

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

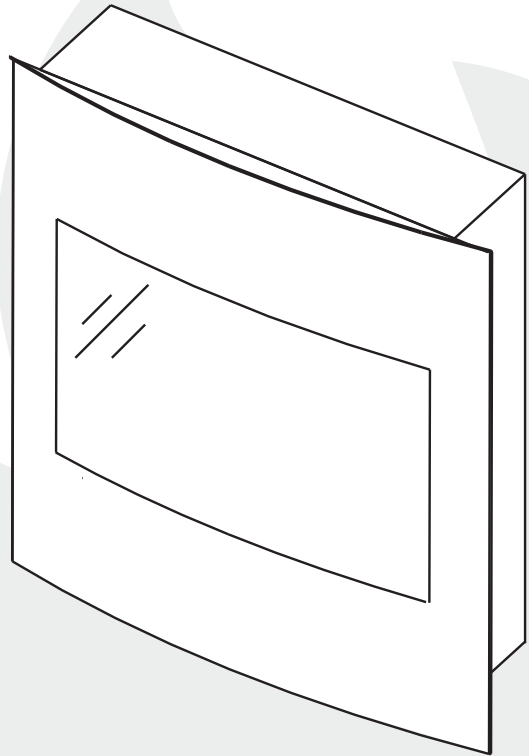


INSTALLATION AND OPERATING INSTRUCTIONS

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C22.2 No.46 / UL 1278

EFC32

ELECTRIC FIREPLACE



CERTIFIED FOR CANADA AND UNITED STATES USING ANSI/CSA METHODS.

SAFETY INFORMATION

WARNING

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.



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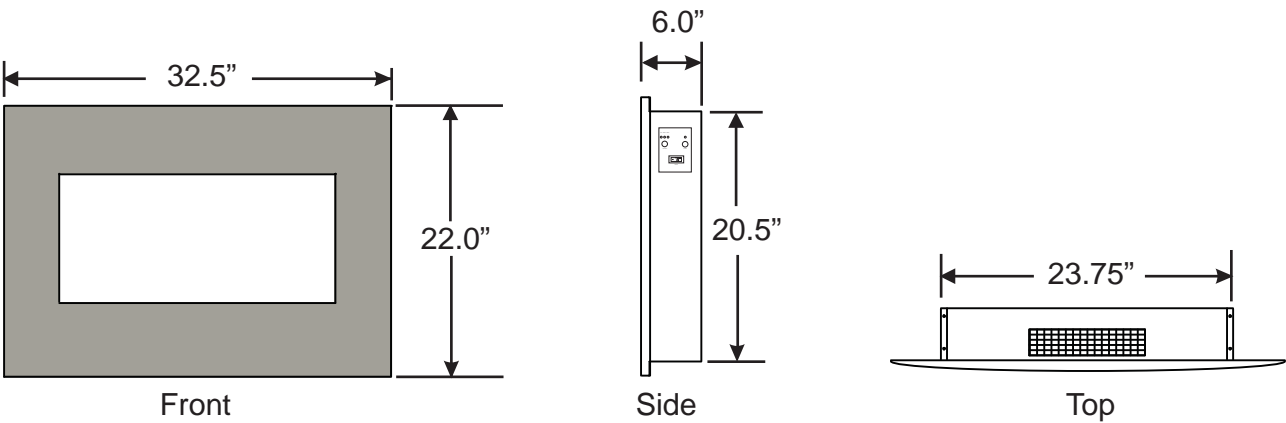
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1.0 INTRODUCTION

WARNING

- **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF CONTACTED.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Risk of burns. Power to the appliance should be turned off and the appliance allowed to cool before servicing. To disconnect power to the appliance, turn controls to off, then remove plug from outlet.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- 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 or guard removed for servicing must be replaced prior to operating the appliance.
- It is imperative that the control compartments, circulating blower and its passageway in the appliance and are kept clean. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Under no circumstances should this appliance be modified.
- 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 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.
- 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.
- Servicing should be done only while the appliance is disconnected from the power supply circuit.
- Always unplug appliance when not in use.
- Do not operate this appliance with a damaged cord or plug after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Do not use outdoors.
- Never locate appliance where it may fall into a bathtub or other water container.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
- Connect to properly grounded outlets only.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
- 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.

1.1 DIMENSIONS




1.2 LISTING APPROVALS

This appliance has been tested in accordance with the CSA and UL Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, us the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.

Model Number	EFC32
Description	Wall-Mount Appliance
Voltage	120V AC / 60HZ
Watts	MAX 1500W
Amps	15 AMP Grounded Circuit
Appliance Width	32.5"
Appliance Height	22.0"
Appliance Depth	6.0"
Gross Weight	42 lbs

1.3 GENERAL INSTRUCTIONS

 WARNING
READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING INSTALLATION. FAILURE TO FOLLOW THEM COULD CAUSE AN APPLIANCE MALFUNCTION RESULTING IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.
ALL ELECTRIC APPLIANCES HAVE HOT AND ARCING OR SPARKING PARTS INSIDE. DO NOT USE IT IN AREAS WHERE GASOLINE, PAINT OR FLAMMABLE LIQUIDS ARE PRESENT.
THIS ELECTRIC APPLIANCES IS TESTED AND LISTED FOR USE ONLY WITH THE OPTIONAL ACCESSORIES LISTED IN THESE INSTRUCTIONS. USE OF OPTIONAL ACCESSORIES NOT SPECIFICALLY TESTED FOR THIS ELECTRIC APPLIANCE COULD VOID THE WARRANTY AND/OR RESULT IN A SAFETY HAZARD.
DO NOT OPEN. RISK OF ELECTRIC SHOCK. NO USER-SERVICEABLE PARTS INSIDE.
DO NOT USE DAMAGED ELECTRICAL CORDS.
SERVICING SHOULD BE DONE ONLY WHILE THE APPLIANCE IS DISCONNECTED FROM THE POWER SUPPLY CIRCUIT.
HIGH TEMPERATURE, RISK OF FIRE. KEEP ELECTRICAL CORDS, DRAPERY, FURNISHINGS, AND OTHER COMBUSTIBLES AT LEAST 3 FEET (0.9M) FROM THE FRONT OF THE APPLIANCE AND AWAY FROM SIDES AND REAR.
TO PREVENT ELECTRIC SHOCK MATCH THE WIDE BLADE OF PLUG TO WIDE SLOT OF RECEPTACLE AND FULLY INSERT.

This electric appliance meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

1. Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
2. The appliance may emit a slight, harmless odour when first used. This odour is normal and it is caused by the initial heating of internal appliance elements and will not occur again.
3. If your appliance does not emit heat, consult the operation section of this manual for further information.
4. Use with a CSA or UL certified surge protector.

4.8

2.0 LOCATING APPLIANCE

<div style="text-align: center;">  WARNING </div>
<p>DUE TO HIGH TEMPERATURES, THIS ELECTRIC APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC. KEEP COMBUSTIBLE MATERIALS SUCH AS FURNITURE, PILLOWS, BEDDING, PAPERS, CLOTHES AND CURTAINS AT LEAST 36" FROM THE FRONT OF THE APPLIANCE.</p>
<p>NEVER LOCATE THIS ELECTRIC APPLIANCE WHERE IT MAY FALL INTO A BATHTUB OR OTHER WATER CONTAINER.</p>
<p>WEAR SAFETY GLOVES AND SAFETY GLASSES FOR PROTECTION DURING INSTALLATION AND MAINTENANCE.</p>
<p>TO PREVENT CONTACT WITH SAGGING OR LOOSE INSULATION, THE ELECTRIC APPLIANCE MUST NOT BE INSTALLED AGAINST VAPOR BARRIER OR EXPOSED INSULATION. LOCALIZED OVERHEATING COULD OCCUR AND A FIRE COULD RESULT.</p>
<p>DO NOT EXPOSE THE ELECTRIC APPLIANCE TO THE ELEMENTS (SUCH AS RAIN, ETC.)</p>

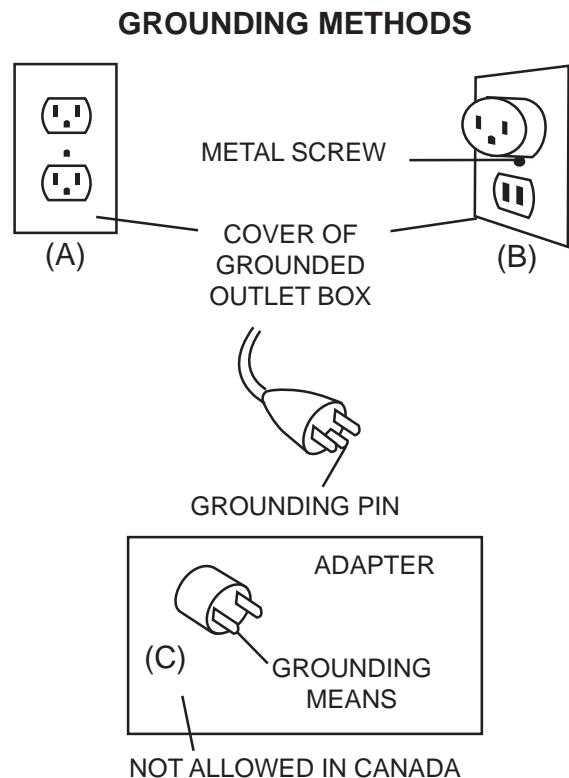
2.1 UNPACKING AND TESTING APPLIANCE

Carefully remove the appliance from the box. Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

2.2 GROUNDING APPLIANCE

This appliance is for use on 120 Volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

To disconnect appliance, turn controls to off, then remove plug from outlet.



3.0 INSTALLATION

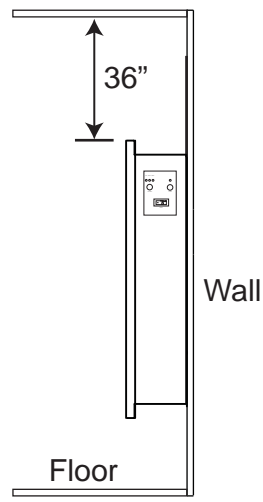
! WARNING	
RISK OF FIRE! THE POWER CORD MUST NOT BE PINCHED AGAINST A SHARP EDGE. SECURE CORD TO AVOID TRIPPING OR SNAGGING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR PERSONAL INJURY. DO NOT RUN CORD UNDER CARPETING. DO NOT COVER CORD WITH THROW RUGS, RUNNERS OR THE LIKE. ARRANGE CORD AWAY FROM TRAFFIC AREAS AND WHERE IT WILL NOT BE TRIPPED OVER.	
RISK OF FIRE! TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKE OR EXHAUST IN ANY MANNER. DO NOT USE ON SOFT SURFACES WHERE OPENINGS MAY BECOME BLOCKED.	
RISK OF FIRE! DO NOT BLOW OR PLACE INSULATION AGAINST THE APPLIANCE.	
THIS ELECTRIC APPLIANCE IS TESTED AND LISTED FOR USE ONLY WITH THE APPROVED OPTIONAL ACCESSORIES. USE OF OPTIONAL ACCESSORIES NOT SPECIFICALLY TESTED FOR THIS ELECTRIC APPLIANCE COULD VOID THE WARRANTY AND/OR RESULT IN A SAFETY HAZARD.	
IF THE INFORMATION IN THESE INSTRUCTIONS IS NOT FOLLOWED EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR DEATH. DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.	
THIS APPLIANCE IS HEAVY. IT IS HIGHLY RECOMMENDED THAT TWO PEOPLE INSTALL THIS APPLIANCE.	
HEATER VENTS ON THE ELECTRIC APPLIANCE CANNOT, IN ANY WAY, BE COVERED AS IT MAY CREATE A FIRE HAZARD.	

3.1 MINIMUM CLEARANCE TO COMBUSTIBLES

Measurements are taken from the glass front.			
Bottom	2"	Back	0"
Sides	12"	Top	36" to ceiling

3.2 MINIMUM MANTEL CLEARANCES

! WARNING	
WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.	
INSTALL THE BOTTOM OF THE HEATER NO LESS THAN 2 INCHES ABOVE THE FINISHED FLOOR.	



3.3 INSTALLING THE APPLIANCE

Due to the many different finish materials used on walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

- A. Select a location that is not prone to moisture and is located at least 36" away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B. Have two people hold the appliance against the wall to determine the final location.
- C. Using the template, mark the center of the hole for both mounting brackets on the finish wall. The distance between the two brackets should be 22.5"
- D. Install the anchors and screws supplied. Do not tighten the screws completely as the head of the screw must engage with the mounting brackets. **NOTE: It is strongly recommended that the screws be screwed into the wall studs where possible. If the wall studs cannot be used, ensure that the supplied plastic anchors are used.**
- E. With the screws installed have two people lift the appliance up and insert the screws into the keyholes on the back of the appliance.
- F. Mark the hole in the center of the bottom bracket. Push the bracket aside and install the anchors and brackets. Secure using the screw provided.
- G. Check the appliance for stability ensuring that the appliance will not pull free from the wall.

4.0 FINISHING

 WARNING
POWER SUPPLY SERVICE MUST BE COMPLETED PRIOR TO FINISHING TO AVOID RECONSTRUCTION.
HEAT VENTS AND AIR OPENINGS CANNOT BE COVERED IN ANY CIRCUMSTANCES.

4.2 MEDIA INSTALLATION

- A. CLEANING THE MEDIA:** The media may have a fine white dust that needs to be cleaned prior to installation. Clean the media with mild dish soap, drain, rinse thoroughly and dry before placing into the tray.
- B.** Carefully place media into the bottom tray on the front of the appliance as illustrated.

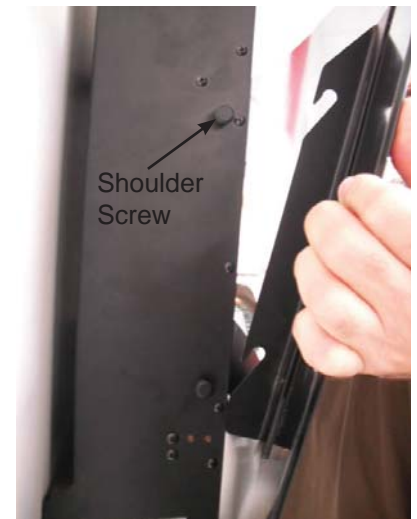
Note: It is not necessary to use all the media supplied.



4.1 GLASS FRONT INSTALLATION

It is recommended that two people install this glass front onto the appliance. Wear safety glasses and gloves when handling glass.

- A.** Line up the brackets on the back of the glass with the 4 shoulder screws on the side of the appliance body.
- B.** Hang the glass front.



5.0 OPERATING INSTRUCTIONS

Once the appliance has been plugged in to a grounded electrical outlet, it is ready to operate.

NOTE: Ensure the house circuit breakers for the power supply are turned on. In the event of a power failure, both the flame and function will remain turned off when the power is restored.

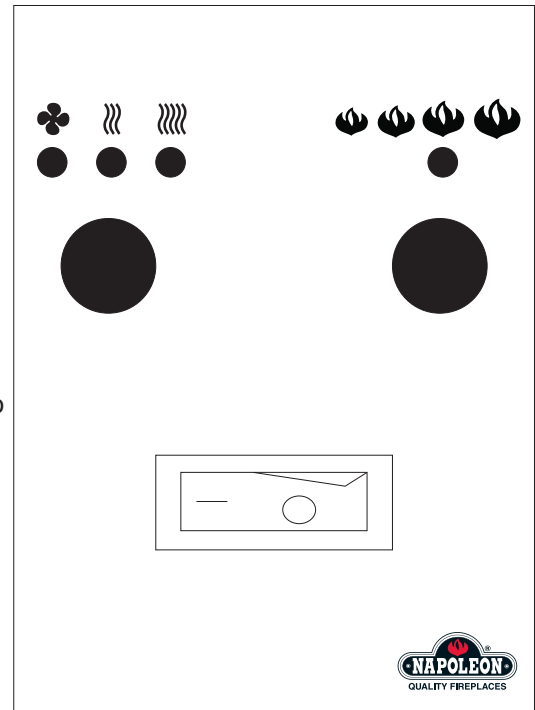
5.1 MAIN POWER SWITCH

The main power switch is located on the top right hand side of the appliance.

The "I" indicates ON and "O" indicates OFF. Push the switch to "I" to turn on the appliance.

5.2 OPERATING BY CONTROL PANEL

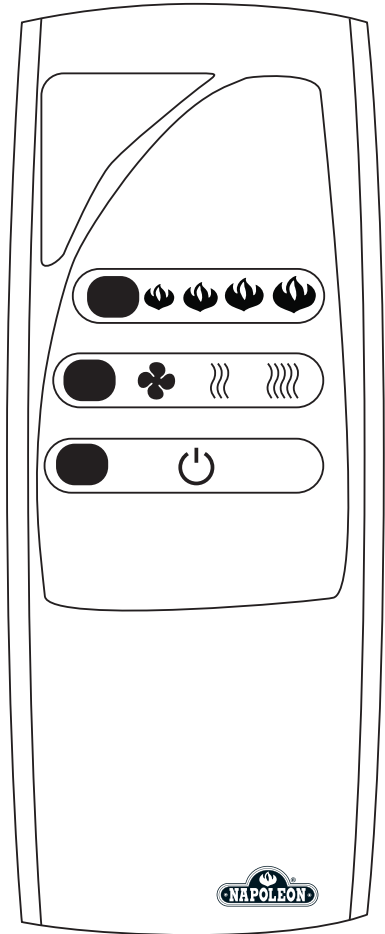
- A. Make certain the appliance's main power switch is at the ON position.
- B. To activate the heater, press the function button. Press and release the function button to cycle through the settings:
 - Press the function button once to turn on the fan only.
 - Twice to turn on the fan and the 750W heater.
 - Three times to turn on the fan and the 1500W heater.
 - Four times to turn both the fan and heater off.
- C. To adjust the flame height and ember bed brightness, press the flame button. There are four brightness levels to cycle through and an off setting.
- D. To turn off the appliance, switch the main power switch to OFF.



5.3 OPERATING BY REMOTE CONTROL

NOTE: Make certain the batteries are installed correctly and are new.

- A. Make certain the appliance's main power switch is at the ON position. The remote control will NOT work if the Main Power Switch is at the OFF position.
- B. When operating the remote control, it must be directed towards the front center of the appliance.
- C. The power button can be used to power up or down the appliance (the main power switch on the appliance must be in the ON position for the remote to operate). Pressing this button activates the power to the appliance.
- D. To activate the heater, press the function button. Press and release the function button to cycle through the settings:
 - Press the function button once to turn on the fan only.
 - Twice to turn on the fan and the 750W heater.
 - Three times to turn on the fan and the 1500W heater.
 - Four times to turn both the fan and heater off.
- E. To adjust the flame height and ember bed brightness, press the flame button. There are four brightness levels to cycle through and an off setting.
- F. To turn off the appliance, press the power button once. **NOTE:** This remote control must remain within 8 meters or 26 feet of the appliance to be effective.



6.0 MAINTENANCE

! WARNING

PREPARATION FOR MAINTENANCE

ALWAYS DISCONNECT THE POWER AND ALLOW THE ELECTRIC APPLIANCE TO COOL BEFORE PERFORMING ANY CLEANING, MAINTENANCE OR RELOCATION OF THIS ELECTRIC APPLIANCE. TURN CONTROLS TO OFF AND REMOVE PLUG FROM OUTLET OR TURN OFF THE HOUSE CIRCUIT BREAKER TO ELECTRIC APPLIANCE RECEPTACLE.

DO NOT INSTALL REPLACEMENT LAMPS THAT EXCEED SPECIFIED MAXIMUM WATTS.

THE HALOGEN LAMPS IN YOUR APPLIANCE CAN BECOME EXTREMELY HOT. ALLOW AT LEAST 10 MINUTES BETWEEN TURNING OFF THE APPLIANCE AND REMOVING THE LAMPS TO AVOID ACCIDENTAL BURNS.

DO NOT HANDLE THE HALOGEN LAMPS WITH BARE FINGERS, OILS FROM YOUR SKIN WILL DAMAGE THE LAMPS WHEN THEY HEAT UP. USE GLOVES OR A CLEAN DRY CLOTH WHEN HANDLING LAMPS.

Turn off electric appliance or the house circuit breaker to the appliance before performing any cleaning and/or maintenance. Allow electric appliance to cool completely.

Most halogen lamps are rated to last approximately 1800 hours. Like all lamps, halogen lamps require periodic replacement.

BULB TYPE:
G9 40W MAX



6.1 REPLACING THE LAMP

1. Remove the glass front.
2. Unscrew the access cover by removing two screws.
3. Remove the lamp and replace with the new one.
4. Re-install the cover.



7.0 REPLACEMENT PARTS

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

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

When ordering replacement parts always give the following information:

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

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

For aftermarket sales and service please call 1-866-592-6667

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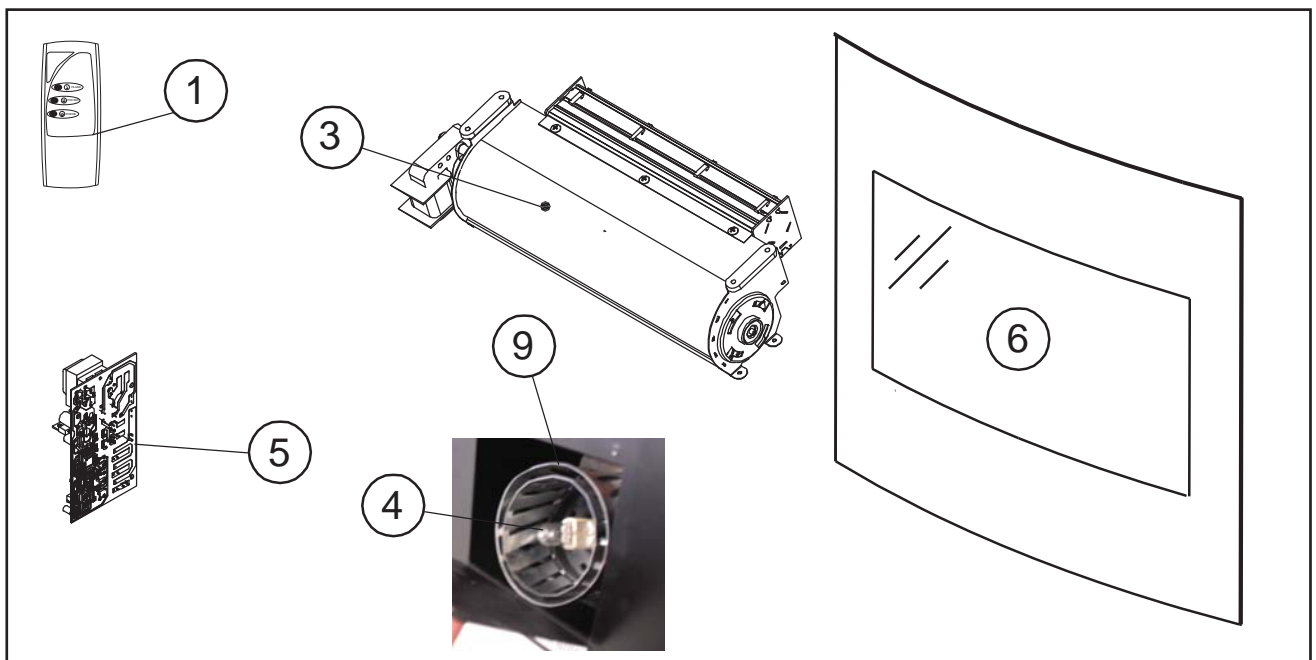


WARNING

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.

COMPONENTS		
REF NO.	PART NO.	DESCRIPTION
1	W660-0107	REMOTE CONTROL TRANSMITTER
2*	W660-0108	REMOTE RECEIVER
3	W062-0040	BLOWER C/W HEATER
4	W387-0014	LAMP
5	W190-0038	CONTROL
6	W300-0140	FRONT GLASS
7*	W435-0046	FAN MOTOR
8*	W435-0047	DRUM MOTOR
9	W010-2433	DRUM
10*	W550-0010	ROCK MEDIA

NOTE: Care must be taken when removing and disposing of any broken glass or damaged components. Be sure to vacuum up any broken glass from inside the appliance before operation.



8.0 TROUBLE SHOOTING

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

SYMPTOM	PROBLEM	TEST SOLUTION
Dim or no flame	Bulb(s) are burnt out	Inspect the bulbs inside the flame generation cylinder drum and replace them if necessary
Ember bed is not glowing or dimming	Bulb(s) are burnt out	Inspect the ember bed bulbs and replace them if necessary
Appliance turns off and will not turn on	Appliance has overheated and safety device has caused the thermal switch to disconnect	Unplug the appliance, allow appliance to cool for 15 minutes, then plug it back in
	House circuit breaker has tripped	Reset house circuit breaker
Appliance will not come on when switch is flipped to ON	Appliance is not plugged into an electrical outlet	Check plug and plug it in
	Appliance has overheated and safety device has caused the thermal switch to disconnect	Unplug the appliance, allow appliance to cool for 15 minutes, then plug it back in
Remote control does not work	Low batteries	Replace batteries in remote control

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9.0 WARRANTY

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

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

NAPOLEON® ELECTRIC APPLIANCE LIMITED WARRANTY

Electrical components and wearable parts such as fan/heater, motors, switches, nylon bearing components and remote controls are covered and NAPOLEON® will provide replacement parts free of charge during the first year of limited warranty. Light bulbs and fuses are NOT covered by the warranty.
Any labour related to warranty repair is not covered.
* 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.
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.
In the first year only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.
NAPOLEON® will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty. Notwithstanding any provisions contained in the Limited Warranty, NAPOLEON's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.
This warranty defines the obligations and liability of NAPOLEON® with respect to the NAPOLEON® electric 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.
Any damages to appliance, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON®.
The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from your authorized dealer. The warranty registration card must be returned within fourteen days to register the warranty.
NAPOLEON® reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim.
All parts replaced under the Limited Warranty Policy are subject to a single claim.
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.

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUE TO ON-GOING PRODUCT IMPROVEMENTS.
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This heater must be serviced annually depending on usage.

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