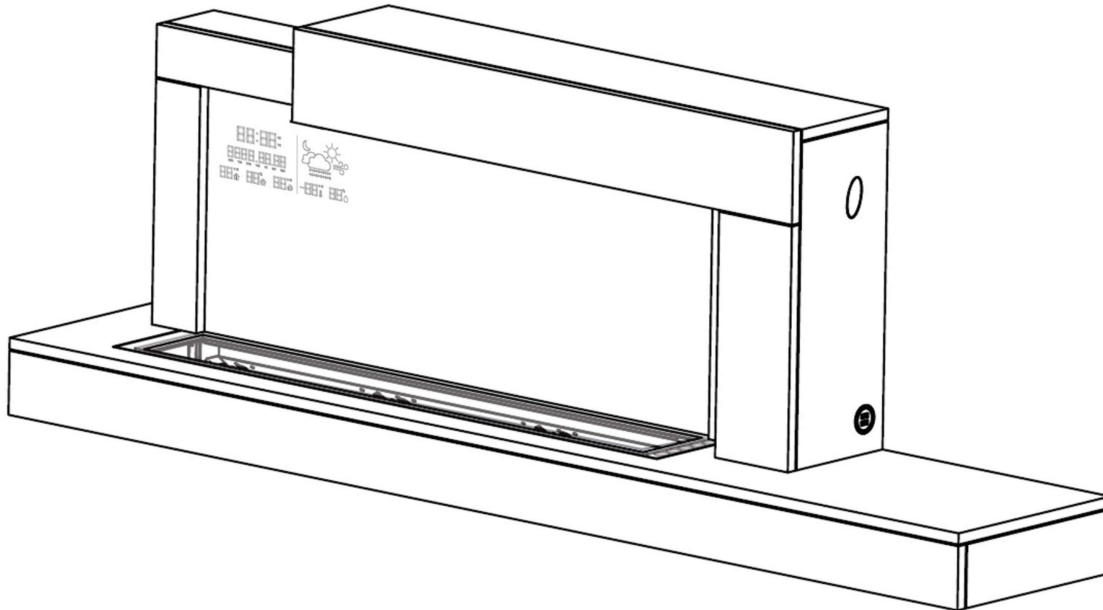




# INSTALLATION AND OPERATION MANUAL

## Cara Elite Wallmount Electric Fireplace

NEFLC32H-IOT illustrated with NEFS32-5019W



### SAFETY INFORMATION

#### **WARNING**

##### **FIRE OR EXPLOSION HAZARD**

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.

##### **INSTALLER:**

Leave this manual with the appliance

##### **CONSUMER:**

Retain this manual for future reference



**This appliance has a remote that requires button batteries that are hazardous to young children.**

### FOR INDOOR USE ONLY

**CERTIFIED TO THE CANADIAN AND AMERICAN NATIONAL STANDARDS:  
CSA 22.2 NO. 46 / UL 2021**



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

**WARNING**

- **If equipped with a heater, this appliance can be 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.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- All electric appliances have hot and arcing or sparking parts inside. Do not use it in areas where a gas line, paint or flammable liquids are present.
- 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 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.
- If equipped with a glass door, 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.
- When installing this appliance in a room where water is present, the installation must comply with codes recognizing the increased hazard of electrical shock and electrocution.

**note:**

This appliance is NOT suitable for installation in a bathroom.

- 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.
- It is normal for your electric appliance to produce noise, especially when installed in a quiet space such as a bedroom.

**! WARNING**

- 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).
- These appliances are tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the warranty and/or result in a safety hazard.

**For appliances equipped with a heater:**

- 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.
- 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 off, 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.
- 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 TV or other electronic components.
- This appliance's wood surround (NEFS32-5019W) complies with EPA TSCA Title VI and C.A.R.B. Phase 2 Formaldehyde Emissions Standard 93120.2 (a).

**! 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 BBP and DEHP, 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).

# table of contents

<b>1.0</b>	<b>general information</b>	<b>5</b>
1.1	appliance overview	5
1.1.1	e-box & surround	5
1.1.2	features	5
1.2	dimensions	6
1.3	listing approvals	6
1.4	general instructions	7
1.5	unpacking & testing appliance	7
1.6	rating plate information	7
1.7	hardware list	8
<b>2.0</b>	<b>installation</b>	<b>8</b>
2.1	locating the appliance	9
2.2	label location	9
2.3	grounding appliance	10
2.4	minimum clearance to combustibles	10
2.5	minimum mantel clearances	10
2.6	installing the appliance onto the wall (wall mount)	11
<b>3.0</b>	<b>electrical information</b>	<b>13</b>
3.1	wiring diagram	13
3.2	hard-wiring installation	14
<b>4.0</b>	<b>operating instructions</b>	<b>15</b>
4.1	operating control panel	15
4.2	operating remote control	16
4.3	remote battery installation	18
<b>5.0</b>	<b>finishing</b>	<b>19</b>
5.1	crystal ember installation	19
5.2	optional birch wood log installation	19
<b>6.0</b>	<b>Napoleon Connectivity</b>	<b>20</b>
6.1	adding a device	21
6.2	using the app	23
6.2.2	heat setting	23
6.2.1	power setting	23
6.2.3	ember bed setting	24
6.2.4	flame setting	24
6.2.6	accessory lights setting	25
6.2.5	timer settings	25
6.3	weather display information	26
6.4	weather display layout	27
6.5	Napoleon Connectivity important information	27
<b>7.0</b>	<b>replacement parts</b>	<b>28</b>
7.1	overview	29
<b>8.0</b>	<b>troubleshooting</b>	<b>30</b>
<b>9.0</b>	<b>warranty</b>	<b>32</b>

## note:

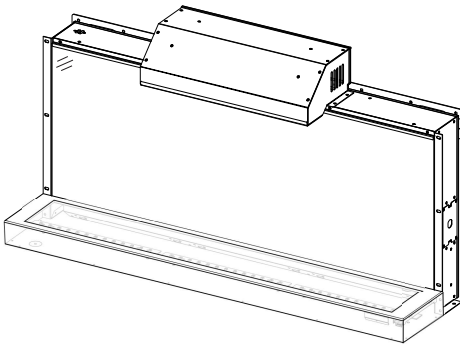
The information throughout this manual is believed to be correct at the time of printing. Wolf Steel Ltd. reserves the right to change or modify any information within this manual at any time without notice. Changes, other than editorial, are denoted by a vertical line in the margin.



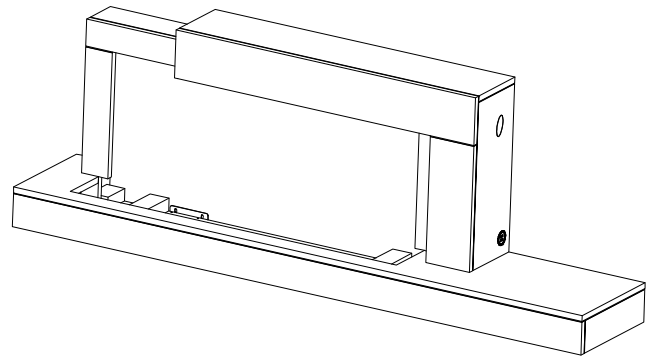
## 1.1 appliance overview

### 1.1.1 e-box & surround

Your NEFP32-5019W-IOT electric appliance comes fully assembled with the exception of media (see "finishing" section for more details). It consists of the following two components:



**NEFLC32H-IOT  
E-Box**



**NEFS32-5019W  
Surround**

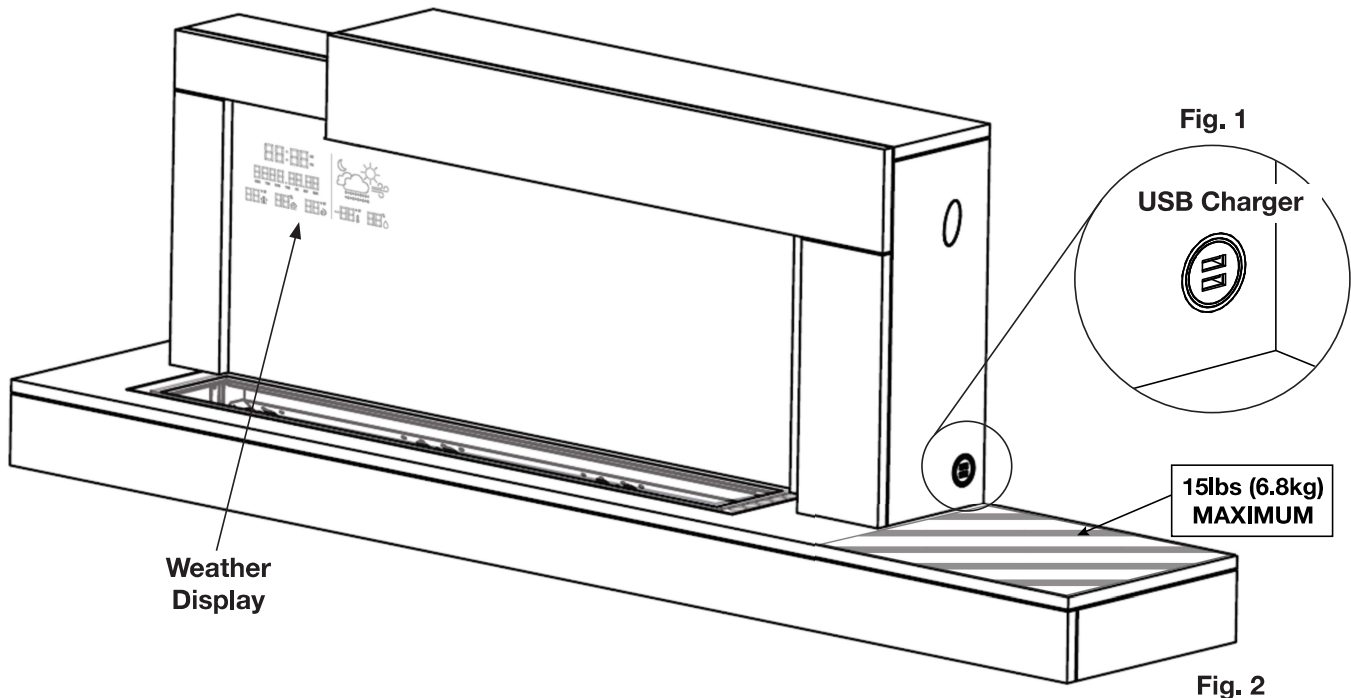
### 1.1.2 features

- This appliance features a Dual 1.5A USB Fast Charger located on the right side of the NEFS32-5019W surround (**Fig. 1**). See "operating instructions" section for more details.

**note:**

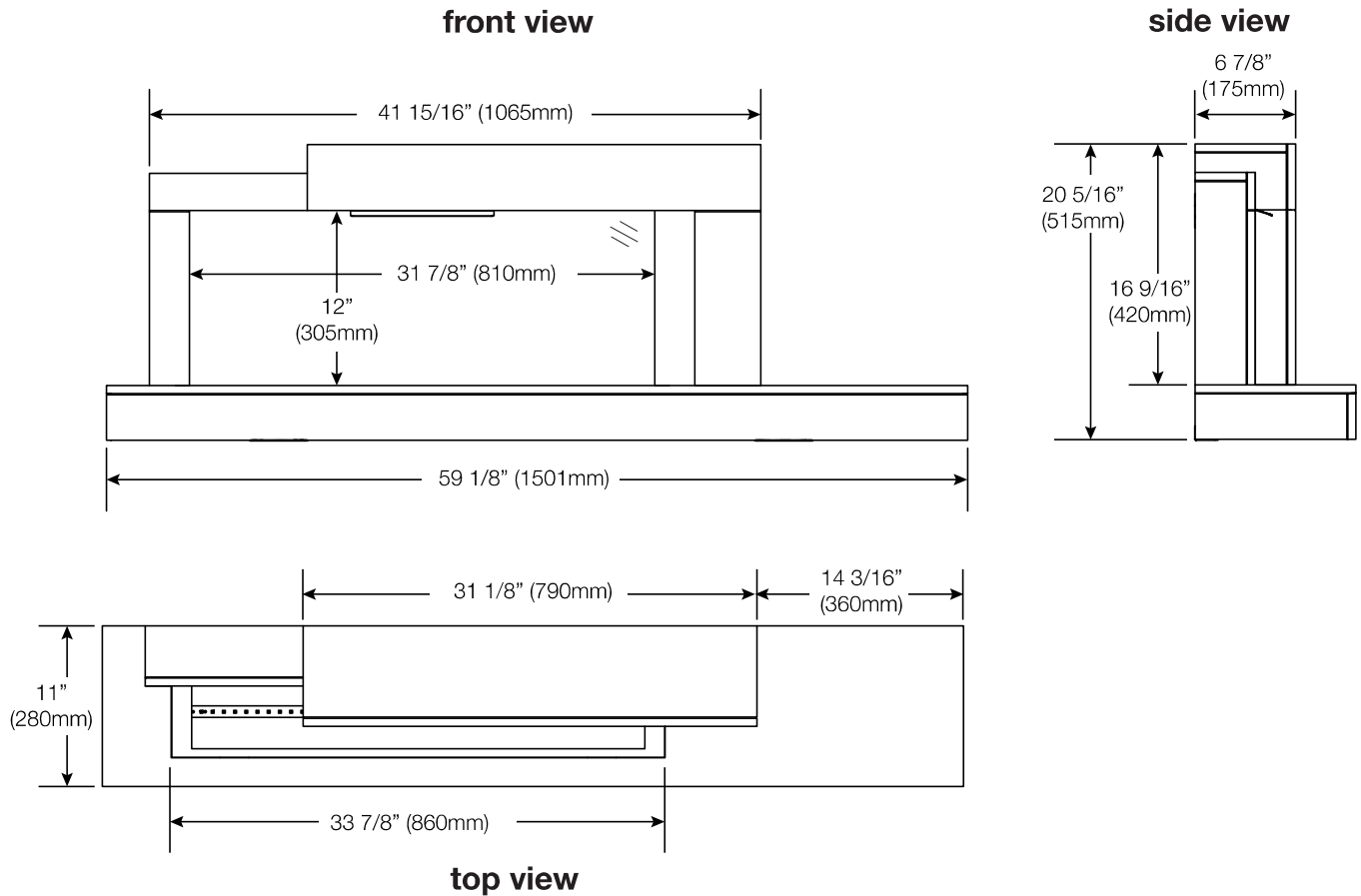
This USB charger may not be compatible with all phone types.

- The NEFS32-5019W surround is load-bearing in the hatched area ONLY (**Fig. 2**), with a maximum load-bearing capacity of 15lbs (6.8kg). Objects may not be placed on any other part of the appliance.
- The appliance features a weather display in the top left-hand corner of the front glass (see "weather display information" for more details) and a wireless charging station on the bottom right console.



# general information

## 1.2 dimensions



## 1.3 listing approvals

<b>Model Number</b>	NEFP32-5019W-IOT
<b>Description</b>	59" Contemporary Wall-Mounted Electric Appliance
<b>Voltage</b>	120V AC
<b>Watts</b>	Max 1500W
<b>Amps</b>	15 AMP Grounded Circuit
<b>Appliance Width</b>	59 1/8" (1501mm)
<b>Appliance Height</b>	20 5/16" (515mm)
<b>Appliance Depth</b>	11" (280mm)
<b>Net Weight</b>	58lbs (26.3kg)
<b>Gross Weight</b>	96lbs (43.5kg)

This appliance has been tested in accordance with the CSA 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 or, in the absence of local codes, with National Electric Code ANSI/NFPA 70 latest edition in the United States or the Canadian Electric Code CSA C22.1 in Canada.

## 1.4 general instructions

- Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- 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.
- If your appliance does not emit heat when called for, consult the “operation” section of this manual for further information.
- Use with a CSA or UL certified surge protector.
- Do not route the power cord directly underneath the appliance.

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

As with most electronic devices, your new electric appliance has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the appliance to reach room temperature before turning it on.

## 1.5 unpacking & testing appliance

Carefully remove the appliance from the box and remove the support brackets. Prior to installing the appliance, remove all packaging material and test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120V, 15 Amp minimum dedicated grounded outlet.

## 1.6 rating plate information



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

### note:

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

# general information

## 1.7 hardware list



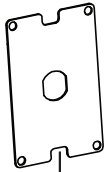
A



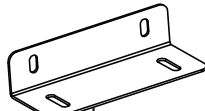
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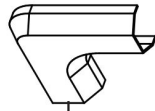
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D



E



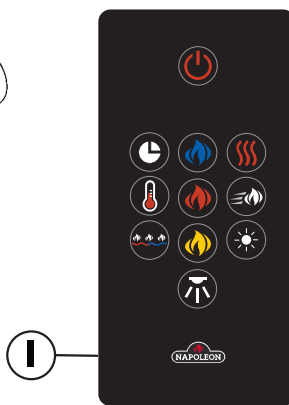
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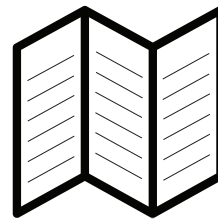
G



H



I



J

	Description	Quantity
A	Wood Screws	18
B	Drywall Anchors	18
C	ST4x12 Metal Screws	4
D	Cover Plate	1
E	Support Bracket	2
F	Cord Corner	2
G	Cord Cover	2
H	Strain Relief	1
I	Remote control	1
J	Wallmount template	1

## 2.0 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 similar items. 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.
- If your appliance is equipped with a heater, ensure the heater vents cannot, in any way, be covered as it may create a fire hazard.
- Do not run the power cord horizontally, directly below the appliance.

Your appliance is a wall-mounted appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

#### note:

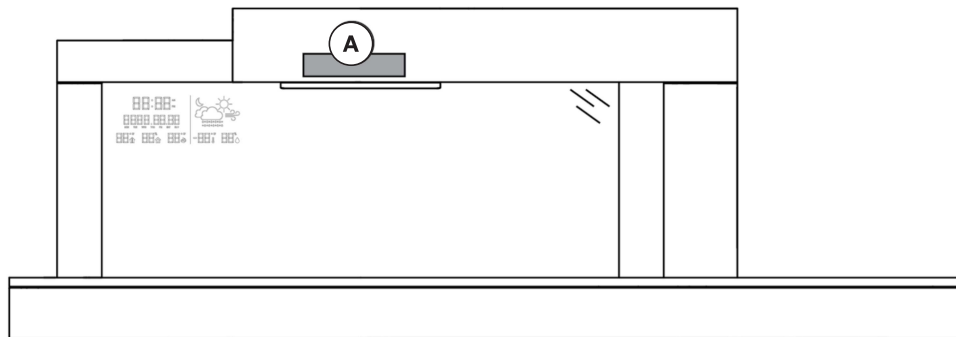
Follow all national and local electrical codes.

## 2.1 locating the appliance

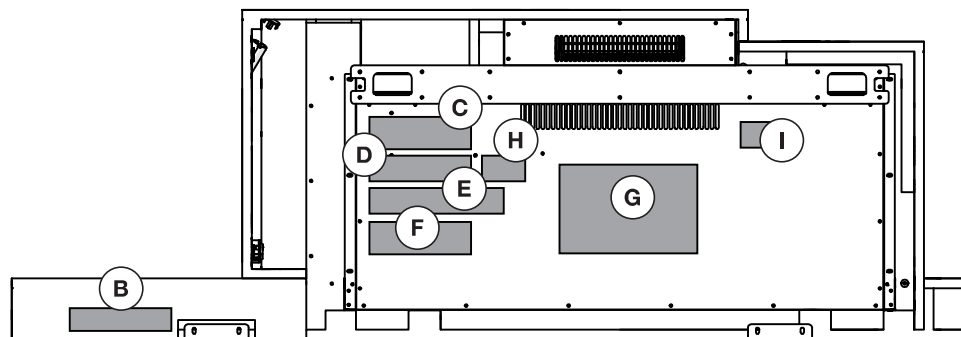
### WARNING

- Due to high temperatures, this electric appliance should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes, curtains, and similar items at least 36" (91.4cm) from the front of the appliance.
- Never locate this electric appliance where it may fall into a water container.
- Wear safety gloves and safety glasses for protection during installation and maintenance.
- 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, possibly resulting in a fire.
- Do not expose the electric appliance to the elements (i.e. rain).

## 2.2 label location



**FRONT VIEW**



**BACK VIEW**

Ref.	Part Number	Label Description
A	W385-1946	"Do Not Cover"
B	W385-2016	C.A.R.B. Label
C	W385-2167	Caution
D	W385-2163	Warning
E	W385-2348	Hardwiring
F	W385-2559	Rating Plate
G	W385-2561	Wiring Diagram
H	-	FCC Label
I	-	Wifi DSN Number

**note:**

For illustrative purposes only.  
Label locations may vary.

# installation

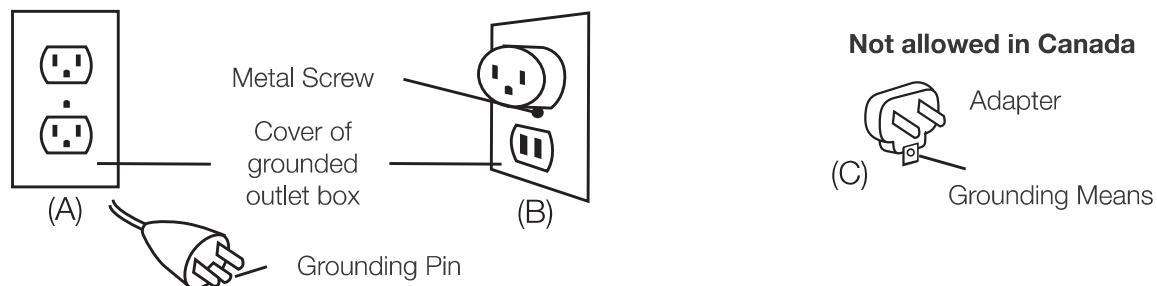
## 2.3 grounding appliance

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, as shown in (B).

The green grounding plug 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.

### Grounding Methods



#### note:

The appliance must be connected to a dedicated 15 amp circuit. The use of an extension cord is NOT permitted.

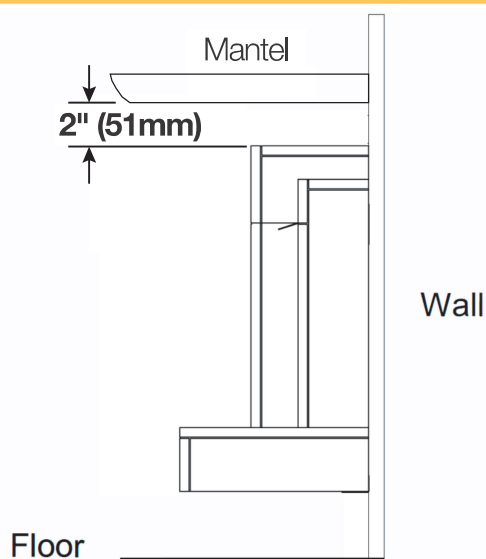
## 2.4 minimum clearance to combustibles

Clearance to Combustibles	
Combustibles to top	0"
Combustibles to bottom	0"
Combustibles to sides	0"
Combustibles to back	0"

## 2.5 minimum mantel clearances

### ! WARNING

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



Side View (Wall Mount)

#### note:

Although this appliance is safe to operate with a 0" mantel height, a 2" (51mm) gap between the appliance and the mantel is recommended in order to lift the appliance on/off the rear wall bracket hooks.

## 2.6 installing the appliance onto the wall (wall mount)

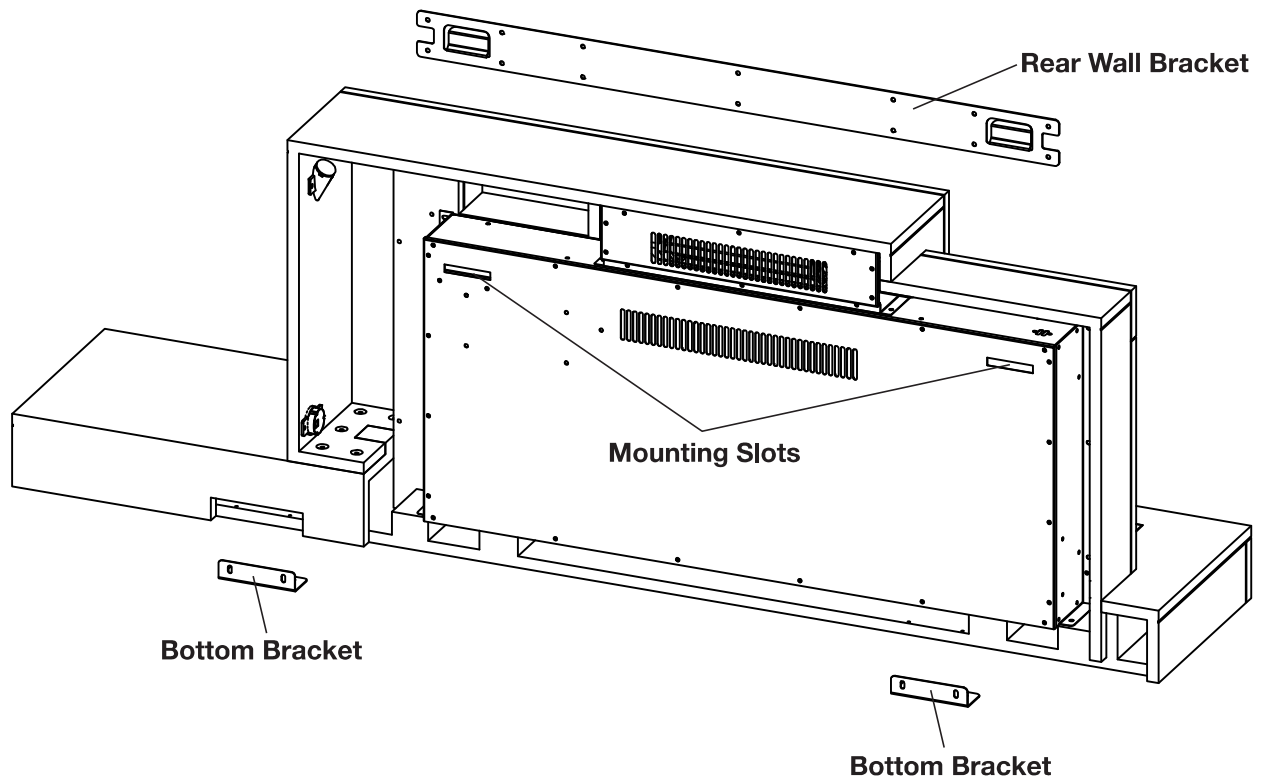
### WARNING

- Consult your local builder before installing the appliance. Appliance must be installed in accordance with local building codes.
- Appliance must be installed in a location not prone to moisture.
- Appliance must be installed at least 36" (91.4cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

#### note:

We recommend having two people install this appliance.

### Appliance Overview



1. Have two people hold the appliance against the wall to determine the final location.
2. Place the appliance on a soft, non-abrasive, and flat surface. Remove the rear wall bracket from the back of the appliance by removing the 2 screws (**Fig. 1**).

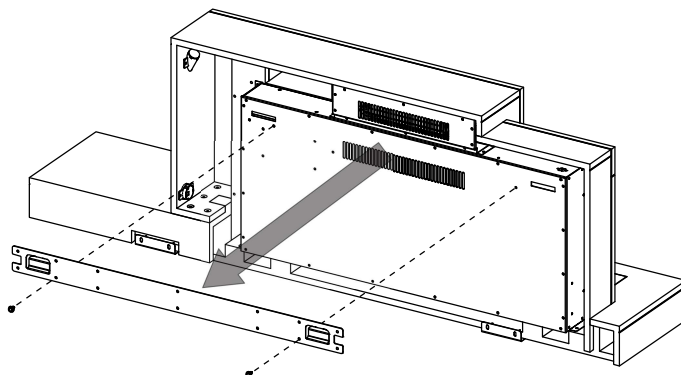
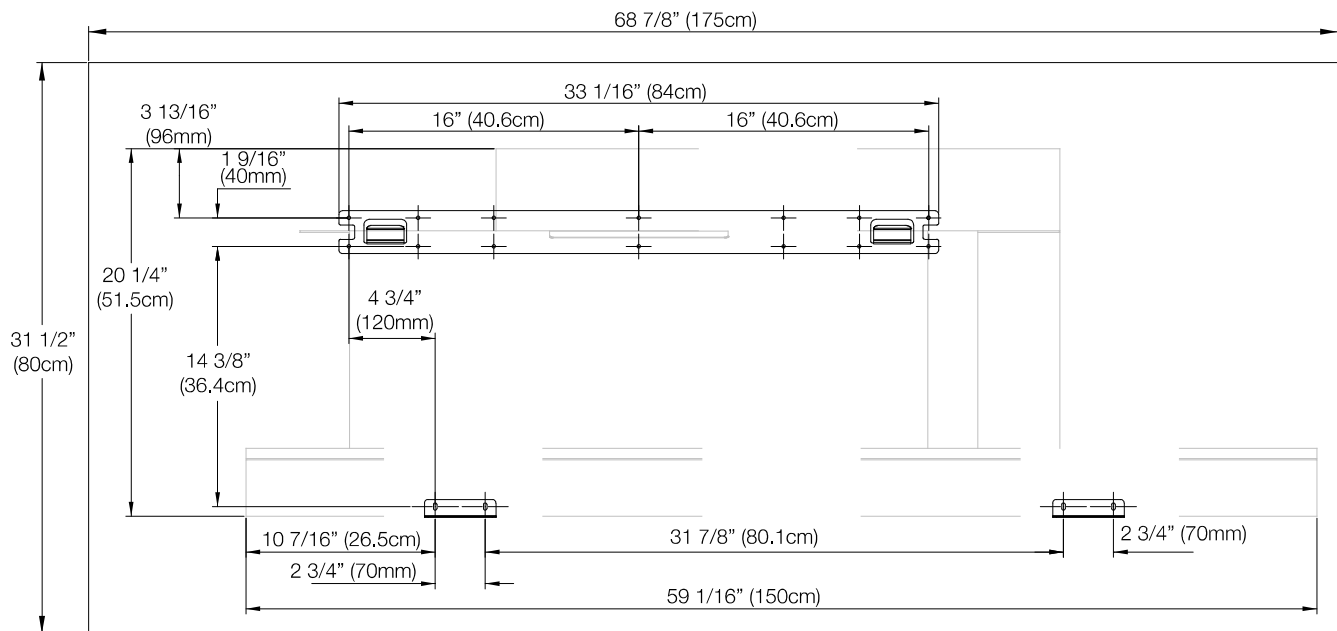




Fig. 1





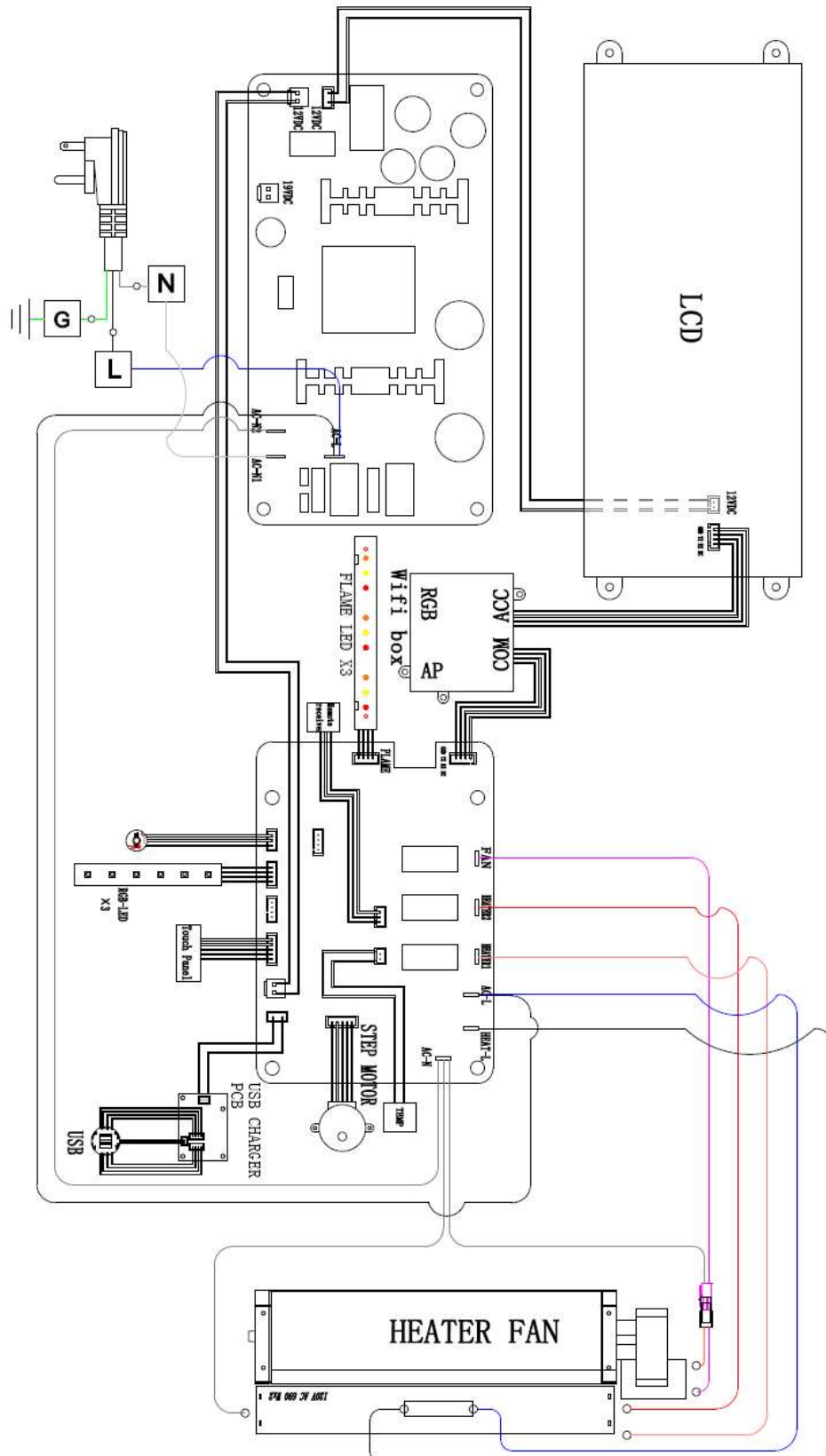
- Using the wall mounting installation template (**Fig. 2**), mark out the locations of the rear wall bracket and bottom brackets on the wall.
- Install the rear wall bracket onto the wall using 14 screws (supplied).  **A x14**

5. Install the bottom brackets onto the wall using 4 screws (supplied).  **A x4**
6. Lift the appliance up until the two mounting slots clear the hooks on the rear wall bracket. Slide appliance down until completely secured.
7. Secure the appliance to the bottom brackets using 4 screws (supplied) **(Fig. 3)**.

## 3.1 wiring diagram

### **! WARNING**

- Turn off the appliance completely and let cool before performing service. Only a qualified service person should service and repair this electric appliance.



# electrical information

## 3.2 hard-wiring installation

### WARNING

- Turn off the appliance completely and let cool before performing service. Only a qualified service person should service and repair this electric appliance.

#### HARD WIRING CONNECTION

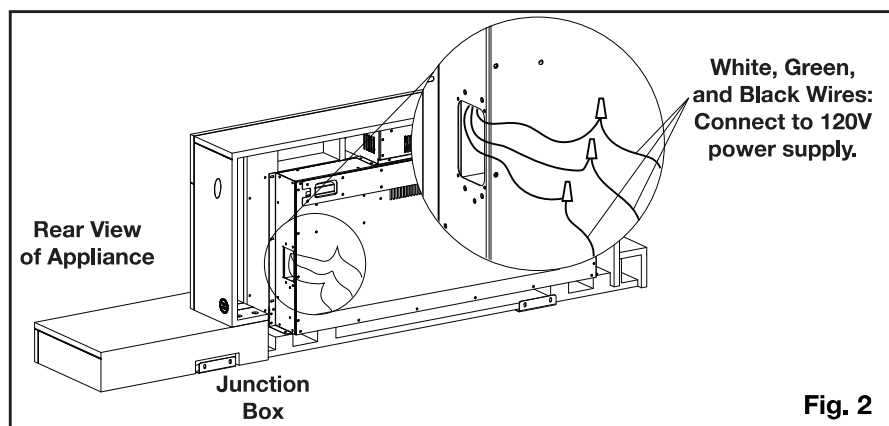
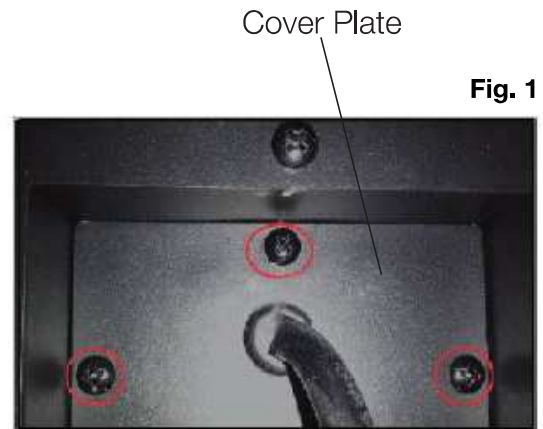
If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring. The wire and power supply breaker must rated for 120V minimum 15 Amps.

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

#### note:

There are 3 wires from the appliance junction: white (neutral), black (power L1), and green (ground) that connect to 120V power supply (breaker panel). See below.

- Remove the cover plate from the bottom right side of the appliance by removing the three screws (**Fig. 1**).
- Remove the wire connectors from the power cord (**Fig. 2**). The power cord may be discarded.
- Punch out the 7/8" (22mm) hole in the new cover plate (supplied) (**Fig. 3**), and install a box connector through it into the junction box. Snap the box connector clamp onto the supply wires.
- Using the wire connectors, connect the ground green wires (G) and the common white wires (N) together, then the hot black wires (L) (**Fig. 4**).
- Reinstall the cover plate using the three screws previously removed in Step A (**Fig. 1**).



7/8" (22mm) Diameter

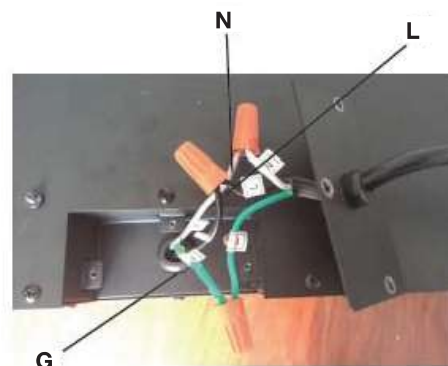


Fig. 3

Fig. 4








## ! WARNING

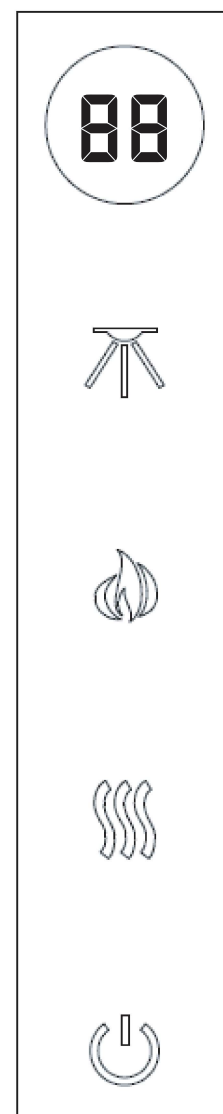
- Ensure the house circuit breakers for the power supply are turned on. When initially connecting the appliance to a power source, the appliance will beep then remain off until turned on.

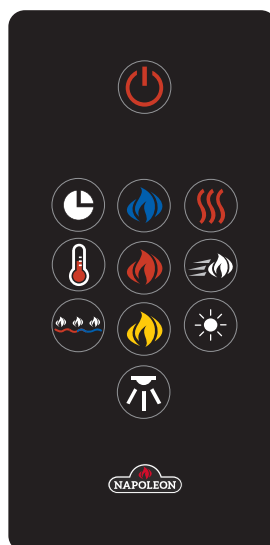
Once the appliance has been plugged into a grounded electrical outlet or hard wired to a dedicated 120V power supply, it is ready to operate.








### 4.1 operating control panel





The Control Panel is located on the right side of the appliance.

<b>Power</b>		Turns the appliance on/off.
<b>Side Accent Light Control</b>		Controls side accent light.  <b>Settings:</b> d8 - Cool white & warm white, both 100% brightness d7 - Cool white & warm white, both 75% brightness d6 - Cool white & warm white, both 50% brightness d5 - Cool white & warm white, both 25% brightness d4 - Warm white with 100% brightness d3 - Warm white with 50% brightness d2 - Cool white with 100% brightness d1 - Cool white with 50% brightness d0 - Side accent light off
<b>Flame Light Control</b>		Controls flame.  <b>8 Settings:</b> F0 - Flame off F1 - Orange flame F2 - Yellow flame F3 - Blue flame F4 - Yellow / orange flame F5 - Orange / blue flame F6 - Yellow / blue flame F7 - Yellow / orange / blue flame
<b>F° / C° Switch</b>		Changes temperature format from Fahrenheit to Celsius or vice versa. Press and hold the Flame button for 5 seconds.
<b>Heater Control</b>		Turns the heater and blower on/off.  <b>4 Settings:</b> H0 - Heater and blower off bL - Blower on H1 - Low heat H2 - High heat
<b>Heater Lock</b>		LO - Heater button can be locked or unlocked by holding the Heater button for 5 seconds.
<b>Wifi Setup</b> (See "Adding a Device" section)		Press and hold the side accent light button for 10 seconds.





<b>Power</b>		Turns the appliance on/off.
<b>Blue Flame</b>		Controls flame brightness.
<b>Orange Flame</b>		<b>Settings:</b> F4 - Brightest flame F3 - Bright flame F2 - Medium flame F1 - Small flame F0 - Flame off
<b>Yellow Flame</b>		
<b>Heater</b>		
<b>Flame Speed</b>		Controls the speed of the flame.  <b>Settings:</b> 01 - slowest 02 03 04 05 - fastest
<b>Side Accent Light Control</b>		Controls the side accent light.  <b>Settings:</b> d8 - Cool white & warm white, both 100% brightness d7 - Cool white & warm white, both 75% brightness d6 - Cool white & warm white, both 50% brightness d5 - Cool white & warm white, both 25% brightness d4 - Warm white with 100% brightness d3 - Warm white with 50% brightness d2 - Cool white with 100% brightness d1 - Cool white with 50% brightness d0 - Side accent light off

Ember Bed Color		<p>Controls ember bed light settings.</p> <p><b>Settings:</b>  L0 - Ember bed light off  L1 - White  L2 - Blue  L3 - Green  L4 - Red  L5 - Yellow  L6 - Purple  L7 - Auto-cycle through white, blue, green, red, yellow, and purple.  <b>(NOTE: It will take 8.5 seconds to switch between colours.)</b>  L8 - Lock to desired color</p>
Ember Bed Brightness		<p>Controls the brightness of the ember bed light.</p> <p><b>Settings:</b>  b5 - Gradual brightening effect from b1-b4  b4 - Brightest  b3 - Bright  b2 - Medium  b1 - Low</p>
Timer		<p>Controls the timer.</p> <p><b>Settings:</b>  00  30min.  1h  2h  3h  4h  5h  6h  7h  8h</p>
Temperature Control		<p>Controls the temperature.</p> <p><b>Settings:</b>  18°C (64°F)  21°C (70°F)  24°C (75°F)  27°C (81°F)  and OFF</p>
USB Charger		<p><b>Phone Charging:</b> Red indicator</p> <p><b>Phone Charged:</b> Green indicator</p> <p><b>NOTE:</b> This is only a rough indication of your phone's charge. Check your phone for accurate charge status.</p> <p>See "features" section for more information on the USB charger.</p>

# operating instructions

## 4.3 remote battery installation

### WARNING

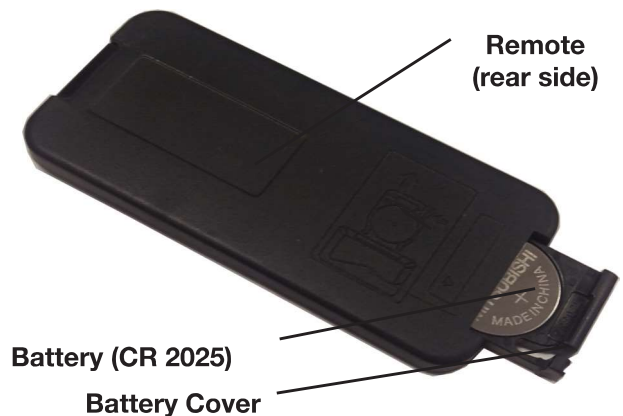
- This remote control requires button batteries that are hazardous to young children.
- **WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN.**
- Swallowing may lead to serious injury or death in as little as 2 hours due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery, immediately seek urgent medical assistance.
- Examine devices and make sure the battery compartment is correctly secured (i.e. that the screw or other mechanical fastener is tightened). Do not use if compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.
- Tell others about the risks associated with button batteries and how to keep their children safe.



#### note:

The remote control has a removable plastic tab to prolong the battery life while shipping. Remove the tab for the remote control to function.

1. To replace the existing battery, remove the battery holder.
2. To remove the battery holder, turn remote onto front side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
3. Replace existing battery, type CR 2025, with a new battery and reinstall the battery holder into the remote by sliding it into position, as shown.
4. Battery cover is secure onto the remote control when a "CLICKING" noise is heard.



#### note:

The remote control must remain within 5 meters (17 feet) of the appliance to be effective. This range may be reduced when battery power is depleted. The remote control must be aimed at the center of the appliance for it to function most effectively.



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



## **! WARNING**

- Power supply service must be completed prior to finishing in order to avoid reconstruction.
- Heat vents and air openings cannot be covered under any circumstances.

### 5.1 crystal ember installation

1. Carefully place the medium crystal embers into the bottom media tray (**Fig. 1**).
2. Apply an even layer from side to side.
3. Randomly place the 6 large crystal embers on top of the medium crystal embers (**Fig. 2**).



Fig. 1



Fig. 2

### 5.2 optional birch wood log installation

1. Carefully place birch wood logs on the media tray (**Fig. 1**).
2. Use the medium and large crystal embers (see "crystal ember installation" section) to fill in spaces between the birch wood logs (**Fig. 2**). This will improve the overall look of the appliance.

Ref.	Log Number	Quantity
A	W135-0768	2
B	W135-0770	2
C	W135-0769	1

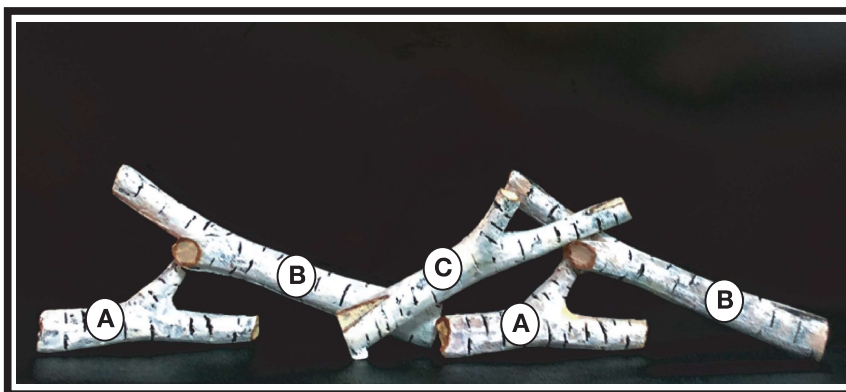


Fig. 1 (Recommended placement)



Fig. 2

# NAPOLEON HOME APP



## HOW DOES IT WORK?

Access your appliance remotely by downloading the **Napoleon Home App** from your app store.

In order to access the app, you will be required to create an account by following the instructions listed within the app (see below for details).

By pairing your appliance to the **Napoleon Home App** via WiFi, you gain control to all modes and functions of the appliance.

All notifications and alarms are sent through the app to keep you connected with ease.



Scan this QR code for direct access to the **Napoleon Home App** website.

## LET'S GET STARTED

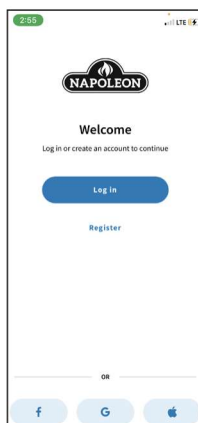
### 1 DOWNLOAD



Download the **Napoleon Home App** from your app store (Google Play or Apple App Store).

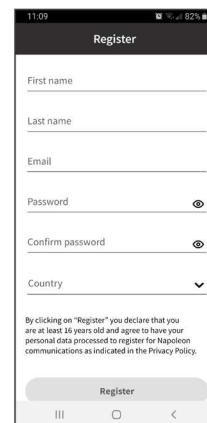
**Note:** This requires Android 7.0 or iOS 11.0.

### 2 REGISTER



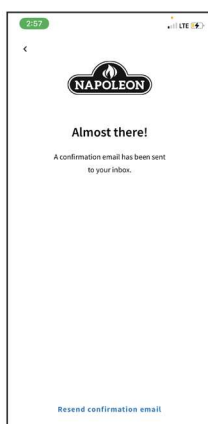
Register an account with the **Napoleon Home App** OR sign-in using your Facebook, Google, or Apple account information.

### 3 CREATE



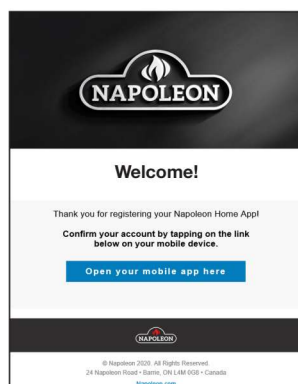
Enter user information and create a password for the account. Select the country in which the appliance is located.

### 4 ALMOST THERE



The information entered in Step 3 will be registered to the **Napoleon Home App** and a confirmation will be sent to the email provided.

### 5 CONFIRM



Open email inbox and select the confirmation link.

**Note:** The confirmation link must be opened on the device that the **Napoleon Home App** is installed on.

### 6 RE-CONFIRM



If no email is found, click "Re-Send Confirmation Link" and check junk folder.

## 6.1 adding a device

1. Ensure the appliance is plugged in and turned on (**Fig. 1**).
2. Press and hold the Side Accent Light Control button on the appliance control panel for 10 seconds (**Fig. 2**).

**note:**

The appliance will flash the green ember bed colour.

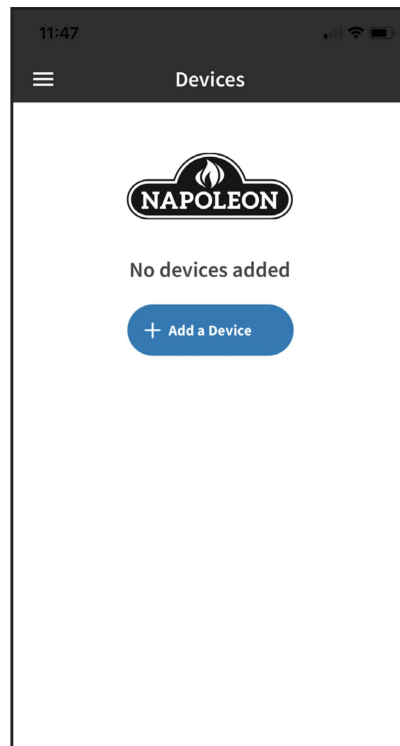


**Fig. 1**

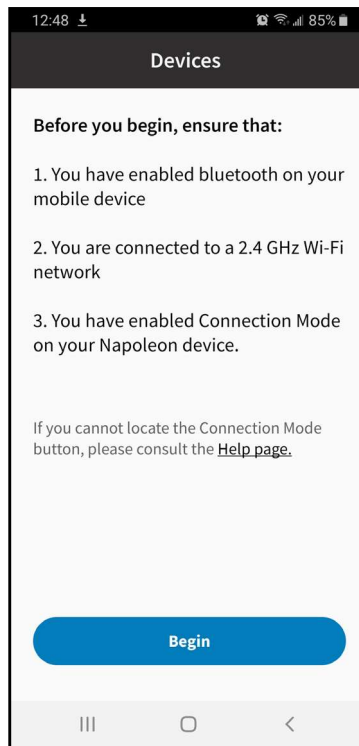


**Fig. 2**

3. Select "Add Device" and accept permissions (**Fig. 3 & 4**).

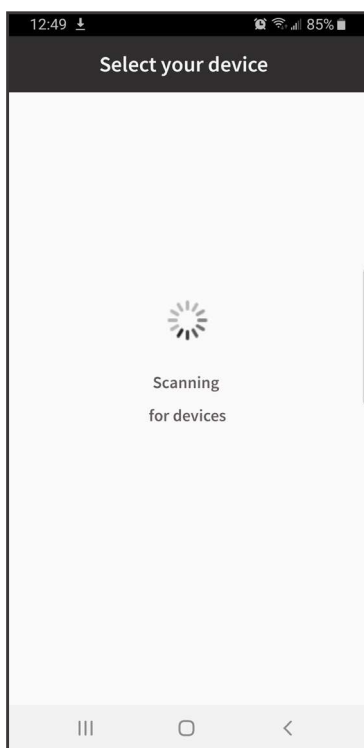


**Fig. 3**



**Fig. 4**

4. Search for devices and select the device from the list (**Fig. 5 & 6**).



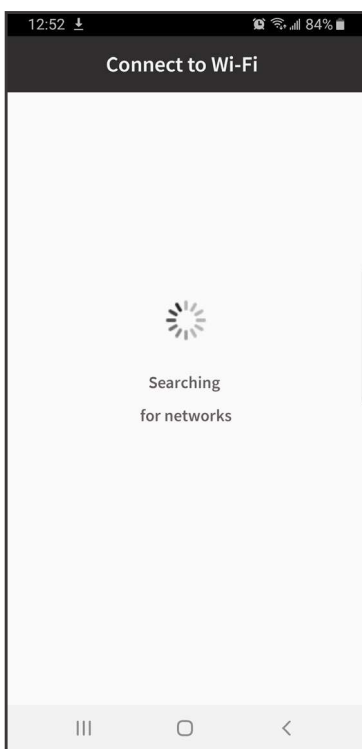
**Fig. 5**



**Fig. 6**

5. Select desired wifi and connect by entering the wifi password of your home (**Fig. 7 & 8**).

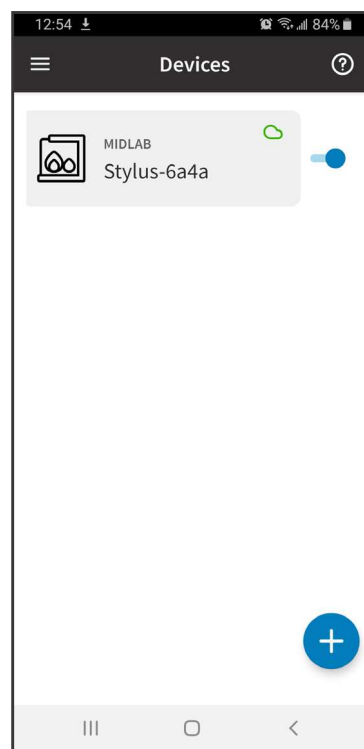
6. Once the appliance has been connected to the access point, it can be given a nickname in order to be more recognizable (**Fig. 9**).



**Fig. 7**



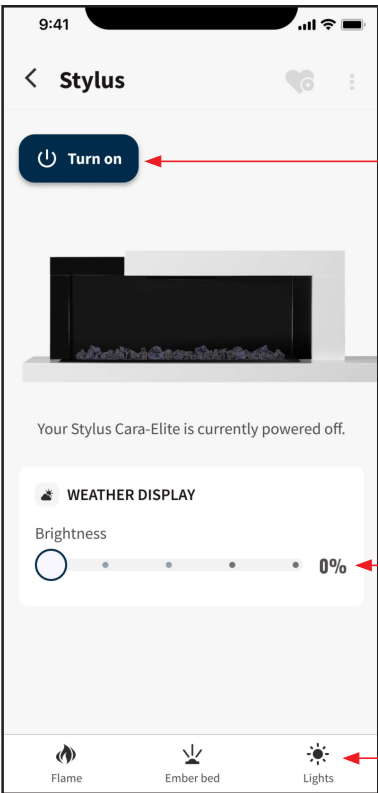
**Fig. 8**



**Fig. 9**

6.2 using the app

6.2.1 power setting



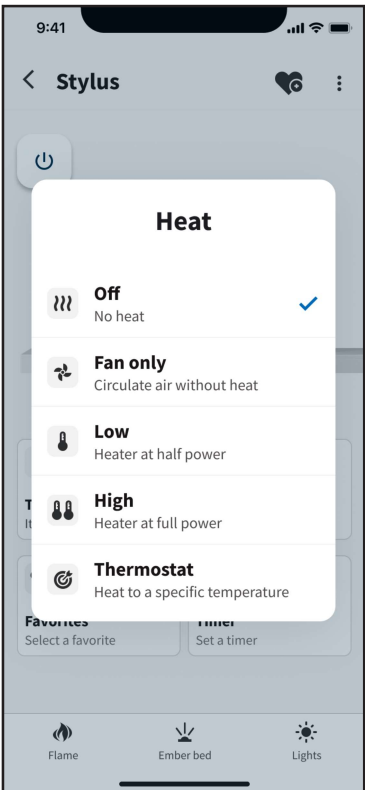
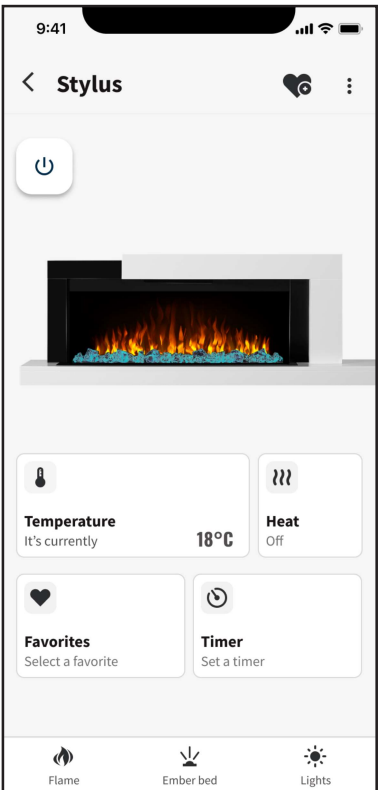
Power Setting:

Press to turn the appliance On and Off.

The weather display brightness settings are accessible on this home page only when the appliance is turned off.

When the unit is turned on, navigate to the "Lights" bottom tab to change weather display settings.

6.2.2 heat setting

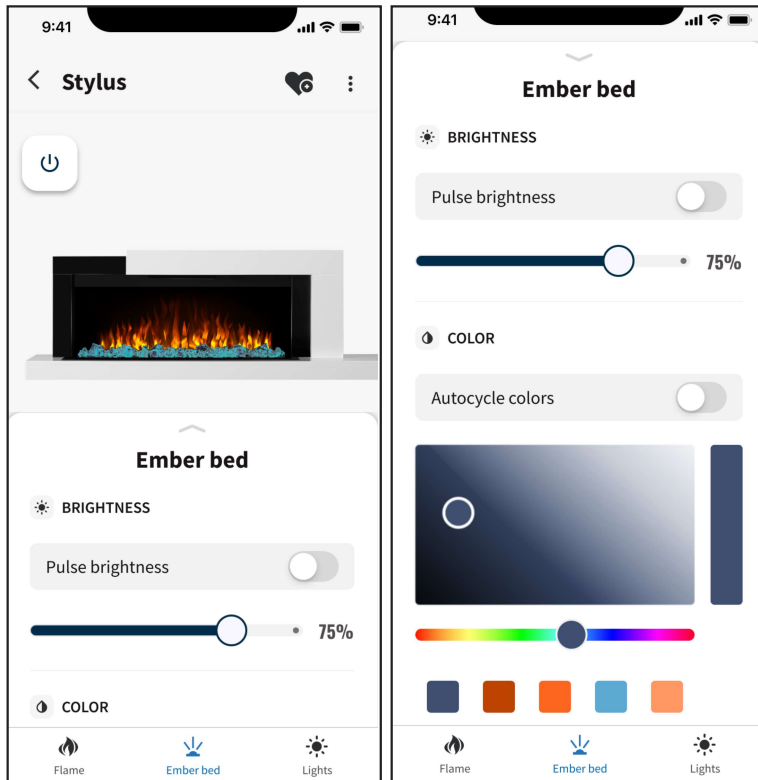


Heat Setting:

The heat setting can be selected through the heat tab on the appliance home page. The current ambient temperature is displayed on the temperature tab and updated to reflect the target temperature when thermostat mode is selected.

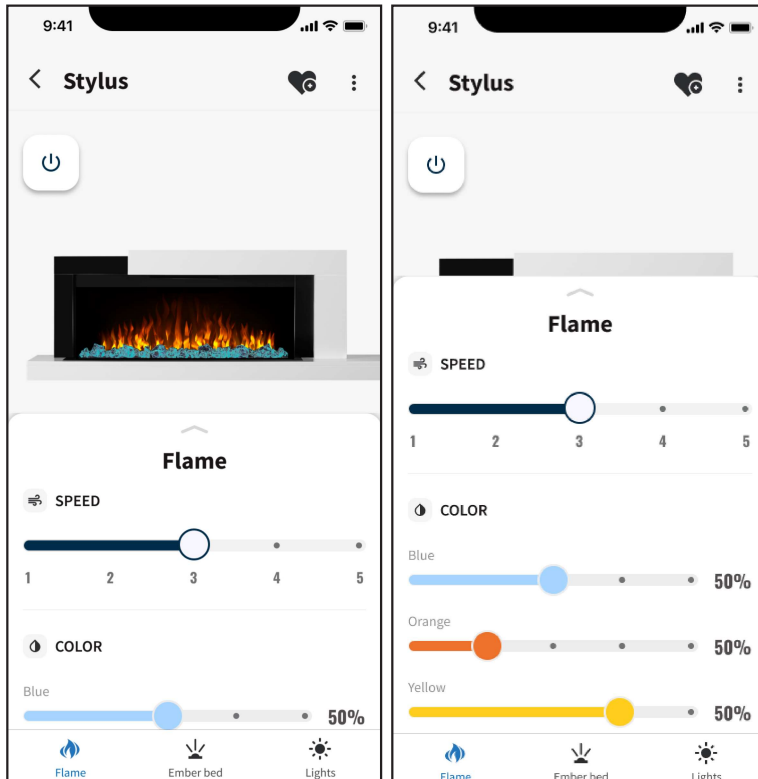
Off	No heat
Fan Only	Turns on only the fan to circulate air without heat
Low	Selects the Low Heater output (750W)
High	Selects the High Heater output (1500W)
Thermostat	Automatically turns the heater ON and OFF to regulate the room temperature to the desired set temperature

## 6.2.3 ember bed setting

**Ember Bed Setting:**

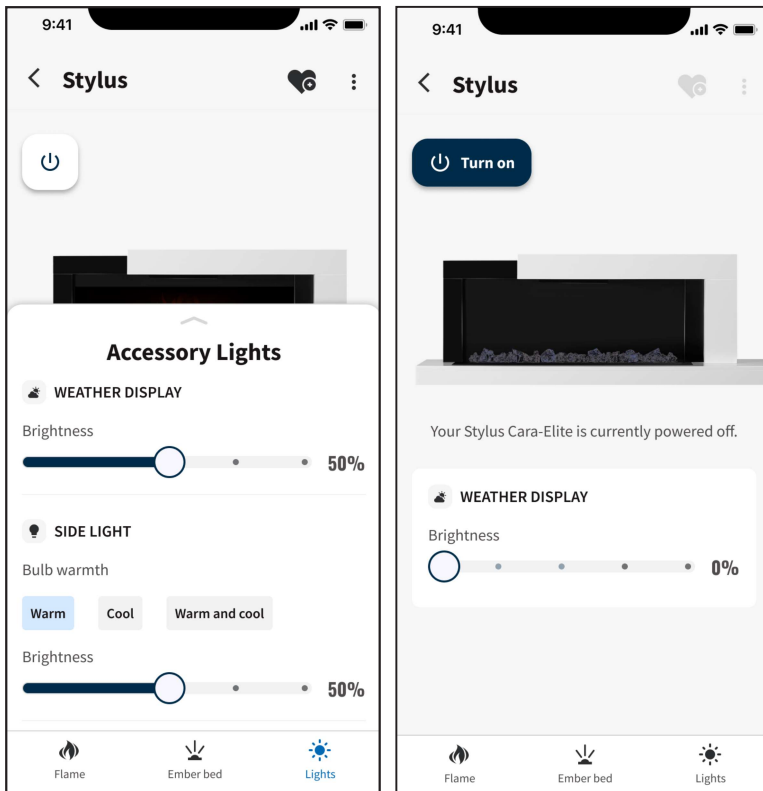
Select the preferred ember bed colours and brightness settings from the list in the ember bed tab or toggle the autocycle or pulse brightness function on to cycle through all available colours.

## 6.2.4 flame setting

**Flame Setting:**

Control the display of the different flame colours by adjusting the slider for each flame colour. The flame speed can also be adjusted on this page.

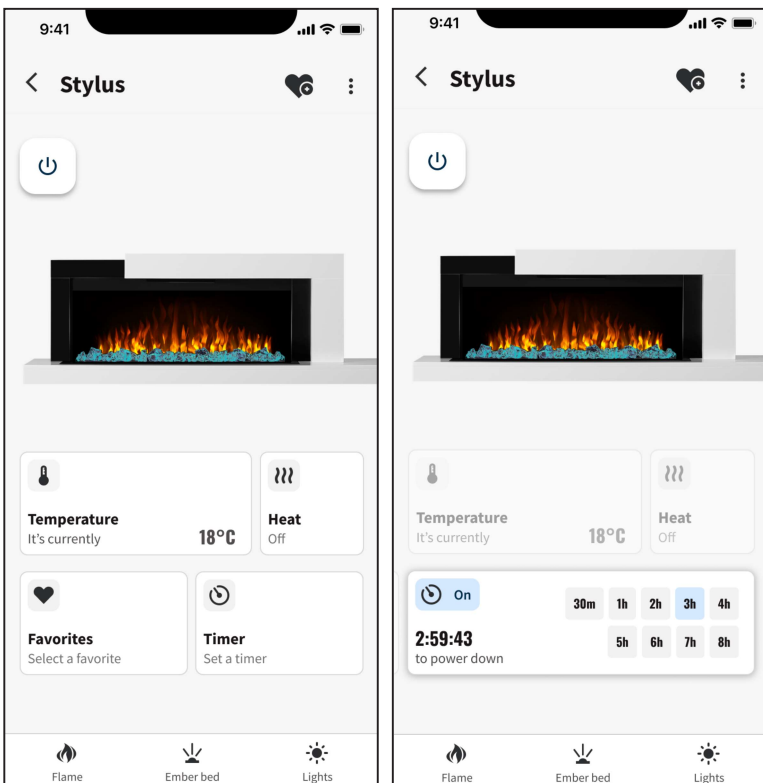
## 6.2.6 accessory lights setting



### Accessory Lights Setting:

The weather display brightness can be controlled in the app either on the home page when the appliance is turned off or the lights bottom tab. The side light is also controlled from the lights tab. Bulb warmth selection and brightness can be modified in this section.

## 6.2.5 timer settings



### Timer Settings:

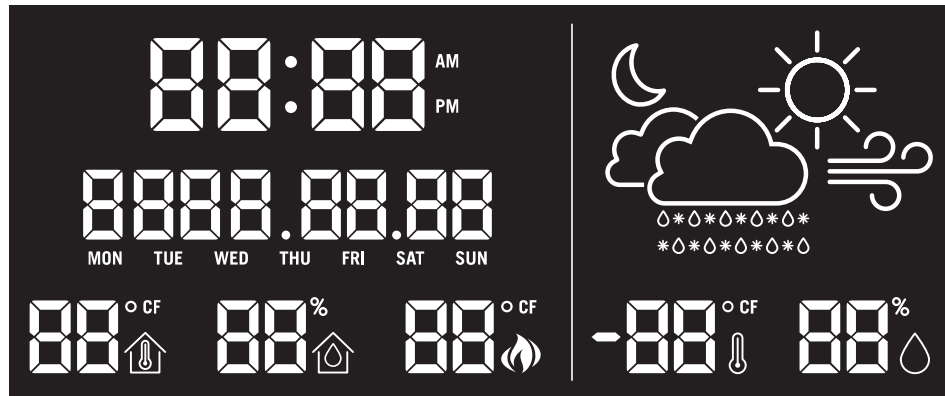
The timer feature can be accessed on the main page. Select from the list of preset times to set a timer that will power off the appliance once the countdown is complete.



# Napoleon Connectivity

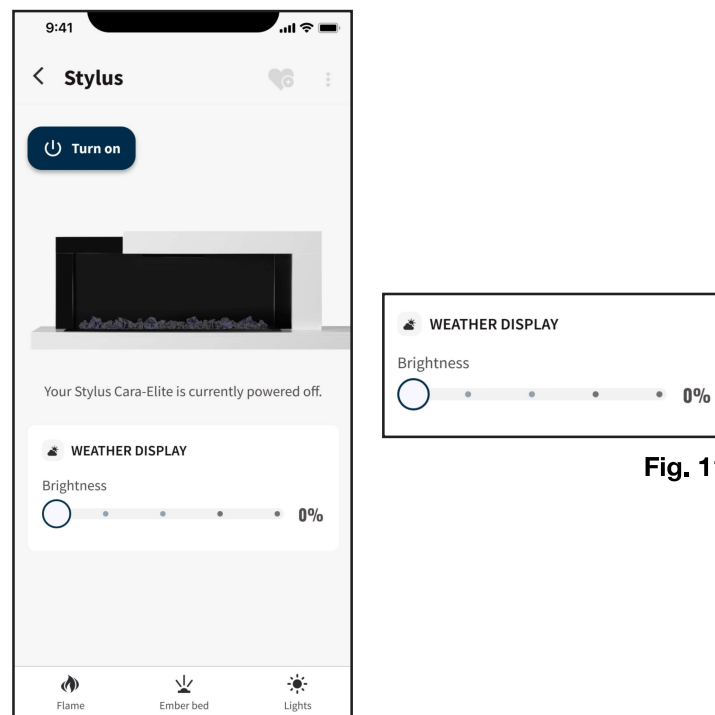
## 6.3 weather display information

1. The weather display will become active once the wifi has been set up. It is located in the top left-hand corner of the appliance's front glass (**Fig. 10**).



**Fig. 10**

2. The display brightness can be changed in the app in the POWER page by sliding the weather display brightness bar. The display has 5 settings: 0-5 (0 is OFF, 5 is max) (**Fig. 11**).



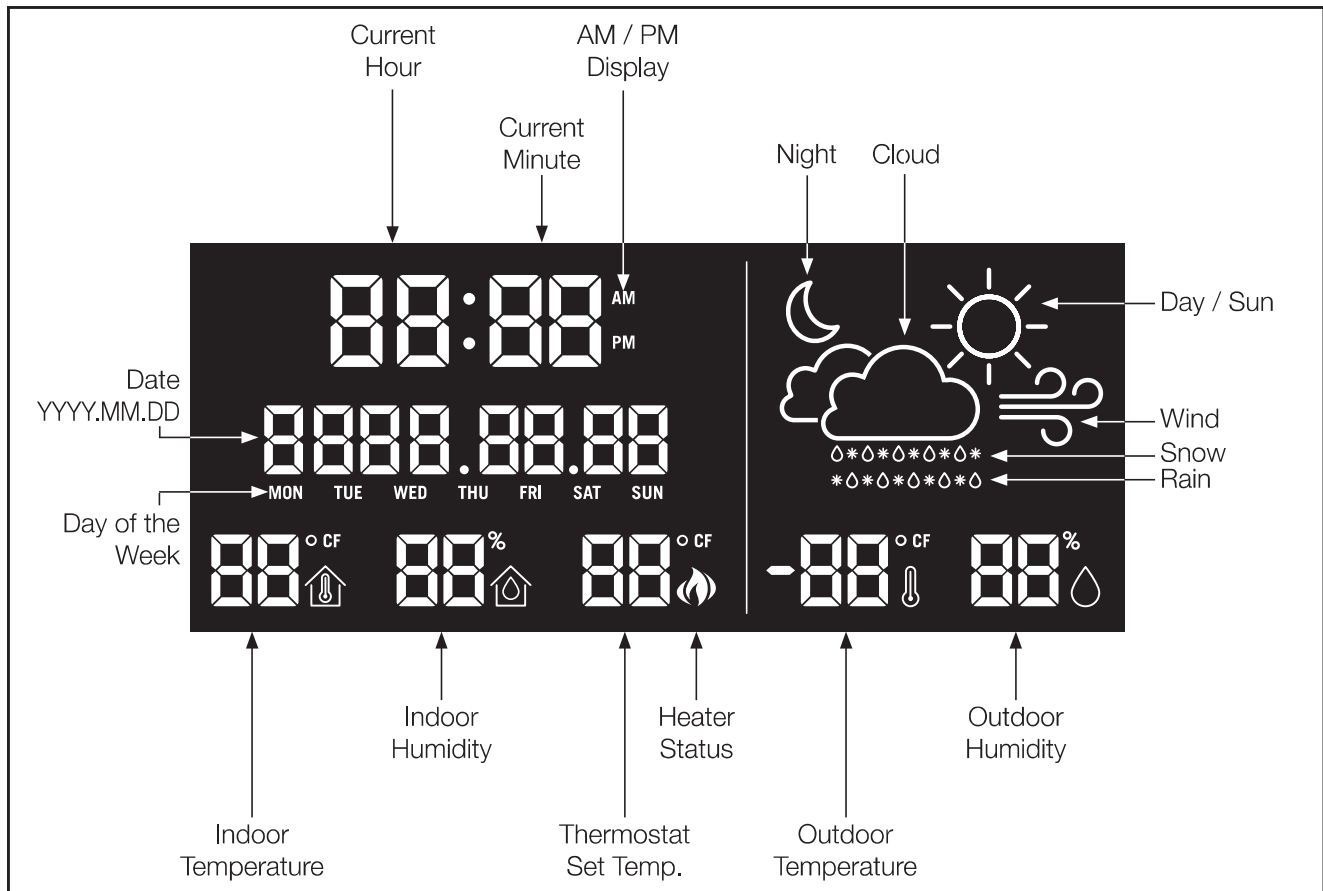
**Fig. 11**

3. The information for the display will be pulled from the internet based on the location settings of the internet provider. The weather information is pulled from local weather stations, and the indoor temperature and humidity is pulled from sensors inside the appliance (**Fig. 12**).



**Fig. 12**

## 6.4 weather display layout



## 6.5 Napoleon Connectivity important information

1. Napoleon Connectivity requires 2.4GHz Wi-fi.
2. The decoration light button on the control panel is also an indication light used to indicate when the fireplace Wi-fi communication is enabled. If the button is not illuminated, the Wi-fi connection has been disconnected or disabled and needs to be reconnected.
3. The fireplace incorporates an additional safety feature which will disable the Wi-Fi communication to the fireplace if the fireplace senses that the ambient room temperature is 30°C or above. This is to help prevent any possible risks of over-heating the fireplace and/or other devices in the room. To re-enable the Wi-fi communications, wait until the room temperature has cooled below 30°C, unplug the fireplace for 5 seconds, then plug it back in. The Wi-fi connection will reconnect within a few seconds.

## 7.0 replacement parts

### WARNING

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

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

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

When ordering replacement parts always give the following information:

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

**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.**

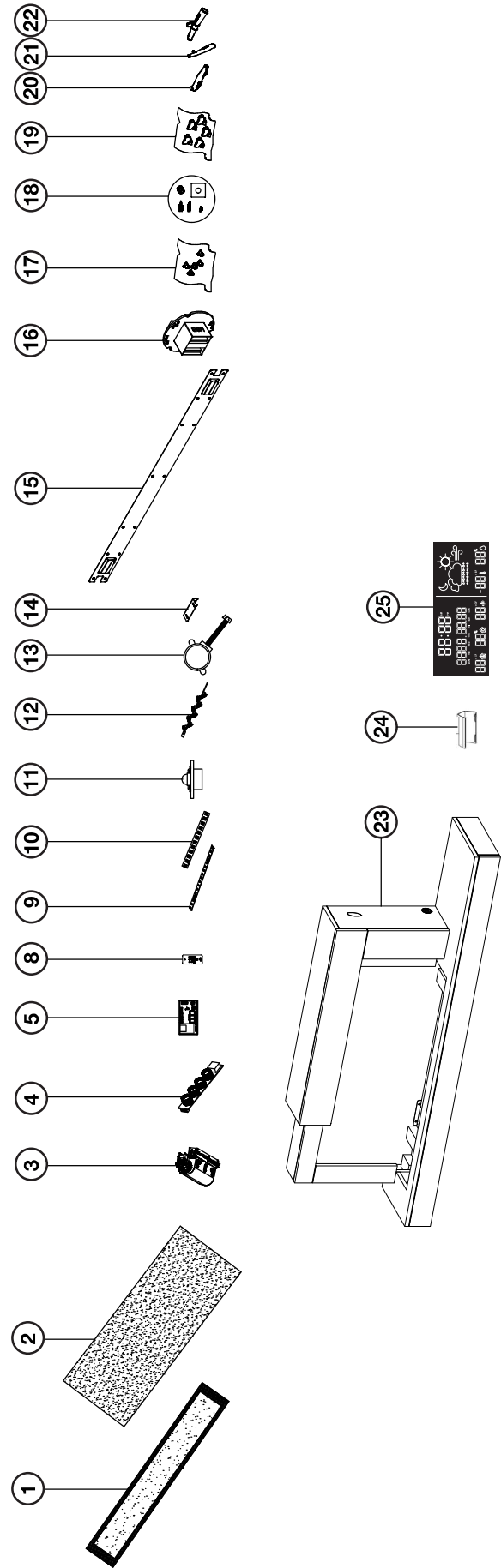
**Parts identified as 'SO' are special order and can take up to 90 days for delivery.**

For after sales service, please call 1-866-820-8686.

#### **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.

7.1 overview



Items may not appear exactly as illustrated.

Ref. No.	Part No.	Description	Stocked	Ref. No.	Part No.	Description	Stocked
1	W300-0291-SER	Black frosted base, glass		15	W080-1917-SER	Bracket, rear wall	
2	W300-0350	Projection glass		16	W190-0238	Fast-charge USB port	
3	W010-4397-SER	Heater and blower assembly	Yes	17	W497-0054-SER	Crystals, medium	
4	W190-0143-SER	Touch-on control panel		18	W370-0150-SER	Hardware kit	
5	W190-0204	Control, main PCB		19	W497-0055-SER	Crystals, large	
6 *	W190-0205	Control, power PCB		20	W135-0768-SER	Log A (x2)	Yes
7 *	W690-0021	Thermostat	Yes	21	W135-0770-SER	Log B (x2)	Yes
8	W190-0136-SER	Remote control	Yes	22	W135-0769-SER	Log C (x1)	Yes
9	W405-0069-SER	Ember LED light		23	NEFS32-5019W	Wood surround (NEFP32-5019W)	
10	W405-0068-SER	Flame LED light		24	W200-0572-SER	Cord cover	Yes
11	W405-0075-SER	Side accent LED light		25	W190-0207	Weather display	
12	W527-0032-SER	Reflector spindle		26 *	W190-0236	Fast-charging power board	
13	W435-0090-SER	Step motor		27 *	W190-0237	Remote receiver	
14	W080-1916-SER	Bracket, bottom rear wall		28 *	W010-5112	WiFi IOT module	

\* Parts not illustrated.

## 8.0 troubleshooting

### 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	solution
Appliance will not come on when power button/switch is put into the "on" position.	Appliance is not plugged into an electrical outlet.	Check plug, and plug in the appliance if necessary.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace, if necessary.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance's fuse has blown.	Replace the fuse.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in the appliance or turn the breaker on.
Appliance has returned to default settings.	Power failure.	Re-program appliance to original settings (not applicable with all appliances).
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel.
No warm air coming out of the appliance.	Heater setting not selected.	See "operation" section.
	Heater has been locked out.	See "operation" section.
	Room temperature is higher than appliance setting (if set to room temperature).	Reset temperature setting.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow for appliance to cool for 15 minutes.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Heater issue.	Inspect the blower and heater and replace, if necessary.
Heater shuts off automatically.	Room is too warm.	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
Dim or no flame.	Flame brightness not selected.	See "operation" section.
	Flame LEDs issue.	Inspect the LED and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
Flame does not move.	Motor is stalled/malfunctioning.	Cycle on/off. If problem persists, consult dealer.

Ember bed is not glowing or dimming.	Brightness not selected.	See "operation" section.
	Ember LED issue.	Inspect the ember bed LEDs and replace, if necessary.
	Main PCB board issue.	Inspect the main PCB board and replace, if necessary.
LED flashing "OH".	Appliance has overheated and safety thermal switch has tripped.	The buzzer emits a warning sound BI one time, the nixie tube flashes "OH," all functions and buttons are invalid, and all buttons are off. If the button is pressed, an alarm is issued. Unplug power or turn off the circuit breaker. Allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on. If problem persists, consults your dealer.
	Appliance detected power surge/short power outage has occurred.	

## 9.0 warranty

**Napoleon** electric 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 and assembled by trained craftsmen who take great pride in their work. Once assembled, the complete appliance is thoroughly inspected by a qualified and authorized installer, service agency, or supplier before packing to ensure that you, the customer, receive the quality product that you expect from **Napoleon**.

### Napoleon Electric Appliance Premium Warranty

Electrical components and wearable parts are covered and **Napoleon** will provide replacement parts free of charge during the first 2 years of premium warranty. This covers: fan/heaters, motors, switches, nylon bearing components, remote controls, and LED lights.\*

Light bulbs and fuses are NOT covered by the warranty.

In the first year only, any labour related to warranty repair is 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. 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 premium 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 premium warranty further does not cover any scratches, dents, corrosion, or discolouring caused by excessive heat, abrasive and chemical cleaners, nor chipping on porcelain enamel parts, mechanical breakage of PHAZER™ logs.

In the first 2 years 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, **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 Premium Warranty, **Napoleon** 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**.

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



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# 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  
De Riemsdijk 22, 4004 LC Tiel, The Netherlands

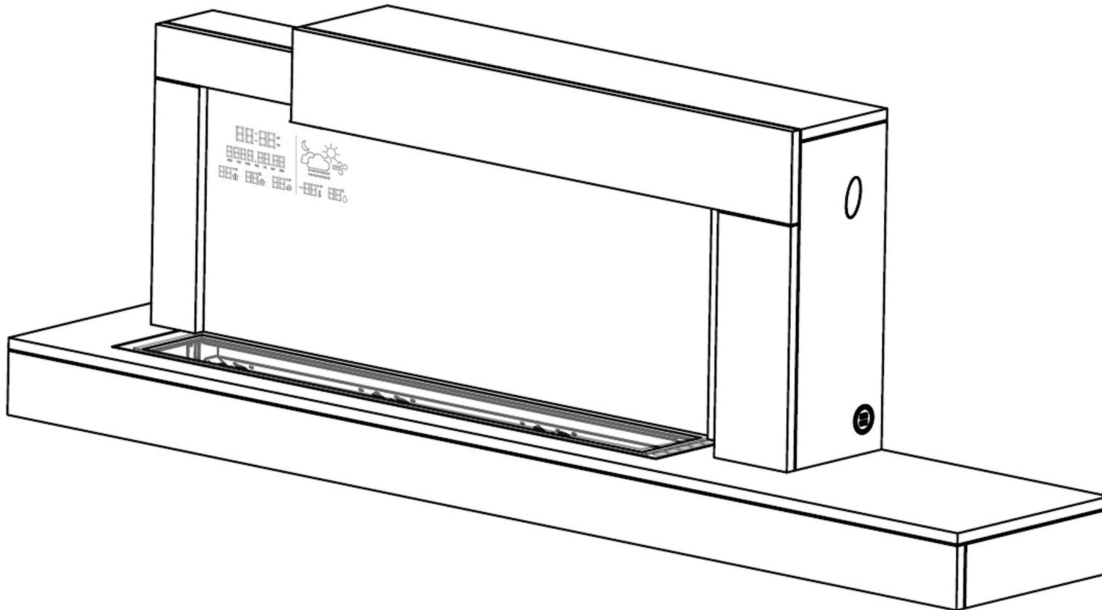
Phone: 1-866-820-8686  
[napoleon.com](http://napoleon.com)



# MANUEL D'INSTALLATION ET D'OPÉRATION

## Appareil Électrique Mural Cara Élite

NEFLC32H-IOT illustré avec NEFS32-5019W



### CONSIGNES DE SÉCURITÉ

#### **! AVERTISSEMENT**

##### **RISQUE D'INCENDIE OU D'EXPLOSION**

Si ces instructions ne sont pas suivies à la lettre, un incendie pourrait s'ensuivre causant des dommages matériels, des blessures corporelles ou des pertes de vie.

- N'entreposez pas et n'utilisez pas d'essence ou autres liquides et vapeurs inflammables à proximité de cet appareil ou tout autre appareil.

#### **INSTALLATEUR:**

Laissez ce manuel avec l'appareil

#### **PROPRIÉTAIRE:**

Conservez ce manuel pour consultation ultérieure.



Cet appareil dispose d'une télécommande qui nécessite des piles à bouton qui sont dangereuses pour les jeunes enfants.

### **POUR L'UTILISATION INTÉRIEUR SEULEMENT**

**CERTIFIÉ SELON LES NORMES NATIONALES CANADIENNES ET AMÉRICAINES:**  
CSA 22.2 NO. 46 / UL 2021



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada / 103 Miller Drive, Crittenden, Kentucky, USA, 41030  
Téléphone 1 (866) 826 8686 • [www.napoleon.com](http://www.napoleon.com) • [hearth@napoleon.com](mailto:hearth@napoleon.com)