

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.  
CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.  
NEVER LEAVE CHILDREN OR OTHER AT RISK INDIVIDUALS ALONE WITH THE APPLIANCE.



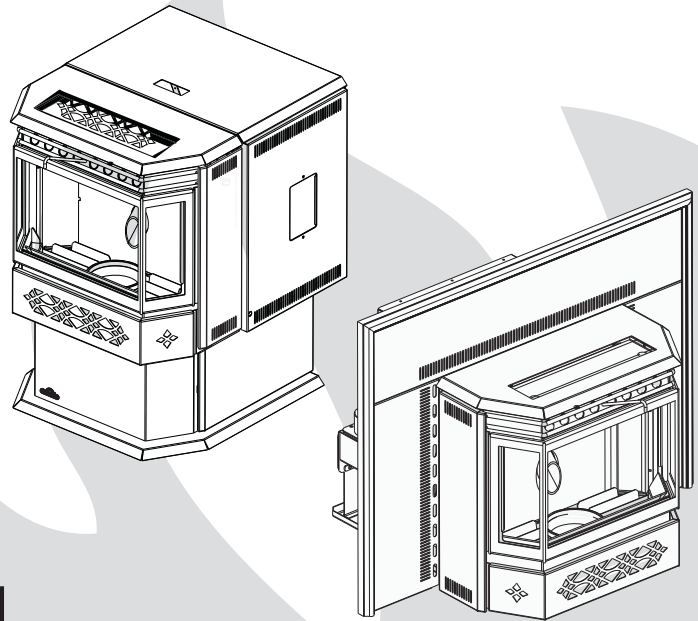
# INSTALLATION AND OPERATING INSTRUCTIONS

This appliance has been tested to ASTM E 1509, UL 1482, ULC S627 AND ULC S628.

## NPS45 PELLET STOVE

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## NPI45 PELLET INSERT



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

### SAFETY INFORMATION

#### **WARNING**

**PLEASE READ ENTIRE MANUAL  
BEFORE YOU INSTALL OR USE THIS  
PELLET BURNING HEATER.**

**If the heater is not properly installed, a  
house fire may result causing personal  
injury or loss of life.**

- Authorities having jurisdiction (such as municipal building department, fire department, fire prevention bureau, etc.) should be consulted before installation to determine the need to obtain a permit.
- Contact local building or fire officials about restrictions and installation inspection requirements in your area.
- This heater is hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.
- Do not start a fire with chemicals or fluids such as gasoline, engine oil, etc...

#### **WARNING**

**HOT GLASS WILL CAUSE  
BURNS.**



**DO NOT TOUCH GLASS UNTIL  
COOLED.**

**NEVER ALLOW CHILDREN TO  
TOUCH GLASS.**



APPLY SERIAL NUMBER LABEL FROM CARTON



Wolf Steel Ltd., 24 Napoleon Rd., Barrie, ON, L4M 0G8 Canada /  
103 Miller Drive, Crittenden, Kentucky, USA, 41030

Phone (705)721-1212 • Fax (705)722-6031 • [www.napoleonfireplaces.com](http://www.napoleonfireplaces.com) • [ask@napoleonproducts.com](mailto:ask@napoleonproducts.com)

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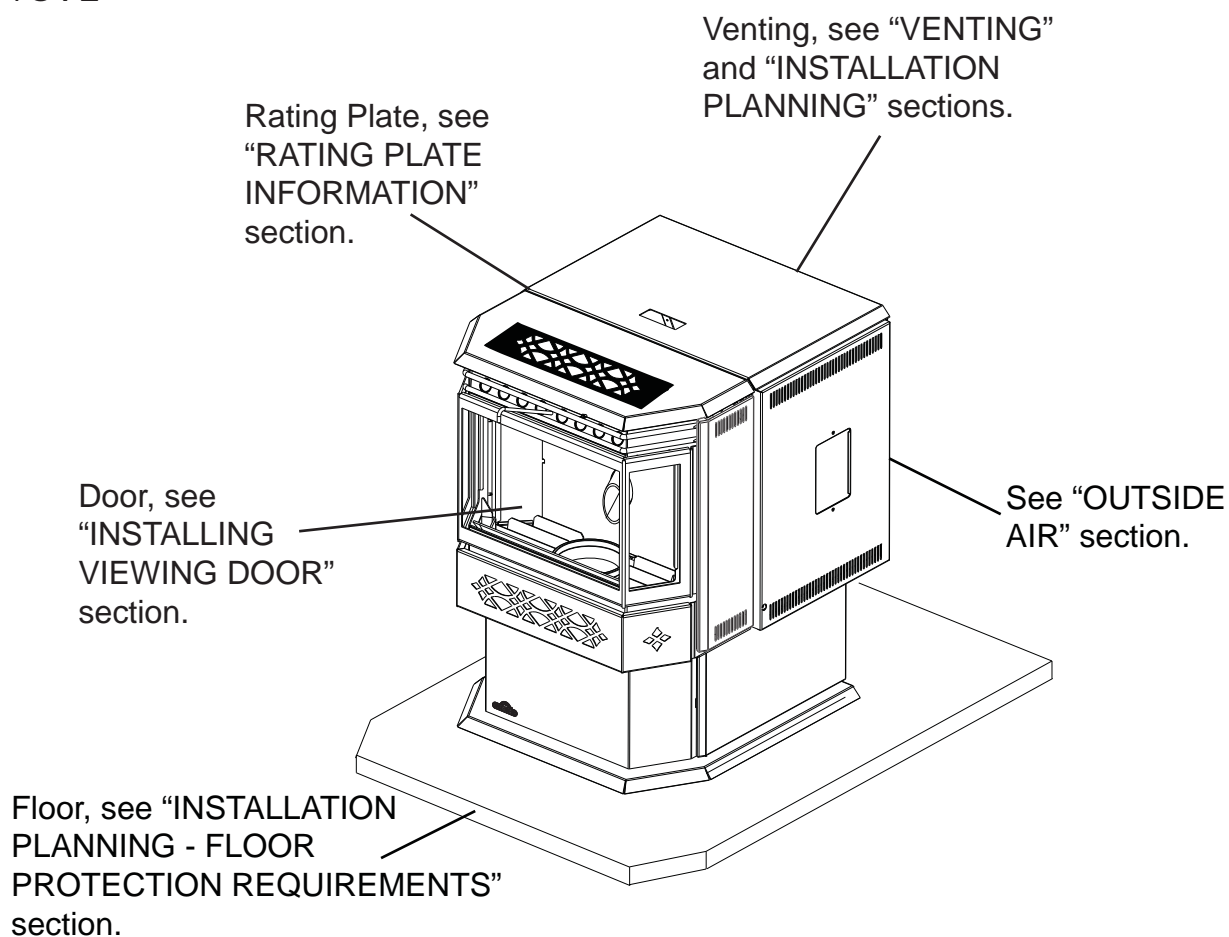
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**NOTE:** Changes, other than editorial, are denoted by a vertical line in the margin.

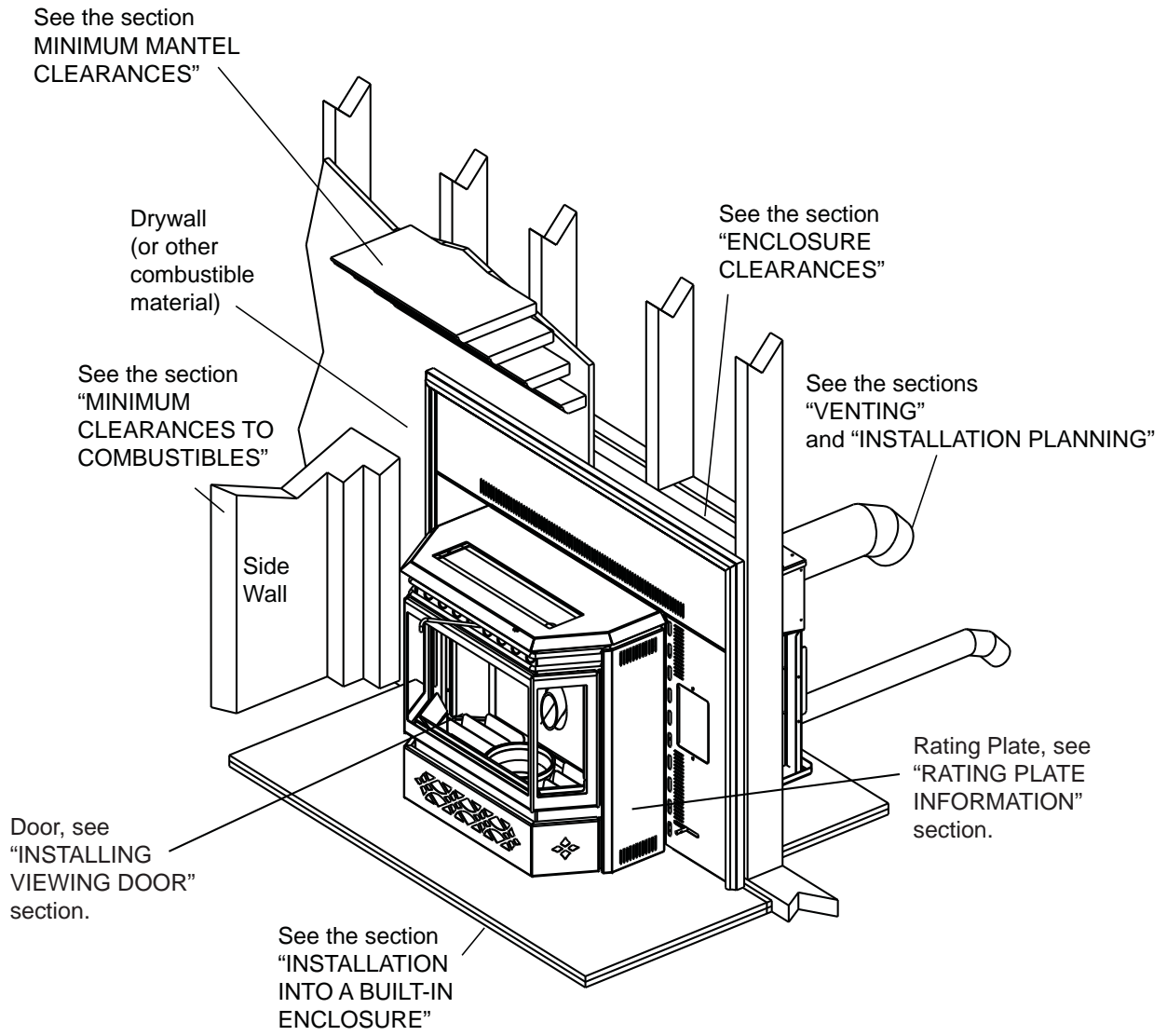
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## 1.0 INSTALLATION OVERVIEW

### 1.1 STOVE



1.2 INSERT



## 2.0 INTRODUCTION

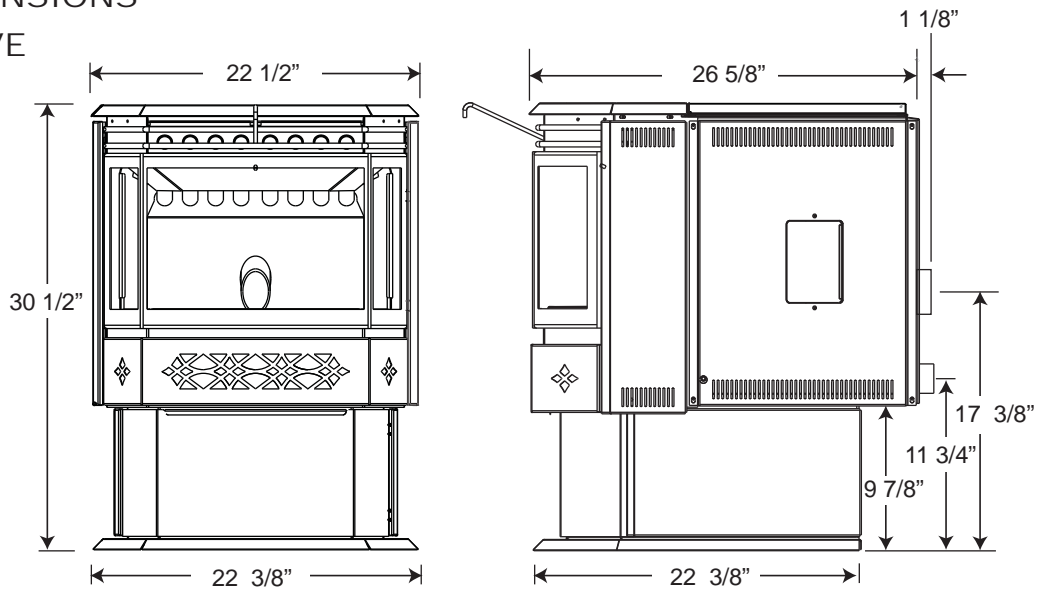
### WARNING

- **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. Contact the local building or fire authority and follow their guidelines. Notify your insurance company of this appliance as well.
- Never try to repair or replace any part of the appliance unless instructions are given in this manual. All other work should be done by a trained technician.
- Risk of burns. The appliance should be turned off and cooled before servicing.
- Do not operate without fully assembling all components.
- Do not install damaged, incomplete or substitute components.
- Risk of cuts and abrasions. Wear protective gloves and safety glasses during installation. Sheet metal edges may be sharp.
- Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition. 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, 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.
- 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. The viewing door and ashpan must be closed and latched during operation.
- 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.
- If the appliance is not properly installed, a house fire may result. Do not expose the appliance to the elements (ex. rain, etc.) and keep the appliance dry at all times. Wet insulation will produce an odour when the appliance is used.
- The chimney must be sound and free of cracks. Clean your chimney a minimum of twice a year and as required.
- The heater is designed and approved for pelletized wood fuel only. Any other type of fuel burned in this heater will void the warranty and safety listing.
- Do not start a fire with chemicals or fluids such as gasoline, engine oil, etc.
- Ashes must be disposed in a metal container with a tight lid and placed on a non-combustible surface well away from the home or structure.
- Your appliance requires periodic maintenance and cleaning. Failure to maintain your appliance may lead to smoke spillage in your home.
- The exhaust system must be completely straight and properly installed. It is recommended that the pellet vent joints be sealed with a minimum 500°F (260°C) silicone sealant. Install according to the vent manufacturer's instructions.
- 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.
- During a power outage this appliance will not operate. If a power outage does occur, check the appliance for smoke spillage and open a window if any smoke spills into the room.
- Keep foreign objects out of the hopper.
- Disconnect the power cord before performing any maintenance. **NOTE: Turning the pellet feed to "OFF" does not disconnect all power to the heater.**
- Do not throw this manual away. This manual has important operating and maintenance instructions that you will need at a later time. Always follow the instructions in this manual.
- At no point should you use firewood or firelogs in this appliance. The use of which could cause a house fire.
- This appliance must be connected to a standard 115 V, 50Hz grounded electrical outlet. Do not use an adapter plug or sever the grounding prong. Do not route the electrical cord underneath, in front of, or over the appliance.
- When installed in a mobile home, the appliance must be bolted to the floor, have outside air, and **NOT BE INSTALLED IN THE BEDROOM** (per H.U.D. requirements). Check with local building officials.
- The exhaust system should be checked and cleaned once a year minimum for any build-up of soot or creosote.
- This heater becomes very hot, you **MUST** wear heat resistant gloves when cleaning or handling this heater.

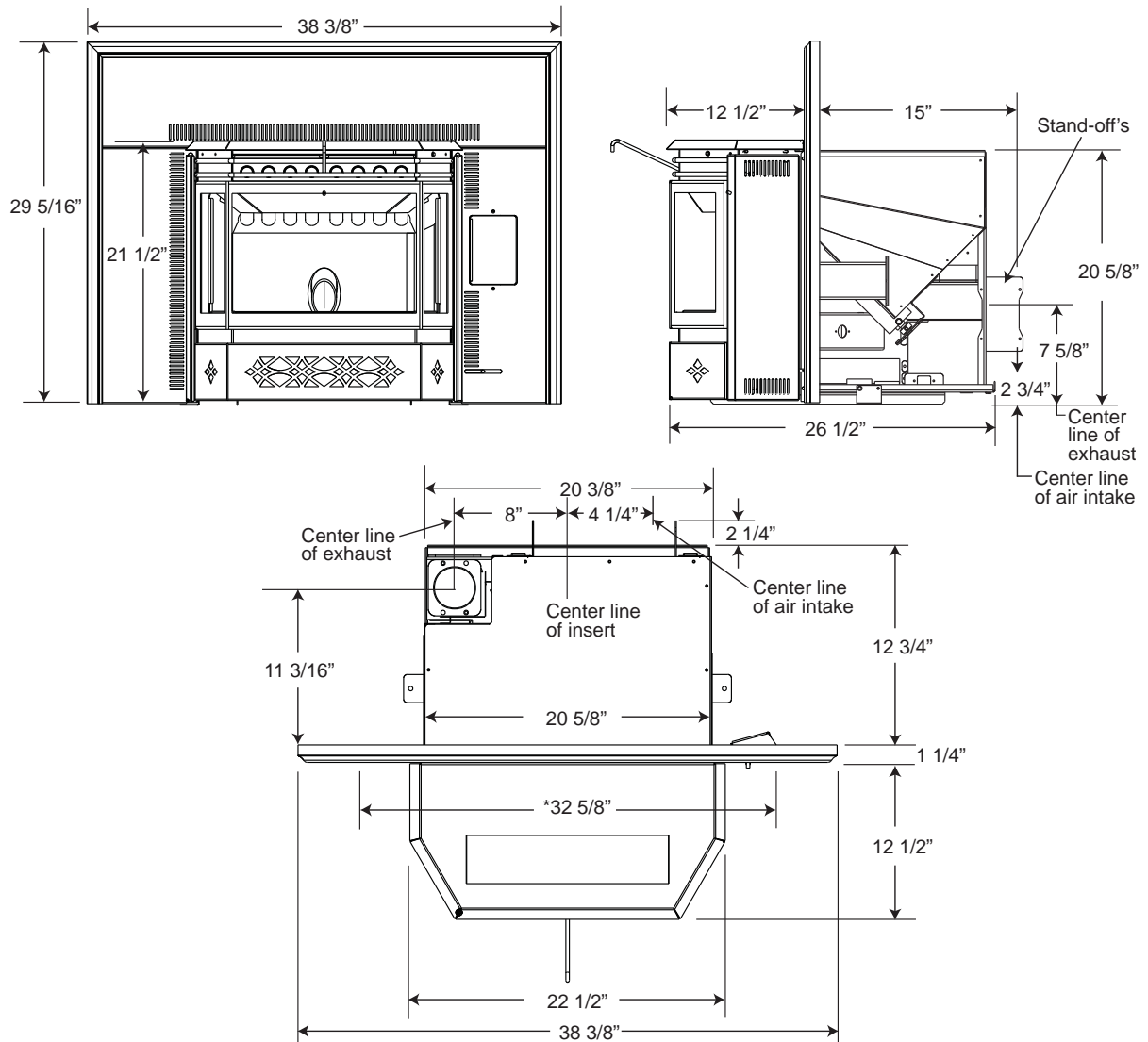
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## 2.1 DIMENSIONS

### 2.1.1 STOVE

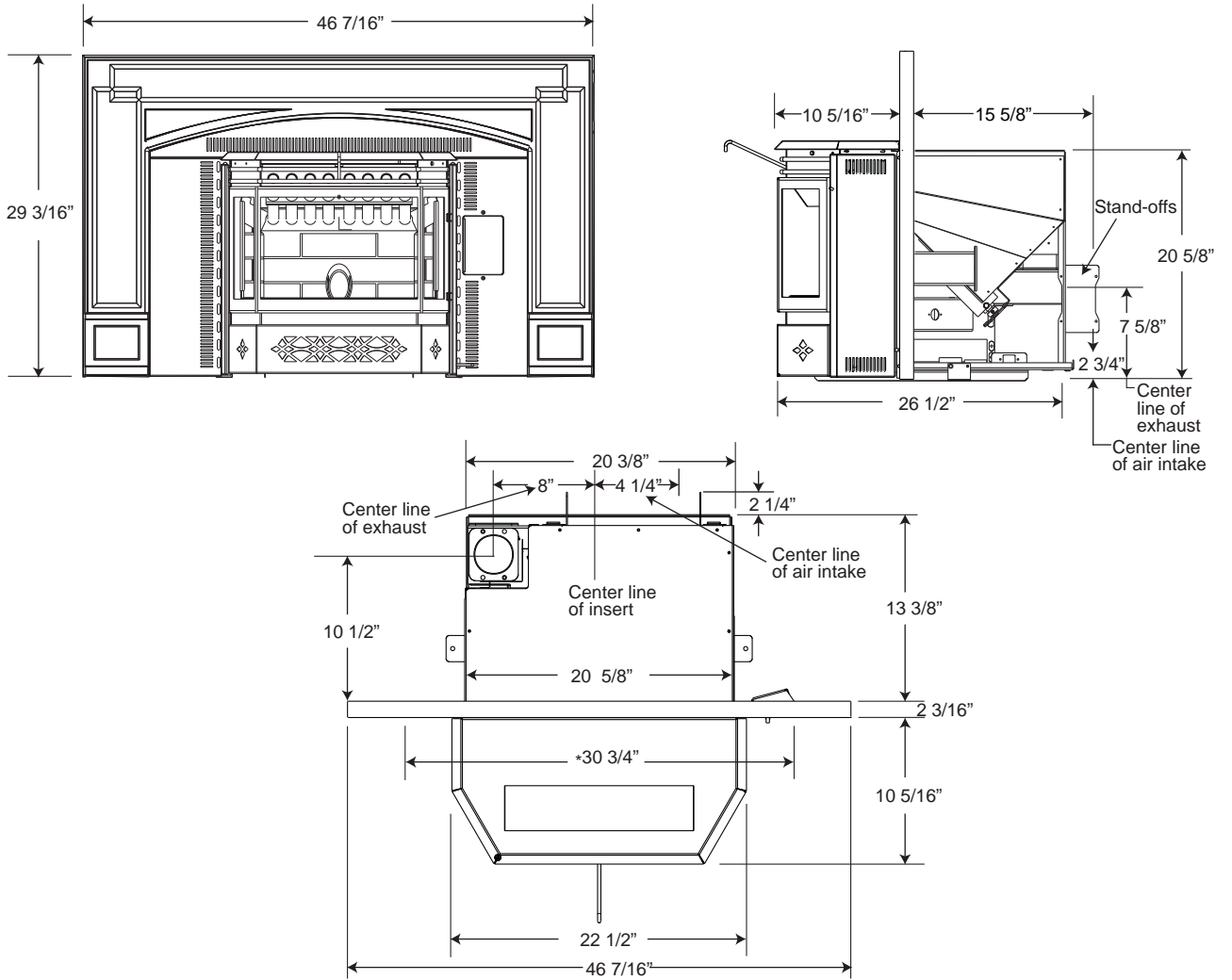


### 2.1.2 NPI45 COMPLETE WITH NI800 FLASHING



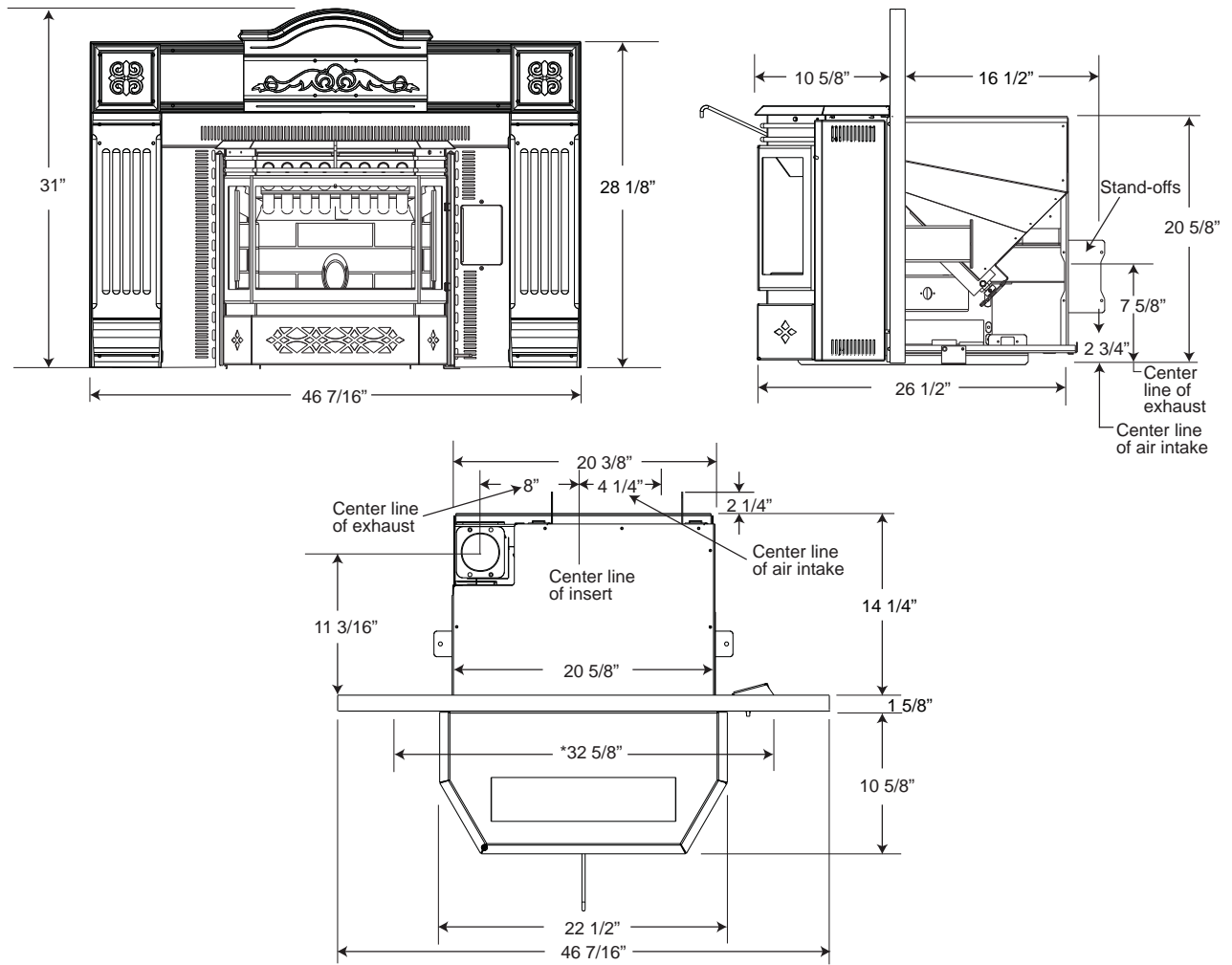
\*In order to install flashing flush to a finished wall and centered within the opening the front opening of the fireplace or enclosure must be this wide.

2.1.3 NPI45 COMPLETE WITH AK8 ADAPTER AND GICSK FLASHING



\*In order to install flashing flush to a finished wall and centered within the opening the front opening of the fireplace or enclosure must be this wide.

2.1.4 NPI45 COMPLETE WITH AK9 ADAPTER AND CISK FLASHING



\*In order to install flashing flush to a finished wall and centered within the opening the front opening of the fireplace or enclosure must be this wide.



## 2.2 SPECIFICATIONS


Electrical Rating	115 Volts, 3.6 Amps, 60Hz	
Watts During Start-Up Sequence	400 (approximately)	
Watts During Operation	180 (approximately)	
NPS45 Width	22 3/8"	
NPS45 Height	30 1/2"	
NPS45 Depth	26 5/8"	
Weight	210 Pounds	
Exhaust Collar	3"	
Intake Collar	2"	
NPS45 Hopper Capacity	55 Pounds	
NPI45 Hopper Capacity	45 Pounds	
EPA	Exempt	
Minimum Appliance Opening Size	Front: 32.5/8** W x 20 5/8 H x 14 1/4 D	Back: 20 3/8 W

\* In order to install flashing flush to finished wall and centered within the opening the front opening of the appliance or enclosure must be 32 5/8" wide.

### 2.2.1 HEATING SPECIFICATIONS

Approximate Maximum Heating Capacity (in square feet)*	800 to 2000 Sq. Feet
Burn Rate (Pounds per Hour)**	1.0 to 5.0
BTU/h**	8500 to 42500
Maximum Burn Time on Low Burn**	55 Hours (NPS45), 45 Hours (NPI45)
Hopper Capacity	55 Pounds (NPS45), 45 Pounds (NPI45)
* Heating capacity will vary depending on the home's floor plan, degree of insulation, and the outside temperature. It is also affected by the fuel size, quality, and moisture level.	
** Small pellets will increase or decrease the stated burn rates and burn times. Differences of plus or minus 20% depending on fuel quality may occur.	

## 2.3 GENERAL INSTRUCTIONS

 <b>WARNING</b>
<b>ALL WIRING SHOULD BE DONE BY A QUALIFIED ELECTRICIAN AND SHALL BE IN COMPLIANCE WITH LOCAL CODES. IN THE ABSENCE OF LOCAL CODES, USE THE CURRENT CSA C22.1 CANADIAN ELECTRIC CODE (IN CANADA) OR THE ANSI/NFPA NO. 70 NATIONAL ELECTRIC CODE IN THE UNITED STATES.</b>
<b>DO NOT CONNECT THIS APPLIANCE TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE. DO NOT CONNECT TO ANY AIR DISTRIBUTION DUCT OR SYSTEM.</b>
<b>PROVIDE ADEQUATE CLEARANCE FOR SERVICING AND OPERATING THE APPLIANCE.</b>
<b>PROVIDE ADEQUATE VENTILATION.</b>
<b>NEVER OBSTRUCT THE FRONT OPENING OF THE APPLIANCE.</b>
<b>OBJECTS PLACED IN FRONT OF THE APPLIANCE MUST BE KEPT A MINIMUM OF 48" FROM THE FRONT FACE OF THE APPLIANCE.</b>

Thank you for purchasing a Wolf Steel Ltd. Pellet Appliance. This appliance is designed for use with Pelletized Wood Only.

Please read this entire manual before installation and use of this pellet fuel-burning room appliance. Failure to follow these instructions could result in property damage, bodily injury or even death.

Keep this manual handy for future reference.

This Pellet Appliance, when installed, must be electrically grounded in accordance with the local codes, or in the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.

This appliance will not operate using natural draft or without a power source for the blower systems and fuel feed system.

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

If the appliance is installed directly on carpeting, vinyl tile or other combustible material other than wood flooring, the appliance shall be installed on a metal or wood panel extending the full width and depth.

4.5

## 2.4 GENERAL INFORMATION

### 2.4.1 PELLETS SPECIFICATIONS

**! WARNING**

**IT IS IMPORTANT TO SELECT AND USE ONLY PELLETS THAT ARE DRY AND FREE OF DIRT OR ANY IMPURITIES SUCH AS HIGH SALT CONTENT. DIRTY FUEL WILL ADVERSELY AFFECT THE OPERATION AND PERFORMANCE OF THE APPLIANCE AND WILL VOID THE WARRANTY. THE PELLET FUEL INSTITUTE (P.F.I.) HAS ESTABLISHED STANDARDS FOR WOOD PELLET MANUFACTURERS. WE RECOMMEND THE USE OF PELLETS THAT MEET OR EXCEED THESE STANDARDS. ASK YOUR DEALER FOR A RECOMMENDED PELLET TYPE.**

Pellet quality is important, please read the following:

Your Wolf Steel Ltd. Pellet Appliance has been designed to burn premium hard or soft wood pellets only. Do not use any other type of fuel such as fire logs or fire starting pellets, as this will void the warranties stated in this manual.

The performance and heat output of the pellet appliance is directly related to the quality and moisture of the pellets. Store pellets in a cool dry area to prevent moisture absorption.

64.1

#### P.F.I. PELLETS STANDARDS:

Fines (fine particles)	1% maximum through a 1/8" screen
Bulk Density	40 pound per cubic foot minimum
Size	1/4" to 5/16" diameter, 1/2" - 1 1/2" long maximum
Ash Content	1% maximum (Premium grade)
	3% maximum (Standard grade)
Moisture Content	8% maximum
Heat Content	Approximately 8200 BTU per pound minimum

If the fuel does not comply to this standard the appliance may not operate as designed. We recommend the use of premium grade (1% ash content) for longer appliance life and less frequent cleaning.

## 2.4.2 SAFETY FEATURES

**HIGH LIMIT SWITCH:** Your appliance is equipped with a high limit switch. In the event that the temperature of the appliance approaches an unsafe operating temperature, this switch will shut down the pellet feed, which will eventually shut down the unit. If this happens, it is important to find out why the unit overheated. Contact your local dealer.

**LOW LIMIT SWITCH:** This switch will automatically shut down the appliance if the fire goes out or fails to light within 15 minutes.


**HOPPER DOOR INTERLOCK:** Your appliance is equipped with a micro switch in the hopper assembly that shuts-off the auger when the hopper door is opened. Closing the door switches the auger back on, allowing pellets to feed again.

**VACUUM SWITCH:** This switch will sense lack of air flow through the appliance and shut down the pellet feed. This lack of flow could be caused by a blocked vent.

**POWER FAILURE:** In the event of a power failure, the appliance will shut down. Once power is restored, the appliance will re-start, unless the convection air temperature has gone above the high limit switch setting. If this happens, contact your local dealer.


## 2.4.3 EPA COMPLIANCE

This appliance is EPA exempt from Phase II prerequisites, but complies with Oregon / Washington emissions requirements.



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

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




**Wood Energy  
Technical Training**  
www.wettinc.ca


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66.1A

2.5 RATING PLATE INFORMATION



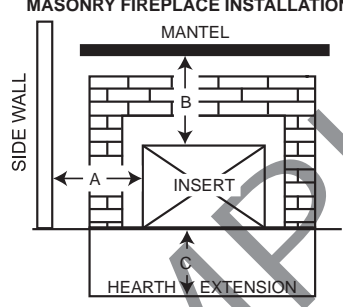
**Intertek**  
REFERENCE #  
W/N 16064



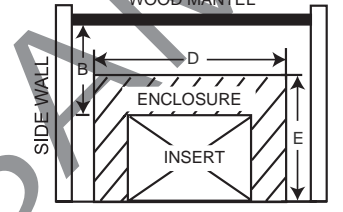
**Intertek**  
9700539 (WSL)  
4001657 (NGZ)  
4001658 (NAC)  
4001659 (WUSA)

LISTED PELLET FUEL BURNING ROOM HEATER  
TESTED TO: ASTM E 1509, UL 1482, ULC S628  
MODEL NPI45

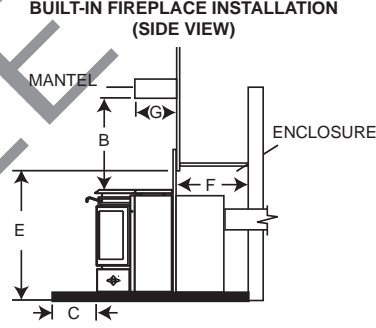
**MASONRY FIREPLACE INSTALLATION**



**BUILT-IN FIREPLACE INSTALLATION (FRONT VIEW)**



**BUILT-IN FIREPLACE INSTALLATION (SIDE VIEW)**



MINIMUM CLEARANCES TO COMBUSTIBLE		
Sidewall	A	8"
Mantel	B	8"
Floor Protector	C	6"
Recess Width	D	31 1/2"
Recess Height	E	26 1/2"
Recess Depth	F	16"
Mantel Depth	G	10"

INPUT RATING	
MIN	1 LB/HR
MAX	5 LB/HR

ELECTRICAL RATING		
120V	3.6A	60HZ

**CAUTION:** HOT WHILE IN OPERATION. DO NOT TOUCH. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS.  
U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with July 1992 Particulate Emission Standards

WOLF STEEL LTD.  
24 NAPOLEON ROAD, BARRIE, ONTARIO L4M 0G8 CANADA
NPI45

For rating plate location, see "INSTALLATION OVERVIEW" section.  
This illustration is for reference only. Refer to the rating plate on the appliance for accurate information.

## 3.0 INSTALLATION PLANNING



**READ ENTIRE MANUAL BEFORE YOU INSTALL OR USE THIS APPLIANCE. FAILURE TO FOLLOW THE INSTRUCTIONS MAY RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH.**

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

Check with local building officials for any permits required for installation of this pellet appliance and notify your insurance company before proceeding with installation.

Before installing we recommend placing the appliance outside and load 5 pounds of pellets inside the hopper. Plug the appliance in and let it run on HIGH until the pellets run out. This will cure the paint and burn off most of the oils on the steel, thereby minimizing any smell inside the home.

68.1

### 3.1 APPLIANCE PLACEMENT

Have an authorized dealer install the appliance. If you install the appliance yourself, have your dealer review your installation plans and/or installation.

Draw out a detailed plan of the installation including dimensions and verify the dimensions with the requirements listed in this manual.

You may wish to adjust the appliance position slightly to ensure the vent does not intersect with a framing member. Appliance must be positioned so that no combustibles are within, or can swing within (e.g. drapes, doors), 48" of the front of the appliance.

67.1A

### 3.2 INSTALLATION OPTIONS

#### **NPS45:**

To install in a Residential or Mobile Home see "MOBILE HOME INSTALLATION" section. For alcove installations see "ALCOVE INSTALLATION REQUIREMENTS" section. For horizontal vent or vertical vent see "VENTING" section. Outside air, see "OUTSIDE AIR" section.

#### **NPI45:**

To install as an insert into an existing masonry appliance or factory built appliance see "VENTING" section. To install into a combustible enclosure, see "INSTALLATION INTO A COMBUSTIBLE ENCLOSURE" section.

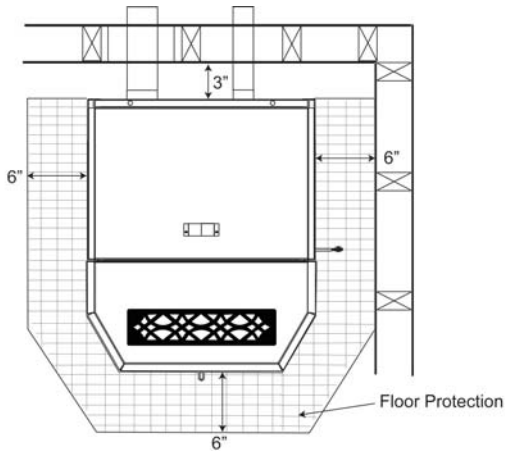
## 3.3 STOVE MINIMUM CLEARANCE TO COMBUSTIBLES

**! WARNING**

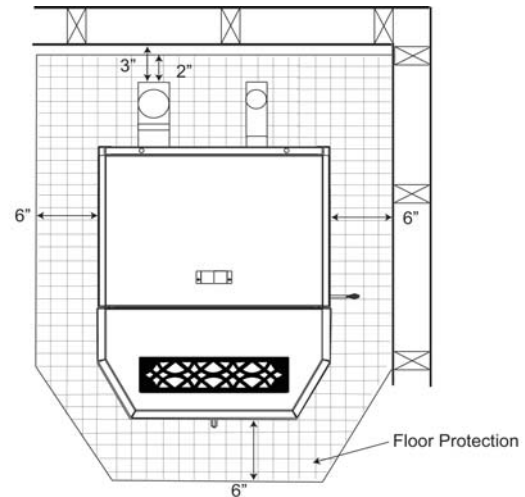
**DO NOT INSTALL INTO ANY AREA HAVING LESS THAN 48" (CEILING TO APPLIANCE BOTTOM, EXCLUDING HEARTH HEIGHT).**

## 3.3.1 STRAIGHT INSTALLATION

Through the Wall Installations complete with outside air

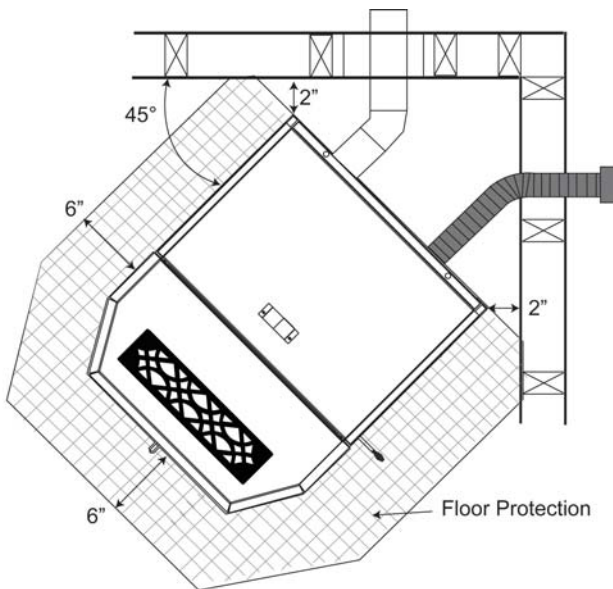


Interior Vertical Vents

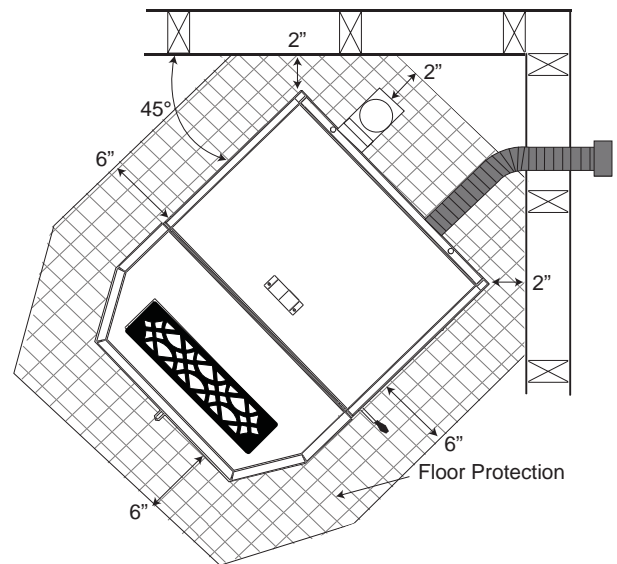


## 3.3.2 CORNER INSTALLATION

Through the Wall Vents complete with outside air

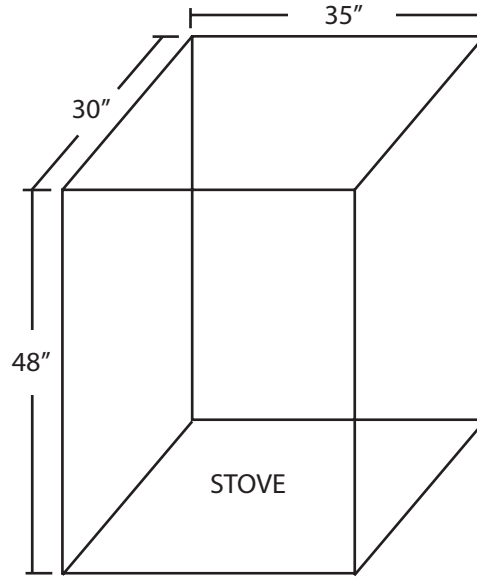


Interior Vertical Vents



**NOTE:** If interior vertical pellet vent is used, the clearance to the back wall is determined by the upward-turning elbow or "Tee". It will vary in depth depending on the brand of pellet vent used (it is approximately 5"). Before placing the appliance, connect the elbow or "Tee" and allow for the minimum 3" clearance to the combustible wall.

### 3.3.3 ALCOVE INSTALLATION REQUIREMENTS (MINIMUM)



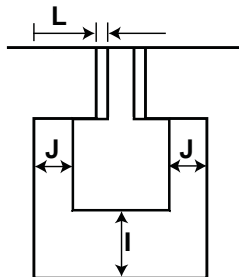
**Minimum Alcove Dimensions**

## 3.4 FLOOR PROTECTION REQUIREMENTS INSTALLATION

**THERMAL PROTECTOR:**

This appliance must be installed on a non-combustible thermal protector that extends to the front, sides and back of the appliance as per the minimum requirements below.

**NOTE:** Floor protection is required for spark and ash shielding, and for limiting floor temperatures from the radiant heat of the appliance.



MINIMUM FLOOR PROTECTION		
FRONT (I)	SIDES (J)	VENT (L)
6"	6"	2"

The thermal protector must have an overall R-Value of 1.0. For multiple layers, add R-Values for each layer to determine the overall R-Value.

**CONVERTING MATERIAL SPECIFICATIONS TO R OR K VALUES**

R = Thickness / K-Value

K = Thickness / R-Value

COMMON K and R VALUES CHART		
MATERIAL	K-VALUE	R-VALUE
	Per inch	Per inch
Micore 300	0.43	2.33
Wonderboard (cement board)	1.92	0.52
Common Brick	5.00	0.20
Cement Mortar	5.00	0.20
Ceramic Tile	12.50	0.08
Marble	11.00	0.09
Air Space (ventilated)	0.70	1.43
Sand and Gravel	1.70	0.59
Drywall (gypsum)	1.00	1.00
Rockwool or Fiberglass Batts	0.30	3.33

With K values, the lower value is a better insulator. With R values, the highest number is better.

**K-Value Example:**

A wood stove may call for thermal protection which has a K factor of 1 or less. A product such as Micore 300 Board from USG has a K-Value of approximately .43 per inch.

Therefore, a 1/2" thickness of this board would have a K-Value of .86, which meets the requirement of our example stove.

**R-Value Example:**

A stove or fireplace may call for thermal protection with an R-Value of 1.5. This same board above is rated as having an R-Value of 2.33 for a 1" thickness. Therefore, 3/4" of the Micore 300 Board would meet the specifications for this stove.



### 3.5 OUTSIDE AIR

Available from your Authorized Dealer (114KT)

Outside air must not be drawn from an enclosed space (garage, unventilated crawl space).

**NOTE:** Wolf Steel Ltd. strongly suggests using outside air for all residential installations, especially for those that are energy efficient, air-tight homes.

Outside air supply must not be over 15' long.

Outside air vents must be made with 1 3/4" diameter or larger metal or aluminum duct with a metal screen attached to the end to keep out rodents (P.V.C. or other materials may not be used).

The outside air inlet must not be above or within 12" of the chimney termination, must have a rain cap or down-turned elbow to prevent the water from entering and be located so that it will not become plugged by snow or other material.

Outside air is required for all combustible built-in enclosure installations.

### 3.6 MOBILE HOME

#### **! WARNING**

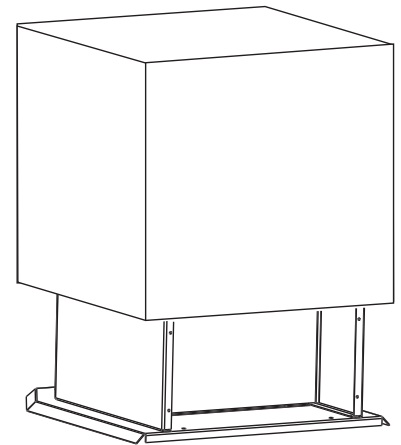
**DO NOT INSTALL IN A SLEEPING ROOM.**

**THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL, AND CEILING ROOF MUST BE MAINTAINED.**

Installation into a manufactured home or mobile home should be installed in accordance with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States or the Mobile Home Standard, CAN/CSA Z240 MH Series, in Canada.

The appliance must be grounded to the steel chassis of the mobile home (Some states do not require this; check with your local building department).

**STOVE  
ILLUSTRATED**



29.4A

## 4.0 VENTING

### 4.1 TYPE OF VENT

Must be an approved 3" or 4" diameter Type "L" or "PL" vent, vented to the outside or connect the vent to a factory built type "A" chimney using an adaptor; and/or stainless steel chimney liner for masonry appliance installations. Use 4" diameter vent if vent or liner height is over 15' or if installation is over 4,000' above sea level.

### 4.2 INSTALLING THE PELLET VENT

#### ! WARNING

**PELLET VENT MUST MAINTAIN A MINIMUM 3" CLEARANCE TO ANY COMBUSTIBLE (INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER, CHIMNEY LINER EXCLUDED).**

**DO NOT CONNECT THE PELLET VENT TO A VENT OR CHIMNEY SERVING ANY OTHER APPLIANCE OR HEATER.**

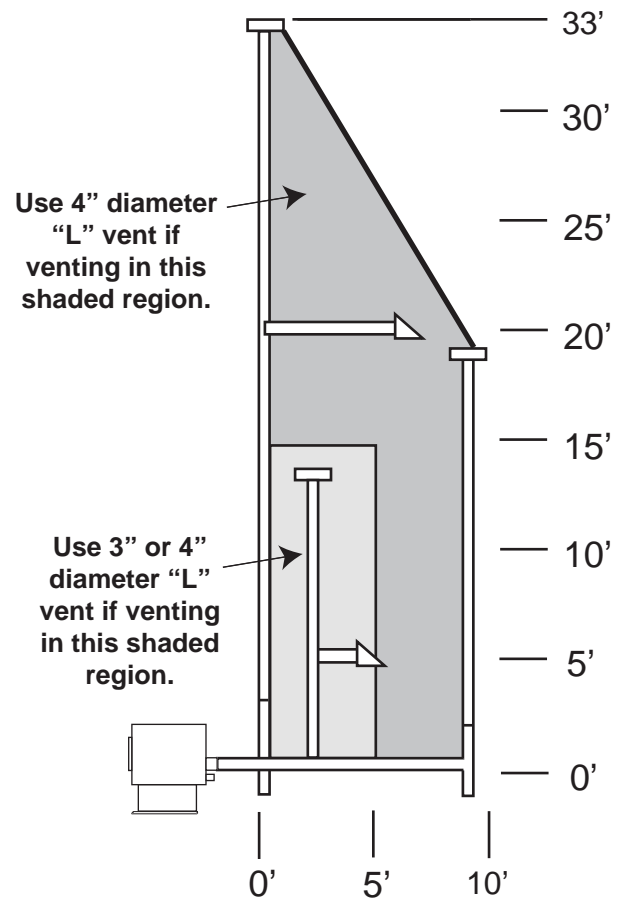
**DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.**

The vent must have a support bracket every 5' when on the exterior wall. To achieve optimum performance, keep vent runs as short as possible, especially on horizontal installations.

**MAXIMUM VENTING:** Maximum venting height is 33'. Maximum horizontal without vertical rise is 5' straight off the back of the appliance. Use no more than 180° of elbows (two 90° elbows, or two 45° elbows and one 90° elbow, etc), excluding the tee and the termination.

**VENT INSTALLATION:** Termination must exhaust above the air inlet elevation, and parallel or above the exhaust output of the pellet appliance. It is recommended that at least 3' of vertical pipe be installed to create some natural draft. This is to help prevent the possibility of smoke or odour entering the home during the appliance shut down or in the event of a power outage. Horizontal sections must have a 1/4" rise every 12" of travel if longer than 3'.

The pellet vent connections must be sealed with HI-Temp RTV Silicone and screwed together with at least 3 3/8" long stainless steel screws. Seal each vent section by injecting a liberal amount of 500°F (260°C) RTV silicone sealant into the gap. We recommend sealing the outside of the vent connections to permit easier access when servicing.



7.5C

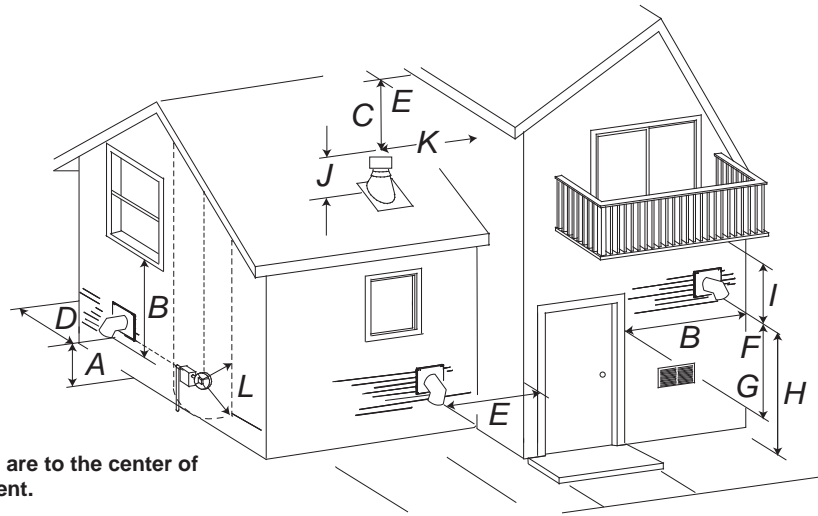
### 4.3 VENTING THE PELLET APPLIANCE

Use an approved wall thimble when passing the vent through walls and a ceiling support / firestop spacer when passing the vent through ceilings (maintain a 3" clearance to any combustibles).

#### 4.4 PELLET VENT TERMINATION

The vent termination must have an approved cap (to prevent water from entering) or a 45° downturn. If the termination is located on a windy side of the house, a shield is recommended to prevent soot from building up on the side of the house. Horizontal terminations must protrude 12" from the wall, vertical terminations require a minimum 24" above the highest point that it penetrates through the roof. Depending on pellet quality, vent configuration and air settings, black soot may occur on the terminal wall.

#### 4.5 VENT TERMINAL CLEARANCES



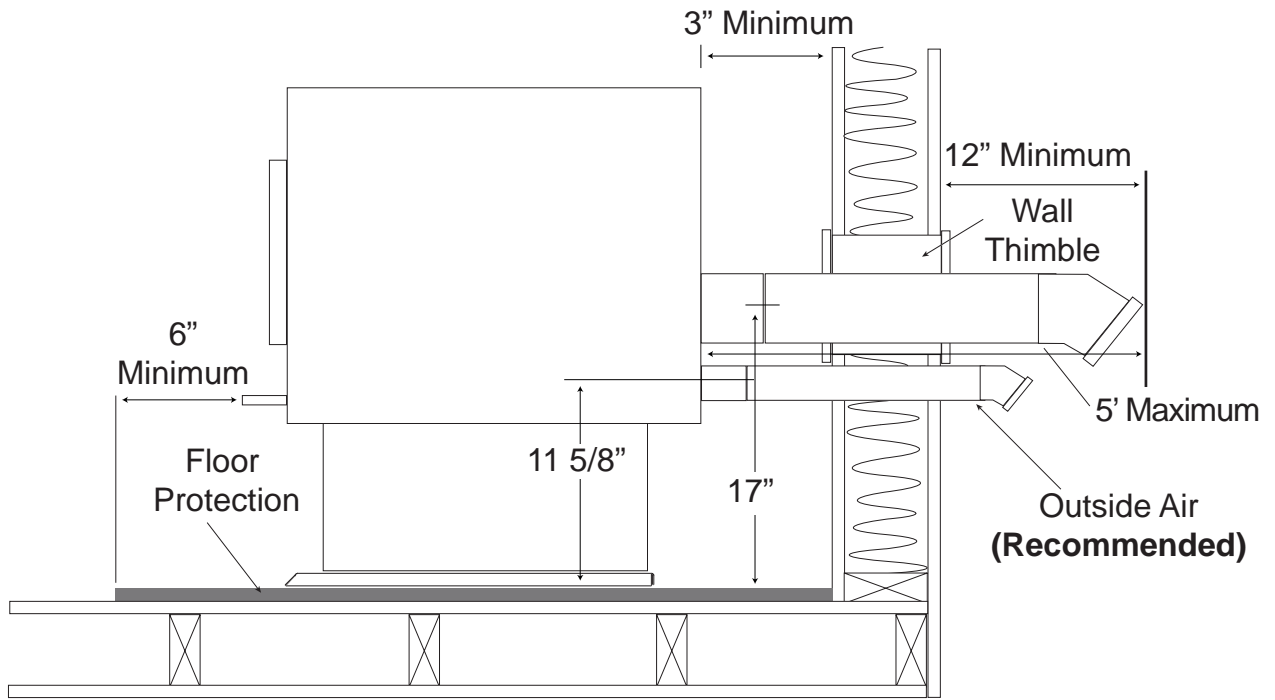
**NOTE:** Illustration dimensions are to the center of the exhaust exit point of the vent.

CLEARANCES		
A	12"	Clearance above grade, veranda porch, deck or balcony. (Including vegetation and mulch)
B	9"	Clearance beside or below any windows or doors that open.
	12" *	Clearance above any window or door that opens.
C	18"	Vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2 feet from the center line of the terminal.
D	0"	Clearance to an outside corner wall.
E	3"	Clearance to an inside combustible corner wall or protruding combustible obstructions (vent chase, etc.)
F	9"	Clearance to a non-mechanical air supply inlet to the building or a combustion air inlet to any other appliance.
G	3'	Clearance to a mechanical air supply inlet.
H	7' **	Clearance above a paved sidewalk or paved driveway located on public property.
I	12" **	Clearance under a veranda, porch, deck or balcony.
J	24"	Clearance above the roof.
K	2'	Clearance from an adjacent wall including neighbouring buildings.
L	3' within a height of 15 feet above the meter / regulator assembly	Clearance to each side of center line extended above natural gas or propane meter / regulator assembly or mechanical vent.

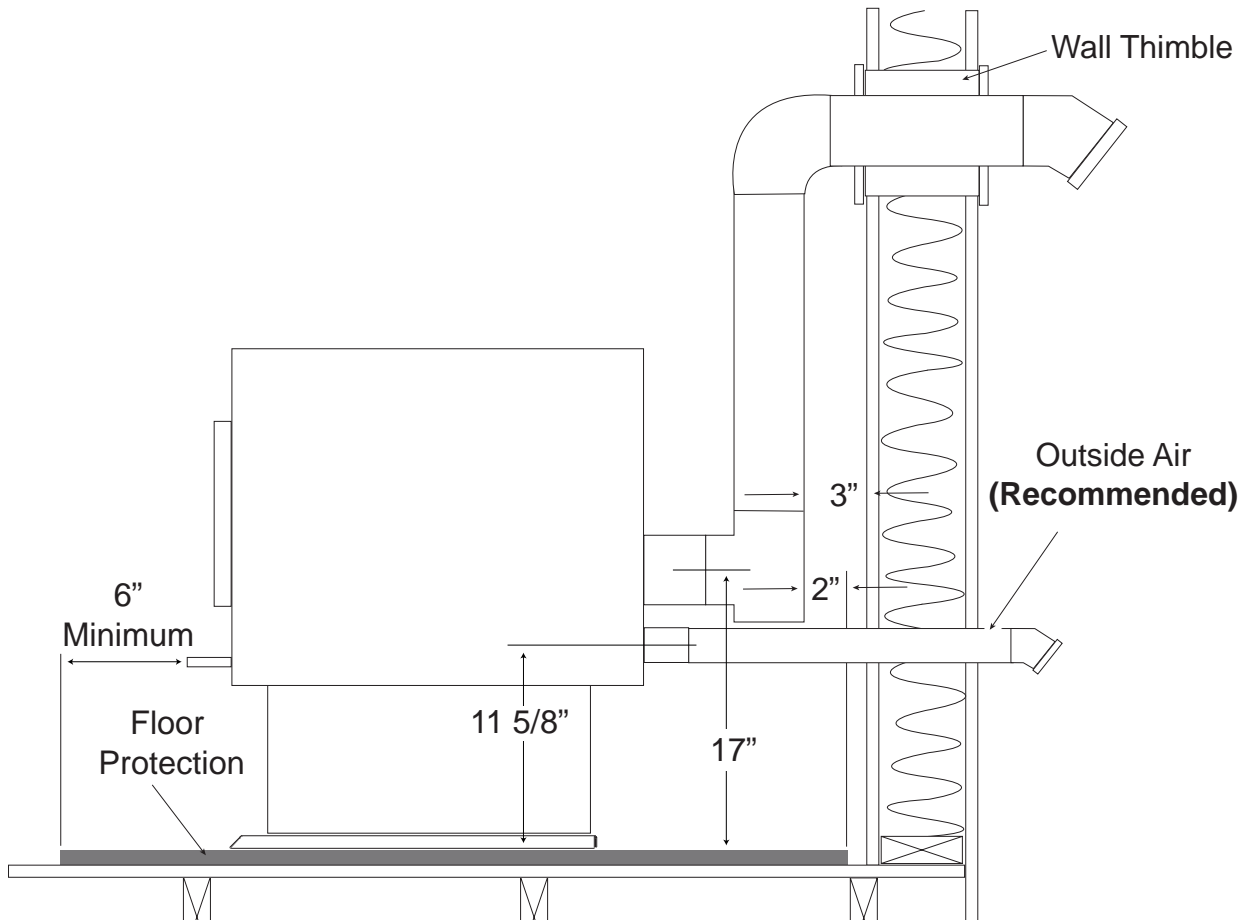
\* Recommended to prevent condensation on windows and thermal breakage

\*\* This is a recommended distance. For additional requirements check local codes.

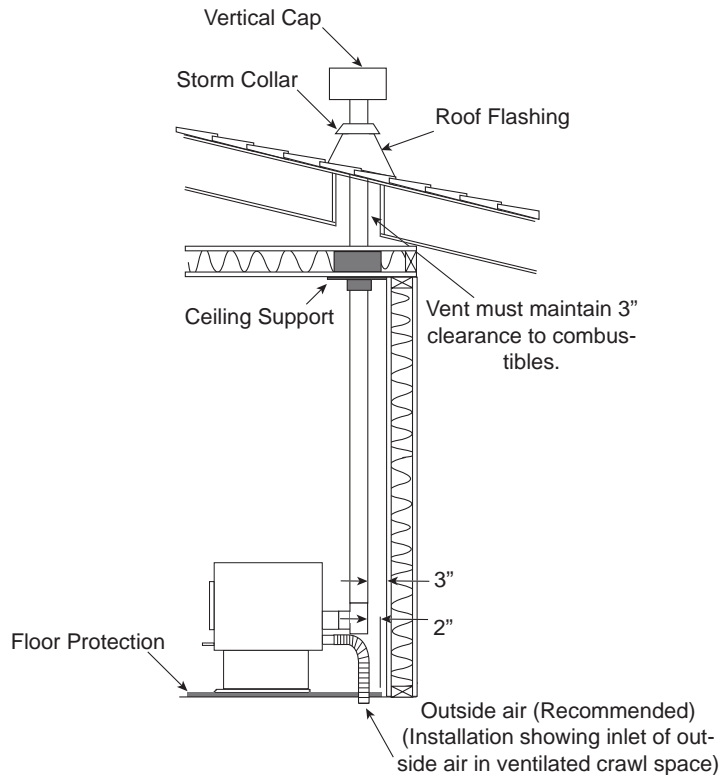
4.5.1 HORIZONTAL EXHAUST THROUGH WALL INSTALLATION



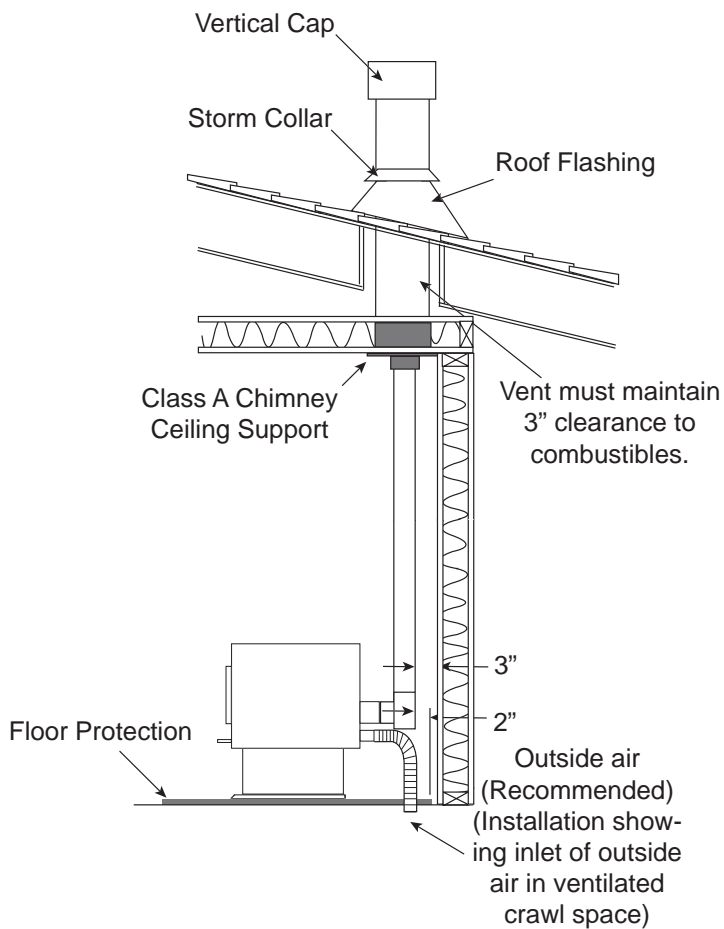
4.5.2 THROUGH THE WALL WITH VERTICAL RISE / HORIZONTAL TERMINATION



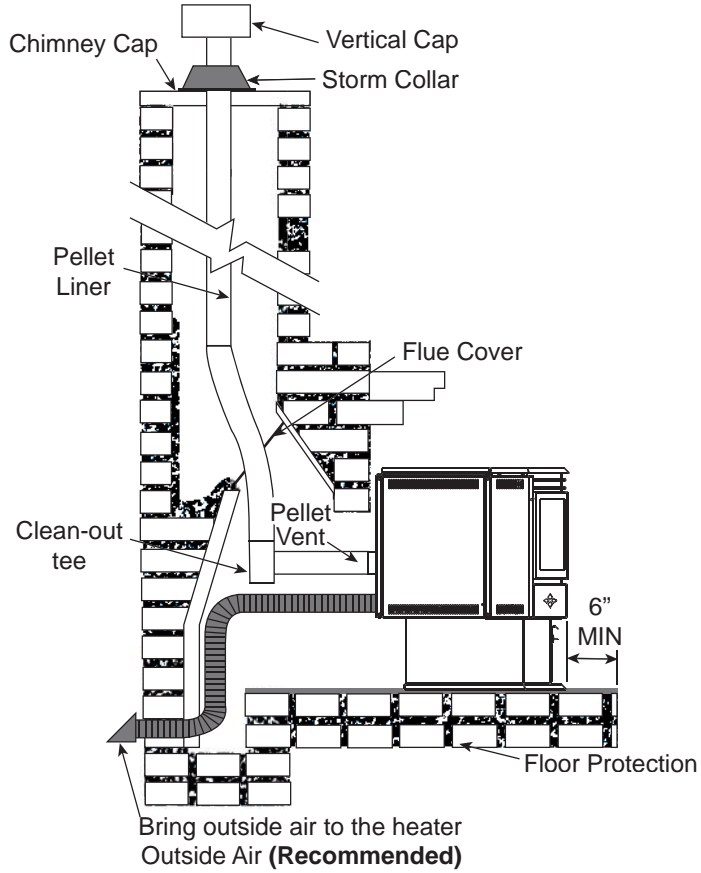
4.5.3 MINIMUM INSIDE VERTICAL CLEARANCES



4.5.4 CLASS A CHIMNEY RETROFIT



## 4.5.5 HEARTH MOUNT INSTALLATION



For installation instructions See "TYPICAL EXISTING MASONRY" section.

## 4.6 INSERT VENTING INSTALLATION EXAMPLES

### 4.6.1 TYPICAL EXISTING MASONRY INSTALLATION

#### ! WARNING

**DO NOT REMOVE BRICKS OR MORTAR FROM THE FIREPLACE.**

#### Prior to installation:

When installing the insert into a masonry fireplace, do not remove any bricks or masonry. Do not weaken the structure, or reduce the protection for combustible materials to less than that required by the National Building Code. Bolted or screwed together pieces (smoke shelf / deflectors) may be removed, but must be able to be re-installed if the appliance is removed. External trim pieces, which do not affect the operation of the fireplace, may be removed provided they are available to be re-installed in event the appliance is removed.

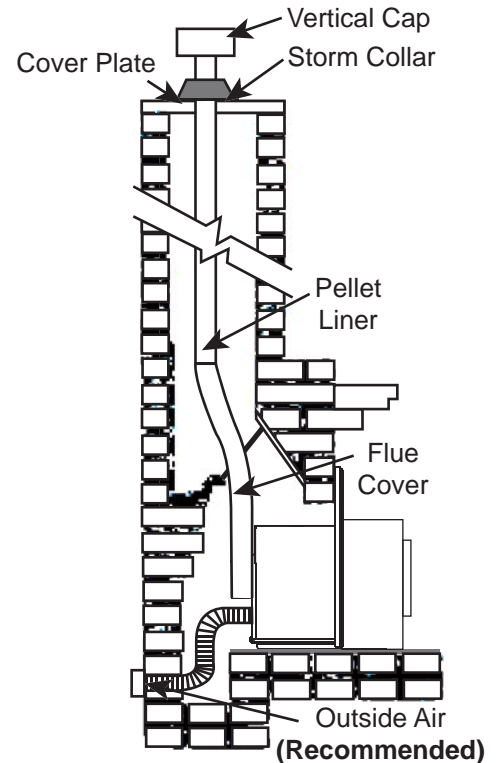
A warning label must be attached to the back wall of the fireplace stating that "This fireplace has been altered to accommodate a fireplace insert and must be re-inspected by a qualified person prior to re-use as a fireplace".

Non-combustible floor protection must cover the flooring underneath, as well as extend a minimum of six inches in front and to both sides of the appliance.

Clean all ashes out of the inside of the fireplace. Make sure that the chimney and fireplace are free of cracks, loose mortar, creosote deposits, blockage or other signs of deterioration.

If necessary, have any repair work done by a qualified professional before installing the appliance.

- A. Remove the fireplace damper or fasten it permanently open.
- B. Measure the throat of the fireplace and mark this shape on a piece of 24 gauge sheet metal (flue cover). Cut a hole sized for the pellet liner to lie directly below the fireplace flue opening. Allow two inches of material for a flange on all sides and cut to these measurements. Bend down the flanges. If you have never done this before, it might be a good idea to make a cardboard pattern and test it first. Fasten this flue cover in position as high as possible with two masonry screws per side through the flanges into the fireplace.
- C. If you plan on connecting outside air it is recommended to do so at this time.
- D. Install floor protection if necessary.
- E. Connect the pellet vent with a clean out tee to the back of the insert. Refer to manufacturer's installation instructions to see "REAR TO TOP VENT CONVERSION INSTRUCTIONS" section and the "GENERAL VENTING" section.
- F. Run a liner down the chimney and connect to tee.
- G. Position the insert in it's final location.
- H. Pull the excess length of liner out through the top of the chimney. Trim the excess liner, install the cap and cap the chimney.



## 4.6.2 FACTORY BUILT FIREPLACE

### Prior to installation:

Do not weaken the structure or reduce the protection for combustible materials to less than that required by the National Building Code. Bolted or screwed together pieces (smoke shelf / deflectors) may be removed, but must be able to be re-installed if the appliance is removed.

External trim pieces, which do not affect the operation of the fireplace, may be removed provided they are available to be re-installed in event the appliance is removed.

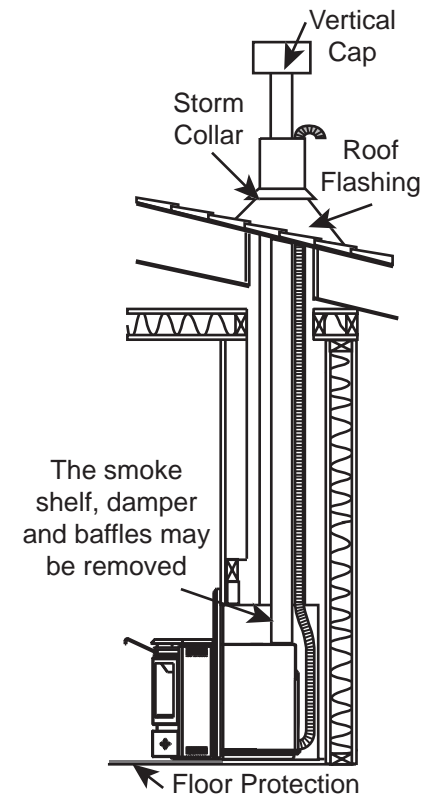
A warning label must be attached to the back wall of the fireplace stating that "This heater has been altered to accommodate a fireplace insert and must be re-inspected by a qualified person prior to re-use as a factory built fireplace".

Non-combustible floor protection must cover the flooring underneath, as well as extend a minimum of six inches in front and to both sides of the appliance.

Clean all ashes out of the inside of the fireplace. Make sure that the chimney and fireplace are free of cracks, loose mortar, creosote deposits, blockage or other signs of deterioration.

If necessary, have any repair work done by a qualified professional before installing the appliance.

- A. Remove the fireplace damper or fasten it permanently open.
- B. Measure the throat of the fireplace and mark this shape on a piece of 24 gauge sheet metal (flue cover). Cut a hole sized for the pellet liner to lie directly below the fireplace flue opening. Allow two inches of material for a flange on all sides and cut to these measurements. Bend down the flanges. If you have never done this before, it might be a good idea to make a cardboard pattern and test it first. Fasten this flue cover in position as high as possible with two masonry screws per side through the flanges into the appliance.
- C. If you plan on connecting outside air it is recommended to do so at this time.
- D. Install floor protection if necessary.
- E. Connect the pellet vent with a clean out tee to the back of the insert. Refer to manufacturer's installation instructions to see "REAR TO TOP VENT CONVERSION INSTRUCTIONS" section and the "GENERAL VENTING" section.
- F. Run a liner down the chimney and connect to tee.
- G. Position the insert in it's final location.
- H. Pull the excess length of liner out through the top of the chimney. Trim the excess liner, install the cap and cap the chimney.



Do not remove any part that would alter the integrity in any way.



## 5.0 FRAMING (INSERT ONLY)

<b>! WARNING</b>
<b>RISK OF FIRE!</b>
<b>IN ORDER TO AVOID THE POSSIBILITY OF EXPOSED INSULATION OR VAPOUR BARRIER COMING IN CONTACT WITH THE APPLIANCE BODY, IT IS RECOMMENDED THAT THE WALLS OF THE APPLIANCE ENCLOSURE BE "FINISHED" (IE: DRYWALL / SHEETROCK), AS YOU WOULD FINISH ANY OTHER OUTSIDE WALL OF A HOME. THIS WILL ENSURE THAT CLEARANCE TO COMBUSTIBLES IS MAINTAINED WITHIN THE CAVITY.</b>
<b>DO NOT NOTCH THE FRAMING AROUND THE APPLIANCE STAND-OFFS. FAILURE TO MAINTAIN AIR SPACE CLEARANCE MAY CAUSE OVER HEATING AND FIRE. PREVENT CONTACT WITH SAGGING OR LOOSE INSULATION OR FRAMING AND OTHER COMBUSTIBLE MATERIALS. BLOCK OPENING INTO THE CHASE TO PREVENT ENTRY OF BLOWN-IN INSULATION. MAKE SURE INSULATION AND OTHER MATERIALS ARE SECURED.</b>
<b>WHEN CONSTRUCTING THE ENCLOSURE ALLOW FOR FINISHING MATERIAL THICKNESS TO MAINTAIN CLEARANCES. FRAMING OR FINISHING MATERIAL CLOSER THAN THE MINIMUMS LISTED MUST BE CONSTRUCTED ENTIRELY OF NON-COMBUSTIBLE MATERIALS. MATERIALS CONSISTING ENTIRELY OF STEEL, IRON, BRICK, TILE, CONCRETE, SLATE, GLASS OR PLASTERS, OR ANY COMBINATION THEREOF ARE SUITABLE. MATERIALS THAT ARE REPORTED AS PASSING ASTM E 136, STANDARD TEST METHOD FOR BEHAVIOUR OF MATERIALS IN A VERTICAL TUBE FURNACE AT 750°C AND UL763 SHALL BE CONSIDERED NON-COMBUSTIBLE MATERIALS.</b>
<b>MINIMUM CLEARANCE TO COMBUSTIBLES MUST BE MAINTAINED OR A SERIOUS FIRE HAZARD COULD RESULT.</b>
<b>THE APPLIANCE REQUIRES A MINIMUM ENCLOSURE HEIGHT. MEASURE FROM THE APPLIANCE BASE.</b>
<b>IF STEEL STUD FRAMING KITS WITH CEMENT BOARD ARE PROVIDED, THEY MUST BE INSTALLED.</b>

71.1

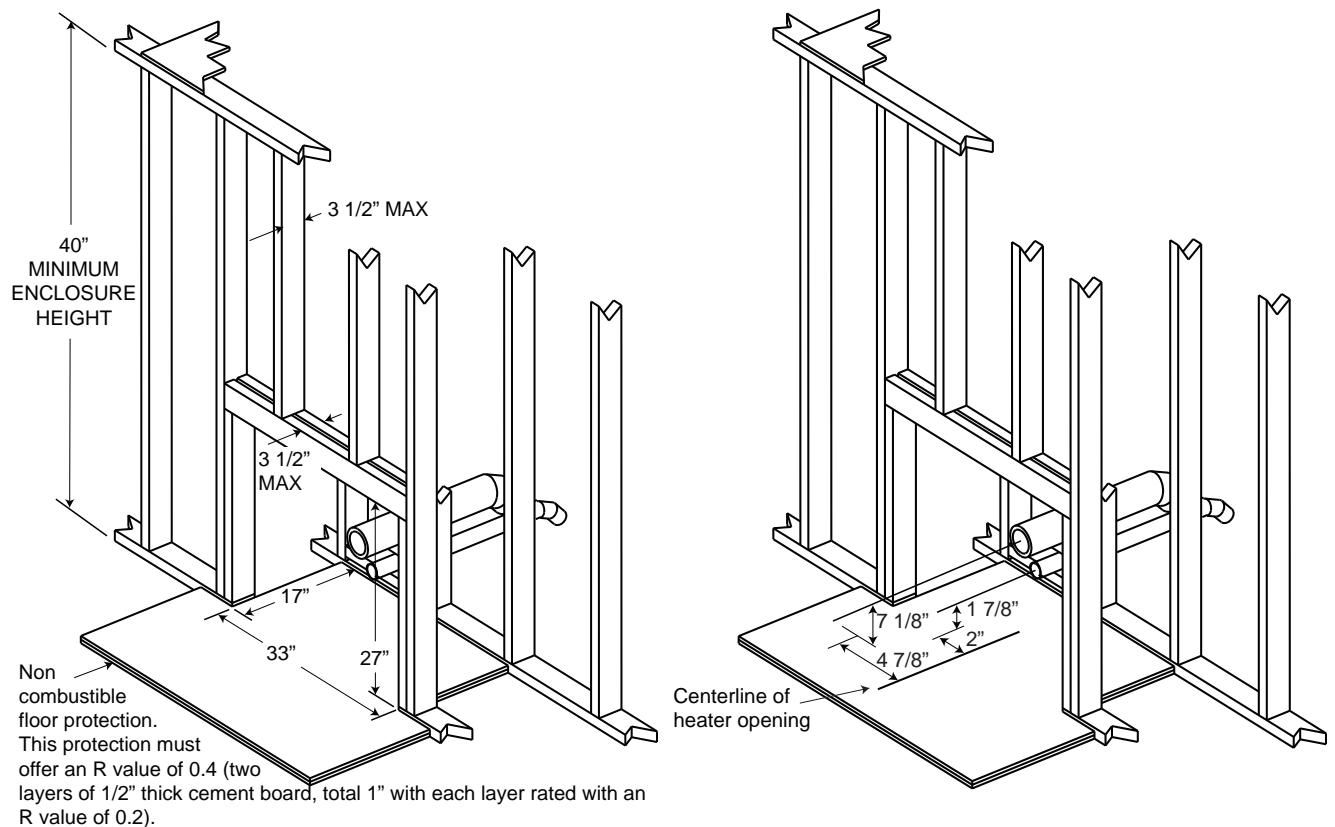
## 5.1 INSTALLATION INTO A COMBUSTIBLE ENCLOSURE

**! WARNING****OUTSIDE AIR IS MANDATORY FOR A COMBUSTIBLE BUILT-IN ENCLOSURE INSTALL.**

When installing the insert as a "Built-in" appliance, it is important to maintain the clearances to combustibles, see "MINIMUM CLEARANCE TO COMBUSTIBLES" section.

A non-combustible hearth must cover the flooring underneath, as well as, a minimum of six inches in front and to both sides of the appliance.

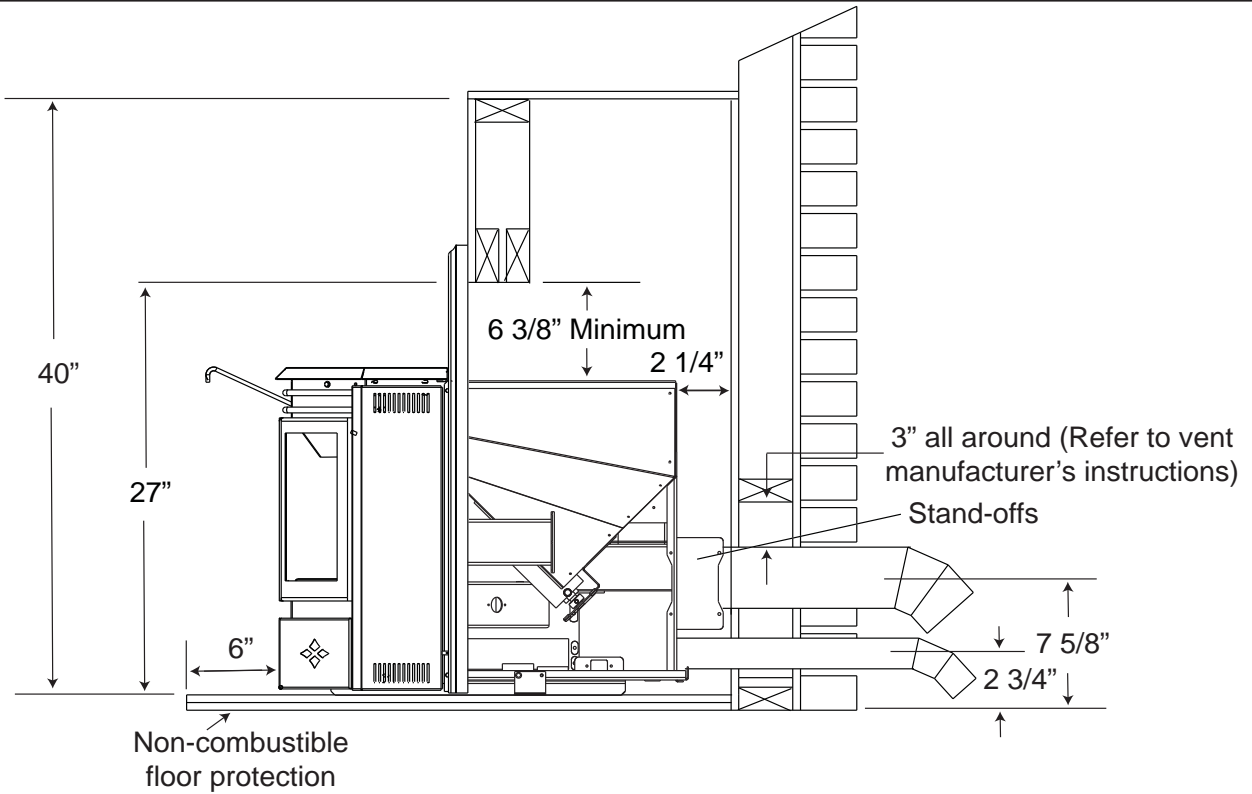
- A. Install floor protection.
- B. Frame structure maintaining minimum clearances. Locate and frame openings for both the exhaust and outside air. Outside air is mandatory for enclosure installations. See "OUTSIDE AIR" section.
- C. Refer to vent manufacturer's installation instructions and to "VENTING" section. Connect the vent. Install flashing, see "FLASHING INSTALLATION" section.
- D. Consideration must be taken during installation that removal of the insert is necessary for inspection and annual maintenance. Install the vent cap.



For temperature requirements, the enclosure space around and above the heater must be left unobstructed.

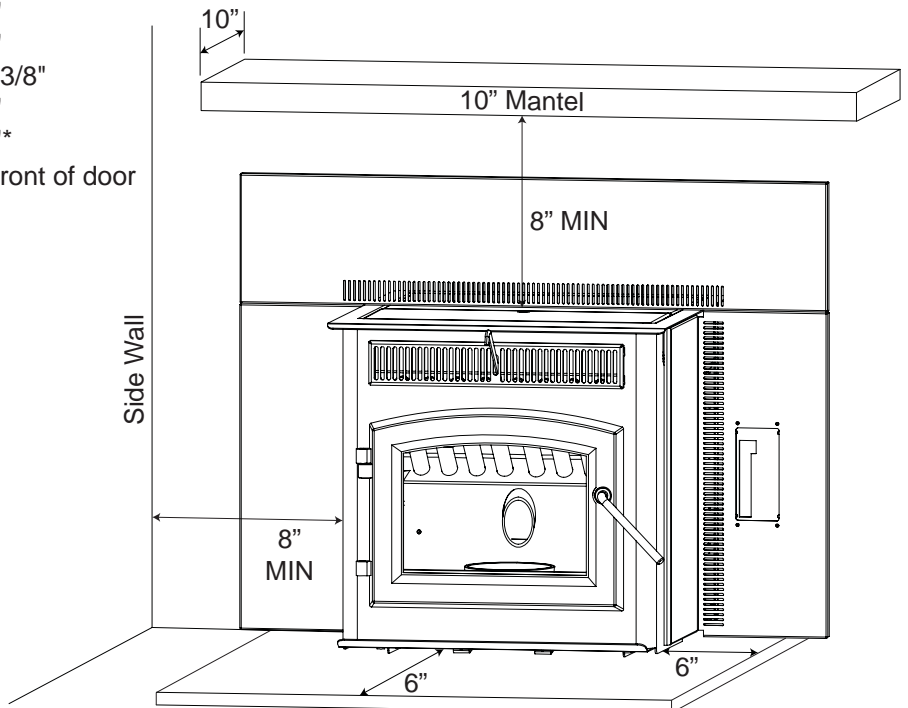
5.2 MINIMUM ENCLOSURE CLEARANCES

**! WARNING**  
 The stand-offs located on the back of the insert must not be removed when installing the insert into a built-in combustible enclosure.



5.3 MINIMUM CLEARANCE TO COMBUSTIBLES

- Side wall to appliance 8"
  - Mantel to top of appliance 8"
  - Top facing to appliance 6 3/8"
  - Side facing to appliance 6"
  - Floor protection\* 6"\*
- \* Floor Protection: Minimum 6" in front of door and to either side.



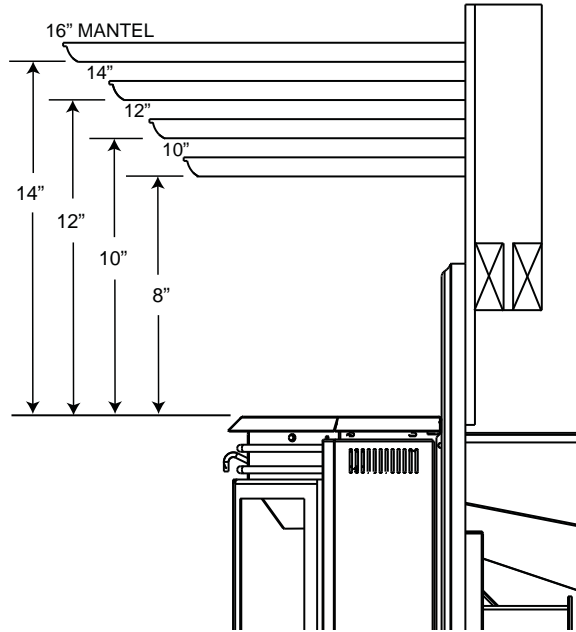
## 5.4 MINIMUM MANTEL CLEARANCES

**! WARNING**

**RISK OF FIRE, MAINTAIN ALL SPECIFIED AIR SPACE CLEARANCES TO COMBUSTIBLES. FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY CAUSE A FIRE OR CAUSE THE APPLIANCE TO OVERHEAT. ENSURE ALL CLEARANCES (I.E. BACK, SIDE, TOP, VENT, MANTEL, FRONT, ETC.) ARE CLEARLY MAINTAINED.**

**WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.**

73.1

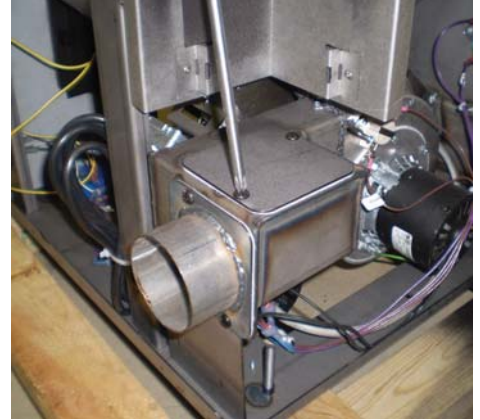


## 5.5 REAR TO TOP VENT CONVERSION INSTRUCTIONS

**NOTE:** The insert is factory shipped in a rear vent configuration. Be careful not to damage the gasket.

If installing 4" diameter vent vertically, it will be necessary to start with a 12" section of 3" diameter vent to clear the hopper, then increase to 4" diameter vent.

- A. To vent exit vertically, remove the two screws holding the exhaust cover.
- B. Remove the two screws holding the exhaust tube.
- C. Attach the exhaust tube and gasket in the vertical position.
- D. Attach the exhaust cover and gasket over the horizontal exit.



## 6.0 FINISHING

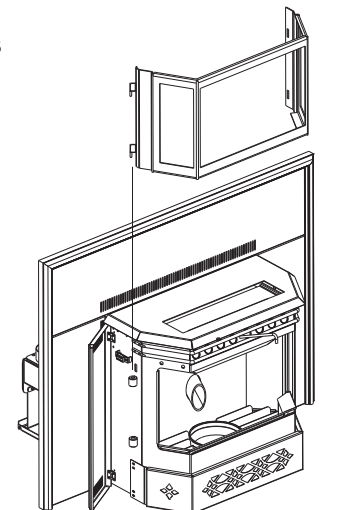
### 6.1 INSTALLING VIEWING DOOR

<b>! WARNING</b>
<b>GLASS MAY BE HOT, DO NOT TOUCH GLASS UNTIL COOLED.</b>
<b>THE DOOR LATCHES ARE PART OF A SAFETY SYSTEM AND MUST BE PROPERLY ENGAGED. DO NOT OPERATE THE APPLIANCE WITH LATCHES DISENGAGED.</b>
<b>BEFORE DOOR IS REMOVED TURN THE APPLIANCE OFF AND WAIT UNTIL APPLIANCE IS COOL TO THE TOUCH. DOORS ARE HEAVY AND FRAGILE SO HANDLE WITH CARE.</b>

75.2

The main viewing door has been boxed separate from the appliance, but **MUST** be installed before burning the appliance.

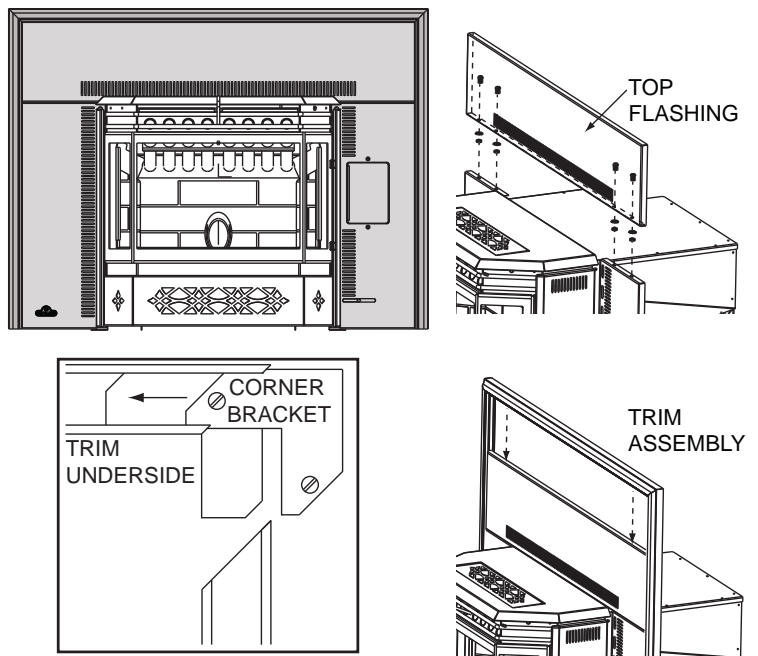
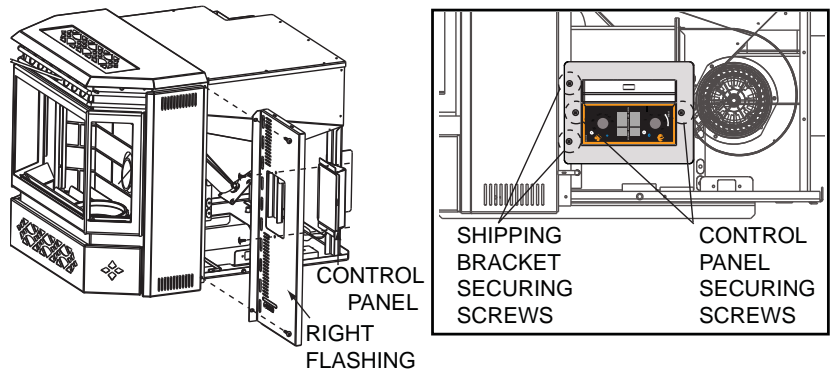
- A. Open both side panels, exposing the bushing on the left and the latches on the right.
- B. Align the pins on the door to the bushing on the left side of the appliance. Lower into place until both bushings touch.
- C. Engage the latch hooks into the door frame. Snap the rear handle hook to lock the latch closed.



INSERT ILLUSTRATED

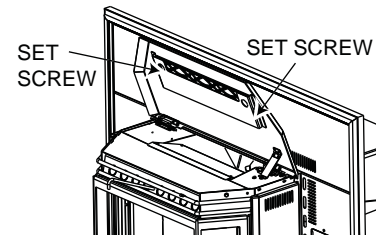
## 6.2 FLASHING INSTALLATION

- A. Secure the right flashing to the right side of the appliance using two of the #8 x 1/2" screws.
- B. Remove the two control panel securing screws, discard the screws and shipping bracket.
- C. Secure the control panel to the right flashing using the two #8 x 3/8" screws. Secure the left flashing with the remaining #8 x 1/2" screws.
- D. Align the holes in the top of the right and left flashing with those on the bottom lip of the Top Flashing and secure from the rear using the four #8-32 x 3/8" screws, washers and nuts.
- E. The three pieces of trim are assembled in the same manner as a picture frame. Place the corner brackets (with screw loosened) into the trim sections. Tighten the screw spreading the two pieces apart. Attach the adjoining section. Repeat with the opposite side. Tighten all screws firmly.
- F. Slide the assembled trim down over the flashing.
- G. Affix the logo to the bottom left hand corner of the left flashing.



## 6.3 TRIVET INSTALLATION

The trivet for the insert is attached by two set screws on the inside of the hopper lid



## 7.0 WIRING DIAGRAM

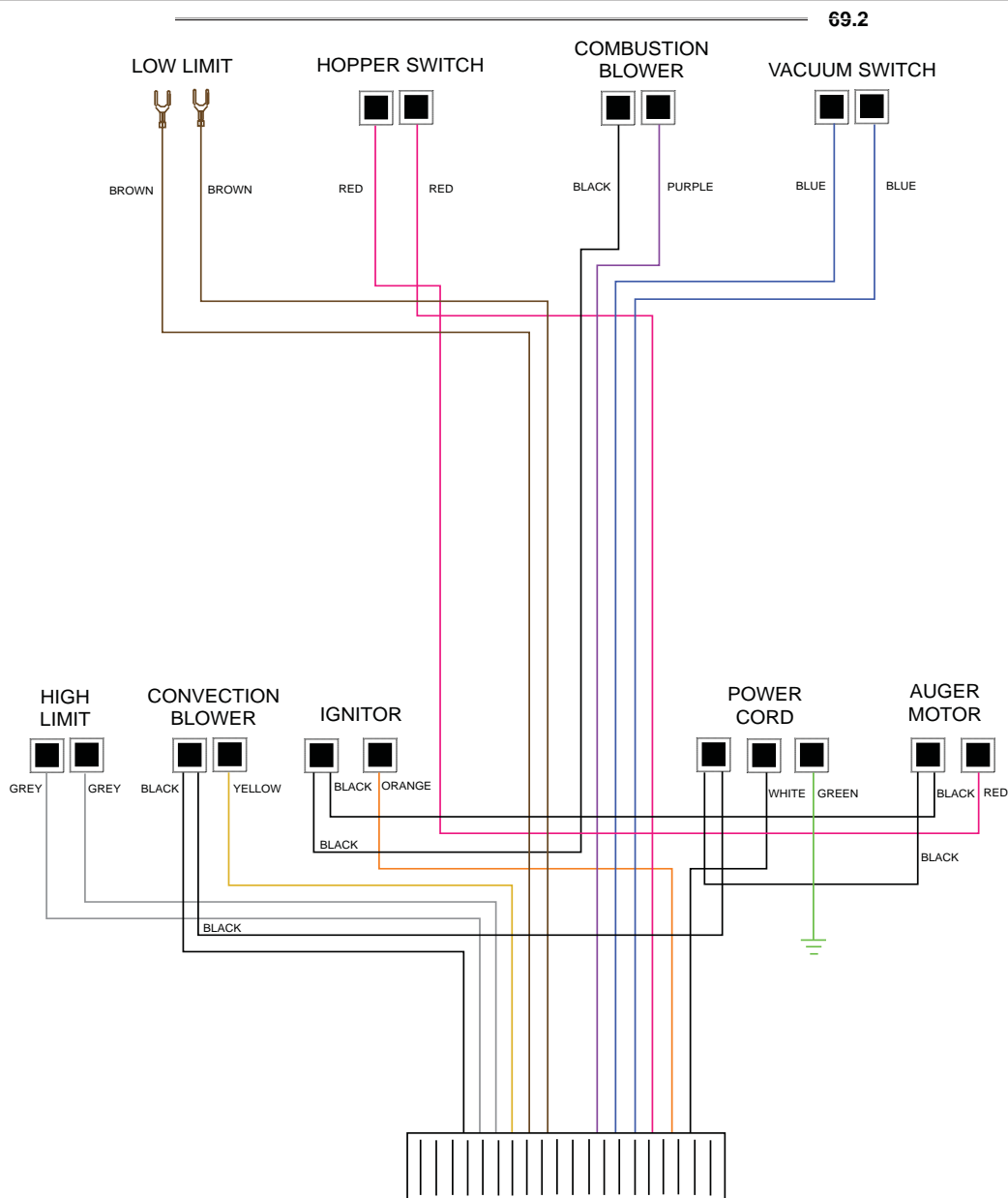
**! WARNING**

DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER. CALL A QUALIFIED SERVICE TECHNICIAN IMMEDIATELY TO HAVE THE APPLIANCE INSPECTED FOR DAMAGE TO THE ELECTRICAL CIRCUIT.

RISK OF ELECTRICAL SHOCK OR EXPLOSION. DO NOT WIRE 110V TO THE VALVE OR TO THE APPLIANCE WALL SWITCH. INCORRECT WIRING WILL DAMAGE CONTROLS.

ALL WIRING SHOULD BE DONE BY A QUALIFIED ELECTRICIAN AND SHALL BE IN COMPLIANCE WITH LOCAL CODES. IN THE ABSENCE OF LOCAL CODES, USE THE CURRENT CSA22.1 CANADIAN ELECTRIC CODE IN CANADA OR THE CURRENT NATIONAL ELECTRIC CODE ANSI/NFPA NO. 70 IN THE UNITED STATES.

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



## 8.0 OPERATING INSTRUCTIONS

### 8.1 PROPER PELLETT LOADING

Before loading pellets into the hopper first transfer the pellets from it's original plastic bag to a metal bucket. Keep in mind that the auger stops when the lid is opened. If the lid is opened for several minutes, the fire may extinguish.

**NOTE:** If the pellets are kept in the plastic bag, the bag may come in contact with the appliance causing the bag to melt and the pellets to spill.

**DO NOT** load pellets into the hopper if they have been exposed to moisture. Moisture can cause pellets to swell and cause blockage in the feed system. Thoroughly dry pellets before placing into hopper.

### 8.2 START UP CYCLE

47.10

Before installing this appliance we recommend a "PRE-BURN" inspection to help burn off the odours that are associated with the first burn. If possible, move the appliance outside and add approximately 5 lbs of pellets into the hopper. Plug the power cord into a typical wall receptacle.

The appliance is equipped with a control board that has been shipped in manual mode.


When first starting a new pellet appliance, or when you completely empty the hopper of pellets you can press and hold the prime button to get the pellets into the burn pot quicker.

- A. Press the ON/OFF button:
- B. The "POWER" light will come on, indicating that the start-up cycle has begun. The "HEAT" light will come on.
- C. The auger comes on and runs for approximately 3 minutes.
- D. The igniter comes on and will stay on until the proof of fire determined by the temperature of the appliance.
- E. The convection blower will not operate until the proof of fire is determined by the temperature of the appliance.

**NOTE:** Flame should appear in the burn pot within 3 to 7 minutes from commencing the start-up cycle. The start-up cycle should end in approximately 12 to 15 minutes. At that point, the power light will go from red to green and then adjustments to the feed rate can be made or the appliance will revert to the previous setting. If proof of fire is not established in 15 minutes, the appliance will shut down and will need to be turned back on again.

If the appliance shuts down, empty the pellets from the burn pot and restart.

### 8.3 LIGHTING APPLIANCE MANUALLY

 <b>WARNING</b>
<b>APPLIANCE MAY BE HOT.</b>
<b>OTHER THAN PLACING A HANDFUL OF PELLETS IN THE BURN POT FOR LIGHTING MANUALLY, NEVER FEED PELLETS THROUGH THE GLASS VIEWING DOOR. AN "OVERFIRE" CONDITION COULD OCCUR, IF MORE PELLETS ENTER THE FIREBOX THAN WHAT THE FEED TUBE CAN DELIVER. PELLETS MUST ONLY BE BURNED WITHIN THE BURN POT.</b>
<b>NEVER USE GASOLINE TYPE LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID, OR SIMILAR LIQUIDS TO START OR 'FRESHEN UP' A FIRE IN THIS APPLIANCE. KEEP ALL SUCH LIQUIDS WELL AWAY FROM THE APPLIANCE WHILE IT IS IN USE.</b>

Your appliance can be lit manually without using the automatic igniter by following the procedure below.

- Press the ON / OFF button.
- Place a "handful" of pellets into the burn pot.
- Cover with a small amount of approved (non-volatile) fire starter gel.
- Light fire starter with a match and close the viewing door.

47.11



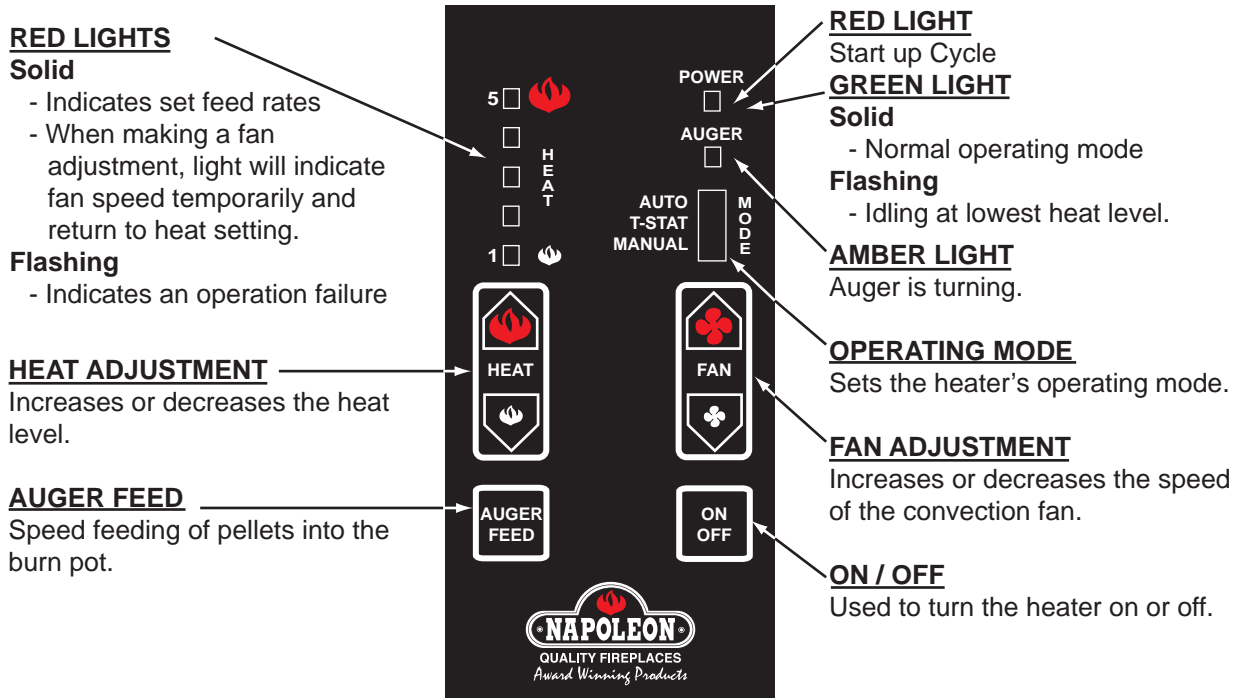
## 8.4 LIGHTING INSTRUCTIONS

After filling the hopper with pellets, switch the control to manual so that you have full control of the appliance until you have familiarized yourself with its functions.

Do not try to operate your appliance with the viewing door or hopper lid open. Safety switches will disable the pellet feed auger.

- A. Press the "ON/OFF" button "ON" to initiate the ignition cycle.
- B. Once the ignition cycle has ended (approximately 12 to 15 minutes) adjustments can be made to the control.

## 8.5 CONTROLS



### AUTO / T-STAT / MANUAL

This switch is used to select the operating mode.

**MANUAL:** Sliding the switch down to manual will allow you to manually select the heat and blower settings. In manual mode the heater will run at your desired settings indefinitely, until you manually turn the heater off or the heater runs out of pellets.

**T-STAT:** If you would like to have your heater operate using a thermostat, slide the switch to the middle position (T-STAT). In T-STAT mode the remote thermostat will control the heat output by alternating between the lowest heat level and the preset heat level. When the thermostat setting is satisfied the heater will default to the lowest heat level.

**AUTO:** Slide the switch to the top position (AUTO). Similar to T-STAT mode, auto operates using a thermostat. The difference being if the thermostat does not call for heat in a 60 minute period the heater will turn off completely. When the thermostat does call for heat, it will initiate a start-up cycle. This operating mode is recommended for the spring and fall season, as the heater is only required periodically.

**ON / OFF**

Use this button to turn the heater on and off.

**HEAT**

Pressing the heat up arrow (red) will increase the heat level one setting. Pressing the heat down arrow (white) will decrease the heat level one setting. During start-up the power light will flash green and these buttons will not respond. The red lights at the top left of the control will indicate the heat setting 1 through 5.

**FAN**

Pressing the fan up arrow (red) will increase the fan speed one setting. Pressing the fan down arrow (white) will decrease the fan speed one level. While adjusting the fan speed, the red lights will temporarily indicate the fan speed then flash back to the heat level.

**AUGER FEED**

Pressing and holding this button will turn the auger, speeding the feed of pellets into the burn pot. This is convenient when using the heater for the first time or when you have completely emptied the hopper and need to restart the heater.

**8.6 CONTROL ADJUSTMENT****FEED TRIM**

Both the combustion fan speed and the feed rate have been factory set but may need to be adjusted (trimmed) on site. Due to the variables (i.e. vent size and length, pellet quality), the factory settings may not be correct for every installation. To help keep the flame from extinguishing on the minimum heat level, the feed rate can be trimmed when in normal operation (after start-up cycle). Depress and hold the auger button while you push the heat up or down buttons. This will slightly increase the amount of fuel being fed into the burn pot. When trimming the feed rate, the LED's will display the factory setting (#3 light) with the ability to increase up two levels (#4 and #5 light) or decrease (#2 and #1 light) the length of time between the auger feed cycle.

**FAN TRIM**

Similar to the feed rate, it may be necessary to trim the speed of the combustion blower. Due to specific installations, it may be necessary to increase or decrease the amount of air moving through the burn pot to achieve maximum efficiency. When in normal operation depress and hold the auger feed button. Similar to the feed trim the LED's indicate what setting the trim feature is set to (#3 light is the factory setting). To adjust the flow, push the fan up or down buttons while depressing the auger feed button.

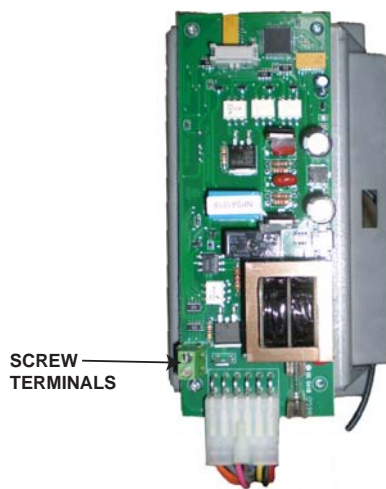
## 8.7 INSTALLING A THERMOSTAT OR REMOTE CONTROL

An optional millivolt thermostat is available to help keep the room temperature constant.

**NOTE:** The thermostat must be installed by a qualified installer.

- A. Disconnect the power supply.
- B. Remove the right side panel to gain access to the rear of the control panel.
- C. Strip and connect the thermostat wires to the screw terminals on the back of the control panel.
- D. Route the thermostat wire through the space between the firebox base and the right side panel.

**NOTE:** The control must be in either T-STAT or AUTO to control the appliance with a thermostat.



## 8.8 SHUTDOWN INSTRUCTIONS

Push the "ON/OFF" button. Your appliance will cycle down and the blower will remain operating until your appliance has cooled.

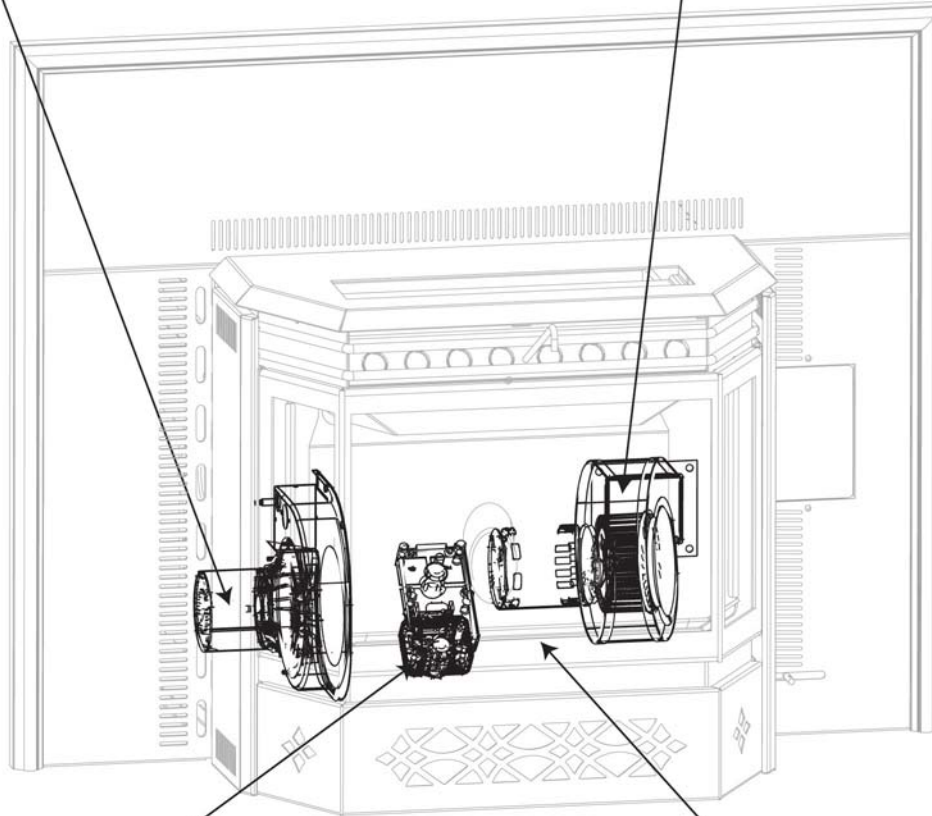
## 9.0 NORMAL OPERATING SOUNDS

### Exhaust Blower

The flow of exhaust gases may create a low-pitched hum. As the pellet feed rate is altered this sound will change.

### \* Convection Blower

A low hum might be heard due to the high efficiency fan, especially on high. As the fan dial is turned this noise will change.



### Auger Motor

An irregular buzz of the motor running might be heard when pellets are being fed.

### Burn Pot

A light clicking sound might be heard as the pellets are fed into the burn pot.

**\* NOTE:** "Quiet Mode" (NPS45 Only) This feature disables the convection blower when the stove is in pilot/standby mode regardless of control setting. The blower will activate during ignition to cool components then it will shut-down again. When ignition cycle is complete, if stove is in heat level #1, the blower will shut-down. If the blower is running in heat levels #2 - #5 and the appliance is adjusted to heat level #1, the blower will stay on until the components cool down, the same applies in T-STAT mode.

## 10.0 MAINTENANCE

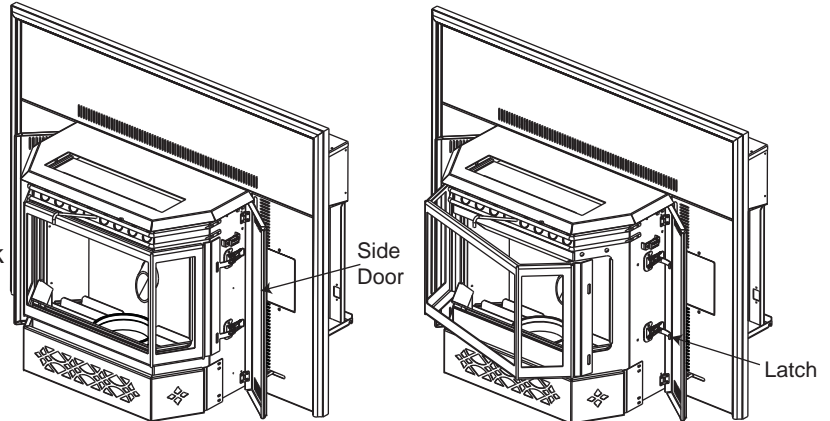
### 10.1 DAILY (WHENEVER USING THE APPLIANCE)

#### **! WARNING**

**THE FRONT OF THE APPLIANCE BECOMES VERY HOT DURING OPERATION. LET THE APPLIANCE COOL COMPLETELY BEFORE CONDUCTING SERVICE.**

#### 10.1.1 OPENING MAIN DOOR

- A. Open the side doors on either side of the appliance.
- B. On the right side of the appliance are two latches, release the latches by pulling the rear handle forward and disengaging the hook from the door frame.
- C. Swing open the viewing door.



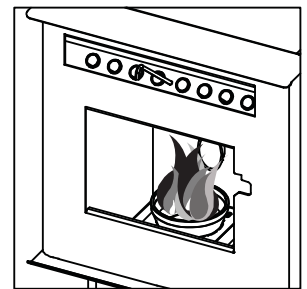
#### 10.1.2 DISPOSAL OF ASHES

Ashes should be placed in a metal container with a tight fitting lid. The container should be placed on a non-combustible floor, well away from combustible materials, pending final disposal. If ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders are thoroughly cooled.

40.2

#### 10.1.3 INSPECT THE BURN POT

When burning, the flames should be bright orange with embers jumping from the burn pot. If not see "MAKE SURE PELLETS ARE NOT PILING UP" or "CLEANING THE BURNPOT" sections.



40.3A

#### 10.1.4 CARE OF PLATED PARTS

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

**NOTE:** The protective wrap on plated parts is best removed when the assembly is at room temperature but this can be improved if the assembly is warmed, using a hair dryer or similar heat source.

6.1

## 10.1.5 CARE OF GLASS

If the glass is not kept clean permanent discolouration and / or blemishes may result. Normal operation of your pellet appliance will produce a build-up on the glass that should be wiped off daily. However, poor quality pellets or extended burning on the low setting will cause the glass to “smoke up” faster. Refer to “REPLACEMENT PARTS” section to find out what this product is equipped with. Use only replacement glass available from your Authorized dealer.

**DO NOT CLEAN GLASS WHEN HOT!**

If necessary, clean the glass with a soft cloth or paper towel. You could use “wood stove” glass cleaner to remove heavy build-up.

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

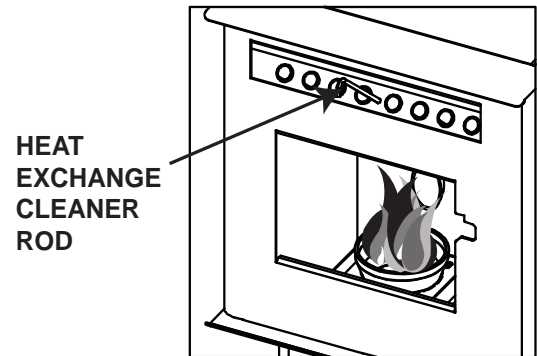
## 10.1.6 CLEANING THE HEAT EXCHANGER TUBES



With the appliance cool (or wearing heat resistant gloves), slide the heat exchange cleaner rod up and down several times to prevent the build up of ash on the heat exchange tubes.

Keep the viewing door closed so the fly ash does not enter the room.

**NOTE:** More frequent cleaning may be required depending upon pellet quality.



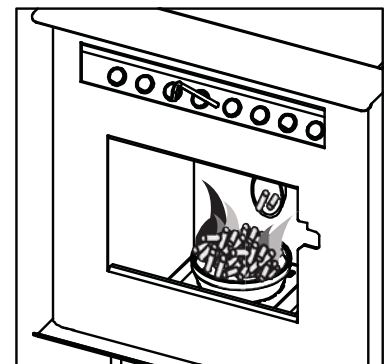
40.4A

## 10.1.7 MAKE SURE PELLETS ARE NOT PILING UP

If the flames seem to be coming only from the sides, or are orange/black, turn the appliance off and check for build up of pellets. If the pellets build up over the burn pot, turn the pellet feed switch to “OFF”.

**The most likely causes are:**

- A. Feed rate has been set to maximum for an extended period of time. Turn feed rate to feed #3 or #4.
- B. The door, glass, or ash pan is open or has an air leak.
- C. The burn pot requires cleaning.
- D. The exhaust system requires cleaning.
- E. The appliance requires adjustment (trim feed rate and blower).
- F. Poor pellet quality



40.5C

## 10.1.8 CLEANING THE BURN POT

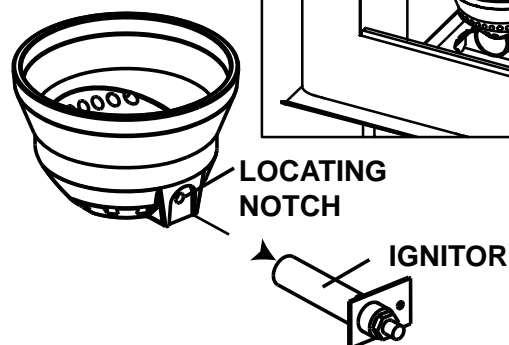
**! WARNING**

**MAKE CERTAIN THE HEATER HAS FULLY COOLED (APPROXIMATELY 25 MINUTES) BEFORE OPENING THE DOOR AND**

To clean the burn pot, open the door and knock away any debris on the burn pot. If severely clogged, remove the burn pot to gain better access. If removing the burn pot set aside on a non-combustible surface. Once removed, discard all material that has accumulated in the burn pot.

Make certain that all openings are clear of any build up of ash from the ledge below the burn pot.

Re-install the burn pot ensuring it sits level in the appliance. Also must ensure the ignitor and the burn pot locating notch line up when reinstalling the burn pot.



40.6A

## 10.2 BI-WEEKLY (OR EVERY 10 BAGS OF PELLETS)

## 10.2.1 VACUUM FIREBOX

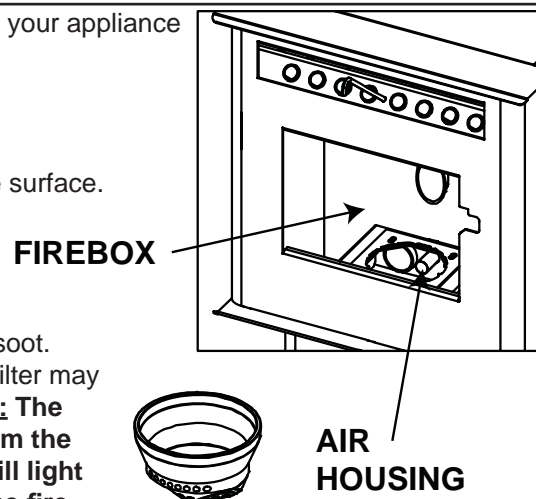
**! WARNING**

**THE FIREBOX BECOMES VERY HOT DURING OPERATION. LET THE APPLIANCE COOL COMPLETELY BEFORE CONDUCTING SERVICE.**

**NEVER VACUUM HOT EMBERS.**

The more frequently you clean out the fly ash, the more efficient your appliance will burn.

- A. Open the viewing door.
- B. Lift the burn pot out and set aside on a non-combustible surface.
- C. Vacuum out the firebox. Do not use a household vacuum to clean the appliance. We recommend that you use a shop vacuum that is equipped with a fine dust filter or a vacuum specifically made for ashes and soot. Using a vacuum which is not equipped with a fine dust filter may clog and disperse fly ash and soot into the room. **NOTE: The appliance must be completely out before you vacuum the appliance. Live pellets, if sucked into the vacuum will light the vacuum on fire and may ultimately cause a house fire.**



Re-install the burn pot ensuring it sits level in the appliance. Also must ensure the ignitor and the burn pot locating notch line up when reinstalling the burn pot.

40.18



## 10.3 SEMI-ANNUALLY (OR EVERY TWO TONS OF PELLET)

<b>! WARNING</b>
<b>THE FIREBOX BECOMES VERY HOT DURING OPERATION. LET THE APPLIANCE COOL COMPLETELY BEFORE CONDUCTING SERVICE.</b>
<b>DISCONNECT THE POWER CORD PRIOR TO CONDUCTING SERVICE.</b>
<b>THE FOLLOWING SECTION DETAILS EXTENSIVE MAINTENANCE PROCEDURES. WE STRONGLY SUGGEST THESE ITEMS BE CARRIED OUT BY A TRAINED SERVICE TECHNICIAN, POSSIBLY BY A SERVICE AGREEMENT SET UP WITH YOUR DEALER.</b>

40.15

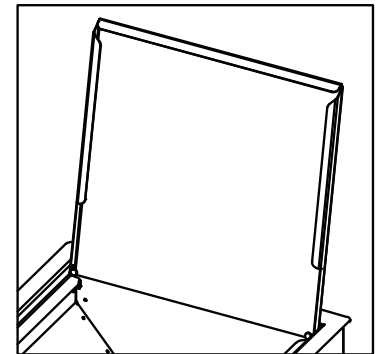
**NOTE:** More frequent cleaning may be required depending on pellet quality.

## 10.3.1 VACUUM HOPPER

The more frequently you clean out the fly ash, the more efficient your appliance will burn.

- A. Operate the appliance until the pellets run out, then open the hopper and vacuum out the entire hopper.

The dust and any other debris near the bottom should be removed to prevent excessive build-up.



40.8B

## 10.3.2 SOOT AND FLY ASH FORMATION

The products of combustion will contain small particles of fly ash. The fly ash will collect in the exhaust venting system and restrict the flow of the flue gases. Incomplete combustion occurs during startup, shutdown, or incorrect operation of the room appliance will lead to some soot formation which will collect in the exhaust venting system. The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

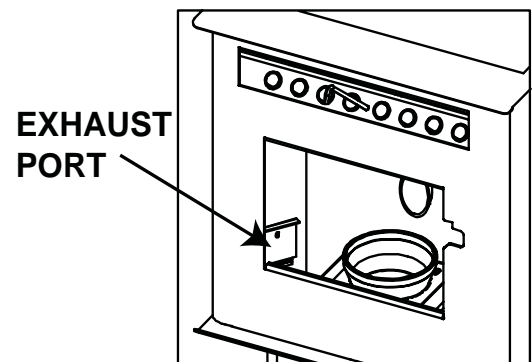
40.9

## 10.3.3 CLEAN THE VERTICAL EXHAUST DUCT

- A. Pivot the viewing door wide open.
- B. Remove the one screw on each exhaust port located on either side of the fire box. Remove the exhaust port doors and set aside on a non-combustible surface.

Insert a vacuum into the exhaust port holes and remove as much fly ash as possible from behind the left and right exhaust manifolds. Do not use a household vacuum to clean the appliance. We recommend that you use a shop vacuum that is equipped with a fine dust filter or a vacuum specifically made for ashes and soot. Using a vacuum which is not equipped with a fine dust filter may clog and disperse fly ash and soot into the room.

**NOTE:** The appliance must be completely out before you vacuum the appliance. Live pellets, if sucked into the vacuum will light the vacuum on fire and may ultimately cause a house fire.



Once clean, replace the exhaust port doors and secure with the screws.

40.17A



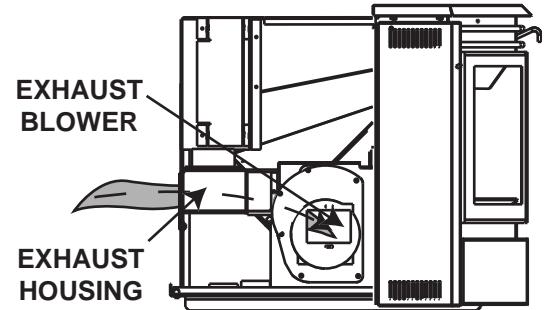
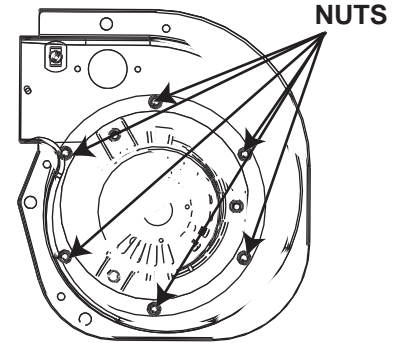
### 10.3.4 CLEAN EXHAUST HOUSING (INSERT ONLY)

To clean the exhaust blower and exhaust housing, the appliance must be pulled out from the appliance cavity. Remove the venting from the exhaust collar. If installed as a top vent, remove cover plate from the rear of the housing. If installed as a rear vent, remove the cover plate from the top of the housing. Vacuum out the housing back to blower outlet.

### 10.3.5 CLEAN THE EXHAUST BLOWER

**NOTE:** Do not attempt this maintenance without a replacement exhaust blower motor mounting gasket.

- A. Remove the six nuts holding the exhaust blower motor in place.
- B. Pull the motor out being careful not to damage the wiring, unplug the two wires that are connecting the motor and gently set aside. (The pieces of gasket may be discarded.)
- C. Start by cleaning the exhaust tube by feeding a brush or rag through the inside of the tube and out the exhaust blower housing.
- D. Vacuum out the exhaust ports and the blower housing.
- E. With a bristle brush vacuum, clean the blades of the motor.
- F. Place the new exhaust blower mounting gasket around the screw holes being very careful not to tear it.
- G. Re-attach the wiring to the motor and place it back on to the housing, taking care that the side of the motor does not tear the gasket and then re-attach the nuts.




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40.11

### 10.3.6 CHECK ALL SEALS

Check for air leaks around the door, glass, and ash pan and replace gaskets as required.

Air leaks into the firebox will decrease the appliance's performance greatly, leading to excessive soot, inefficient burning, and may even cause a malfunction.

Test the door seal by shutting the door on a piece of paper in various locations. If the paper can be easily slid out, air may be leaking around the door seal. Carefully inspect the door gasket and door catch.

Inspect the door gasket to make sure it is fully attached. Appliance gasket cement can be used to re-attach if necessary. If the door gasket is worn or flattened, replace.

Check the door to make sure it latches correctly. The latch should engage with a slight amount of resistance, yet not be too difficult.

If the glass is cracked, replace.

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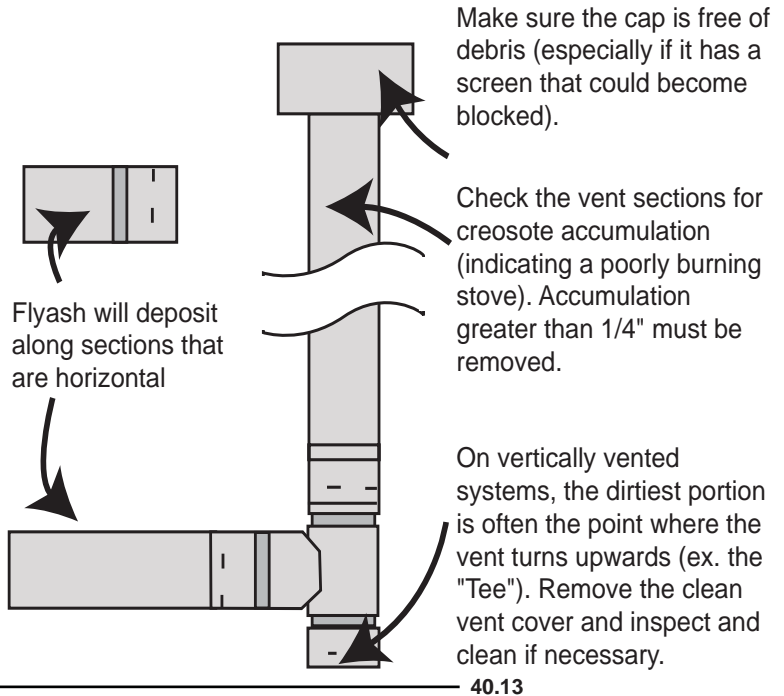
40.12

## 10.3.7 CLEAN THE VENT

**! WARNING**

**WHENEVER ANY PORTION OF THE PELLET VENT IS DISCONNECTED, THE JOINTS MUST BE RE-SEALED WITH RTV 500°F SILICONE SEALANT.**

Vent system should be cleaned using chimney sweep brushes. We recommend this be done by a qualified chimney sweep.



## 10.4 IN THE EVENT OF A JAMMED AUGER

**! WARNING**

**DISCONNECT THE POWER CORD PRIOR TO CONDUCTING SERVICE.**

Occasionally damp fuel or foreign objects could get jammed in the auger screw. When this occurs it will be necessary to empty the hopper and/or remove the auger screw from the hopper assembly.

Start by emptying the pellets from the hopper. Sometimes the object causing the auger screw not to turn will be visible once the hopper has been emptied. If it is necessary to remove the auger screw start by removing both of the side panels and the rear panel. Locate the auger motor, remove the set screw that secures the motor to the auger screw. Remove the two hex bolts from the auger housing which will allow the auger screw to slide out. After you have removed the shaft, inspect it for bent flights, burrs, or broken welds. Remove any foreign material that might have caused the jam. Also, check the auger tube for signs of damage such as burrs, rough spots, or grooves cut into the metal that could have caused a jam.

40.14A

## 11.0 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.**

**! 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.**

41.1

COMMON COMPONENTS		
REF	PART NO.	DESCRIPTION
1	W660-0052	LOW LIMIT SWITCH 140°F (80°C)
2	W660-0055	HIGH LIMIT SWITCH 200°F (93°C)
3	W660-0056	VACUUM SWITCH
4*	W195-0004	POWER CORD
5	NPAM	AUGER MOTOR KIT
7	W062-0027	COMBUSTION BLOWER
8	W290-0111	COMBUSTION BLOWER MOUNTING GASKET
9	W290-0120	COMBUSTION BLOWER MOTOR MOUNTING GASKET
10	W290-0113	CONVECTION BLOWER GASKET
11*	W255-0020	PRESSURE FITTING TAP
12	W570-0107	AUGER SCREW
13	W390-0002	DOOR LATCH
14	W555-0061	SCRAPER ROD
15	W105-0012	NYLON BUSHING
16	W500-0038	COTTER PIN
17*	W750-0215	HARNESS WIRE
18*	W385-0334	NAPOLEON® LOGO
19*	W010-1528	CONTROL DOOR ASSEMBLY
20	W475-0555	BOTTOM OI PANEL
21	W720-0089	IGNITOR HOUSING
22	W390-0012	CONTROL PANEL LATCH
23*	W010-1490	EXHAUST TUBE
24	W357-0007	IGNITOR
26	W350-0361	CONTROL HOUSING
27	W080-0932	MOTOR BRACKET
28	W010-1491	COMBUSTION AIR TUBE ASSEMBLY
29	W030-0022	ACCENT BAR (2)
30	W135-0320	CAST, BURN POT
31*	W430-0002	MAGNETIC DOOR CATCH ASSEMBLY (2)
32*	W290-0120	MOTOR MOUNTING GASKET
33	W290-0119	IGNITION GASKET

COMMON COMPONENTS		
REF	PART NO.	DESCRIPTION
34	W460-0004	RECEPTACLE
36	W300-0038	GLASS, FRONT
37	W300-0037	GLASS, SIDE
38*	W562-0022	GLASS GASKET
39	W290-0122	EXHAUST GASKET
40	W010-1612	EXHAUST COLLAR
41	W010-0219	EXHAUST COVER
43	W010-1673	RIGHT LOUVRE ASSEMBLY
44	W010-1685	LEFT LOUVRE ASSEMBLY

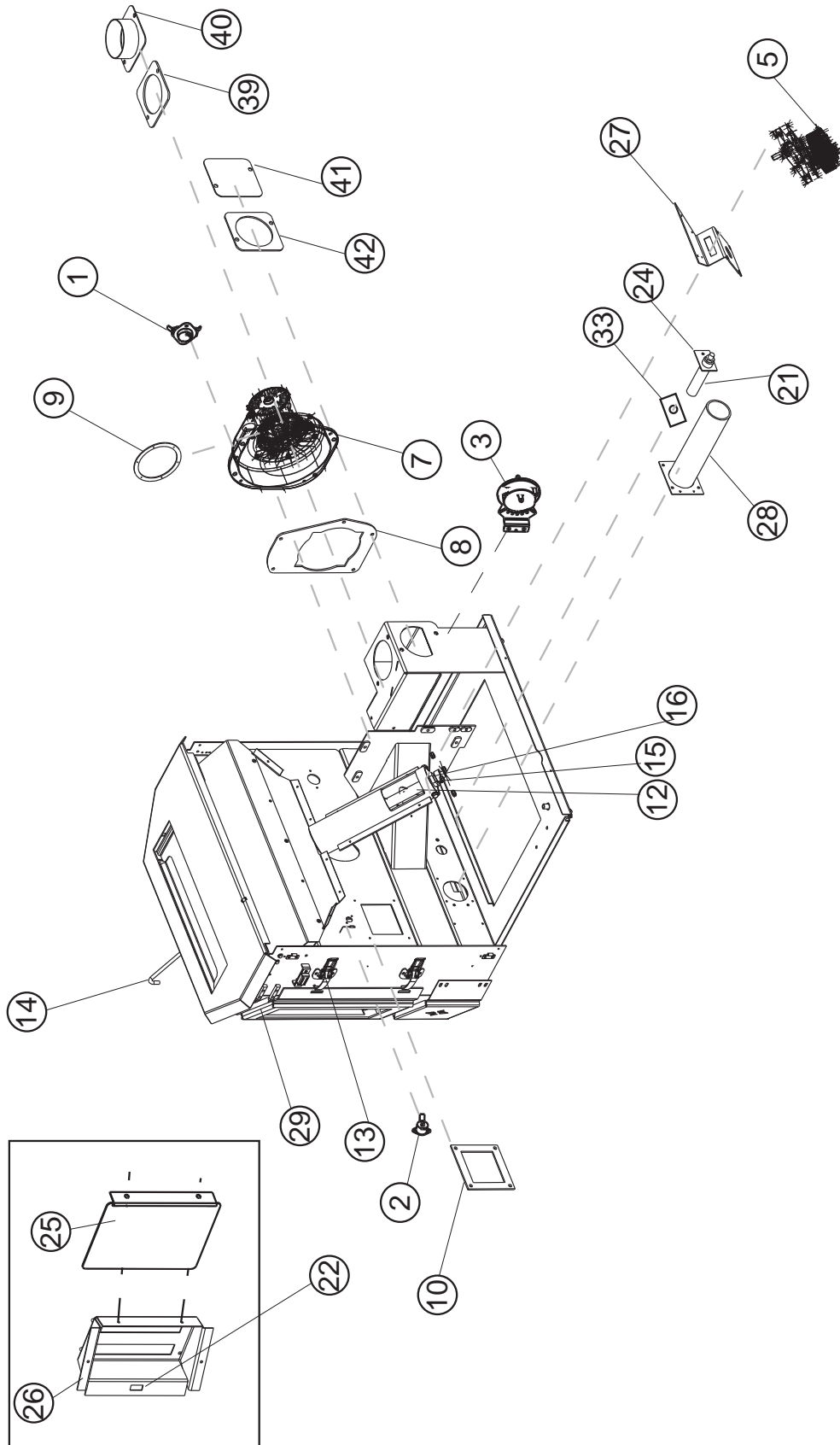
NPS45 COMPONENTS		
REF	PART NO.	DESCRIPTION
6	W062-0025	CONVECTION BLOWER
45	W010-1508	WELDED TOP ASSEMBLY
46	W010-1527	SIDE DOOR ASSEMBLY
47	W010-1529	HOPPER DOOR ASSEMBLY
48	W010-1667	ASH PAN ASSEMBLY
49	W010-1668	PEDESTAL SIDE DOOR ASSEMBLY
50	W035-0191	PEDESTAL BASE
51	W475-0482	OUTER REAR PANEL
52	W475-0484	OUTER PANEL, RIGHT
53	W475-0485	OUTER PANEL, LEFT
54*	W652-0040	PEDESTAL GASKET
56	W660-0083	SWITCH, HOPPER
56	W750-0230	WIRE, JUMPER (TGGT)

NPI45 COMPONENTS		
REF	PART NO.	DESCRIPTION
6	W062-0029	PICB
57	W010-1670	SIDE DOOR ASSEMBLY
58	W010-1671	WELDED HOPPER LID ASSEMBLY
60	W660-0084	SWITCH, HOPPER
61	W750-0216	WIRE, JUMPER (TGGT)

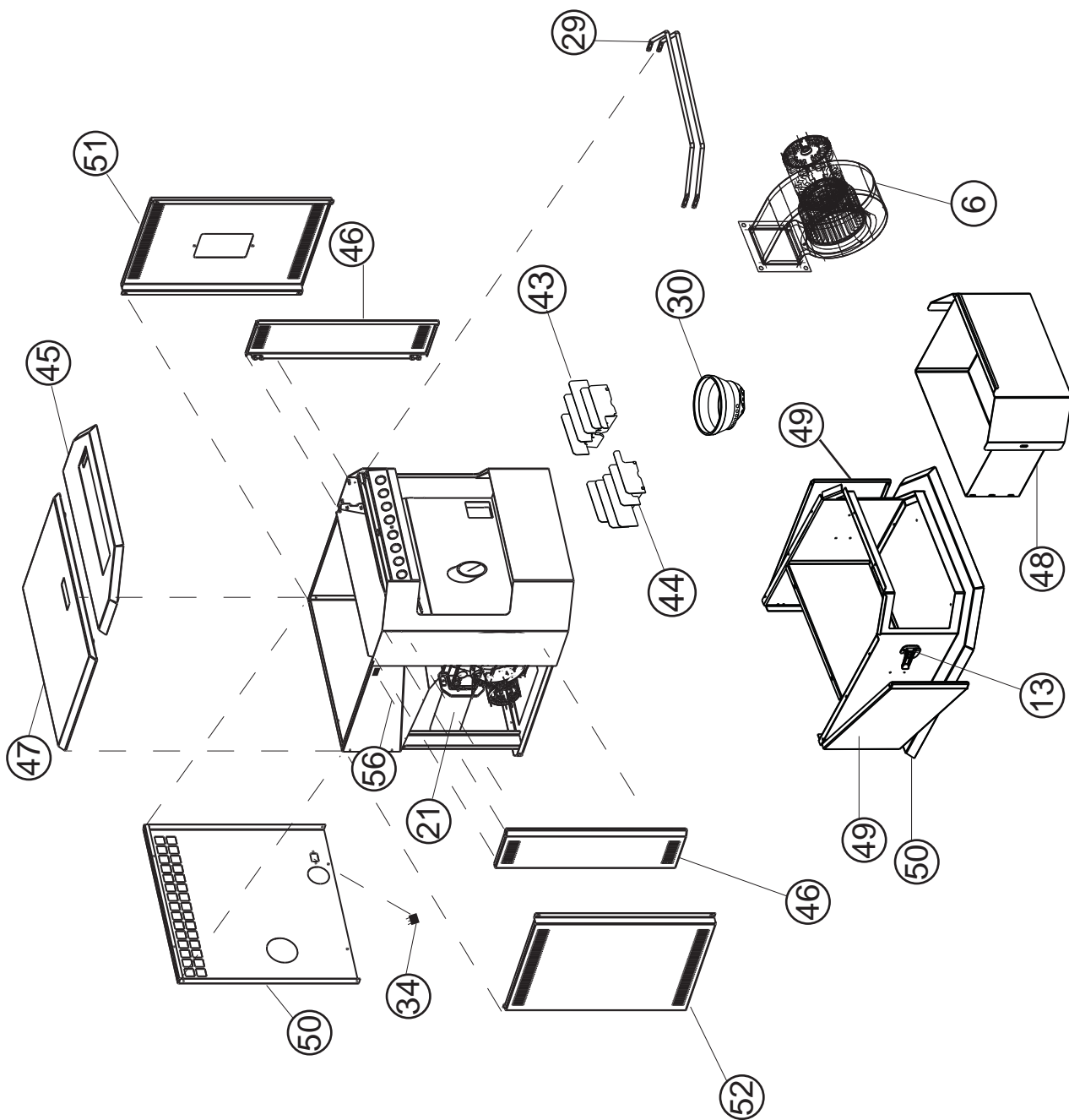
COMMON ACCESSORIES		
REF	PART NO.	DESCRIPTION
62	W225-0195	DOOR FRAME, BLACK
62	W225-0195G	DOOR FRAME, GOLD
62	W225-0195SC	DOOR FRAME, SATIN CHROME
63	GS200-G	TRIVET
63	GS200-SS	TRIVET
64	PRPP40	PORCELAIN REFLECTIVE RADIANT PANELS
65*	114KT	OUTSIDE AIR KIT - 5 FT (2" DIA.)
66	NP841KT	BRICK, REFRACTORY
67	NPL41	DECORATIVE LOG SET

NPS45 ACCESSORIES		
REF	PART NO.	DESCRIPTION
68*	NPHE-40	HOPPER EXTENSION (INCREASES HOPPER CAPACITY FROM 55 LBS TO 100 LBS PELLETS)
NPI45 ACCESSORIES		
REF	PART NO.	DESCRIPTION
69	NI800	8" BLACK FLASHING WITH BLACK TRIM
70*	GICSK	ARCHED CAST IRON SURROUND
71	AK8	ADAPTOR KIT (REQ'D FOR GICSK)
72*	CISK	CAST IRON SURROUND KIT - BLACK
72*	CISKK	CAST IRON SURROUND KIT - ENAMEL BLACK
72*	CISKN	CAST IRON SURROUND KIT - MOJOLICA BROWN
72*	CISKB	CAST IRON SURROUND KIT - MOJOLICA BLUE
72*	CISKF	CAST IRON SURROUND KIT - MOJOLICA GREEN
73*	AK9	ADAPTOR KIT (REQ'D FOR CISK)

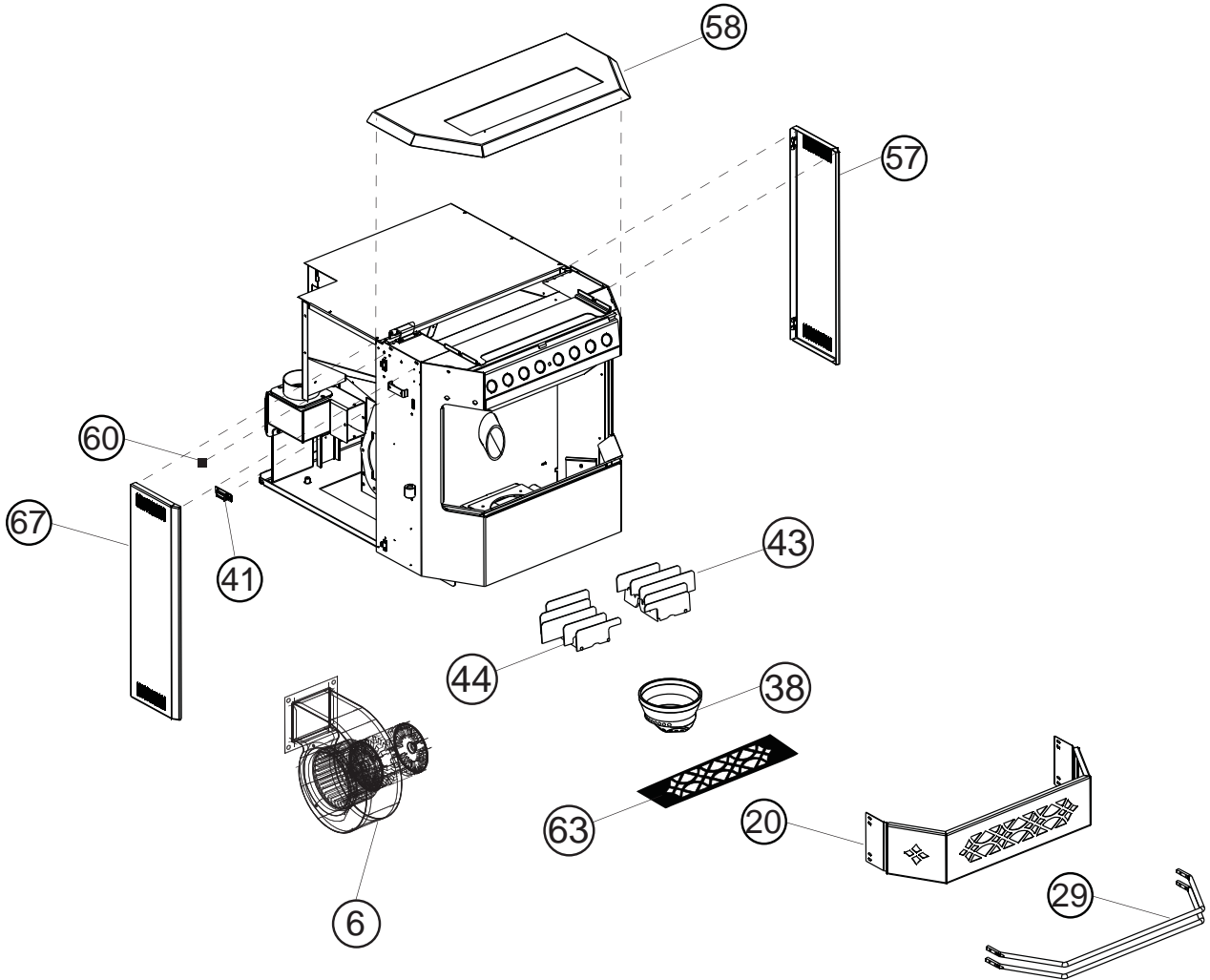
11.1 COMMON REPLACEMENT PARTS



11.2 NPS45 REPLACEMENT PARTS

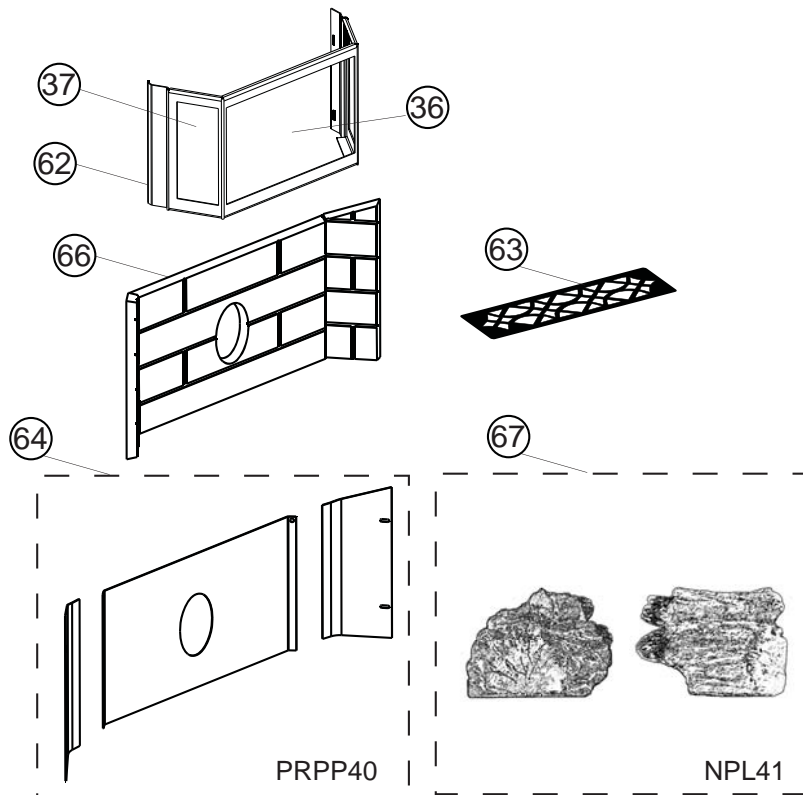


11.3 NPI45 REPLACEMENT PARTS

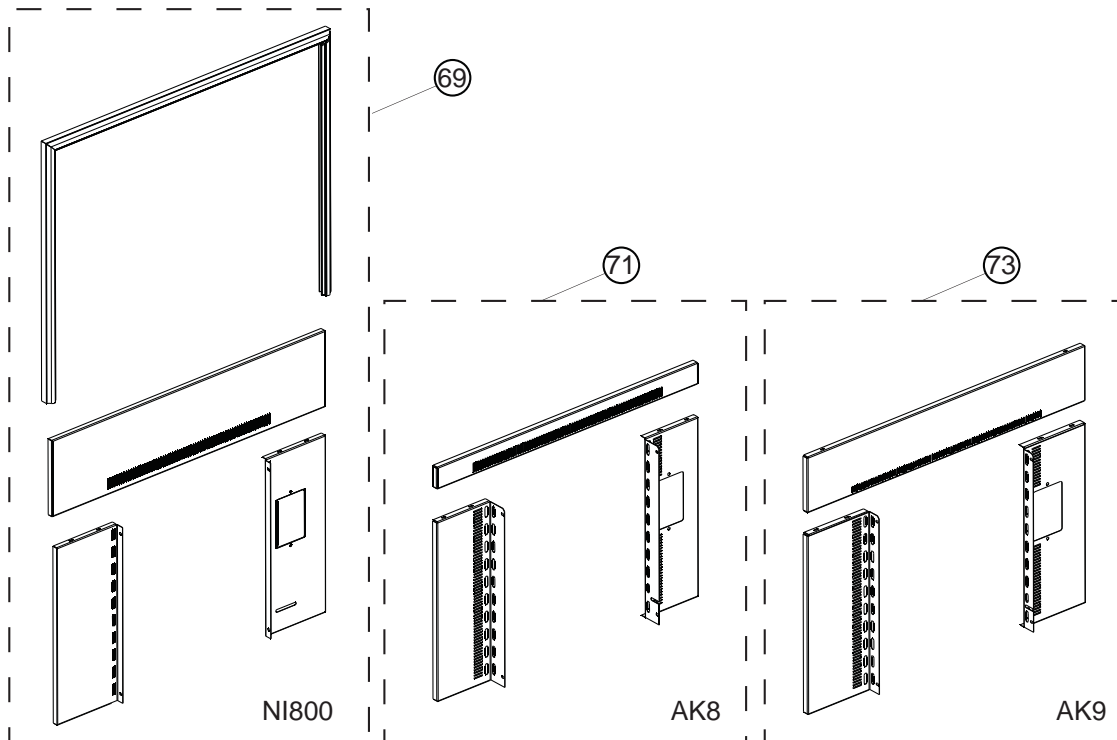




11.4 COMMON ACCESSORY PARTS



11.5 NPI45 ACCESSORY PARTS



## 12.0 TROUBLESHOOTING

**! WARNING**

**TURN OFF THE ELECTRICAL POWER BEFORE SERVICING THE APPLIANCE.**

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

**DO NOT USE ABRASIVE CLEANERS.**

**WHEN CHECKING CONNECTIONS, INSTALLING JUMPER WIRES (FOR TEST PURPOSES ONLY) OR REPLACING COMPONENTS, UNPLUG APPLIANCE FROM THE RECEPTACLE TO PREVENT ELECTRICAL SHOCK OR DAMAGE TO THE COMPONENT.**

**NOTE:** Many of the following tests will require that the side panels are removed from the appliance or the insert be removed from its cavity to access the components. Before troubleshooting always confirm that all components are clean and free of ash build up.

SYMPTOM	TEST SOLUTION
<b>APPLIANCE SHUTS OFF AND THE #2 LIGHT FLASHES</b>	
Vacuum hose or fittings are blocked	- Unhook the air hose from the vacuum switch and blow through it. If air flows freely, the hose and tube are fine. If air will not flow through the hose, use a wire coat hanger to clear the blockage.
The air inlet, burnpot, interior combustion air chambers, combustion blower or exhaust pipe are blocked with ash or foreign material.	- Follow all cleaning procedures in the maintenance section of the manual.
The firebox is not properly sealed.	- Make sure the door is closed and that the gasket is in good shape. If the ash door has a latch, make sure the ash door is properly latched and the gasket is sealing well.
Vent pipe is incorrectly installed.	- Check to make sure the vent pipe installation meets the criteria in the manual.
The vacuum switch wire connections are bad.	- Check the connectors that attach the blue wires to the vacuum switch.
The gray wires are pulled loose at the connector on the wiring harness.	- Check to see if the blue wires are loose at the connector.
Combustion blower failure.	- With the appliance on, check to see if the combustion blower is running. If it is not, you will need to check for power going to the combustion blower. It should be at 115 volts. If there is power, the blower is defective. If there is not, see the next step.
Control board not sending power to combustion blower.	- If there is no current going to the combustion blower, check all wire connections. If all wire connections are properly connected, you have a defective control board.
Control board not sending power to vacuum switch	- There should be a 5-volt current (approximately) going to the vacuum switch after the appliance has been on for 30 seconds.
Vacuum switch has failed (very rare).	- To test the vacuum switch, you will need to disconnect the air hose from the body of the appliance. With the other end still attached to the vacuum switch, very gently suck on the loose end of the hose (Hint: remove the hose from the vacuum switch and the appliance first to see if it is clear). If you hear a click, the vacuum switch is working. <b>CAUTION: TOO MUCH VACUUM CAN DAMAGE THE VACUUM SWITCH.</b>

SYMPTOM	TEST SOLUTION
<b>Appliance SHUTS OFF AND THE #3 LIGHT FLASHES</b>	
The hopper is out of pellets	- Refill the hopper.
The hopper lid is open.	- Close the hopper lid
The burnpot is not seated completely into the burner housing.	- Insure the burnpot locating notch engages with the ignitor and that the burnpot sits flat.
The burnpot holes are blocked	- Remove the burnpot and thoroughly clean it.
The air inlet,the interior chambers, or the exhaust system has a partial blockage.	- Follow all cleaning procedures in the maintenance section of the manual.
The auger shaft is jammed.	- Start by disconnecting the power supply and emptying the hopper. - The auger shaft may be jammed. For more information see "IN THE EVENT OF A JAMMED AUGER" section.
The auger motor has failed.	- Remove the auger motor from the auger shaft and try to run the unit. If the motor will turn, the shaft is jammed on something. If the motor will not turn, the motor is defective.
The low limit switch has malfunctioned.	- Temporarily bypass the low limit switch by disconnecting the two brown wires and connecting them together with a short piece of wire, then plug the appliance back in. If the appliance comes back on and works, you need to replace the low limit switch. <b>CAUTION: This is for testing only!</b> Leaving the switch bypassed will cause the blowers to remain on constantly and the auger will continue to feed even if the fire is out. Do not operate the unit with the low limit switch bypassed.
The fuse on the control board has blown.	- Remove the control board. If the fuse appears to be defective, replace it with a 5 amp 125 volt fuse. Plug the appliance back in and try to run the unit.
The control board is not sending power to the low limit switch or other auger system components.	- There should be an approximate 5 volt current going to the low limit switch after the appliance has been on for 10 minutes.
Flame has gone out in burn pot while at feed rate 1. A few unburned pellets are in the pot.	- Feed rate is too low for the quality and moisture content of pellet fuel that is being used. Adjust trim of combustion blower down or auger motor up.
<b>APPLIANCE SHUTS OFF AND #4 .LIGHT FLASHES.</b>	
The high limit switch has tripped.	- This is a manual reset switch but should only be done by a qualified technician once the cause of failure has been determined.
<b>APPLIANCE FEEDS PELLETS BUT WILL NOT IGNITE</b>	
Blockage in igniter tube or inlet for the ignitor tube.	- Ensure that the air intake hole is clear, it is located on the side of the igniter housing on the back of the firewall.
The burnpot is not seated completely into the burner housing.	- Place the burnpot so that the locating notch engages with the ignitor and the burnpot is sitting flat.
Defective ignitor.	- Put power directly to the ignitor and observe the tip of the ignitor from the front of the appliance. Within two minutes the tip should glow, if it does not, the ignitor is defective.
The control board is not sending power to the ignitor.	- Check the voltage going to the ignitor during start up. It should be at full current (115 volts). If the voltage is lower than full current, check for problems with the wiring. If no problems are found, the board is defective.
<b>SMOKE SMELL IS COMING BACK INTO THE HOME</b>	
There is a leak in the vent pipe system.	- Inspect all the vent pipe connections. Make sure they are sealed with RTV silicone that has a temperature rating of 500°F or higher. Seal joints with UL-181-AP foil tape and insure the square to round adapter piece on the combustion blower has been properly sealed with the same RTV.
The gasket on the combustion blower has deteriorated.	- Inspect both gaskets on the combustion blower to make sure they are in good shape. Replace if necessary.

SYMPTOM	TEST SOLUTION
<b>CONVECTION BLOWER SHUTS OFF AND COMES BACK ON</b>	
The convection blower is overheating and tripping the high limit switch	- Try lubricating the convection blower and clean any dust off the windings and fan blades. If lubricating the blower does not help, the blower may be defective.
Electronic control panel malfunction.	- Test the current going to the convection blower. If there is no power being sent to the blower when it shuts off during operation, the control board is defective.
<b>APPLIANCE WILL NOT FEED PELLETS BUT AUGER LIGHT COMES ON</b>	
Fuse on control board blew	- Remove the control board. If the fuse appears to be defective, replace it with a 0.5 amp. 125 volt fuse. Plug the appliance back in and try to run the unit.
High limit switch has tripped or is defective.	- Wait 30-45 minutes for the appliance to cool and it should function normally. If it does not, unplug the appliance and temporarily bypass the high limit switch by disconnecting the two brown wires and connecting them together with a short piece of wire. Plug the appliance back in. If the appliance comes back on and works, you need to replace the high limit switch. <b>CAUTION: This is for testing only! Do not run the appliance with this switch bypassed!</b>
Defective auger motor.	- Remove the auger motor from the auger shaft and attempt to run the unit. If the motor turns then the shaft is jammed into something. If the motor will not turn, it is defective.
Auger jam.	- Empty the hopper and inspect - Refer to the "IN THE EVENT OF A JAMMED AUGER" section in the manual.
Loose wire or connector.	- Inspect all wires and connectors to the auger motor, high limit switch and the Molex connector.
<b>SOOT ACCUMULATES ON GLASS AT A FAST RATE - FLAME IS LAZY, DARK AND HAS BLACK TIPS AFTER APPLIANCE HAS BEEN ON FOR AWHILE, THE BURNPOT OVERFILLS</b>	
Appliance or vent pipe is dirty, which restricts airflow through the burnpot	- Follow all cleaning procedures in the maintenance section of the manual.
Vent pipe is installed improperly.	- Refer to the "VENTING" section in the manual to determine where the venting system is installed incorrectly.
Burnpot holes are blocked.	- Remove the burnpot and thoroughly clean it.
Blockage in air intake pipe	- Visually inspect the air intake pipe that leads into the burnpot for foreign material
Circuit board malfunction	- Time the fuel feed light at each setting (after the appliance has completed the start-up cycle). If auger motor runs constantly, the board is defective
Poor quality pellets (applies to SOOT ACCUMULATES ON GLASS AT FAST RATE only).	- The brand of pellets or batch of pellets that are being used may be of poor quality. If possible, try a different brand of pellets. You might also want to try a brand that is made from a different type of wood (softwood vs. hardwood). Different woods have different characteristics when being burned.
The trim setting of the combustion blower on the high feed rate is too low (applies to SOOT ACCUMULATES ON GLASS AT FAST RATE only).	- Press and hold the auger feed button and the fan up to increase the combustion fan setting. If the #1 light is on, the appliance is currently on the lowest trim setting. If only the #3 light is on, the appliance is in the default setting. If the #5 light is on, the appliance is in the high trim for the combustion fan setting. If the appliance is being burned on one of the lower settings, advance to the next trim setting and try burning the appliance.
<b>VERY ACTIVE FLAME ON PILOT (LOW FEED)</b>	
Flame is very aggressive on low feed setting, consumption of pellets seem to be high.	- Press and hold the auger feed button and the heat down to decrease the low feed rate setting. If only the #3 light is on, the appliance is in the default setting. Trim the feed rate down one setting, #2 light will be on. Trimming down #2, the #1 light will be on. Try burning the appliance.
<b>HIGH LIMIT SWITCH KEEPS TRIPPING</b>	
The convection blower is overheating and tripping the high limit switch.	- Clean any dust from the winding and fan blades. If cleaning the blower does not help, the blower may be defective
Power surge or brown-out situation.	- A power surge, spike, or voltage drop could cause the high limit switch to trip. Check to see if a surge protector is being used on the appliance. If not, it is highly recommended.
High limit switch is malfunctioning.	- If no other problems are found, replace the high limit switch.

## 13.0 WARRANTY

NAPOLEON® Pellet 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. The complete appliance is thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receives the quality product that you expect from NAPOLEON®.

### NAPOLEON® PELLET APPLIANCES PRESIDENT'S LIFETIME LIMITED WARRANTY

The following materials and workmanship in your new NAPOLEON® Pellet Appliance are warranted against defects for as long as you own the appliance. This covers: the pellet hopper, outer shell, ceramic glass (thermal breakage only) and ash drawer.\*

The combustion chamber and heat exchanger are warranted against defects for a period of five years. All other wearable parts and electrical components such as blowers, thermal switches and burn pot are covered and NAPOLEON® will provide replacement parts free of charge during the first year of the limited warranty.\*

Labour related to warranty repair is covered free of charge during the first year. Repair work, however, requires the prior approval of an authorized company official. Labour costs to the account of NAPOLEON® are based on a predetermined rate schedule and any repair work must be done through an authorized NAPOLEON® dealer.

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

### CONDITIONS AND LIMITATIONS

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

Warranty coverage begins on the date of original installation.

This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.

The Pellet Appliance must be installed by an authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.

This limited warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect. Operating the appliance on high for extended periods of time, is neglect. Parts installed from other manufacturers will nullify this warranty.

This limited warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners nor chipping on porcelain enamel parts, nor any venting components used in the installation of the appliance.

In the first year only, this warranty extends to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.

After the first year, with respect to the President's Limited Lifetime Warranty, NAPOLEON® may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective parts).

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

Notwithstanding any provisions contained in the President's Limited Lifetime Warranty, napoleon's responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.

This warranty defines the obligations and liability of NAPOLEON® with respect to the NAPOLEON® pellet appliance and any other warranties expressed or implied with respect to this product, its components or accessories are excluded.

NAPOLEON® neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product. NAPOLEON® will not be responsible for: over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust blowers, furnaces, clothes dryers, etc.

Any damages to appliance, combustion chamber, heat exchanger, brass trim or other component due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of NAPOLEON®.

Regular cleaning of the fine ash generated during the operation of this appliance is a necessary part of maintaining your pellet appliance.

Failure of any components, which is attributed to poor maintenance, is not warrantable and will not be covered by this policy.

NAPOLEON® reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim.

All parts replaced under the President's Limited Lifetime Warranty Policy are subject to a single claim.

During the first 10 years NAPOLEON® will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, NAPOLEON® will provide replacement parts at 50% of the current retail price.

All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.

The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim.

Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.

Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.

Shipping costs are not covered under this warranty.

Additional service fees may apply if you are seeking warranty service from a dealer.

Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty.

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.

# 14.0 SERVICE HISTORY

<b>Appliance Service History</b> <small>This heater must be serviced annually depending on usage.</small>				
Date	Dealer Name	Service Technician Name	Service Performed	Special Concerns







Other products available from your  
Authorized Napoleon® Fireplace Dealer...



Patio Heaters



Fireplace Mantels



HVAC Products



Electric Fireplaces



Outdoor Living Products



Fireplace Accessories

Contact your Authorized Napoleon® dealer or visit [napoleonfireplaces.com](http://napoleonfireplaces.com) for more information.