smoke chamber insulation panel replacement	32
7.4	door glass replacement	33
7.5	screen replacement	34
<b>8.0</b>	<b>replacement parts</b>	<b>35</b>
8.1	overview	36
<b>9.0</b>	<b>accessories</b>	<b>37</b>
<b>10.0</b>	<b>troubleshooting</b>	<b>38</b>
<b>11.0</b>	<b>warranty</b>	<b>39</b>

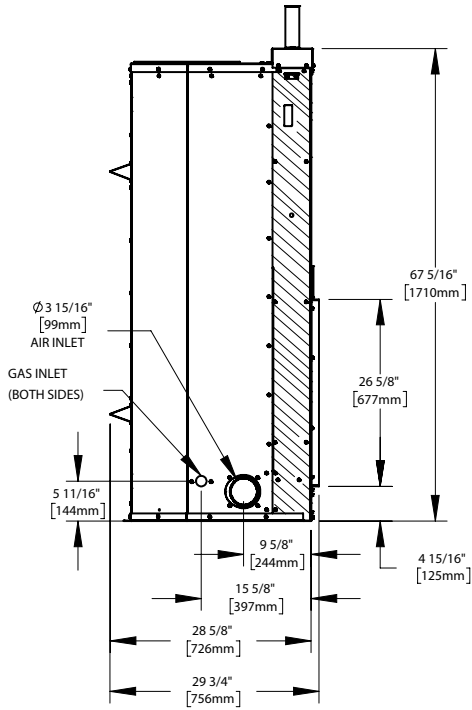


The camera icon indicates video tutorials are available as additional reference, visit <http://mynapoleon.napoleonproducts.com/download/index/44/1>

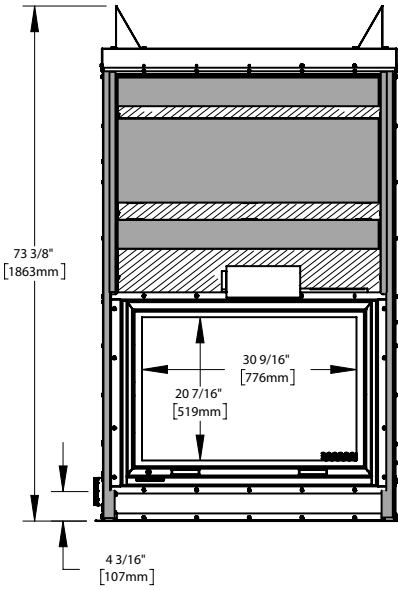
## note:

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

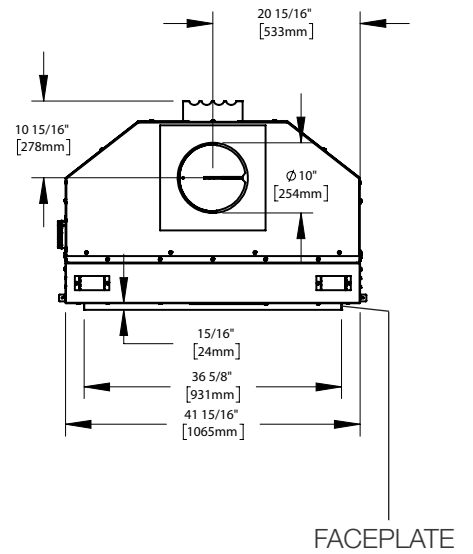
LEFT SIDE VIEW



FRONT VIEW



TOP VIEW

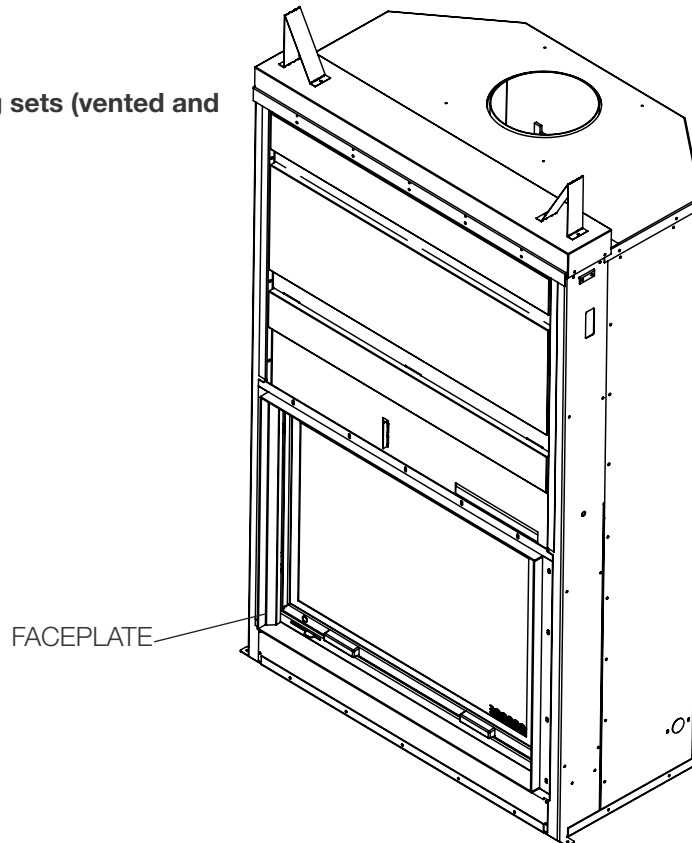


No screws greater than 1/2" penetration



No screws

\* Gas Inlet, see "use with gas log sets (vented and unvented)" section.



## 2.0 general information

### 2.1 general instructions

#### **!** WARNING

- Before installing this appliance, contact the local building or fire authority and follow their guidelines.
- This appliance must be installed by a qualified installer. Follow the installation directions. Do not operate without fully assembling all components.
- If this appliance is not properly installed, a house fire may result.
- Do not expose the appliance to the elements (ex. rain, etc.) and keep the appliance dry at all times. Wet insulation will produce an odour when the appliance is used.
- This appliance is hot when operated and can cause severe burns if contacted. Children and pets must be kept from touching the appliance when it is hot. Contact your local authorized dealer/distributor for safety screens that may be available for this product.
- Combustible material such as firewood, wet clothing, etc. placed too close can catch fire. Objects placed in front of the appliance must be kept a minimum of 48" (121.9cm) from the front of the appliance.
- All wiring should be done by a qualified electrician and shall be in compliance with local codes and with the National Electric Code ANSI/NF NO. 70-Current (in the United States), or with the current CSA C22.1 Canadian Electric Code (in Canada).
- This appliance and its components are designed to be installed and operated as a system. Any alteration to or substitution for items in this system, unless allowed by these installation instructions, will void the OMNI listing and may void the product warranty. It may also create a hazardous installation. Read through these instructions thoroughly before starting your installation and follow them carefully throughout your project.

#### note:

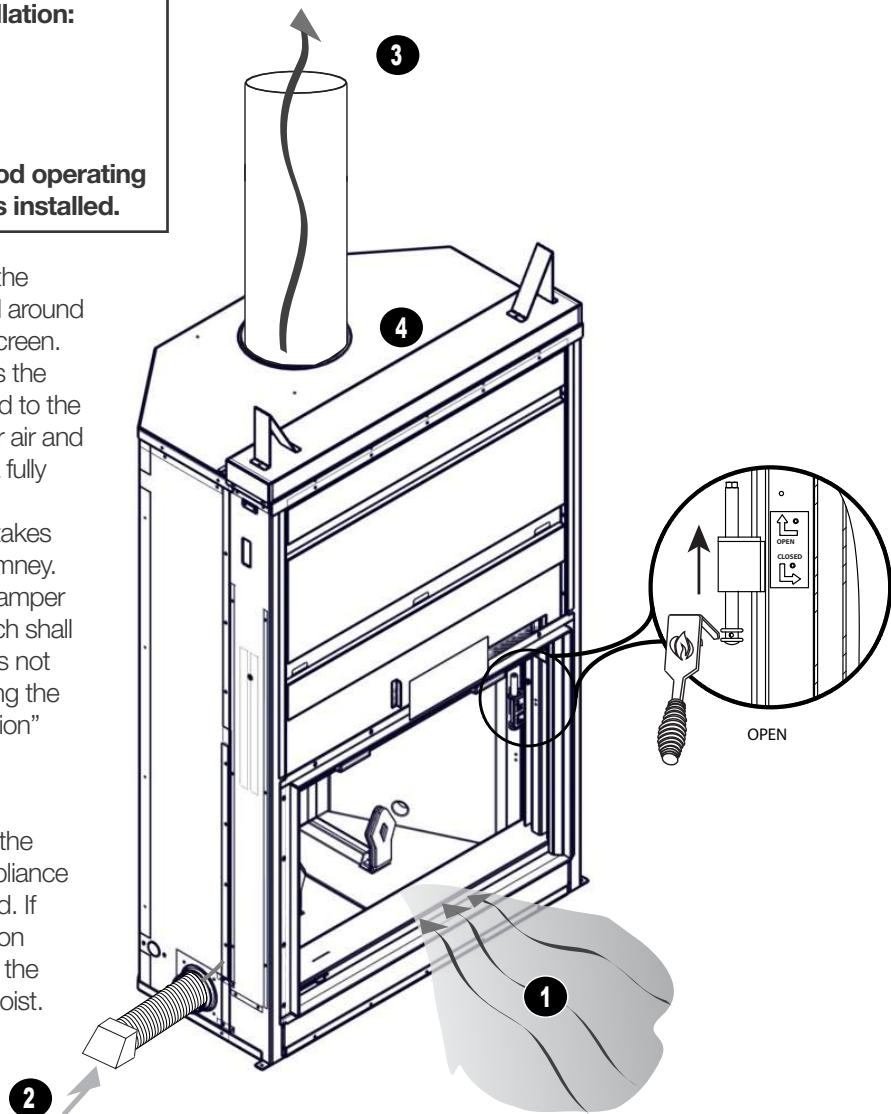
It is recommended to test the listed components below before installation:

- Doors
- Balance weights
- Outside air damper
- Flue damper

All components should be in good operating condition before the appliance is installed.

1. Combustion air is brought into the appliance through the slots and around the glass door or through the screen.
2. An outside air damper regulates the amount of outside air introduced to the appliance to supplement indoor air and can only be adjusted to either a fully closed or fully open position.
3. Inside the firebox, combustion takes place and exhausts out the chimney.
4. The appliance includes a flue damper at the base of the chimney which shall be closed when the appliance is not in use to prevent cold air entering the home, see "flue damper operation" section.

The location of windows, doors and the traffic flow in the room where the appliance is to be located should be considered. If possible, you should choose a location where the chimney will pass through the house without cutting a floor or roof joist.



## 2.2 features

- Depending on the loading method and size of log, maximum length of 24" (61cm).
- Large glass door for maximum visibility.
- Fully refractory lined firebox.
- Closable outside combustion air damper.
- Closable flue damper.
- Shipping weight, without firebricks, 552lbs (250kg).
- Net weight, with firebricks, 745 lbs (338kg).
- Shipping weight of firebricks, 225lbs (102kg).
- Flue outlet diameter 10" (254mm).
- Max. fuel load 30lbs (13.6kg).
- Max. fuel height, halfway or top of the first firebrick.

## 2.3 this fireplace

This appliance is a decorative product and not intended as a primary source of heat.

Approximate heating capacity up to 1,000 square feet (92 square meters).

### **! WARNING**

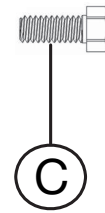
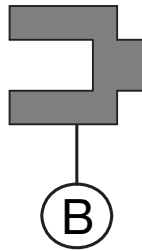
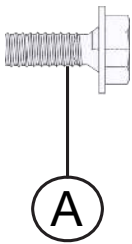
- Do not let the appliance become hot enough for any part to glow red.

## 2.4 packing list

### Shipped with appliance:

Installation manual	Door Tool	Hardware	Flue damper tool
Owner's manual	Gloves	Baffles (x5)	
Ember Strip	Andirons	Counterweights (x6)	

## 2.5 hardware list



Reference	Part #	Description	Quantity
<b>A</b>	W570-0176	#10-24 x 1/2" Machine Screw	10
<b>B</b>	W615-0159	Door Levelling Shim	6
<b>C</b>	W570-0058	1/4" -20 x 5/8" Machine Screw	4





**! WARNING**

- Wear gloves, protective footwear and safety glasses for protection.
- Carefully follow the instructions for assembly of the pipe and other parts needed to install the appliance. Failure to do so may result in a fire, especially if combustibles are too close to the appliance or chimney and air spacers are blocked, preventing the free movement of cooling air.
- Do not draw outside air from garage spaces. Exhaust products of gasoline engines are hazardous. Do not install outside air ducts such that the air may be drawn from attic spaces, basements or above the roofing where other heating appliances or fans and chimneys exhaust or utilize air. These precautions will reduce the possibility of appliance smoking or air flow reversal. The outside air inlet must remain clear of leaves, debris, ice and/or snow. It must be unrestricted while appliance is in use to prevent room air starvation which can cause smoke spillage and an inability to maintain a fire. Smoke spillage can also set off smoke alarms.
- Negative pressure within your home may inadvertently affect your appliance.
- To prevent contact with sagging or loose insulation, the appliance must not be installed against vapour barriers or exposed insulation. Localized overheating could occur and a fire could result.
- Do not use makeshift compromises during installation. Do not block or restrict air, grille or louvre openings. Do not add a hood.
- To prevent personal injury, keep hand tools in good condition, sharpen cutting edges and make sure tool handles are secure.
- Always maintain the minimum air space required to the enclosure to prevent fires.
- Check with local building officials for any permits required for installation of this appliance and notify your insurance company prior to proceeding.

**note:**

The enclosure must be ventilated, see “framing” section.

**3.1 location and clearances****! WARNING**

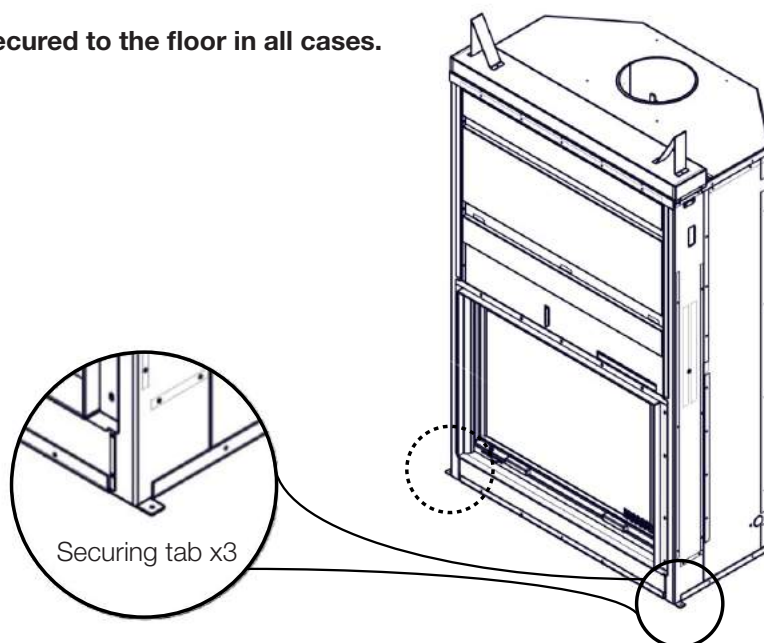
- Do not install into any area having a height less than 7 feet (2.1 m) (ceiling of enclosure to appliance bottom, excluding hearth height).

**IMPORTANT**

This appliance, fully dressed, weighs 745lbs (338kg). Ensure there is adequate floor support for the appliance, chimney and facing material. Some material could weigh thousands of pounds.

**We recommend that the appliance be secured to the floor in all cases.**

Using the door opening as a datum, level the appliance by shimming underneath the appliance. Using the pallet securing tabs on the front corners and rear (not illustrated), secure the appliance to the floor.



# installation planning

## 3.2 ventilation openings

The appliance enclosure must be provided with sufficient air circulation to avoid a fire hazard. Install ventilation grilles (minimum free air opening of 40 sq. in. [0.03 sq. meters]) at both floor and ceiling levels of the enclosure. These grilles must not restrict the flow of heat by more than 25%. Do not install into any area having a height less than 7 ft. (2m) (ceiling enclosure to appliance bottom, excluding hearth height).

## 3.3 outside combustion air

### note:

Outside air kit (111-KT) is an optional accessory. Outside air is to be supplied directly to the appliance in some jurisdictions. Install according to local codes.

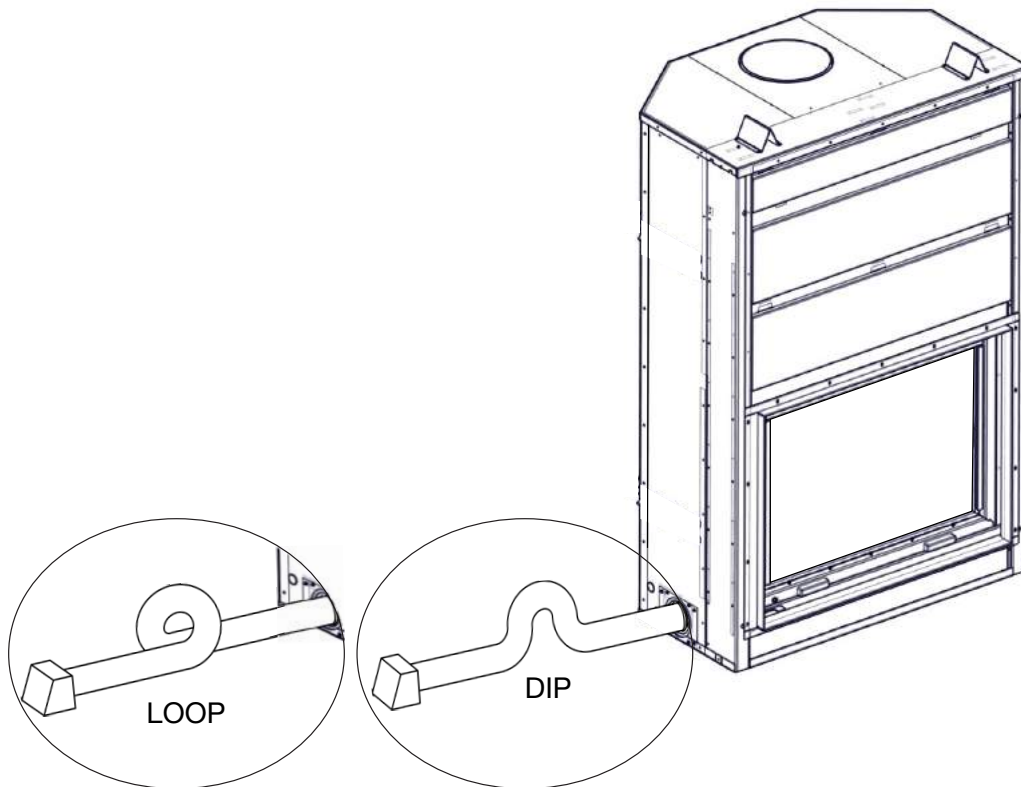
It is recommended to install outside air to the appliance as this will help to prevent any smoke entering the living space in homes that experience negative pressures. Check with local authorities having jurisdiction in your area, it may be mandatory.

Insulating the intake liner is recommended in colder climates to prevent condensation from occurring.

It is recommended that a dip or loop is put into the duct creating a cold air trap in order to prevent cold air from flowing into the room when the appliance is not being operated (see illustration below).

The NZ5000 takes outside air directly into the appliance through the opening on the left side.

The fresh air inlet duct and hood must be installed lower than the firebox. Secure and seal the intake liner to the collar using 3 sheet metal screws, and high temperature sealant.



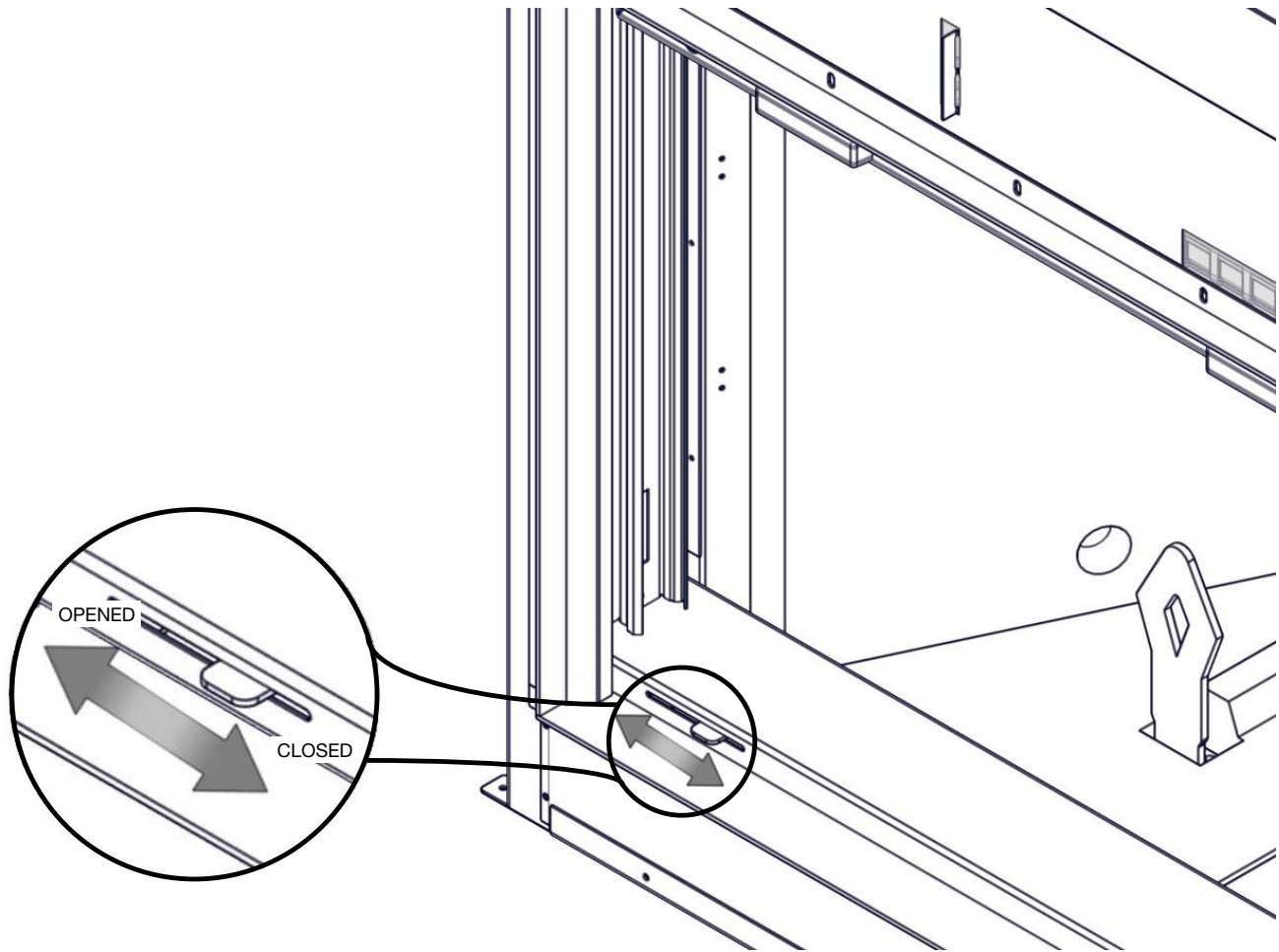
The duct inlet must be located so they cannot be blocked (i.e. snowdrifts). 12" (30.5cm) above grade is recommended. Make a 4 ½" (114mm) inch hole to suit in an outside wall of the house. From outside, place the fresh air hood into the hole, open side down. Seal with caulking and secure.

### 3.3.1 outside combustion air operation

The outside combustion air control is located on the bottom left hand side of the appliance below the screen door.

Before lighting the appliance, ensure the outside combustion air control is open by pushing the lever to the left.

Before closing the outside combustion air control, allow the appliance to cool completely. To close, push lever to the right.



# installation planning

## 3.4 floor protection / ember strip and hearth extensions

### ! WARNING

- Hearth extensions are to be installed only as described to prevent high temperatures from occurring on concealed combustible materials. Hearth ember strips prevent burning or hot particles from inadvertently falling directly on combustible surfaces in the event the building should settle and disturb the original construction.

An acceptable non-combustible (ie: brick, stone or ceramic tile) hearth extension that meets the criteria outlined in this section must be installed.

Hearth must extend 20" (50.8cm) in front of the fireplace when it is not elevated (see local building codes). Hearth must extend a minimum of 12" (30.5cm) to both sides of the appliance faceplate.

The hearth must be constructed of a minimum of 1" (25mm) thick cement board (or equivalent) plus ¼" (6.4mm) ceramic tile.

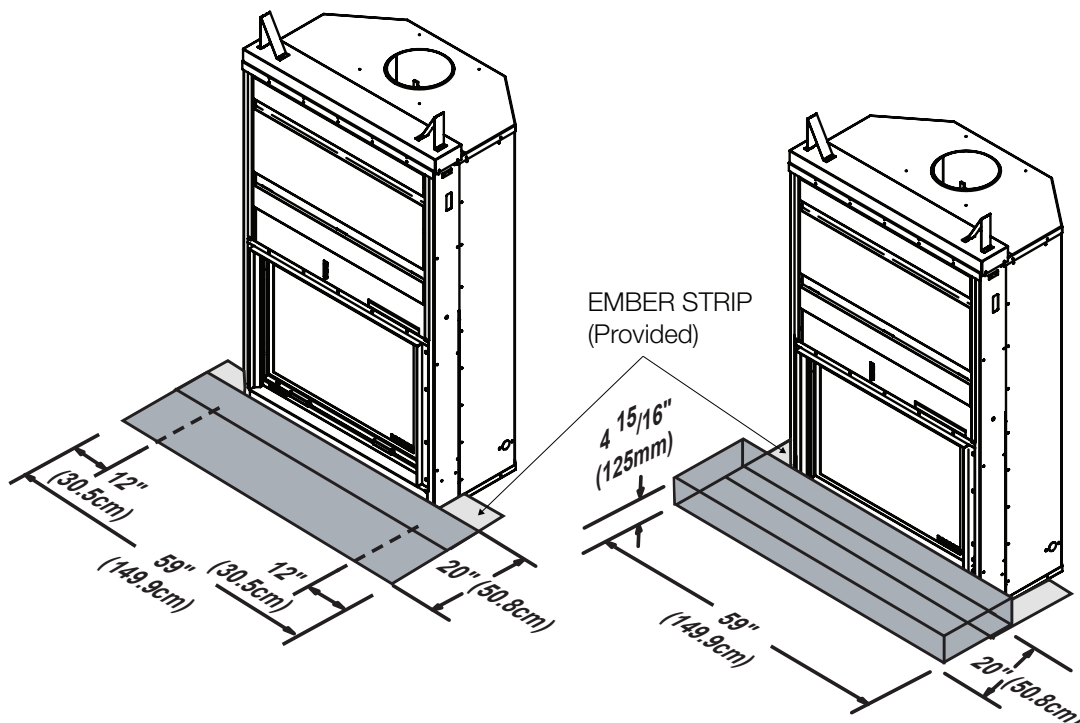
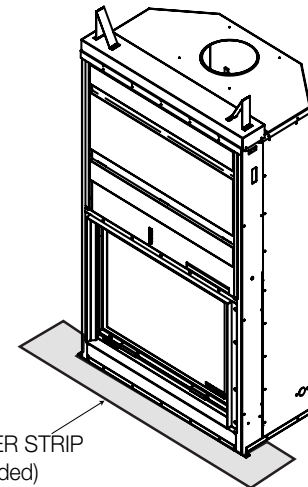
Ensure that the gap between the appliance and a non-combustible hearth extension is sealed with sand/cement grout or covered with an ember strip (or both) to prevent sparks and embers from falling into this area.

### HEARTH EXTENSION

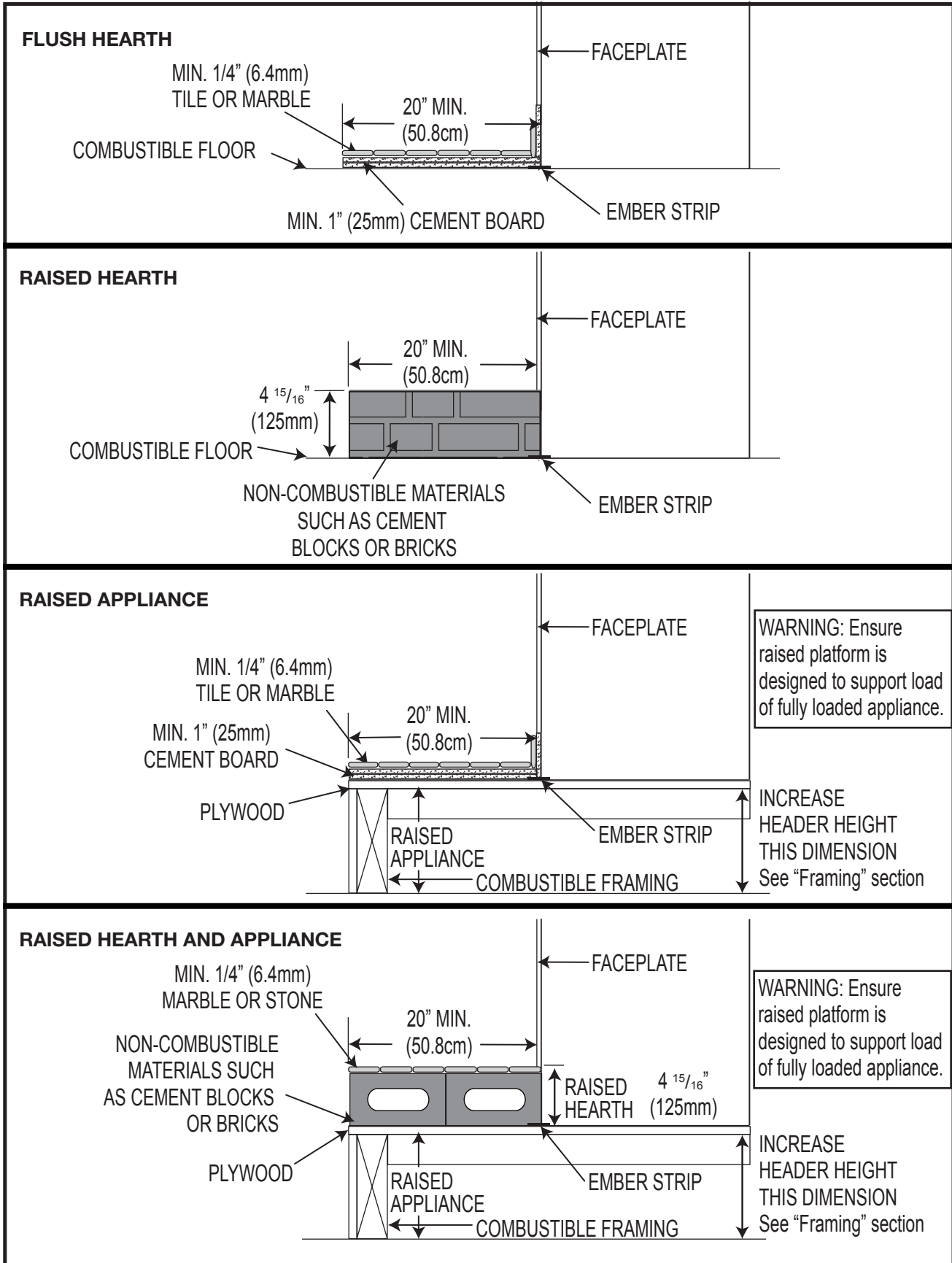
Raised hearths must be constructed of non-combustible materials such as cement blocks or bricks.

While the appliance can be installed directly on the floor (using the ember strip), a non-combustible hearth extension is required in front of the appliance, that must not be built higher than the bottom of the appliance faceplate. It may therefore be advisable to build the appliance on a raised platform.

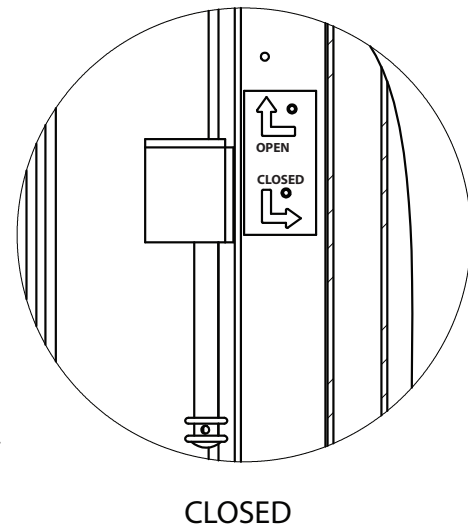
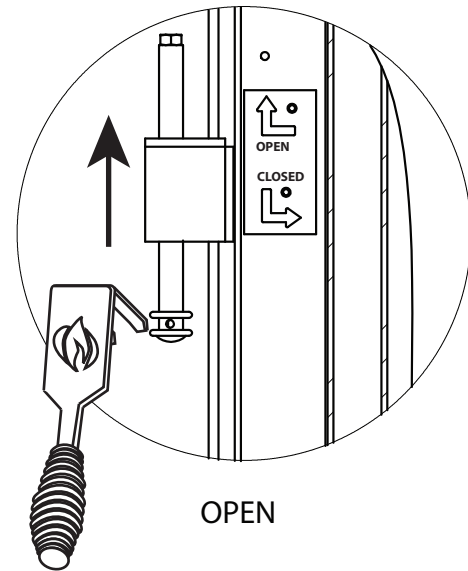
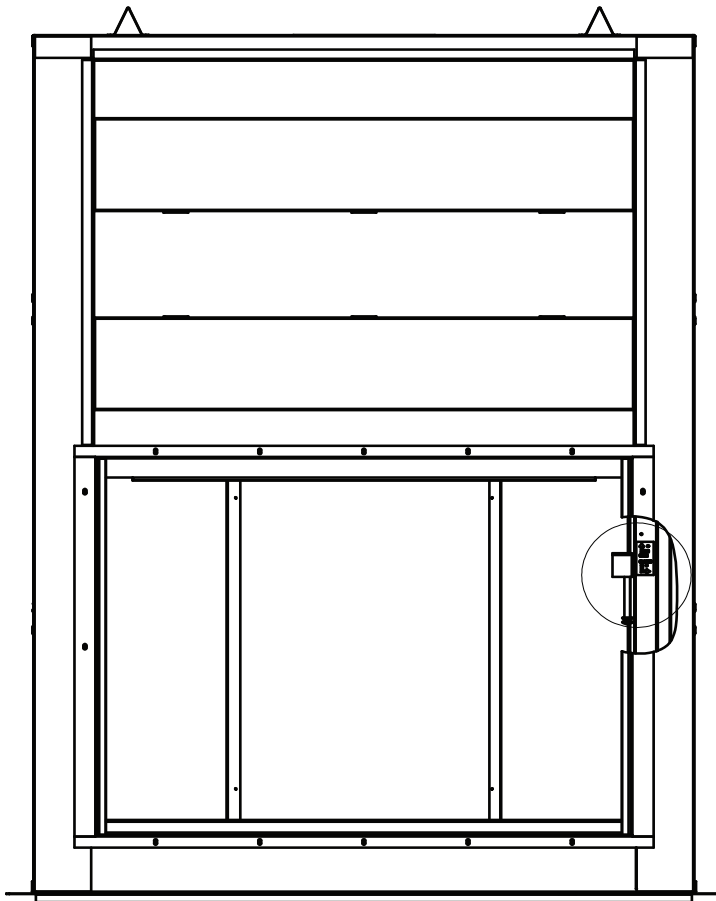
A raised hearth together with the appliance built on a raised platform is recommended for easier wood loading and fire viewing.



### 3.5 hearth examples



## 3.6 flue damper operation



To close the flue damper, pull the damper control rod down and push it to the right.

To open the damper, pull down slightly and push the damper control rod to the left side and release.

**note:**

**The damper must be in the “open” position when burning.**

**note:**

If the damper becomes unthreaded, it will remain in the “open” position.

**note:**

If the damper does not operate properly, do not proceed with chimney installation. The damper operation should be thoroughly checked before the chimney is installed.

## 4.0 installation

### ! WARNING

- Never install a single wall slip section or smoke pipe in a chase structure. The higher temperature of this single wall pipe may radiate sufficient heat to combustible chase materials to cause a fire.
- To avoid danger of fire, all instructions must be strictly followed, including the provision of air space clearance between chimney system and enclosure. To protect against the effects of corrosion on those parts exposed to the weather.
- Maintain a minimum 2" (51mm) air clearance to all parts of the chimney system at all times. Failure to maintain this 2" (51mm) air clearance will cause a structure fire.
- Detailed instructions for installation of the storm collar and termination cap are packaged with these parts.
- Firestop spacers must be used whenever the chimney penetrates a ceiling/floor area.
- The chimney must be sound and free of cracks. Clean your chimney a minimum of twice a year and as required.
- Always seal penetrations with temperature rated sealing products.
- Installation of a combustible chase enclosure above the roof is permissible if done in accordance with the chimney manufacturer's installation instructions.

### 4.1 chimney

#### note:

All venting connections must be in compliance with the chimney manufacturer's installation instructions.

This appliance was tested to CAN/ULC S610 and UL 127 Factory Built Fireplace Standards. This appliance has met the test criteria for Zero Clearance Installation to Combustible Surfaces and Certified to burn firewood only.

Any chimney 8" (203mm) in diameter certified on an appliance listed to CAN/ULC S610 for Canada or UL127 for the United States or to the following standards; CAN/ULC-S604 and CAN/ULC-S629 for Canada or UL-103 or UL-103HT for the United States may be installed.

Installation of all types of factory-built chimney systems is to be in accordance with the chimney manufacturer's installation instructions. An appropriate chimney manufacturer's anchor base plate and anchor base plate gasket is required in order to initiate their system. Use the high temperature gasket, supplied, to seal between the anchor plate and the appliance top. Air cooled chimney systems are not recommended in colder climates.

For complete installation instructions, refer to instructions provided with the manufactured chimney system.

A chimney venting the appliance shall not vent any other appliance. The minimum overall chimney height from the top of the appliance is 15ft (4.6m). The maximum overall chimney height from the top of the appliance is 34ft (10.4m).

Factory-built chimney systems for use in dwellings constructed for three or more families must be enclosed above the room in which the appliance is located. This enclosure must have a fire resistance rating equal to or greater than that of the floor or roof assembly through which they pass.

The chimney should not be built with an offset angle in excess of 45° in Canada and 30° in USA. Ensure that minimum clearances are maintained.

Portions of the chimney that extend through accessible spaces must always be encased to avoid personal contact with the chimney and thereby avoid damage to the chimney.

The chimney must be supported at a maximum of 20ft (6.1m) intervals. Every 20 ft (6.1m) of chimney can weigh up to approximately 200lbs (90.7kg). Refer to chimney manufacturer's specifications.

When using an 8" chimney, carefully center the anchor plate to the appliance flue outlet. Ensure the anchor plate flange and gasket completely cover the flue outlet.

#### note:

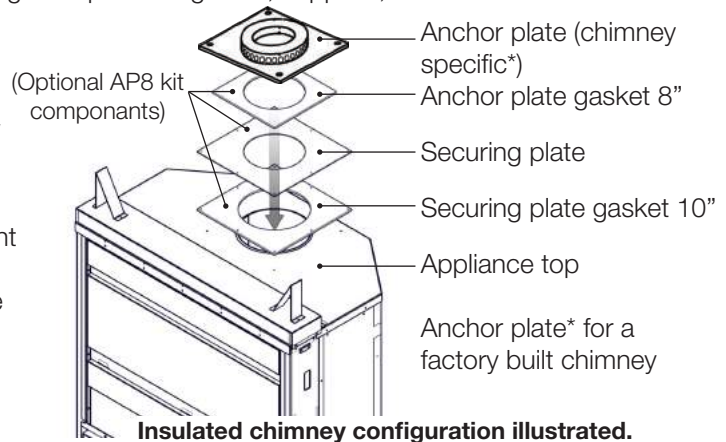
When installing insulated chimney with an anchor plate smaller than 12" (30.5cm) x 12" (30.5cm), an AP8 kit must be installed (securing plate).

#### note:

Masonry chimney installs are not permitted.

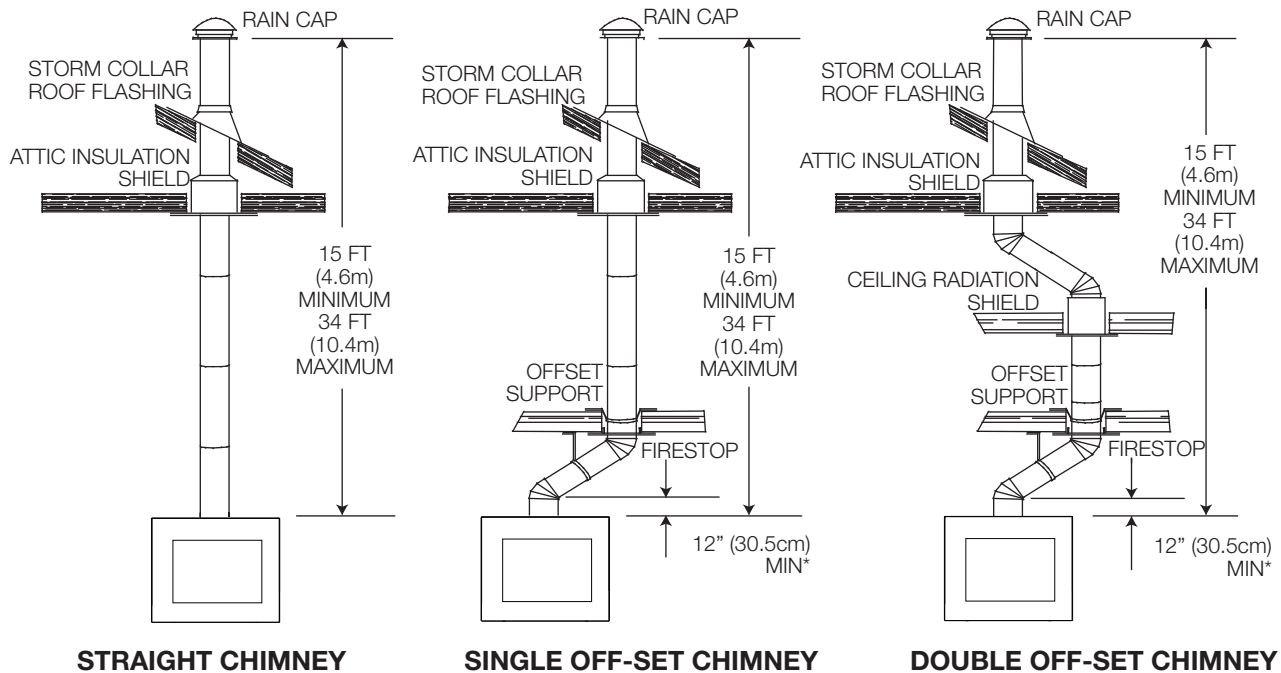
#### note:

Gasket supplied must suit chimney anchor plate or use chimney supplier's gasket.



## 4.2 typical chimney installation

(8" solid packed or air cooled chimney)

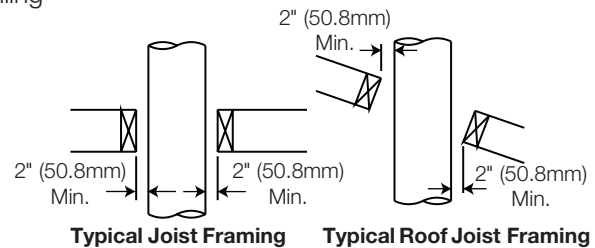
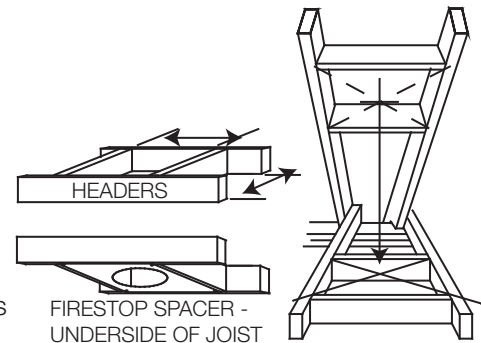


\* The first flue offset closest to the top of the appliance must be a minimum distance of 12" (30.5cm) from the top of the appliance.

- Move the appliance into position. Try to center the exhaust flue of the appliance, midpoint between two joists to prevent having to cut them. Use a plumb bob to line up the centre.
- Cut and frame an opening in the ceiling to provide a minimum clearance of 2" (50.8mm) between the outside of the chimney and any combustible material. **DO NOT FILL THIS SPACE WITH ANY TYPE OF MATERIAL!** Nail headers between the joists for extra support. Firestop spacers must be placed on each framed opening in any floor or ceiling that the chimney passes through.
- Hold a plumb bob from the underside of the roof to determine where the opening in the roof should be. Cut and frame the roof opening maintaining proper 2" (50.8mm) clearances.

**note:**

30° or 45° offsets may be installed back to back.



**note:**

When installing chimney with an anchor plate smaller than 12" (30.5cm) x 12" (30.5cm), an AP8 kit must be installed.

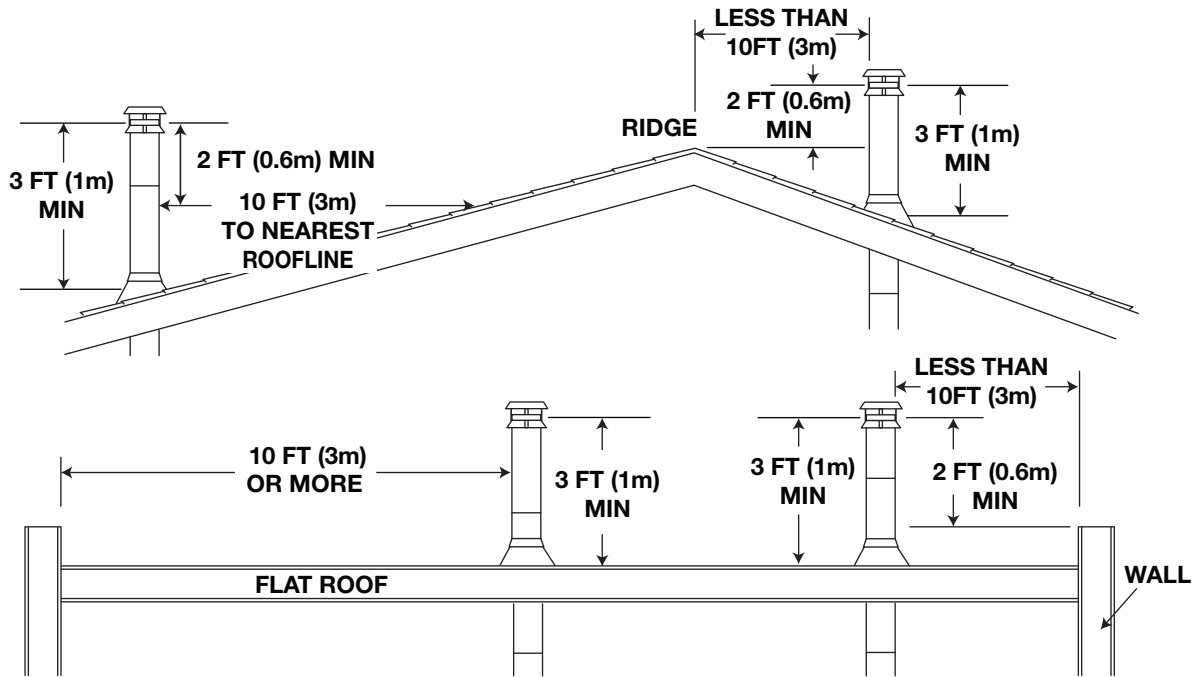
**note:**

When installing 8" air cooled chimney, an NZAC8KT must be installed (see "air cooled chimney installation" section).

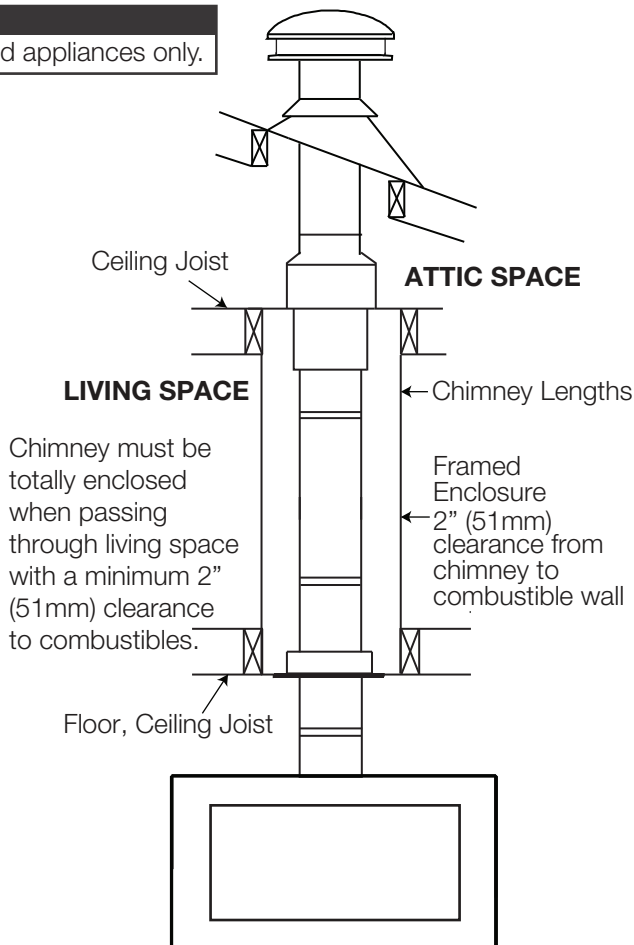


### 4.3 adding chimney sections

Add chimney sections, according to the manufacturer’s installation instructions. If the chimney system passes through an attic space, a rafter radiation shield or attic insulation shield is required. The chimney must extend at least 3ft (0.9m) above its point of contact with the roof and at least 2ft (0.6m) higher than any wall, roof or building within 10ft (3.1m). If the chimney extends more than 5ft (1.5m) above the roof, it must be secured using a roof brace or guide wires. A raincap must be installed to avoid internal damage and corrosion.



**note:**  
This illustration is for wood appliances only.



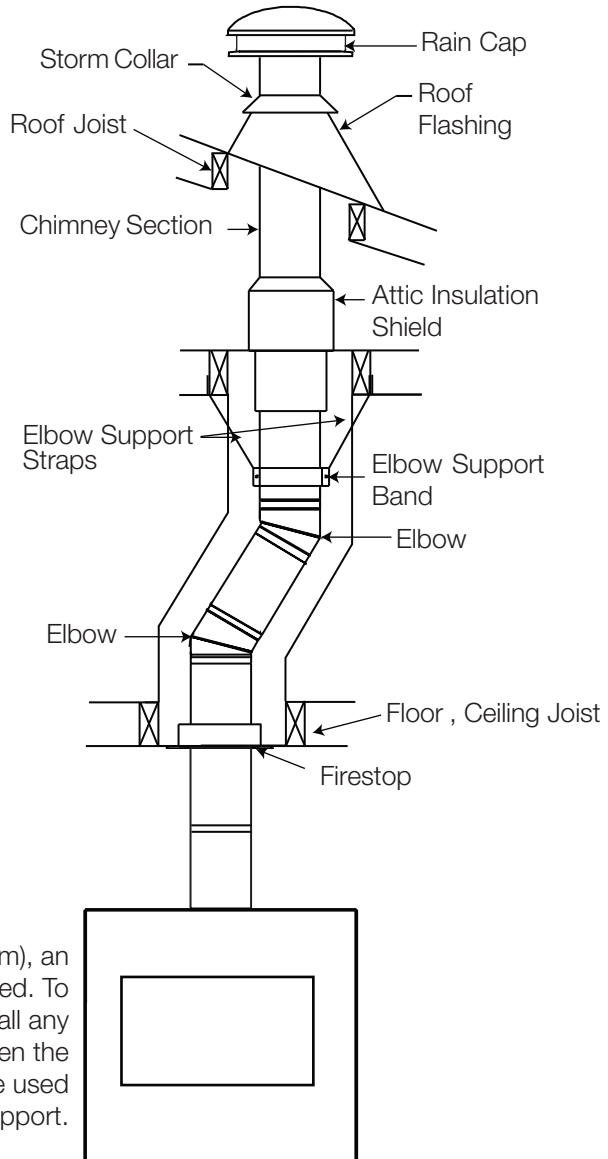
## 4.4 offset chimney installation

**! WARNING**

- Chimney sections installed between an offset and return require structural support to reduce off-center loading and to prevent chimney sections from separating at the chimney joists.
- The chimney should not be built with an offset angle in excess of 45° in Canada and 30° in USA. Do not combine offset chimney components to exceed these angles.

The first flue offset closest to the top of the appliance must be a minimum distance of 12" (30.5cm) from the top of the appliance.

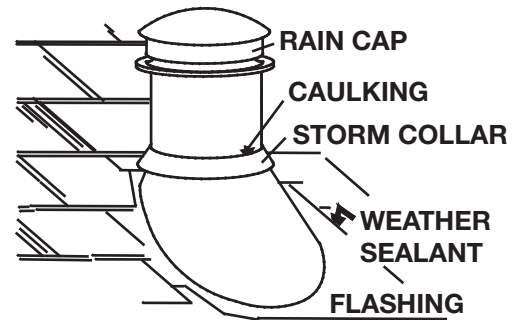
Attach an elbow to the chimney section, angled toward the offset. Secure according to chimney manufacturer's instructions. Chimney sections must be adequately secured one to the other to ensure they do not separate. To achieve the minimum offset, attach and secure a second elbow. To achieve longer offsets, you may install any available length of chimney pipe between the elbows. Supports must be used on the first vertical chimney section after a return elbow.



If the offset length is more than 36" (91.4cm), an intermediate support must be employed. To achieve longer offsets, you may install any available length of chimney pipe between the elbows. The intermediate support must be used in conjunction with an offset support.

## 4.5 installing flashing and storm collar

The following are generic installation instructions for installing the flashing around a chimney. Installation of all types of factory-built chimney systems is to be in accordance with the chimney manufacturer's installation instructions. Remove the nails from the shingles above and to the sides of the chimney. Place the flashing over the chimney pipe and slide underneath the sides and upper edge of the shingles. Ensure that the chimney pipe is properly centered within the flashing, giving a 3/4" (19.1mm) margin all around. Fasten to the roof on the top and sides. **DO NOT NAIL** through the lower portion of the flashing. Make weather-tight by sealing with caulking. Where possible, cover the sides and top edges of the flashing with roofing material. Apply waterproof caulking, provided with the flashing, around the chimney, 1" (25.4mm) above the top of the flashing and push the storm collar down into the caulking. Insert a rain cap onto the top of the last chimney section.



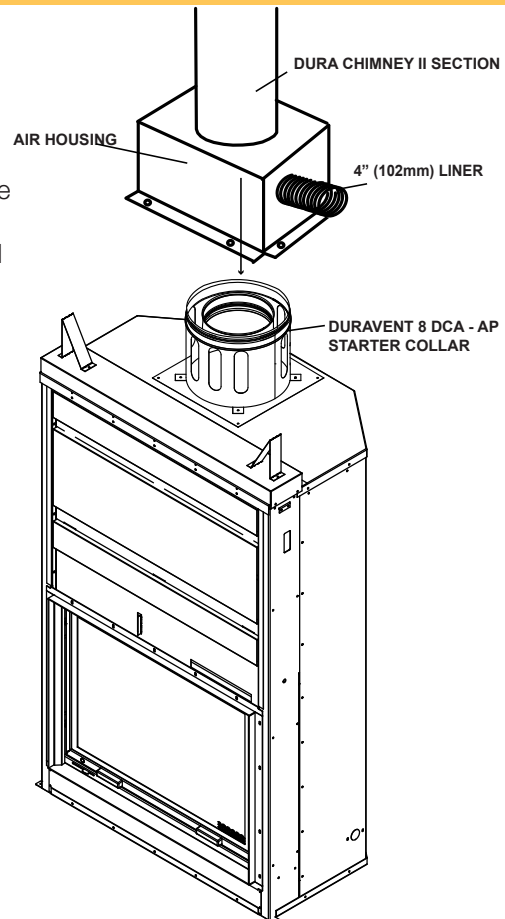
## 4.6 air cooled chimney installation

### WARNING

- Do not block the outside air inlet opening on the exterior of the house. Doing so will result in fire or death.

This appliance has been tested for use with DuraVent, DuraChimney II. The NZAC8KT air housing must be used in conjunction with DuraVent 8DCA-AP starter collar to complete the installation.

- Install the starter collar using the gasket provided over the flue and fasten to the top of the fireplace.
- Slide the air housing onto the first section of the chimney and secure the chimney to the starter collar.
- Slide the air housing down the chimney section and secure housing to the top of the fireplace.
- Connect the outside air connection for the chimney.



#### note:

Air slots in the starter collar are to be completely covered by the air housing

#### note:

Follow the chimney manufacturer's instructions for installing the chimney

#### note:

Use 111KT outside air kit to connect to air housing. Maximum length of 4" (101.5mm) liner is 20' (6m). If greater length is required then increase the liner diameter to 6" (154.4mm).

#### note:

An air cooled chimney requires its own dedicated outside air supply with a minimum of 4" liner diameter. (Not to be shared with appliance outside air).

**4.7 use with gas log sets (vented and unvented)****! WARNING**

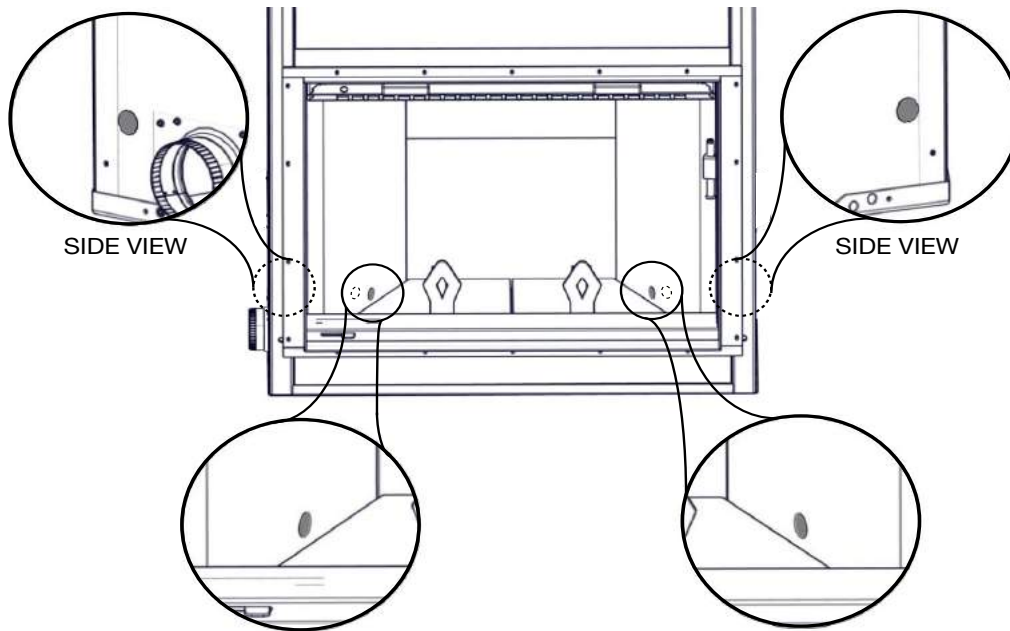
- It is mandatory that the flue damper is set open for use with vented type gas log sets.
- Only unvented gas log sets which have been found to comply with the standard for unvented room heaters, ANSI/IAS/AGA Z21.11.2, are to be installed with this appliance.
- Do not operate an unvented gas log set in this appliance with the chimney removed.
- Before installing or operating the gas log set, ensure all refractory bricks and insulation are installed and in good working order.
- The doors must be fully opened when operating the appliance with a gas log set installed.

This appliance has been tested for use with manufactured gas log sets (max. 40,000 BTU's). When vented type log sets are used, the flue damper must be affixed open.

This appliance has been designed for easy installation of gas pipe through the sides of the firebox. The refractory brick has moulded dimples in the bottom front corners of the firebox that can be knocked out. There are corresponding knockouts for the firebox and outer shell. Once removed, install the gas log set according to the manufacturer's installation instructions.

**note:**

To complete the installation of the gas log set, it may be necessary to remove the andirons.



## 5.0 framing

### ! WARNING

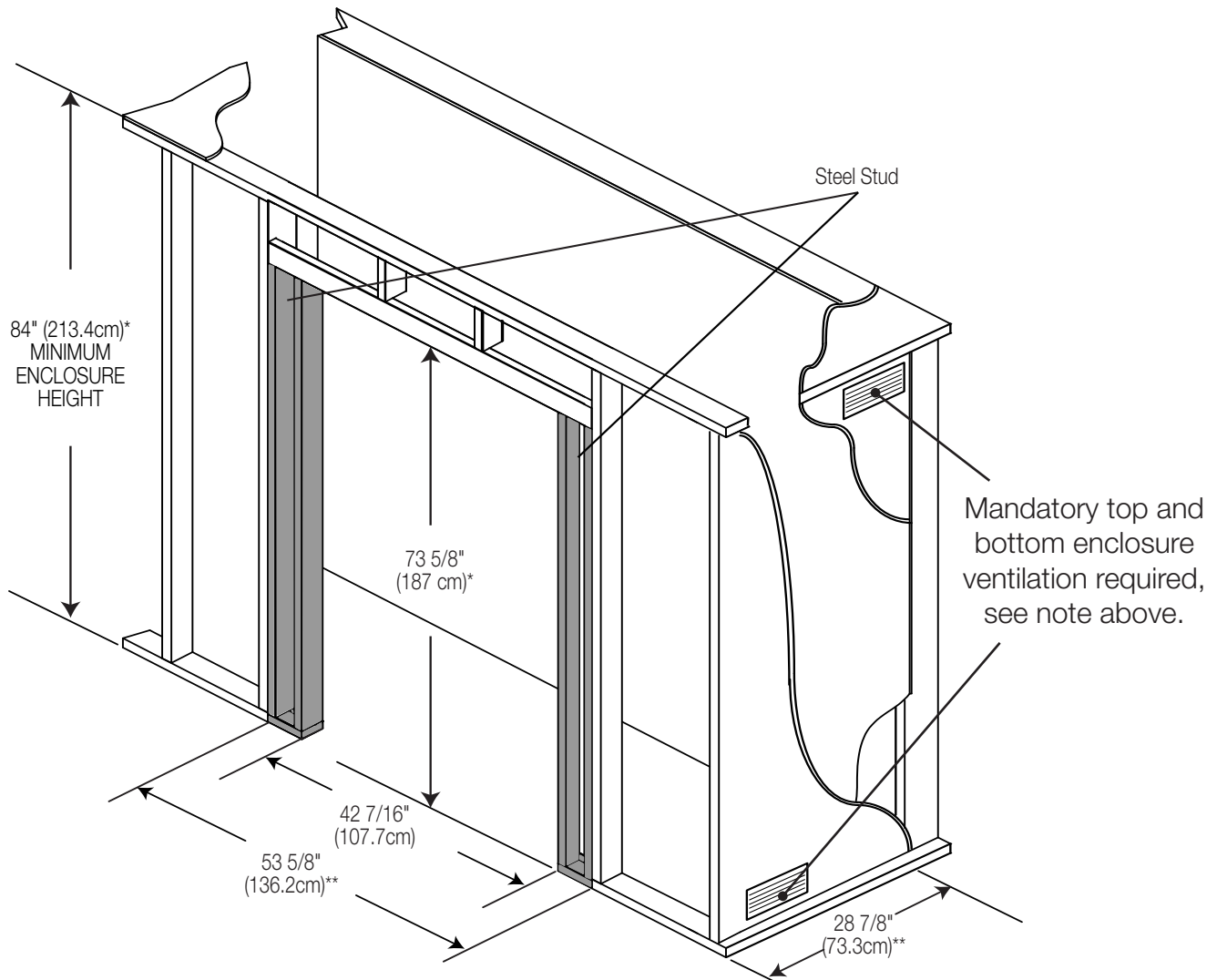
- In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the appliance body, it is recommended that the walls of the appliance enclosure be “finished” (i.e.: drywall/sheetrock), as you would finish any other visible wall of a home. This will ensure that clearance to combustibles is maintained within the cavity.
- Do not build shelves or cupboards into the area above the appliance.
- Objects placed in front of the appliance must be kept a minimum of 48” (121.9cm) away from the front face of the appliance.

#### note:

Use metal studs wherever non-combustible facing is required.

#### note:

The appliance enclosure must be provided with sufficient air circulation to avoid a fire hazard. Install ventilation grilles (minimum free air opening of 40 sq. in. [0.03 sq. meters]) at both floor and ceiling levels of the enclosure. These grilles must not restrict the flow of heat by more than 25%. Do not install into any area having a height less than 7 ft. (2m) (ceiling enclosure to appliance bottom, excluding hearth height). The location of windows, doors and the traffic flow in the room where the stove is to be located should be considered. If possible, you should choose a location where the chimney will pass through the house without cutting a floor or roof joist.



\* Allow for finished floor and hearth thickness when setting these dimensions.

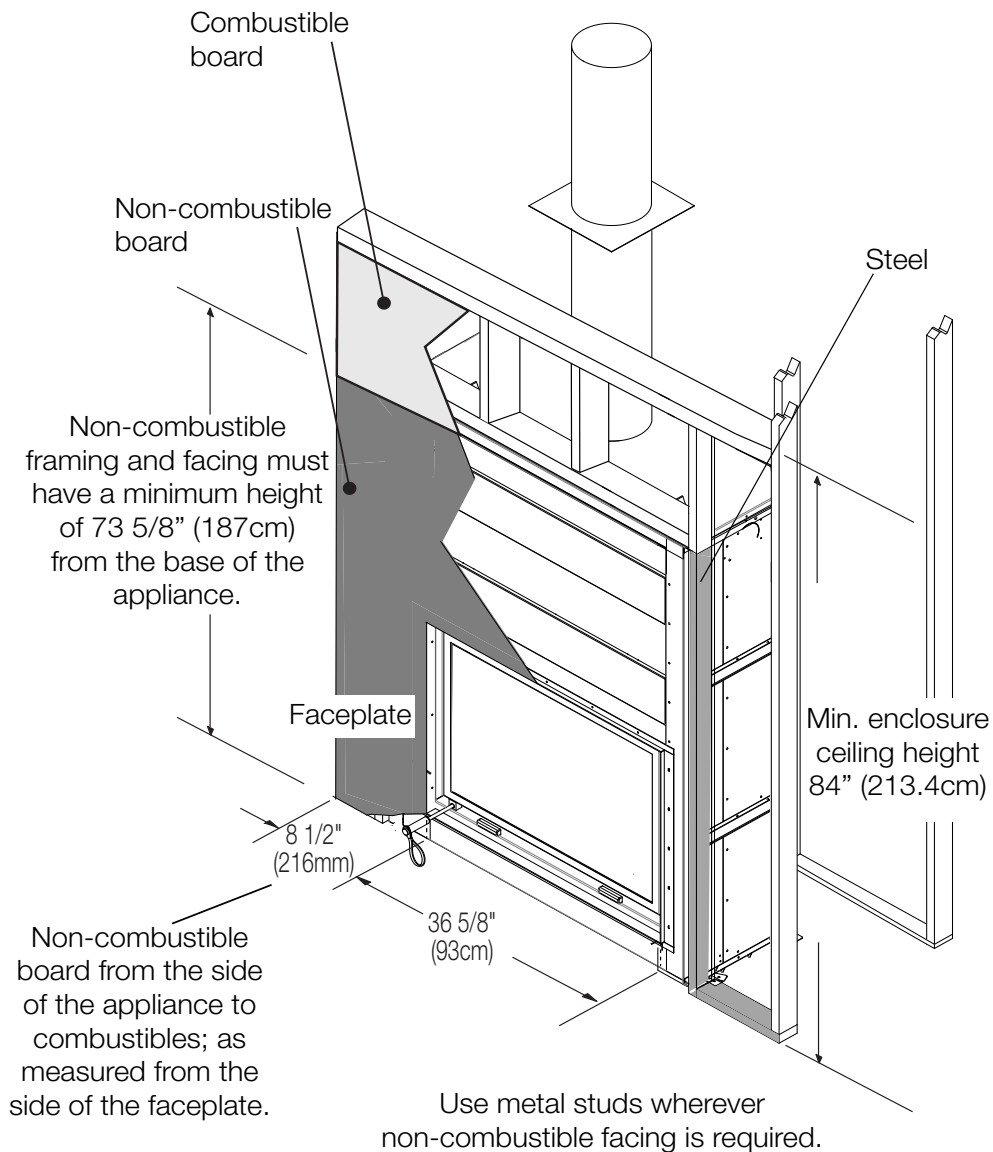
\*\* When constructing the enclosure allow for finishing material thickness to maintain clearances.

# framing

## 5.1 finishing material

### ! WARNING

- Screws used to fasten finishing materials to the face of the appliance above the guillotine screen and door must not penetrate more than 1/2" (13mm) into the sheet metal front panels. Refer to the "dimensions" section for specific requirements.
- Do not pack air spaces with insulation or other materials.
- Use only a non-combustible material to finish the face of the appliance. A non-combustible material such as cement board is required for this purpose.
- Ventilation openings are mandatory for enclosures.
- Above 73 5/8" (187cm) combustible finishing materials may be used on the front face (measured appliance from base of unit).
- Do not insulate around the appliance.



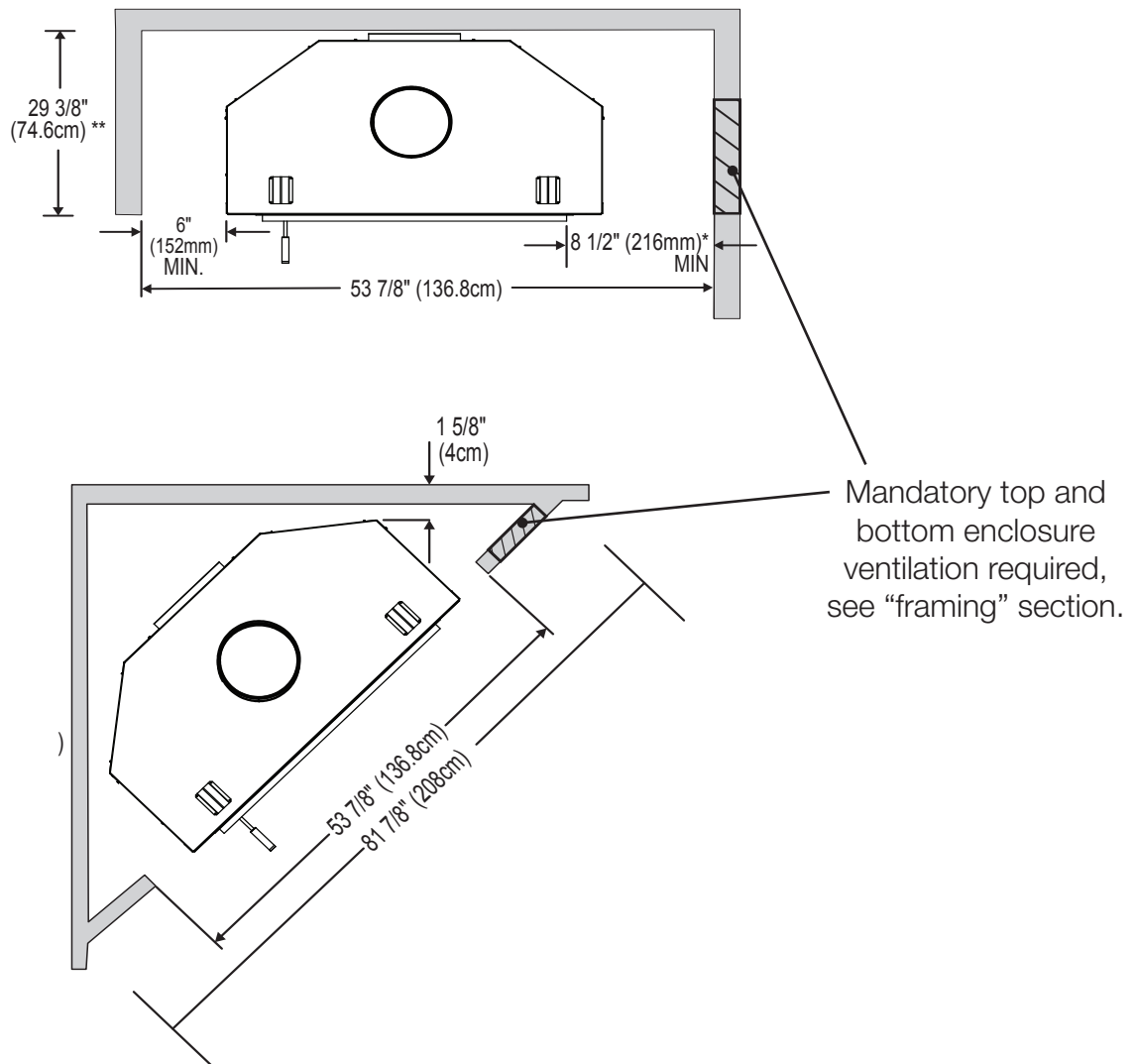
#### note:

Before you completely close up the enclosure, ensure the air control, flue damper and the door / screen assemblies perform as intended.

## 5.2 minimum clearance to combustibles

Framed enclosure	
Rear	- 0" (0mm) to stand-offs
Sides of the appliance	- 6" (15.2cm) from the side of the appliance
Enclosure ceiling	- 84" (213.4cm) from the base of the appliance
Ceiling in front of appliance	- 84" (213.4cm) from the base of the appliance
Chimney	- 2" (51mm) (follow manufacturer's instructions)

## 5.3 minimum enclosure clearances



When framing in appliance, allow for finishing material thickness.

\* Minimum combustible side wall clearance

\*\* Does not include finishing trim depth

## 5.4 minimum combustible mantel clearances

**! WARNING**

- Risk of fire. Maintain all specified air space clearances to combustibles. Failure to comply with these instructions may cause a fire or cause the appliance to overheat. Ensure all clearances (i.e. back, side, top, vent, mantel, front, etc.) are clearly maintained.
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discoloration.
- When installing an unvented gas log set, all minimum clearances must be adhered to.
- **If the mantel is installed to cord wood clearances, an unvented gas log set cannot be installed.**

See chart below for further information on mantel installation. Do not exceed the specified mantel depths or minimum mantel heights outlined.

Clearances for burning cord wood & vented gas logs	Clearances for unvented gas log set
<p> <math>A = 12'' (30.5\text{cm})</math>  <math>B = 8'' (203\text{mm})</math>  <math>C = 4\frac{1}{2}'' (114\text{mm})</math>  <math>D = \frac{3}{4}'' (19\text{mm})</math>  <math>E = 5\frac{1}{2}'' (140\text{mm})</math>  <math>F = 7\frac{1}{2}'' (191\text{mm})</math>  <math>G = 9\frac{1}{2}'' (241\text{mm})</math>  <math>H = 11\frac{1}{2}'' (292\text{mm})</math> </p> <p>Faceplate</p> <p>31 <math>\frac{9}{16}''</math> (80.2cm)</p>	<p> <math>A = 12'' (30.5\text{cm})^*</math> </p> <p>28 <math>\frac{7}{16}''</math> (72.2cm)</p> <p>Faceplate</p>
<p>Maximum mantel depth vs. mantel height</p>	<p>*maximum 12" mantel depth at any height above 28 <math>\frac{7}{16}''</math> (72.2cm) from the top of the faceplate.</p>



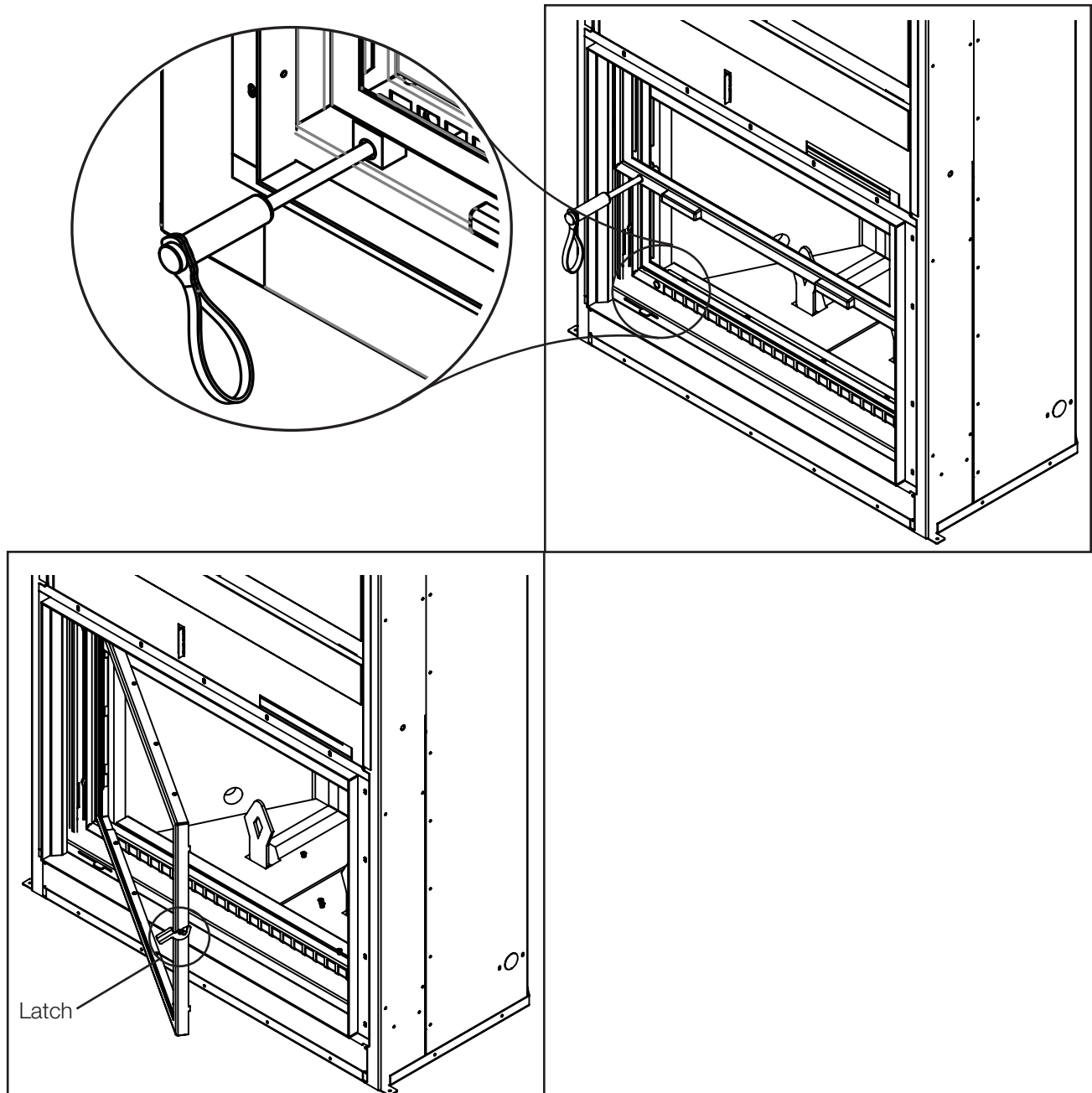
## 6.1 door & screen operation

Insert door tool into screen and glass door receiver bottom left corner to raise and lower the door. When not in use, store in a close by location. Do not leave the door tool installed during regular operation as it will become extremely hot.

To swing open the glass door, lift the latch on the right side up and swing the door outward.

### WARNING

- The appliance should be operated with either the glass or screen door closed other than when loading wood.



#### **note:**

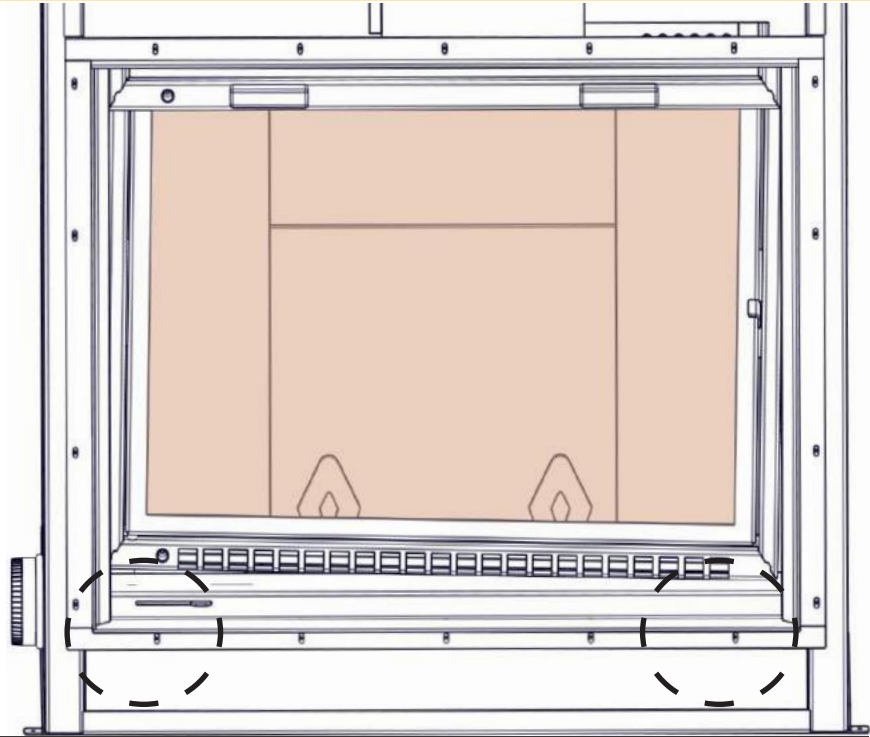
To prevent the rapid rise of the doors, since they are balanced with counterweights, it is recommended to secure the cable on the top of the door frame when removing the door or screen frames for service.

## 6.2 door level adjustment

**! WARNING**

- Do not use substitute materials.
- Glass may be hot; do not touch glass until cooled.

Door adjustment may be necessary if door is not level.

**note:**

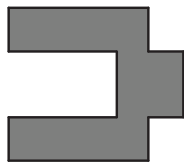
The safety screen and glass door are equipped with the same adjustment mechanism. If necessary, follow the same “door level adjustment” procedure for the safety screen and/or glass door.

**note:**

Door adjustment is strictly trial and error; you may need to perform this adjustment a few times until the desired door angle is attained.

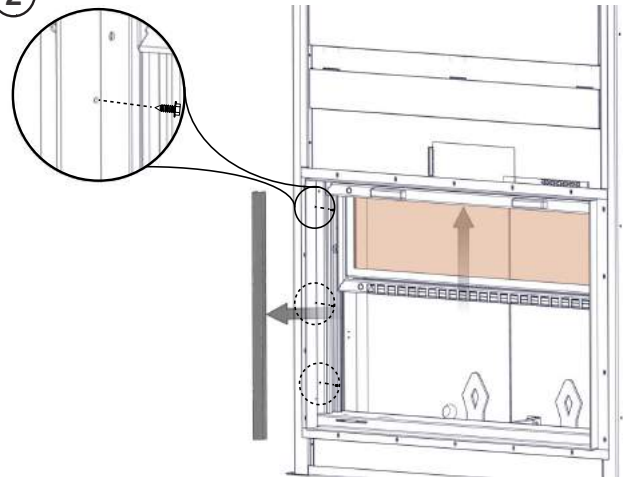
①

Type B x 6

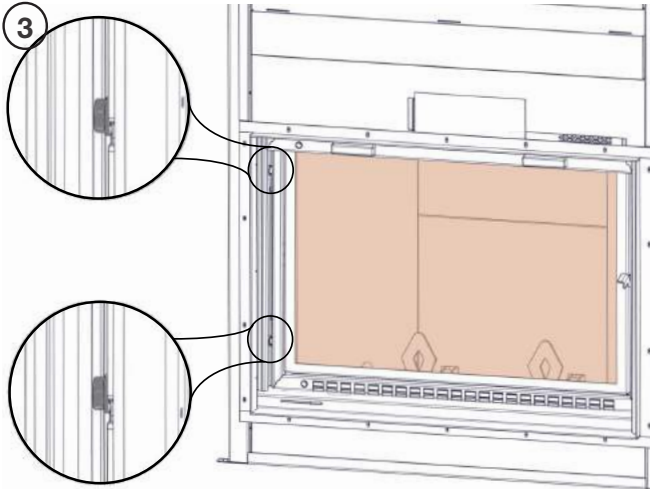


Six (6) shims are provided (max. 3 per side).

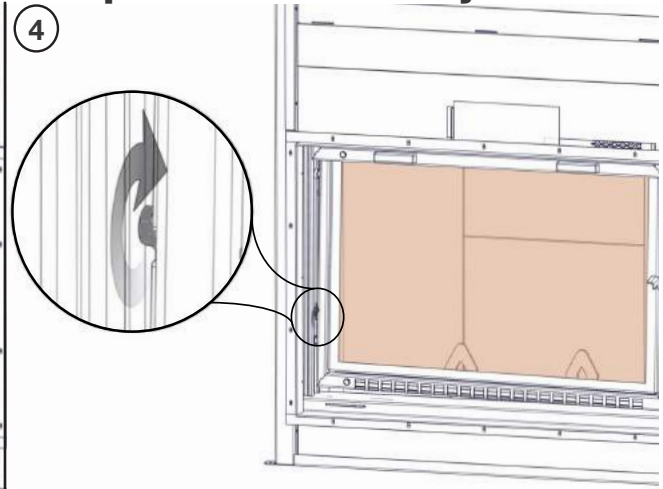
②



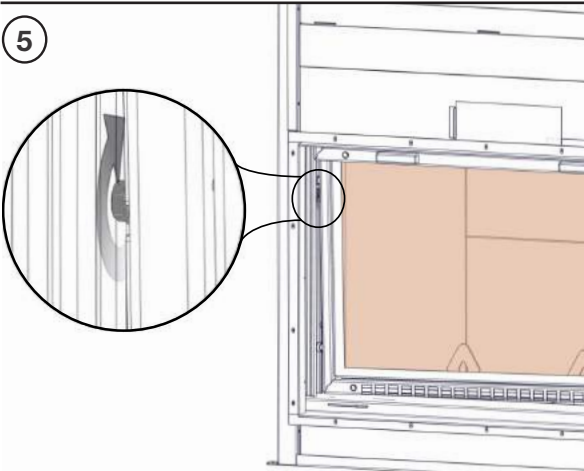
Open the door, **loosen** the three retaining screw and slide the left side trim forward off of the appliance.



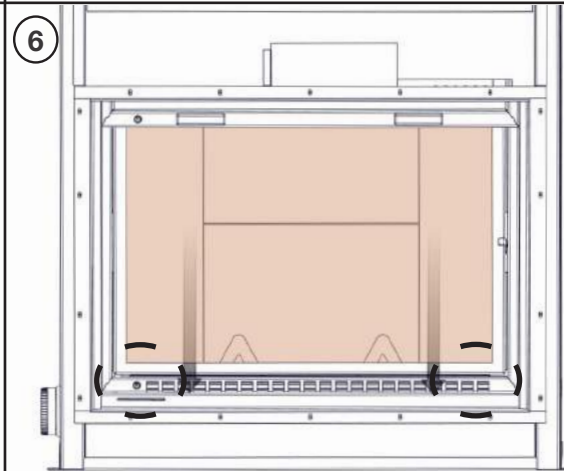
Close door. Locate the two hex screws on the left side of the door that secures the bearing assembly.  
**Do not loosen the bearing bolts.**



If the left side of the door is not resting on the hearth when the door is fully closed, significantly loosen (but do not remove) the lower hex screw.



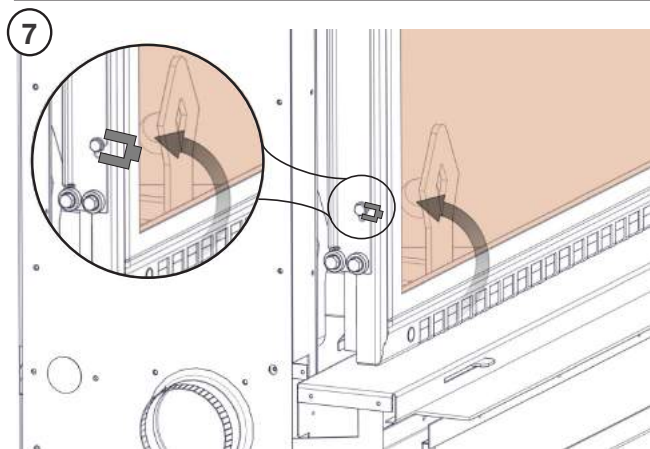
If the right side of the door is not resting on the hearth when the door is fully closed, significantly loosen (**but do not remove**) the upper hex screw.



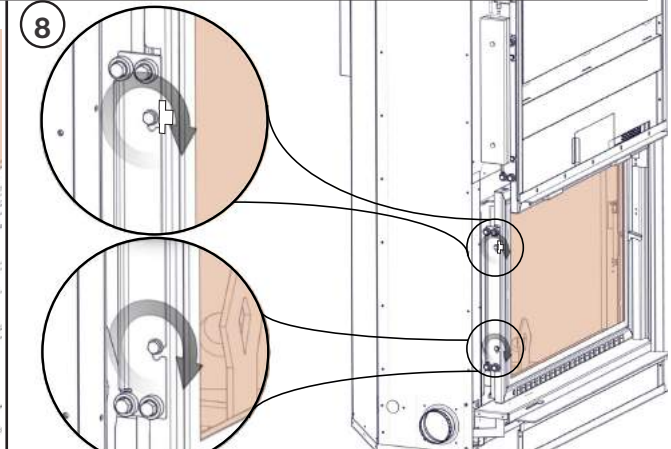
Pull the door down fully until it is completely resting flat on the hearth.

**note:**

For clarity purposes, some parts of the appliance have been hidden.



Insert shims in behind the bearing bracket until the gap is filled.



Tighten loosened hex screw and verify the door is level. It may be necessary to add or remove an additional shim to achieve optimal results. **It should never be necessary to shim both upper and lower hex screws.**

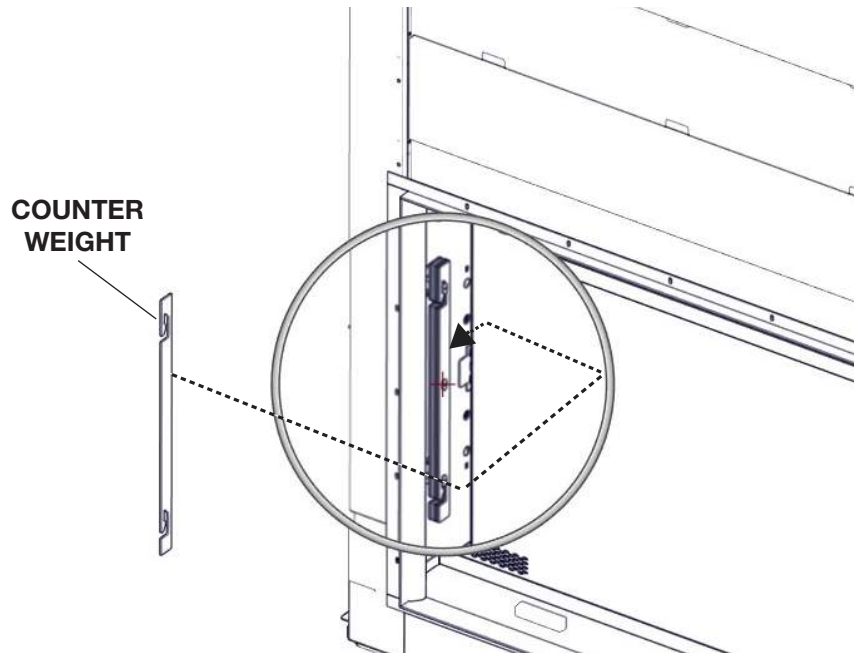
9 Reverse instructions in step 2 to reinstall the left side trim.

# operation and adjustments

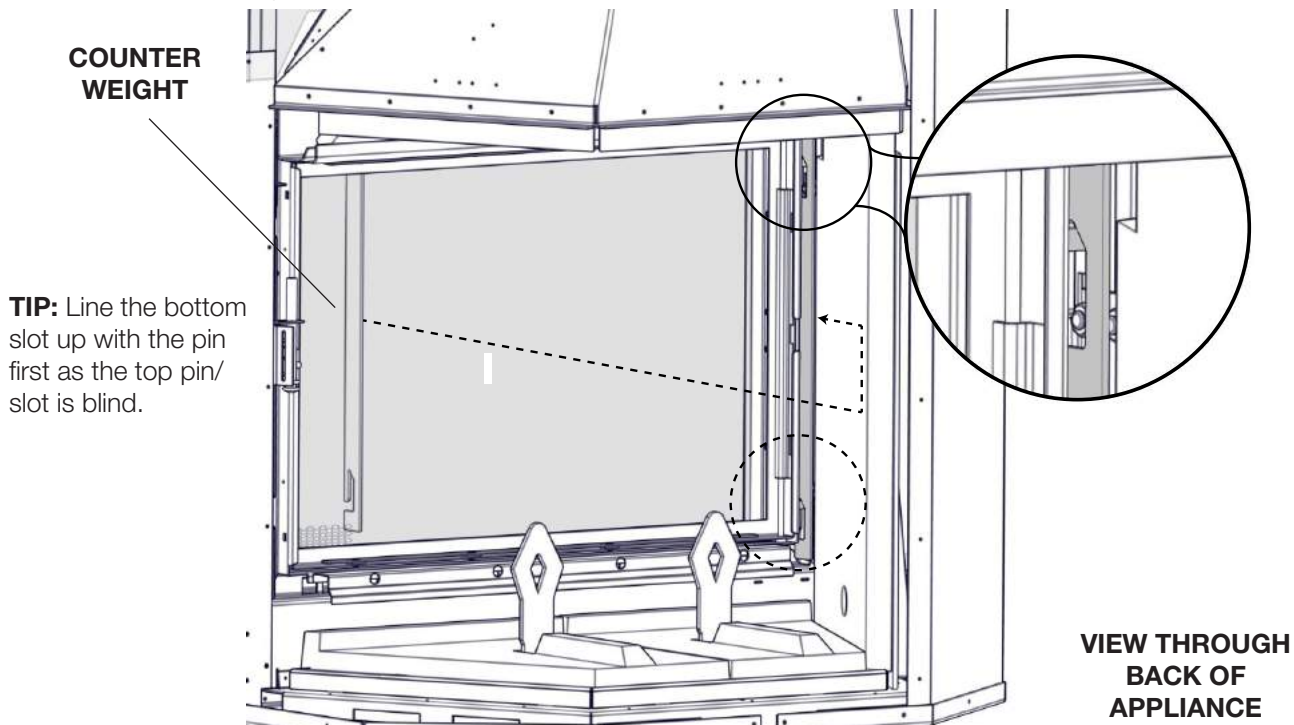
## 6.3 counter weight adjustment

Counter weights have been installed and supplied in this appliance to ensure your screen and glass door movement is balanced and operates smoothly.

If the glass or screen door become unbalanced (falling or rising rapidly), it is important to add or subtract the counter weight to the doors to ensure they perform properly.



The screen door counter weights are located on the outer screen frame on the inside left of the screen frame. Remove or add as required to balance.



The glass door weights are located on the outer glass frame on the left side. Remove or add as required to balance.

## 7.1 firebrick installation

### **! WARNING**

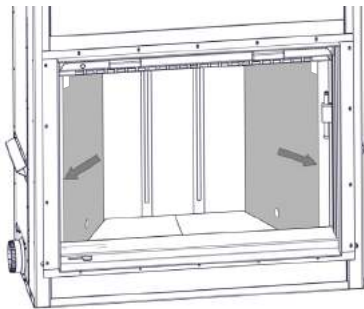
- Risk of fire! Operation of the appliance without the firebricks can result in excessive temperatures that will damage the appliance, chimney and the surrounding enclosure.

#### **note:**

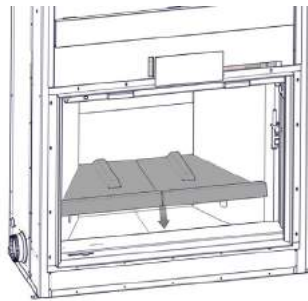
Ensure fibre panels set in behind brick are in good condition before installing firebrick. If fibre panels need to be replaced, hold panels in position or secure with masking tape until firebrick is installed.

#### **Proper Installation of Side Panels:**

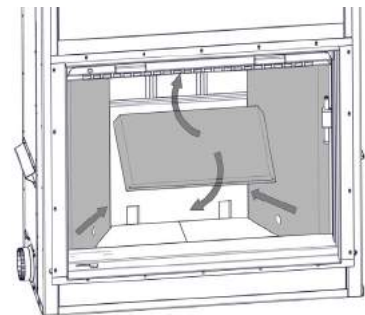
Side panels will have two distinct angles on either side of each panel. The shallow angle should face the outside of the appliance. The steeper angle should face to the inside of the appliance and will match to the adjacent panel.



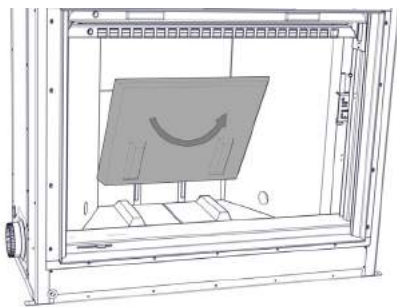
1. Tilt and install the right and left rear firebrick against the wall with cutouts towards the front. Pull towards the front of the appliance.



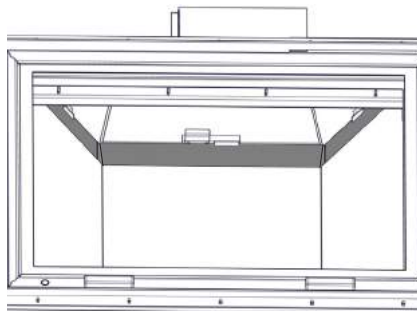
2. Install the bottom firebricks and pull forward until rear brick is installed.



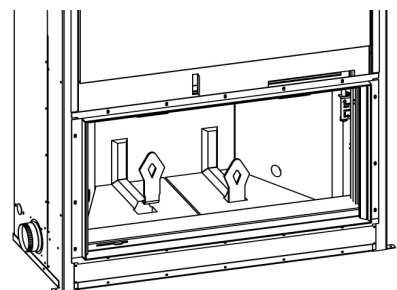
3. Tilt and install the bottom rear firebrick against the wall.



4. Install the middle top rear firebrick.



5. Position the two side and back fiber panels (shipped inside the appliance box), then secure with the retaining brackets supplied.



6. Using the screws supplied secure andirons (shipped in appliance box) in place.

# installation and replacement

## 7.2 baffle installation

Your appliance is shipped with two baffles. For protection, the rear baffle is shipped inside your appliance box and the front baffle is shipped laying on the firebox base inside your appliance. For proper appliance operation and installation, the rear baffle should rest against the back of the smoke chamber and the front baffle should rest against the front of the smoke chamber.

1. To install the rear baffle (Fig. 1), tilt and move the baffle up into the smoke chamber until the baffle clears the top support bracket at the back of the appliance.
2. Place the baffle on the upper support brackets and lean the bottom against the bracket on the back of the smoke chamber.

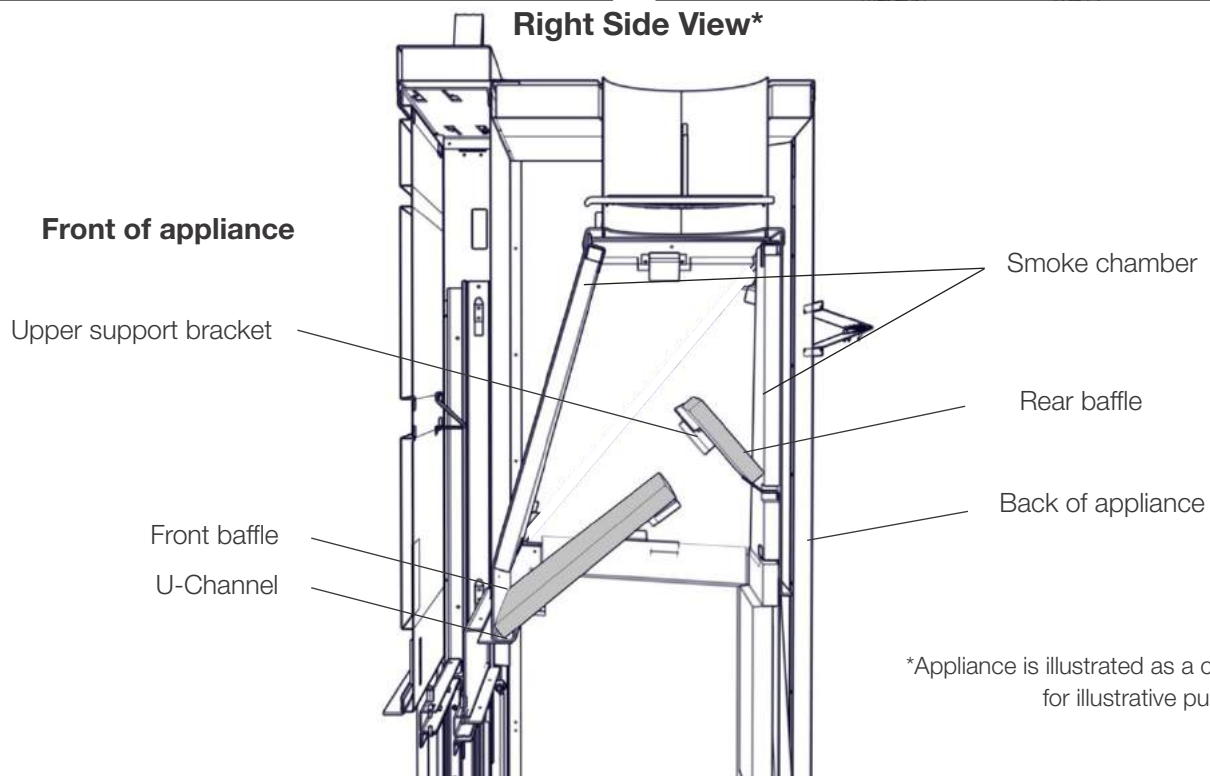
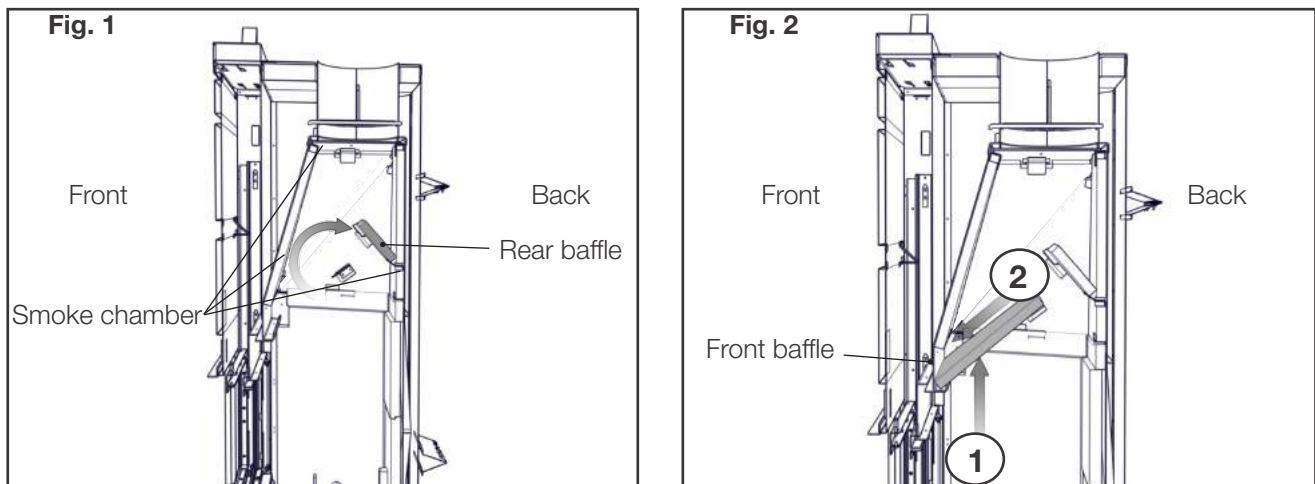
**note:**

The narrowest part of the rear baffle must lean against the back of the smoke chamber.

3. To install the front baffle (Fig. 2), slide the baffle vertically up the front of the smoke chamber.
4. Once the bottom of the baffle has cleared the U-Channel, slide the bottom of the baffle into the channel.
5. Lean the top of the baffle down onto the support brackets. Slide the baffle to center.

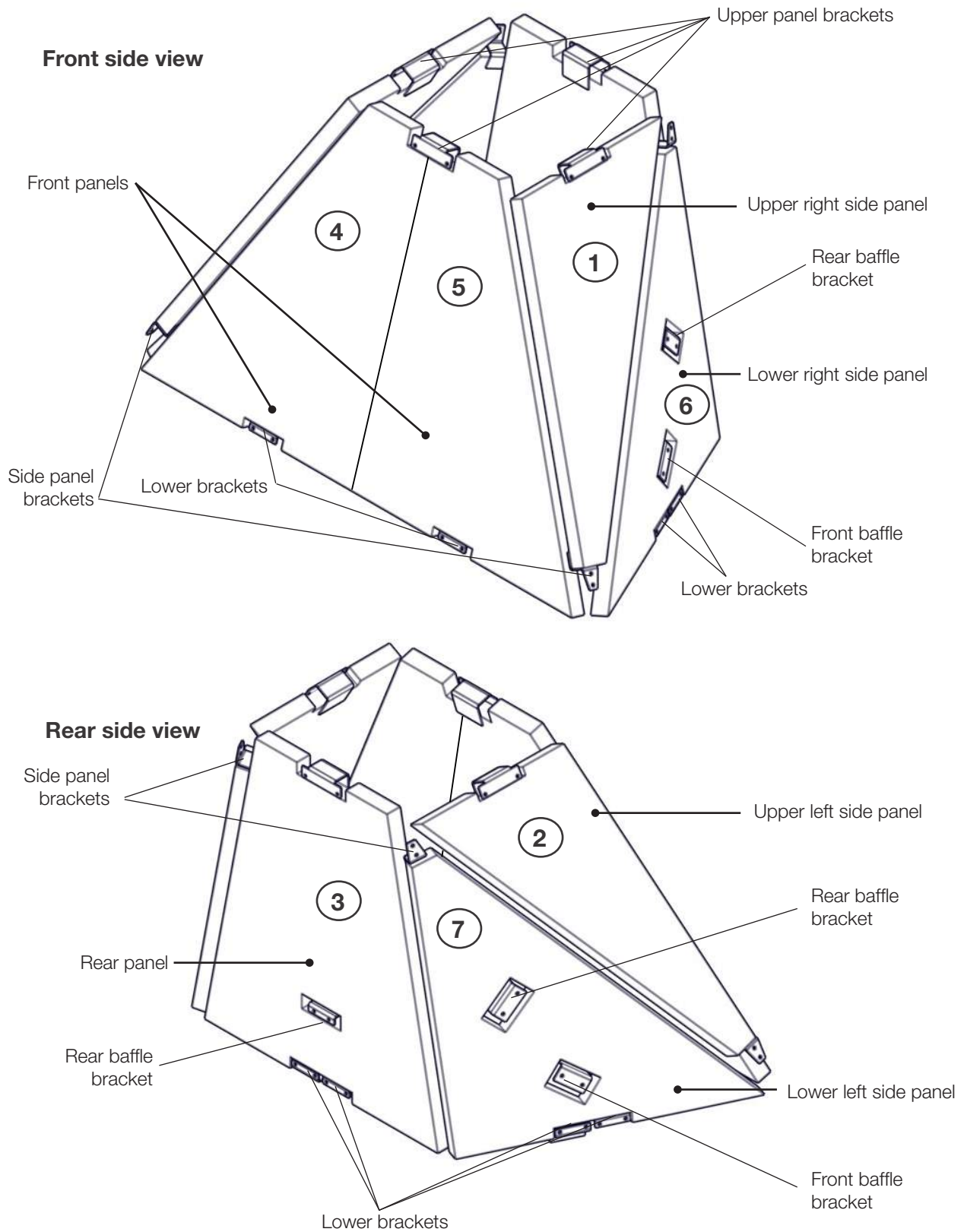
**note:**

The widest part of the front baffle must lean against the front of the smoke chamber.



\*Appliance is illustrated as a cutaway for illustrative purposes.

### 7.3 smoke chamber insulation panel overview



**note:**

Smoke chamber insulation panels are fragile. Handle with care.

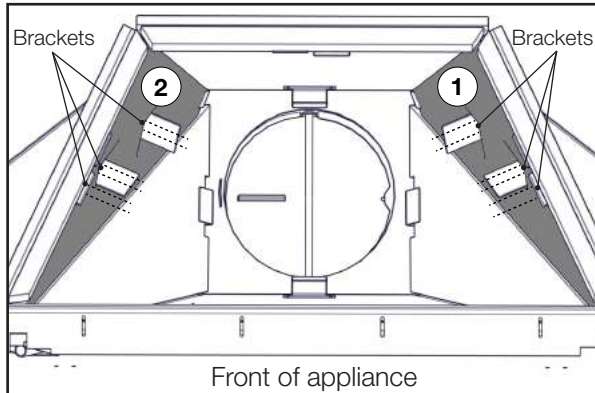
# installation and replacement

## 7.3.1 smoke chamber insulation panel replacement

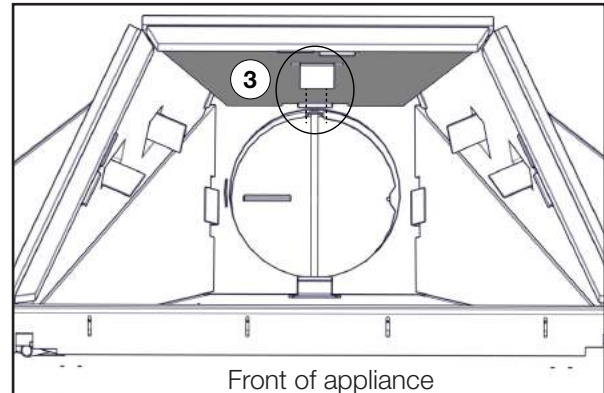
### note:

For clarity purposes, some parts of the appliance have been hidden. The illustrations below are of views looking up into the smoke chamber.

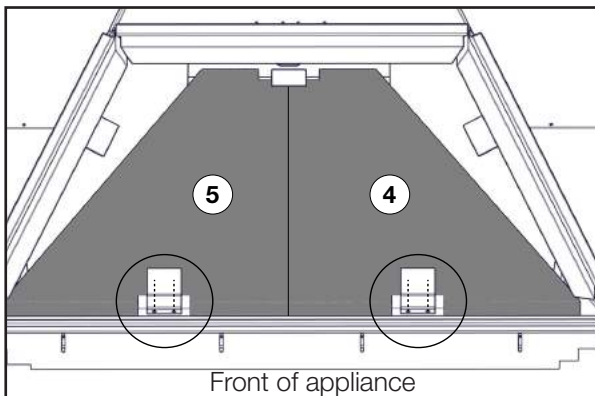
- Slide front and rear baffle up and out of retaining bracket and pivot straight down and out of smoke chamber.



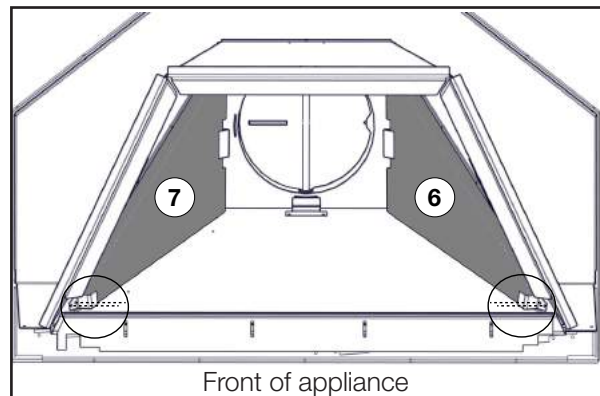
- Remove 2 screws from 3 brackets then slide upper right side panel (1) out. Repeat for upper left side panel (2).



- Remove 2 screws from rear baffle bracket and slide rear panel (3) out of smoke chamber.



- Remove 2 screws from front right bracket and slide front right panel (4) out of smoke chamber. Repeat for front left panel (5).



- Remove 2 screws from bottom bracket and slide lower right side panel (6) out. Repeat for lower left side panel (7).

### note:

To ease installation, we recommend loosely installing the side and front panel brackets in place then installing panels and tightening fasteners to secure.

- Slide lower left side panel into smoke chamber and install the bracket removed in step 5. Repeat for lower right side panel.
- Slide front panels into smoke chamber and install brackets removed in step 4.
- Slide rear panel into smoke chamber and install bracket removed in step 3.
- Slide upper right side panel into smoke chamber and install brackets removed in step 2. Repeat for upper left side panel.
- Slide rear baffle into smoke chamber and install bracket removed in step 1. Repeat for front baffle.

### note:

Smoke chamber insulation panels are fragile. Handle with care.

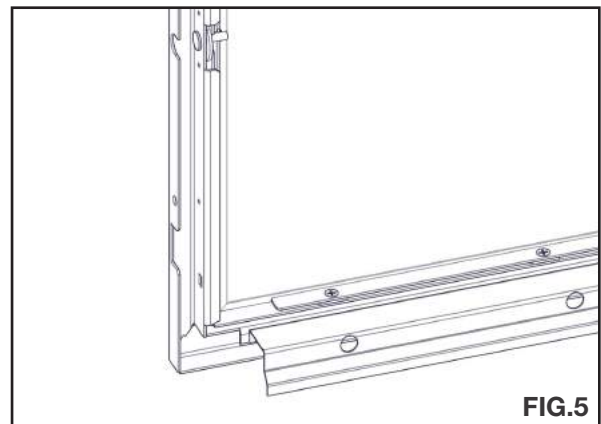
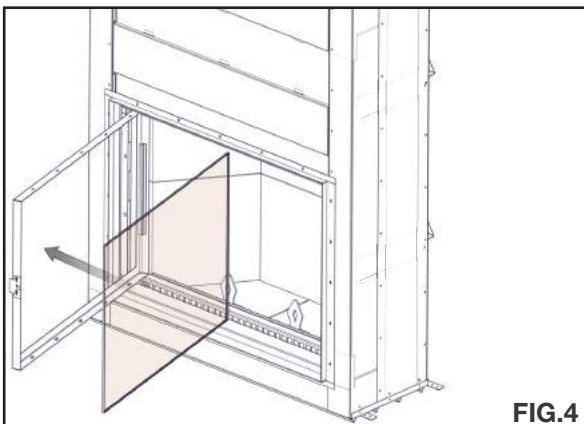
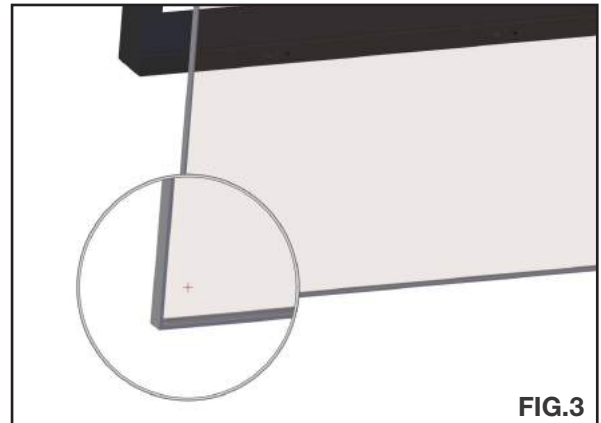
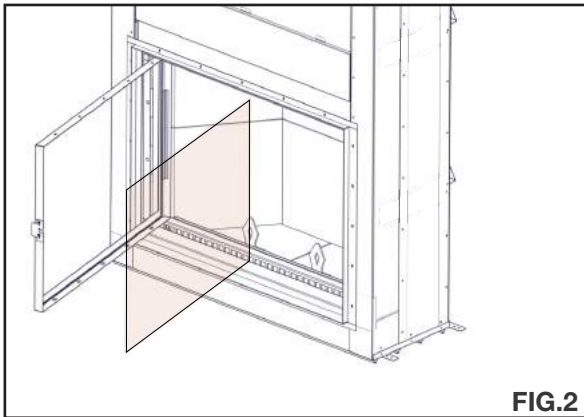
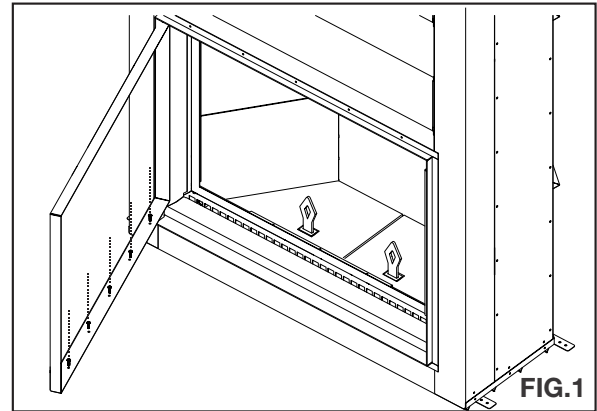


## 7.4 door glass replacement

### **!** WARNING

- Do not use substitute materials.
- Glass may be hot; do not touch glass until cooled.
- Care must be taken when removing and disposing of any broken door glass or damaged components. Be sure to vacuum up any broken glass from inside the appliance before operation.
- Do not strike, slam or scratch glass. Do not operate appliance with glass removed, cracked, broken or scratched.

1. **Removing the glass will result in the door frame immediately rising, use caution. It is recommended to place a shim between the top of the door frame and the appliance frame to prevent damage to the door frame.**
2. Lift the screen up into the appliance.
3. Lower the glass door down and unlatch. Swing the glass door open.
4. Unscrew the top and bottom retainers inside the door frame. **(FIG.1)**
5. Remove the glass from the door frame. **(FIG.2)**
6. Center and apply the gasket to the edge of the glass. Ensure the gasket is a continuous loop around the perimeter of the replacement glass. **(FIG.3)**
7. Reinstall the glass inside the door frame. **(FIG.4)**
8. Reposition top and bottom retainers using screws removed in step 4. Ensure retainers are in position correctly. **(FIG.5)**



## 7.5 screen replacement

### WARNING

- Risk of Injury!
- Perform only when appliance is cool
- Clean firebox of all embers and ash
- Remove andirons

1. **Removing the screen will result in the screen immediately rising, use caution. It is recommended to have another person assist in holding the screen door while the screen frame is being removed.**
2. Lift the screen. From inside the appliance, lower the screen (**FIG.1**).
3. Remove the 10 top and bottom screws and the 8 side screws (**FIG. 2**).
4. Remove the screen from the frame and replace.
5. Reverse these steps to reinstall the screen frame into the appliance.
6. If the screen door becomes unbalanced, refer to the “balance weight adjustment” section.

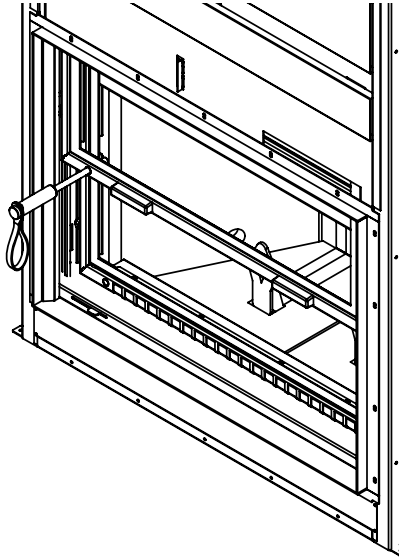


FIG.1

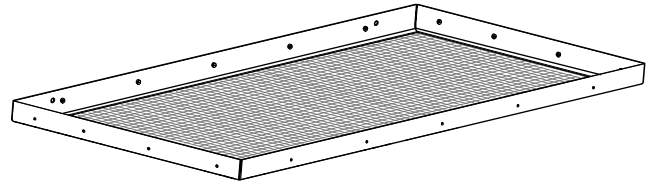


FIG.2

**note:**

Do not leave the door slightly open. Ensure your counter weights are balanced and the doors close properly

 **WARNING**

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

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

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

When ordering replacement parts always give the following information:

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

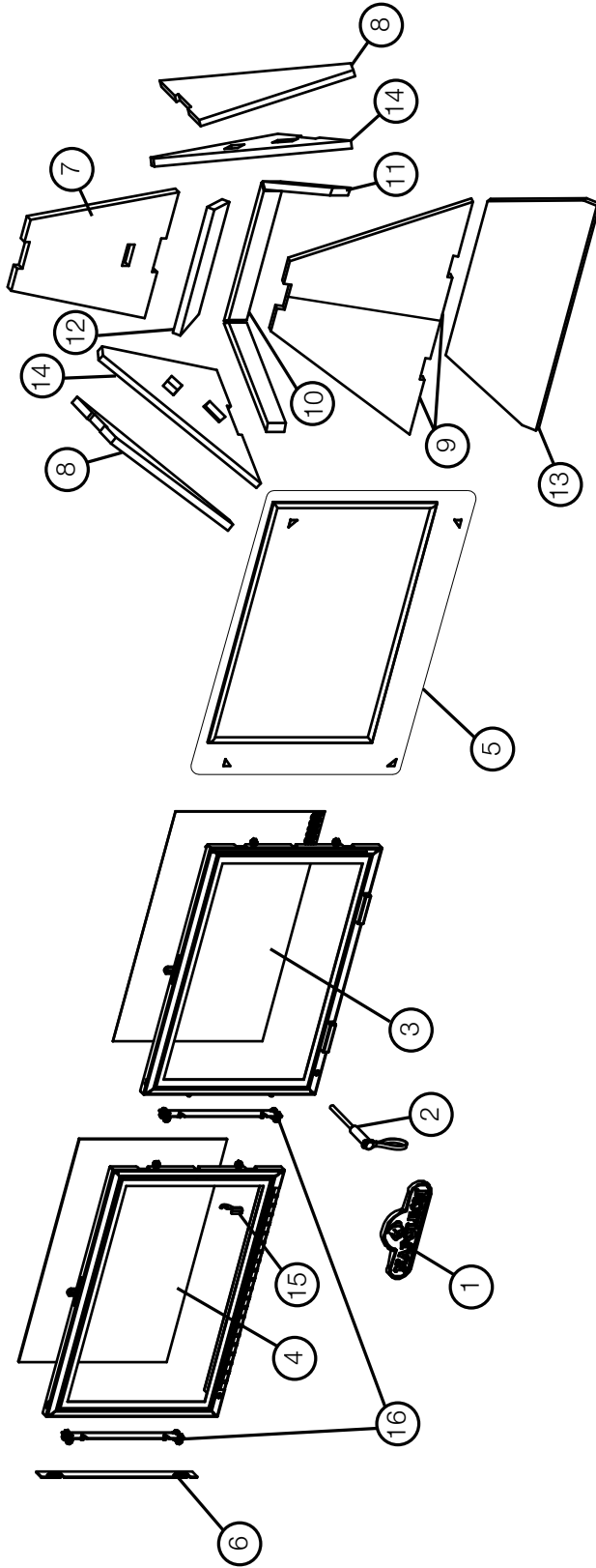
**Parts, part numbers, and availability are subject to change without notice.**

**Parts identified as stocked will be delivered within 2 to 5 business days for most delivery destinations.**

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

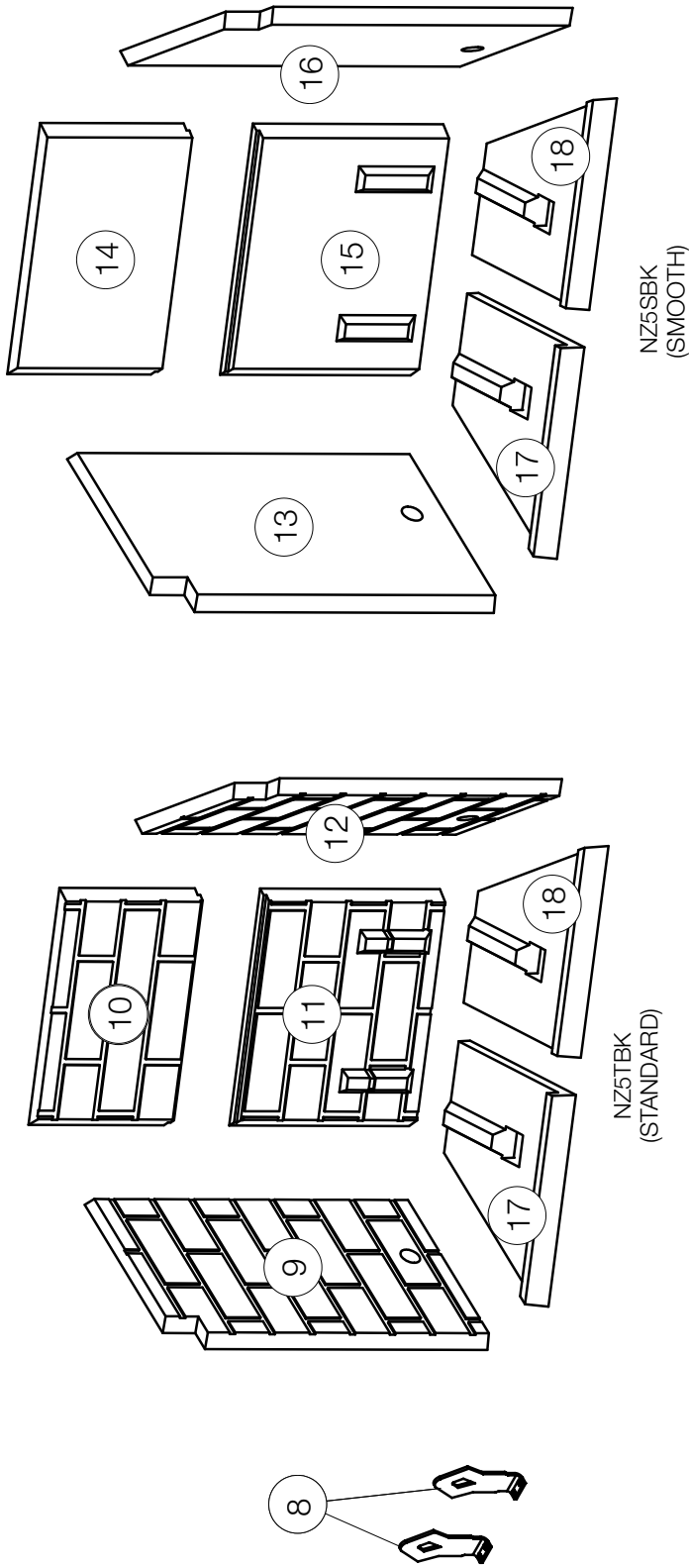
**Parts identified as 'SO' are special order and can take up to 90 days for delivery.**

8.1 overview



Items may not appear exactly as illustrated.

Ref. No	Part Number	Description	Stocked	Ref. No	Part Number	Description	Stocked
1	W385-2010	Napoleon Logo	Yes	9	W361-0285	Front Panel (Smoke Chamber)	Yes
2	W325-0086	Handle, Wood	Yes	10	W361-0290	Insulation, Firebox Top Back	Yes
3	W565-0238	Screen	Yes	11	W361-0291	Insulation, Firebox Top Side	Yes
4	W010-4273-SER	Complete door assembly	Yes	12	W361-0302	Rear Baffle	Yes
5	W562-0068	Kit, Replacement Gasket	Yes	13	W361-0303	Front Baffle	Yes
6	W740-0015	Weight, Door Adjustment	Yes	14	W361-0282	Lower Side Panel (Smoke Chamber)	Yes
7	W361-0283	Rear Panel (Smoke Chamber)	Yes	15	W390-0032	Latch, Glass Door	
8	W361-0284	Upper Side Panel (Smoke Chamber)	Yes	16	W010-4115	Door Bearing Assembly	

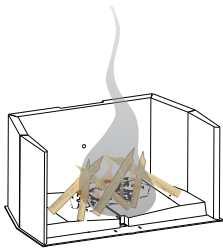
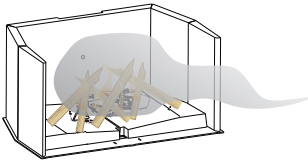


Items may not appear exactly as illustrated.

Ref. No	Part Number	Description	Stocked
8	W715-1157	Andiron (X2)	
9	W090-0329	Right Side Standard Brick Panel (NZ5TBK)	
10	W090-0324	Top, Center Standard Brick Panel (NZ5TBK)	
11	W090-0325	Bottom Center Standard Brick Panel (NZ5TBK)	
12	W090-0327	Left Side Standard Brick Panel (NZ5TBK)	
13	W090-0337	Left Side Panel Smooth (NZ5SBK)	
14	W090-0332	Top, Center Smooth Panel (NZ5SBK)	
15	W090-0333	Bottom, Center Smooth Panel (NZ5SBK)	
16	W090-0335	Right Side Smooth Panel (NZ5SBK)	
17	W090-0322	Bottom, Left Side Smooth Panel	
18	W090-0323	Bottom, Right Side Smooth Panel	

# 10.0troubleshooting

symptom	problem	test solution
Smoke enters the room during start-up	Damper in closed position.	Open damper. See "operation" section.
	Cold air blockage in chimney.	Burn a piece of newspaper to establish a draft.
	Negative pressure in building.	Open outside air control damper. Open a door or window.
	The outside air damper opened.	Close damper. See "operation" section.
Smoke enters the room while re-loading	Damper in closed position.	Open damper. See "operation" section.
	Insufficient draft.	Chimney height and outside conditions can negatively affect draft. In these cases, a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help.  Clean chimney.
	The outside air damper opened.	Close damper. See "operation" section.
Appliance smoking.	Damper in closed position.	Open damper. See "operation" section.
	Chimney cold.	Burn a piece of paper to establish a draft, fuel as necessary to establish a hot flame.
	Inadequate supply of combustion air.	Chimney height and outside conditions can negatively affect draft. In these, a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help.
	The outside air damper opened.	Close damper. See "operation" section.
	The smoke passage is blocked in the appliance or chimney.	Check chimney for blockage and clear, if necessary.
	The smoke flow impeded by too long of a horizontal pipe or too many bends.	Refer to "typical chimney installation" section for proper chimney bends.
	A weak draft perhaps caused by a leaky chimney, a cold outside chimney, too short a chimney, or a chimney too close to a tree or a higher roof.	Chimney height and outside conditions can negatively affect draft. In these cases, a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help. Refer to "typical chimney installation" section for proper chimney bends.
Glass or screen door won't stay in position.	Door slowly opens.	Add adjustment weight to door.
	Door slowly closes.	Remove adjustment weight from door.
Glass or screen door isn't level.	Corner of the door is raised when fully closed.	Refer to "door level adjustment" section.



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

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

## Napoleon Wood Appliances President's Lifetime Limited Warranty

The following materials and workmanship in your new **Napoleon** Wood Appliance are warranted against defects for as long as you own the appliance. For pellet appliances this covers: the pellet hopper, outer shell, ceramic glass (thermal breakage only) and ash drawer.\* For wood appliances this covers: combustion chamber, heat exchanger, stainless steel baffle retainer ceramic glass (thermal breakage only), gold plated parts against tarnishing, porcelainized enameled components, aluminum extrusion trims, vortex baffles, ash drawer and iron castings.\*

For pellet appliances, the combustion chamber and heat exchanger are warranted against defects for a period of 5 years.

For wood appliances equipped with a guillotine door/screen system, they are warranted against defects for a period of 5 years.

Electrical (110V) components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first year of the limited warranty. For pellet appliances this covers: blowers, thermal switches and burn pot.\* For wood appliances this covers: blowers, thermal switch, switches, wiring, firebrick, secondary air tubes and gasketing.\*

Labour related to warranty repair is covered free of charge during the first year, with the exception of the guillotine door/screen system which will be warranted for a period of 3 years. 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.

For appliances that include firebricks and baffles, they should routinely be removed by the operator as part of the regular service and therefore, any warranty replacement of these parts does not qualify for any labour allowances.

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

## Conditions and Limitations

**Napoleon** warrants its products against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. Provided that the purchase was made through an authorized **Napoleon** dealer, your appliance is subject to the following conditions and limitations:

Warranty coverage begins on the date of original installation. This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives. The wood appliance must be installed by a 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. Operating the appliance on high for extended periods of time, is neglect. 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, nor any venting components used in the installation of the appliance. 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. After the first year, with respect to the President's Limited Lifetime 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 parts. After the first year, **Napoleon** will not be responsible for installation, labour or any other costs or 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 Limited Lifetime 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** wood 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 blowers, furnaces, clothes dryers, etc.

Any damages to appliance, combustion chamber, heat exchanger, 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**. Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your wood appliance. Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. **Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim. During the first 10 years **Napoleon** will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, **Napoleon** will provide replacement parts at 50% of the current retail price. All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty and other related charges are not covered by this warranty.

Any damages to appliance, combustion chamber, heat exchanger, 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**. Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your wood appliance. Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. **Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim. During the first 10 years **Napoleon** will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, **Napoleon** will provide replacement parts at 50% of the current retail price. All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty and other related charges are not covered by this warranty.

Any damages to appliance, combustion chamber, heat exchanger, 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**. Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your wood appliance. Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. **Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim. During the first 10 years **Napoleon** will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, **Napoleon** will provide replacement parts at 50% of the current retail price. All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty and other related charges are not covered by this warranty.

Any damages to appliance, combustion chamber, heat exchanger, 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**. Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your wood appliance. Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. **Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim. During the first 10 years **Napoleon** will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, **Napoleon** will provide replacement parts at 50% of the current retail price. All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty and other related charges are not covered by this warranty.

Any damages to appliance, combustion chamber, heat exchanger, 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**. Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your wood appliance. Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy. **Napoleon** reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim. During the first 10 years **Napoleon** will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, **Napoleon** will provide replacement parts at 50% of the current retail price. All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation. The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender. Shipping costs are not covered under this warranty. Additional service fees may apply if you are seeking warranty service from a dealer. Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty 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



7200, Route Transcanadienne, Montréal, Québec H4T 1A3  
24 Napoleon Road, Barrie, Ontario, Canada L4M 0G8  
214 Bayview Drive, Barrie, Ontario, Canada L4N 4Y8  
103 Miller Drive, Crittenden, Kentucky, USA 41030

Phone: 1-866-820-8686  
[napoleonproducts.com](http://napoleonproducts.com)