

GL18N, GL24N, GL30N NATURAL GAS

GL18P, GL24P, GL30P PROPANE

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

SAFETY INFORMATION VARNING

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.

- WHAT TO DO IF YOU SMELL GAS:
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

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















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

1.0 INSTALLATION OVERVIEW



2.0 INTRODUCTION

WARNING

- THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF CONTACTED.
 - ANY CHANGES OR ALTERATIONS TO THIS APPLIANCE OR IT'S 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.
- Risk of fire or asphyxiation do not operate appliance with fixed glass removed.
- Do not connect 110 volts to the control valve.
- Risk of burns. The appliance should be turned off and cooled before servicing.
- Do not install damaged, incomplete or substitute components.
- Risk of cuts and abrasions. Wear protective gloves and safety glasses during installation. Sheet metal edges may be sharp.
- Do not burn wood or other materials in this appliance.
- Children and adults should be alerted to the hazards of high surface temperature and should stay away
 to avoid burns or clothing ignition. 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.
- This appliance is a vented gas-fired appliance. Do not burn wood or other materials in this appliance.
- It is imperative that the control compartments, burners and circulating blower and its passageway in the appliance and venting system are kept clean. The appliance and its venting system 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.
- This appliance must not be connected to a chimney flue pipe serving a separate solid fuel burning appliance.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
- Do not operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person.
- Do not strike or slam shut the appliance glass door.
- Only doors / optional fronts certified with the unit are to be installed on the appliance.
- Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.
- As with any combustion appliance, we recommend having your appliance regularly inspected and serviced as well as having a Carbon Monoxide Detector installed in the same area to defend you and your family against Carbon Monoxide.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a T.V. or other electronic components.

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2.1 GENERAL INSTRUCTIONS

AWARNING

ALWAYS LIGHT THE PILOT WHETHER FOR THE FIRST TIME OR IF THE GAS SUPPLY HAS RAN OUT, WITH THE GLASS DOOR OPENED OR REMOVED.

PROVIDE ADEQUATE CLEARANCE FOR SERVICING AND OPERATING THE APPLIANCE.

PROVIDE ADEQUATE VENTILATION.

NEVER OBSTRUCT THE FRONT OPENING OF THE APPLIANCE.

OBJECTS PLACED IN FRONT OF THE APPLIANCE MUST BE KEPT A MINIMUM OF 48" FROM THE FRONT FACE OF THE UNIT.

SURFACES AROUND AND ESPECIALLY ABOVE THE APPLIANCE CAN BECOME HOT. AVOID CONTACT WHEN THE APPLIANCE IS OPERATING.

FIRE RISK. EXPLOSION HAZARD.

HIGH PRESSURE WILL DAMAGE VALVE. DISCONNECT GAS SUPPLY PIPING BEFORE PRESSURE TESTING GAS LINE AT TEST PRESSURES ABOVE 1/2 PSIG. CLOSE THE MANUAL SHUT-OFF VALVE BEFORE PRESSURE TESTING GAS LINE AT TEST PRESSURES EQUAL TO OR LESS THAN 1/2 PSIG.

USE ONLY WOLF STEEL APPROVED OPTIONAL ACCESSORIES AND REPLACEMENT PARTS WITH THIS APPLIANCE. USING NON-LISTED ACCESSORIES (BLOWERS, DOORS, LOUVRES, TRIMS, GAS COMPONENTS, VENTING COMPONENTS, ETC.) COULD RESULT IN A SAFETY HAZARD AND WILL VOID THE WARRANTY AND CERTIFICATION.

Thoroughly clean the chimney, flue and existing appliance before installing the new appliance into it. Do not burn solid fuels in any appliance that is equipped with this gas log set.

The installation of this appliance must conform with local codes or in the absence of local codes, it must conform to ANSI Z.223.1 or the CAN/CGA B149.

Do not operate appliance in the presence of gasoline or other flammable liquids and vapours. Keep area clear of other combustible materials. The appliance and its shut off must be disconnected from the gas supply piping system before any pressure testing of the system is done.



We suggest that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute[®] (NFI) as NFI Gas Specialists.

Installation practices vary from region to region and it is important to know the specifics that apply to your area, For example: in Massachusetts State:

- This product must be installed by a licensed plumber or gas fi tter when installed within the commonwealth of Massachusetts.
- The appliance damper must be removed or welded in the open position prior to installation of a appliance
- insert or gas log.
- The appliance off valve must be a "T" handle gas cock.
- The flexible connector must not be longer than 36 inches.
- The appliance is not approved for installation in a bedroom or bathroom unless the appliance is a direct vent sealed combustion product.
- A carbon monoxide detector is required in all rooms containing gas fired appliances.

No external electricity (110 volts or 24 volts) is required for the gas system operation.

2.2 GENERAL INFORMATION

AWARNING

THIS APPLIANCE MUST NOT BE INSTALLED IN A BEDROOM OR BATHROOM.

THE APPLIANCE IS ONLY FOR USE WITH THE TYPE OF GAS INDICATED ON THE RATING PLATE. THIS APPLIANCE IS NOT CONVERTIBLE FOR USE WITH OTHER GASES.

	GL	.18	GL	.24	GL	.30	
	NG	LP	NG	LP	NG	LP	
Altitude (FT)	0-4,500	0-4,500	0-4,500	0-4,500	0-4,500	0-4,500	
Max input (BTU/HR)	55,000	55,000	60,000	60,000	65,000	65,000	
Min Inlet Gas Supply Pressure	4.5" Water Column	11" Water Column	4.5" Water Column	11" Water Column	4.5" Water Column	11" Water Column	
Max Inlet Gas Supply Pressure	7" Water Column	13" Water Column	7" Water Column	13" Water Column	7" Water Column	13" Water Column	
Manifold Pressure (Under Flow Conditions)	3.5" Water Column	10" Water Column	3.5" Water Column	10" Water Column	3.5" Water Column	10" Water Column	

2.3 MINIMUM APPLIANCE SIZE

LOG SET	HEIGHT	WIDTH	DEPTH
GVFL18	18"	22"	14"
GVFL24	20"	28"	14"
GVFL30	22"	34"	14"

Each gas log set must be installed into an appliance cavity with a minimum size.

Refer to the table to determine the appropriate minimum appliance size.

2.4 RATING PLATE



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

3.0 INSTALLATION

The appliance and gas logs function as a system. If the appliance is not drafting properly and spilling into the room (check with a match or a smoke stick), reposition the damper clamp until a positive draft is obtained by opening the damper. If negative pressure in home prevents having a positive draft, consult an air quality specialist.

3.1 GAS PIPING

AWARNING

DO NOT CONNECT EITHER THE WALL SWITCH, THERMOSTAT OR GAS VALVE TO ELECTRICITY (110 VOLTS).

This appliance must be isolated from the gas supply piping system by closing the individual manual shut off valve during any pressure testing of the gas supply piping system at test pressure equal to or less than ½ psi (3.5 kPa)

- **A.** Centre the appliance in the fireplace opening, making sure the appliance has enough room behind it for the gas line to run behind the log set under the log support.
- **B.** Route the gas line and sizing using piping ½" diameter or greater to allow the full volume of gas to the appliance. The routing of the gas line has to be done to local and / or national codes.
- **C.** When rigid pipe is used an ANSI approved manual shut off and a union must be installed upstream within the appliance cavity.
- **D.** To ensure the appliance operates reliably install a sediment trap upstream of the appliance within the structures of the piping system.



- E. When using propane, a regulator must be used between the tank and the outside wall of the house to ensure the line pressure does not exceed 14" w.c.
- **F.** Check gas connections with a gas detection device to test for leaks in the system. Soapy water mixture can also be used to check for leaks.
- **G.** Once all the gas connections are tested for leaks, start the appliance. Follow the lighting instructions to ensure the appliance is working properly before finishing.

3.2 DAMPER STOP INSTALLATION

The damper must be permanently locked in position to prevent full closure and to provide a minimum flue opening. Various methods for locking the damper may be used but may be restricted from region to region and it is important to know the specifics that apply to your area. For your convenience a damper stop is provided with the appliance and may be used where not prohibited by state or local codes.



Use the 3" adjustable bolt to adjust the damper to the correct opening, based on the enclosed chart.

Should the damper stop not fit, or provide the required permanent opening from the Minimum Damper Opening table, have the damper cut to provide a minimum permanent opening or install an alternate stop.

Creosote, ashes and loose paint must be cleaned from the chimney flue and firebox by a qualified chimney cleaner, before installing in a solid fuel burning appliance. Any outside air ducts and/or ash dumps in the fireplace shall be permanently closed at time of appliance installation.

If the damper stop (supplied) is not applicable the damper may be fixed open by the following method:

- Drill a hole in either end of the damper.
- Using a bolt of sufficient length and adjustment, with 2
- nuts, secure to damper through the hole.
- Adjust to correct opening.

MINIMUM DAMPER OPENING (SQUARE INCHES)												
CHIMNEY HEIGHT	MASONRY APPLIANCE	FACTORY BUILT APPLIANCE										
6	33.8"											
8	31.2"											
10	28.7"	22.1"										
15	26.1"	17.3"										
20	23.7"	14.5"										
25	22.7"	12.6"										
30	21.6"	11.3"										
35		10.8"										
40		10.2"										

4.0 FINISHING

4.1 ANDIRON AND GRATE ASSEMBLY

- A. With the 2 and irons laying face down, secure the grate overtop using two ¼-20 bolts (supplied in the manual baggie).
- **B.** Install the grate/andiron assembly to the burner base using four 1 ¼" self tapping screws (supplied in the manual baggie).



4.2 **REMOTE INSTALLATION**

A. The remote must be installed onto the bracket on the back of the log set on the right side.



B. Bend the tab on the remote bracket straight and then using the double sided tape supplied with the remote, stick the remote to the bracket.



C. Hook up the wires from the remote to the terminals on the walve marked TH/TP and TH.

4.3 LOG PLACEMENT



76.1A

Phazer[™] logs, exclusive to Napoleon Appliances, provide a unique and realistic glowing effect that is different in every installation. Failure to follow these log placement instructions may cause sooting.



A. Place the rear log #1 onto the locating studs on the rear log support.



B. Position the holes on the bottom of log #2 onto the fibre embosses shown.



C. Position the bottom cavity of log #3 onto the bracket located in the front right corner.



D. Position the pins on the bottom of log #4 into the holes on the left end of log #1 and the left end of log #2.



Place the end of log #5 on the right end of log #1. The fork in the log should straddle the knot on top of the log #2.

Log colours may vary. During the initial use of the appliance, the colours will become more uniform as colour pigments burn in during the heat activated curing process.

Positioning the logs improperly will cause flame impingement and carboning.

Ε.

Blocked burner ports can cause an incorrect flame pattern, carbon deposits and delayed ignition. Use only certified Phazer[™] logs available from your authorized dealer/distributor.

4.4 **MEDIA**

- Place lava or ember rock around the base of the appli-Α. ance, making sure not to block any burner ports or valve access. Retain a small amount of lava rock for step 3 and if applicable step 4.
- Β. Place formed charcoal lumps around the front and sides of the appliance.
- Use remaining lava or ember rock to blend with the char-С. coal lumps.
- D. GL30 ONLY: Sprinkle remaining lava rock onto the outer fibre ember beds to hide the seam.









4.5 LOGO PLACEMENT

Remove the backing of the logo supplied. Centre the logo on the front of the appliance, $\frac{1}{2}$ " in from the left side, as shown.



5.0 OPERATING INSTRUCTIONS

If the fireplace is equipped with decorative glass doors, they must be fully opened when operating this gas log set.

5.1 LIGHTING INSTRUCTIONS

- A. Locate the pilot burner at the rear of the log set on the right side.
- B. Turn the gas control knob to the pilot setting (on the left side of the appliance closest to the back).
- With the control knob depressed, push the piezo igniter continuously until the pilot lights. Hold the control knob in for 1 minute and release. If the pilot goes out, repeat steps 2 and 3.
- **D.** Once the pilot stays burning, make certain that the on / off switch is in the off position. Turn the control knob counter-clockwise to the on position.



E. Turn the on / off switch to the on position to ignite the burner. This appliance must be isolated from the gas supply piping system by closing the individual manual shut off valve during any pressure testing of the gas supply piping system at test pressure equal to or less than ½ psi (3.5 kPa).

Keep burner and control compartment clean.

When lit for the first time, the appliance will emit a slight odour for a few hours. This is a normal temporary condition caused by the curing of the logs and the "burn-off" of internal paints and lubricants used in the manufacturing process and will not occur again. Open a window to ventilate the room during this burn off period.

6.0 OPERATION

AWARNING

IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

ALWAYS LIGHT THE PILOT WHETHER FOR THE FIRST TIME OR IF THE GAS SUPPLY HAS RUN OUT WITH THE GLASS DOOR OPENED OR REMOVED.

Ensure that a continuous gas flow is at the burner before installing the door. When lit for the first time, the appliance will emit an odor for a few hours. This is a normal temporary condition caused by the "burn-in" of paints and lubricants used in the manufacturing process and will not occur again.

After extended periods of non-operation such as following a vacation or a warm weather season, the appliance may emit a slight odor for a few hours. This is caused by dust particles in the heat exchanger burning off. In both cases, open a window to sufficiently ventilate the room.

FOR YOUR SAFETY READ BEFORE LIGHTING:

- A. This appliance is equipped with a pilot which must be lit by hand while following these instructions exactly.
- **B.** Before operating smell all around the appliance area for gas and next to the floor because some gas is heavier than air and will settle on the floor.
- **C.** Use only your hand to turn the gas control knob. Never use tools. If the knob will not turn by hand, do not try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- **D.** Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and any gas control which has been under water.

WHAT TO DO IF YOU SMELL GAS:

- Turn off all gas to the appliance.
- Open windows.
- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - GAS KNOB
- If you cannot reach your gas supplier, call the fire department.

LIGHTING INSTRUCTIONS:

WARNING: The gas valve has an interlock device which will not allow the pilot burner to be lit until the thermocouple has cooled. Allow approximately 60 seconds for the thermocouple to cool.

When lighting and re-lighting, the gas knob cannot be turned from pilot to off unless the knob is depressed slightly.

- 1. Stop! Read the above safety information on this label.
- 2. Turn off all electric power to the appliance.
- Turn the gas knob clockwise to off.
- 4. Wait five (5) minutes to clear out any gas. If you smell gas including near the floor. Stop! Follow "B" in the above safety information on this label. If you don't smell gas go the next step.
- 5. Turn gas knob counter-clockwise K to pilot.
- 6. Depress slightly and hold gas knob while lighting the pilot with the push button igniter. Keep knob depressed for one minute, then release. If pilot does not continue to burn, repeat steps 3 through 5.
- 7. With pilot lit, depress and turn gas knob counter-clockwise K to on.
- 8. If equipped with remote on-off switch / thermostat, main burner may not come on when you turn valve to on. Remote switch must be in the on position to ignite burner.
- **9.** Turn on all electric power to the appliance.

TO TURN OFF GAS

- **1.** Turn off all electric power to the appliance if service is to be performed.
- 2. Push in gas control knob slightly and turn clockwise rt to off. Do not force.

TURN THE CONTROL VALVE TO THE OFF POSITION WHEN HEATER IS NOT IN USE.

7.0 ADJUSTMENTS

7.1 PILOT BURNER ADJUSTMENT

Adjust the pilot screw to provide properly sized flame. Turn in a clockwise direction to reduce the gas flow.

Inlet pressure can be checked by turning screw (A) counter-clockwise until loosened and then placing pressure gauge tubing over the test point. Gauge should read 7" (minimum 4.5") water column for natural gas or 13" (11" minimum) water column for propane. Check that main burner is operating on "HI".

Outlet pressure can be checked the same as above using screw (B). Gauge should read 3.5" water column for natural gas or 10" water column for propane. Check that main burner is operating on "HI".

AFTER TAKING PRESSURE READINGS, TIGHTEN SCREWS FIRMLY TO SEAL. DO NOT OVER TORQUE. LEAK TEST.



This appliance has an air shutter that has been factory set open according to the chart below:

Regardless of venturi orientation, closing the air shutter will cause a more yellow flame, but can lead to carboning. Opening the air shutter will cause a more blue flame, but can cause flame lifting from the burner ports. The flame may not appear yellow immediately; allow 15 to 30 minutes for the final flame color to be established.

AIR SHUTTER ADJUSTMENT MUST ONLY BE DONE BY A QUALIFIED INSTALLER!

LOG SET	AIR SH	UTTER
FUEL	NG	LP
GL18	1/16"	1/4"
GL24	1/16"	5/16"
GL30	1/8"	3/8"







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7.3 FLAME CHARACTERISTICS

It's important to periodically perform a visual check of the pilot and burner flames. Compare them to the illustrations provided. If any flames appear abnormal call a service person.



8.0 MAINTENANCE

WARNING

APPLIANCE MAY BE HOT, DO NOT SERVICE UNTIL APPLIANCE HAS COOLED.

Visually inspect the appliance for carbon buildup.

Using a small whisk or brush, brush off the excess carbon and vacuum up or sweep into the garbage. Check the appliance for broken logs and corrosion of the main burner base.

Do not use a blower insert, heat exchanger insert or any other accessory not approved for use with this appliance

9.0 REPLACEMENTS

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. 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.

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		COMPONENTS
REF NO.	GAS LOGS	DESCRIPTION
1	W135-0205	#1 - REAR LOG
2	W135-0206	#2 - MIDDLE LOG
3	W135-0207	#3 - RIGHT LOG
4	W135-0208	#4 - LEFT LOG
5	W135-0218	#5 - CROSSOVER LOG
6	GL-644	LOG SET
7*	W135-0251	GL30 RIGHT EXTENSION LOG
8*	W135-0252	GL30 LEFT EXTENSION LOG
9	W185-0024	GL18 GRATE
9	W185-0020	GL24 GRATE
9	W185-0023	GL30 GRATE
10	W715-0628	GL18 / 24 ANDIRONS
10	W715-0629	GL30 ANDIRONS
11	W357-0001	PIEZO IGNITOR AND NUT
12	W456-0028	#28 ORIFICE - NG (GL18)
12	W456-0045	#45 ORIFICE - LP (GL18)
12	W456-0026	#26 ORIFICE -NG (GL24)
12	W456-0044	#44 ORIFICE - LP (GL24)
12	W456-0022	#22 ORIFICE - NG (GL30)
12	W456-0043	#43 ORIFICE - LP (GL30)
13	W660-0023	ON / OFF SWITCH
14	W725-0035	VALVE - NG
14	W725-0043	VALVE - LP
15*	W385-0334	NAPOLEON LOGO
16	W680-0015	THERMOPILE
17**	W680-0014	THERMOCOUPLE
18	W010-0801	NATURAL GAS PILOT ASSEMBLY
18	W010-0800	PROPANE GAS PILOT ASSEMBLY
19	W455-0070	NATURAL GAS PILOT INJECTOR
19	W455-0068	PROPANE GAS PILOT INJECTOR
20*	W010-1260	FIBRE BURNER ASSEMBLY
21*	W550-0006	LAVA ROCK
22*	W550-0002	CHARCOAL LUMPS
23	W010-1288	DAMPER STOP

ACCESSORIES REF NO. GAS LOGS DESCRIPTION GD-660 REMOTE WALL SWITCH W/20" WIRE 24* 25* W690-0001 MILLIVOLT WALL THERMOSTAT PROGRAMMABLE TIMER 26* W660-0026 27* F40 ON/OFF REMOTE 27* F40-6 ON/OFF REMOTE -BULK 27* F50 THERMOSTATIC REMOTE 27* F50-6 THERMOSTATIC REMOTE -BULK



10.0 TROUBLE SHOOTING



TURN OFF THE GAS AND ELECTRICAL POWER BEFORE SERVICING THE APPLIANCE.

APPLIANCE MAY BE HOT, DO NOT SERVICE UNTIL APPLIANCE HAS COOLED.

DO NOT USE ABRASIVE CLEANERS.

SYMPTOM	PROBLEM		TEST SOLUTION
Main burner goes out; pilot stays on.	Pilot flame is not large enough or not engulfing the thermopile.	-	Turn up the pilot flame. Replace pilot assembly.
	Thermopile shorting.	-	Clean thermopile connection to the valve. Reconnect. Test and replace thermopile / valve.
	Remote wall switch wire is too long; too much resistance in the system.	-	Shorten wire to correct length or wire gauge.
	Faulty thermostat or switch.	-	Replace.
Pilot goes out when the gas knob is released.	System is not correctly purged.	-	Purge the gas line.
The gas valve has an interlock device which	Out of propane gas.	-	Fill the tank.
will not allow the pilot burner to be lit until	Pilot flame is not large enough.	-	Turn up the pilot flame.
the thermocouple has cooled. Allow	Pilot flame is not engulfing the thermocouple	-	Gently twist the pilot head to improve the flame pattern around the thermocouple.
approximately 60 seconds for the thermocouple to cool.	Thermocouple shorting / faulty.	- - -	Loosen and tighten thermocouple. Clean thermocouple and valve connection. Test and replace thermocouple.
	Faulty valve.	-	Test and replace.
Pilot burning; no gas to main burner; gas knob	Thermostat or switch is defective	-	Connect a jumper wire across the wall switch terminals; if main burner lights, replace switch / thermostat.
is on 'HI'; wall switch / thermostat is on.	Wall switch wiring is defective.	-	Disconnect the switch wires & connect a jumper wire across terminals 1 & 3; if the main burner lights, check the wires for defects and/or replace wires.
	Main burner orifice is plugged.	-	Remove stoppage in orifice.
	Faulty valve.	-	Test and replace.
Pilot goes out while standing; Main burner is in 'OFF' position.	Gas piping is undersized.	-	Turn on all gas appliances and see if pilot flame flutters, diminishes or extinguishes, especially when main burner ignites. Monitor appliance supply working pressure. Check if supply piping size is to code. Correct all undersized piping.

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SYMPTOM	PROBLEM	TEST SOLUTION
	No spark at pilot burner. OPILE	 Check if pilot can be lit by a match. Check that the wire is connected to the push button igniter. Check if the push button igniter needs tightening. Replace the wire if the wire insulation is broken or frayed. Replace the electrode if the ceramic insulator is cracked or broken. Replace the push button ignitor
	Out of propane gas.	- Fill the tank.
	Spark gap is incorrect.	- Spark gap should be 0.150" to 0.175" (5/32" to 11/64" approx.) from the electrode tip and the pilot burner. To ensure proper electrode location, tighten securing nut (finger tight plus 1/4 turn).
	No gas at the pilot burner.	 Check that the manual valve is turned on. Check the pilot orifice for blockage. Replace the valve. Call the gas distributor.
Flames are consistently too large or too small. Carboning occurs.	Unit is over-fired or underfired.	 Check pressure readings: Inlet pressure can be checked by turning screw (A) counter-clockwise 2 or 3 turns and then placing pressure gauge tubing over the test point. Gauge should read 7" (minimum 4.5") water column for natural gas or 13" (minimum 11") water column for propane. Check with main burner is operating on 'HI'. Outlet pressure can be checked the same as above using screw (B). Gauge should read 3.5" water column for natural gas or 10" water column for propane. Check that main burner is operating on 'HI'. AFTER TAKING PRESSURE READINGS, BE SURE TO TURN SCREWS CLOCKWISE FIRMLY TO RESEAL. DO NOT OVER TORQUE. Leak test with a soap and water solution.
Carbon is being deposited on glass, logs	Air shutter has become blocked.	 Ensure air shutter opening is free of lint or other obstructions.
or combustion chamber surfaces.	Flame is impinging on the logs or combustion chamber.	 Check that the logs are correctly positioned. Open air shutter to increase the primary air. Check the input rate: check the manifold pressure and orifice size as specified by the rating plate values.
Exhaust fumes smelled in room, headaches.	Appliance is spilling.	 Check for chimney blockage. Check that chimney is installed to building code. Room is in negative pressure; increase fresh air supply.
Remote wall switch is in	Wall switch is mounted upside down.	- Reverse.
'OFF' position; main burner comes on when gas knob	Remote wall switch is grounding.	- Replace.
is turned to 'ON' position.	Remote wall switch wire is grounding.	- Check for ground (short); repair ground or replace wire.
	Faulty valve.	- Test and replace.

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11.0 WARRANTY

NAPOLEON® products 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 log set is thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receive the quality product that you expect from NAPOLEON®.

NAPOLEON® GAS LOG SET LIFETIME LIMITED WARRANTY

The Phazer[™] logs in your new Napoleon[®] gas log set are warranted against defects for as long as you own the appliance.

Electrical (millivolt) components, burner and wearable parts such as the gas valve, thermal switch, switches, wiring, remote control, ignitor, gasketing, and pilot assembly are covered and Napoleon® will provide replacement parts free of charge during the first year of the lifetime limited warranty.*

* 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 and embers.

In the first year only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions. After the first year, with respect to this President's Lifetime Limited Warranty, NAPOLEON® may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s).

NAPOLEON® will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty.

Notwithstanding any provisions contained in the President's Lifetime Limited Warranty, NAPOLEON'S responsibility under this

warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.

This warranty defines the obligations and liability of NAPOLEON® with respect to the NAPOLEON® gas logs 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 the burner or logs or other components due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON®.

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.

Labour travel, diagnostic tests, shipping and other related charges are not covered by this warranty.

ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE DUE TO ON-GOING PRODUCT IMPROVEMENTS. NAPOLEON® IS A REGISTERED TRADEMARK OF WOLF STEEL LTD. PATENTS U.S. 5.303.693.801 - CAN. 2.073.411, 2.082.915. © WOLF STEEL LTD.

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		Special Concerns																		
	Appliance Service History This heater must be serviced annually depending on usage.	Service Performed																		
	Appliance Service History is heater must be serviced annually depending on	Service Technician Name																		
	Thi	Dealer Name																		
		Date																		

12.0 SERVICE HISTORY

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