



INSTALLATION AND OPERATION MANUAL

Riverside™ Series (GSS36CF Illustrated)

SAFETY INFORMATION

! WARNING

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

- WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
- Shut off gas to the 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.

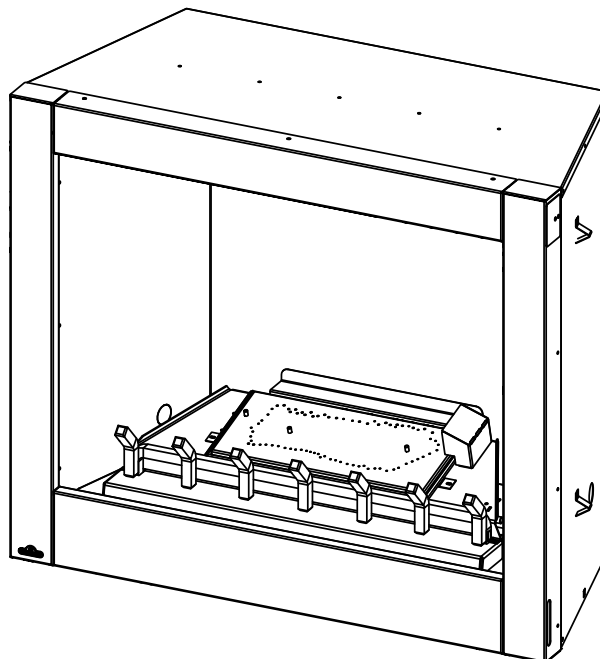
This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

INSTALLER:

Leave this manual with the appliance

CONSUMER:

Retain this manual for future reference



FOR OUTDOOR USE ONLY

CERTIFIED TO THE CANADIAN AND AMERICAN NATIONAL STANDARDS:
ANSI Z21.97 AND CSA 2.41 FOR OUTDOOR DECORATIVE GAS APPLIANCES



DANGER

CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.



Decorative Product: Not for use as a heating appliance.

APPLY SERIAL NUMBER LABEL FROM CARTON





! WARNING

- **This appliance is hot when operated and can cause severe burns if contacted.**
- **Any changes or alterations to this appliance or its controls can be dangerous and is prohibited.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Ensure the glass door is opened or removed when lighting the pilot for the first time and when the gas supply has run out.
- Risk of fire or asphyxiation do not operate appliance with fixed glass removed and never obstruct the front opening of the appliance.
- Objects placed in front of the appliance must be kept a minimum of 4 feet (1.22m) from the front face of the appliance.
- Do not connect 110 volts to the control valve, with the exception of models; GSST8 and GT8.
- 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, protective footwear, and safety glasses during installation. Sheet metal edges may be sharp.
- Do not burn wood or other materials in this appliance.
- Provide adequate ventilation and combustion air. Provide adequate accessibility clearance for servicing and operating the appliance. Never obstruct the front opening of the appliance.
- The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- 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 (35mb).
- The appliance must not be operated at temperatures below freezing (32°F / 0°C). Allow the appliance to warm to above freezing prior to operation, with the exception of models; GSS36, GSS42; these appliances are suitable for 0°F / -18°C.
- **Children and adults should be alerted to hazards of high surface temperature and should stay away to avoid burns or clothing ignition.**
- **Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.**
- **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.**
- Furniture or other objects must be kept a minimum of 4 feet (1.22m) away from the front of the appliance.
- Ensure you have incorporated adequate safety measure to protect infants/toddlers from touching hot surfaces.
- Even after the appliance is off, it 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, guard or barrier removed for servicing the appliance, 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.
- If the appliance shuts off, do not re-light until you provide fresh air. If appliance keeps shutting off, have it serviced. Keep burner and control compartment clean.
- Under no circumstances should this appliance be modified.




WARNING

- Do not allow wind or fans to blow directly into the appliance. Avoid any drafts that alter burner flame patterns.
- Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this appliance.
- 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 cracked or broken. Replacement of the glass should be done by a licensed or qualified service person, if equipped.
- Do not strike or slam shut the appliance glass door, if equipped.
- **Only doors / optional fronts certified with the appliance 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.
- Carbon or soot should not occur in a vent free appliance as it can distribute into the living area of your home. If you notice any signs of carbon or soot, immediately turn off your appliance and arrange to have it serviced by a qualified technician before operating it again.
- When equipped with pressure relief doors, they must be kept closed while the appliance is operating to prevent exhaust fumes containing carbon monoxide, from entering into the home. Temperatures of the exhaust escaping through these openings can also cause the surrounding combustible materials to overheat and catch fire.
- Carbon monoxide poisoning may lead to death; early signs of carbon monoxide poisoning resemble the flu, with headache, dizziness and/or nausea. If you have these signs, the heater may not be working properly. Get fresh air at once! Have heater serviced. Some people; pregnant women, persons with heart or lung disease, anemia, those under the influence of alcohol, those at high altitudes are more affected by carbon monoxide than others. Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.
- 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.(Not applicable for outdoor appliances).
- 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.
- **Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.**
- For outdoor products only: this appliance must not be installed indoors or within any structure that prevents or inhibits the exhaust gases from dissipating in the outside atmosphere.
- If applicable, the millivolt version of this appliance uses and requires a fast acting thermocouple. Replace only with a fast acting thermocouple supplied by Wolf Steel Ltd.

 **WARNING** 

FIRE RISK HAZARD / DELAYED IGNITION

High supply pressure will damage the valve / controls.



Disconnect the appliance main gas valve/control from the supply piping when pressure testing that system at pressures in excess of 1/2 psi (3.5 kPa).

Isolate the appliance with it's shut off valve during any pressure testing of the supply piping at pressures equal to or less than 1/2 psi (3.5 kPa).

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note:

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

Installer, please fill out the following information:

Customer: _____
 Address: _____
 Date of Installation: _____
 Location of Appliance: _____
 Installer: _____
 Dealer/Distributor Contact Number: _____
 Serial #: _____

Model: _____
Natural Gas: GSS36CFN **Propane:** GSS36CFP

1.0 general information

When the appliance is installed at elevations above 4,500ft (1372m), and in the absence of specific recommendations from the local authority having jurisdiction, the certified high altitude input rating shall be reduced at the rate of 4% for each additional 1,000ft (305m). Expansion / contraction noises during heating up and cooling down cycles are normal and to be expected. Change in flame appearance from “HI” to “LO” is more evident in natural gas than in propane.

It is highly recommended to protect the logs from moisture (i.e. rain, snow). Cover the enclosure opening when not in use.

This 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, unless a certified kit is used.

No external electricity (110 volts or 24 volts) is required for the millivolt operating 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. The protective wrap must be removed before operating the appliance.

This appliance is a decorative product. It is not a source of heat and not intended to burn solid fuel.



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

1.1 combustion and ventilation air

This appliance is intended for installation on an outdoor patio or in your yard. It must never be installed inside the warm air envelope of your structure.

It is highly recommended that this appliance be installed in a “sheltered” area. Direct wind will cause an erratic flame and possible pilot or main burner outage.

An erratic flame could also lead to excessive carboning (black soot) which is not a safety issue but is visually undesirable.

Typical installation may include covered patio, screened porch, gazebo or on an outside wall of a house.

If installing a propane appliance, the propane cylinder must always be on the exterior of such a structure.

Ensure the area has adequate ventilation.

important:

Some components and/or media are packaged separately and must be installed in accordance with the information in this manual.

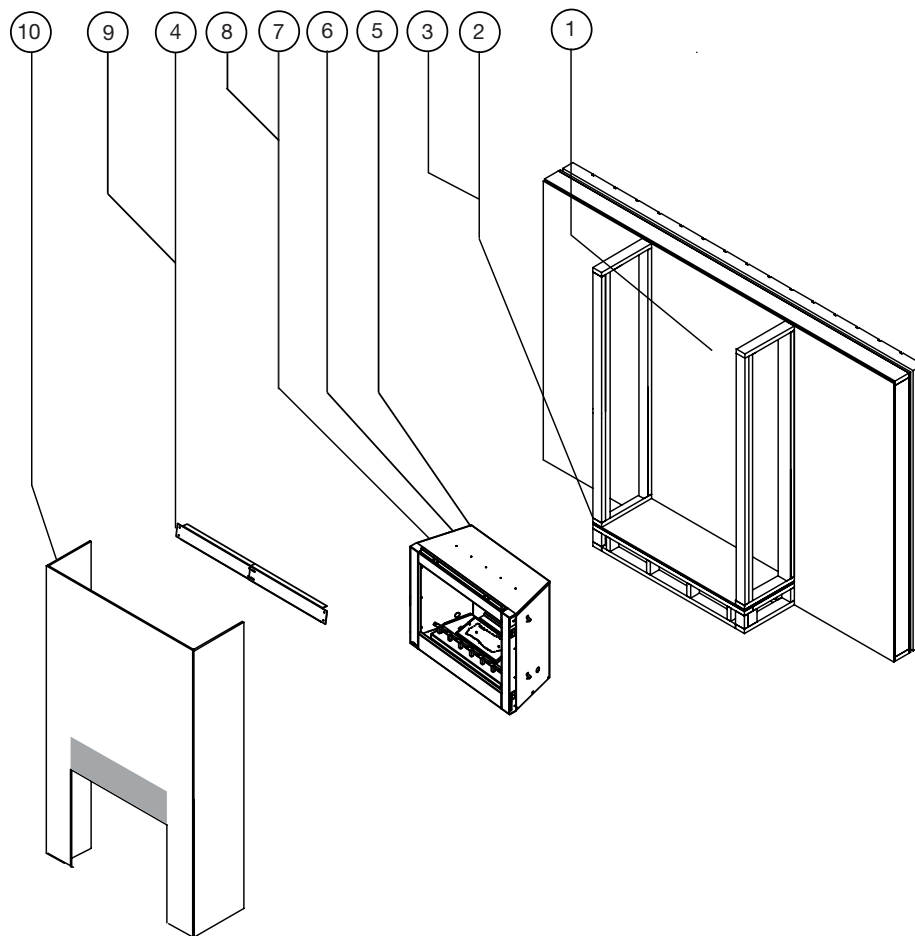
general information

1.2 rates and efficiencies

For your satisfaction, this appliance has been test-fired to assure its operation and quality.

	Natural Gas	Propane
Altitude (FT)	0-4,500	0-4,500
Max. Input (BTU/HR)	40,000	40,000
Min. Inlet Gas Supply Pressure	4.5" (11mb) w.c.	11" (27mb) w.c.
Max. Inlet Gas Supply Pressure	13" (32mb) w.c.	13" (32mb) w.c.
Manifold Pressure (Under Flow Conditions)	3.5" (9mb) w.c.	10" (25mb) w.c.

1.3 installation overview



1. Determine the final location of the appliance (see "location" section).
2. Determine the most appropriate gas inlet location (see "gas inlet location" section).
3. Plan out appliance enclosure, framing, fronts, accessories, etc.
4. Install rough framing (see "framing" section).
5. Install optional remote if necessary.
6. Install gas lines (see "gas installation" section).
7. Test appliance.
8. Install nailing tabs (see "nailing tab installation" section).
9. Complete framing (see "framing" section).
10. Complete finishing (see "finishing" section).

! WARNING

- Never obstruct the front opening of the appliance.
- Objects placed in front of the appliance must be kept a minimum of 48" (121.9cm) from the front face of the appliance.
- 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 pressures equal to or less than 1/2PSIG (35mb).
- 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.

THIS GAS APPLIANCE SHOULD BE INSTALLED AND SERVICED BY A QUALIFIED INSTALLER to conform with local codes. 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:

- The appliance off valve must be a "T" handle gas cock.
- The flexible connector must not be longer than 36" (91.4cm).

The installation must conform with local codes or, in absence of local codes, the National Gas and Propane Installation Code CSA B149.1 in Canada, or the National Fuel Gas Code, ANSI Z223.1 / NFPA 54 in the United States.

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (35 mb). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (35 mb). When installed with a blower or fan, the junction box must be electrically connected and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI / NFPA 70 National Electric Code in the United States. In the case where the blower is equipped with a power cord it must be connected into a properly grounded receptacle. The grounding prong must not be removed from the cord plug.

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

Solid fuels shall not be burned in this appliance.



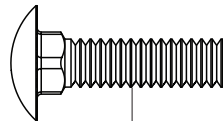
We suggest that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists

www.nficertified.org

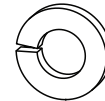
1.4 hardware list



1



2



3

	DESCRIPTION	PART NUMBER	QUANTITY
1	Nut, Hex #10-24	W450-0014	3
2	Bolt, #10-24 Carriage	W065-0027	3
3	Washer, 1/4 Lock	W735-0001	3

note:
Only fasteners supplied with the appliance are illustrated.

general information

1.5 rating plate information

CERTIFIED UNDER / HOMOLOGUÉ SELON LES NORMES: ANSI Z21.97-2014 - CSA 2.41-2014. OUTDOOR GAS FIREPLACE / FOYER AU GAZ EXTÉRIEUR

CAUTION : THE GAS PRESSURE REGULATOR PROVIDED WITH THIS APPLIANCE MUST BE USED. THIS REGULATOR IS SET FOR AN OUTLET PRESSURE OF 3.5 INCHES WATER COLUMN FOR NG AND 10 INCHES WATER COLUMN FOR P. THE GAS SUPPLY MUST BE TURNED OFF AT THE P-GAS SUPPLY CYLINDER WHEN THIS APPLIANCE IS NOT IN USE. DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPOURS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. AN P-CYLINDER NOT CONNECTED FOR USE SHALL NOT BE STORED IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. DO NOT CONNECT TO A REMOTE GAS SUPPLY IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE INJURY OR PROPERTY DAMAGE. READ THE INSTALLATION, OPERATING AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT REFER TO THE OWNER'S MANUAL PROVIDED WITH THIS APPLIANCE. FOR ASSISTANCE OR ADDITIONAL INFORMATION, CONSULT A QUALIFIED INSTALLER, SERVICE AGENCY OR GAS SUPPLIER. MUST NOT BE USED FOR COOKING. FOR OUTDOOR USE ONLY. IF STORED INDOORS, DETACH AND LEAVE CYLINDER OUTDOORS.

ATTENTION : LE RÉGULATEUR DE PRESSION DE GAZ FOURNI AVEC CET APPAREIL DOIT ÊTRE UTILISÉ. CE RÉGULATEUR EST RÉGLÉ POUR UNE PRESSION DE SORTIE DE 3.5 POUCES D'UNE COLONNE D'EAU POUR NG ET 10 POUCES D'UNE COLONNE D'EAU POUR P. LORSQUE CET APPAREIL N'EST PAS UTILISÉ, VOUS DEVEZ FERMER L'ALIMENTATION EN GAZ SUR LA BONBONNE DE PROPANE. N'ENTREPOSEZ PAS ET N'UTILISEZ PAS D'ESSENCE OU AUTRES LIQUIDES ET VAPEURS INFLAMMABLES À PROXIMITÉ DE CET APPAREIL OU TOUT AUTRE APPAREIL. UNE BOUTEILLE DE PROPANE QUI N'EST PAS RACCORDEE EN VUE DE SON UTILISATION, NE DOIT PAS ÊTRE ENTREPOSÉE DANS LE VOISINAGE DE CET APPAREIL OU DE TOUT AUTRE APPAREIL. NE CONNECTEZ PAS À UNE FOURNITURE DE GAZ À DISTANCE. UNE INSTALLATION NON CONFORME, DES AJUSTEMENTS, DES ALTERATIONS, UN SERVICE OU UN ENTRETIEN INADÉQUATS PEUVENT CAUSER DES DOMMAGES À LA PROPRIÉTÉ OU DES BLESSURES CORPORELLES. VEUILLEZ LIRE ATTENTIVEMENT LES INSTRUCTIONS D'INSTALLATION, D'UTILISATION ET D'ENTRETIEN AVANT D'INSTALLER OU DE RÉPARER CE MATÉRIEL. RÉFÉREZ-VOUS AU MANUEL DU PROPRIÉTAIRE FOURNI AVEC CET APPAREIL, POUR DE L'ASSISTANCE OU POUR PLUS D'INFORMATION, CONSULTEZ UN INSTALLATEUR QUALIFIÉ, UNE AGENCE D'ENTRETIEN OU LE FOURNISSEUR DE GAZ. NE PAS UTILISER POUR LA CUISSON. POUR USAGE EXTÉRIEUR SEULEMENT. SI ENTREPOSÉ À L'INTÉRIEUR, DÉTACHEZ LA BONBONNE DE PROPANE ET LA LAISSER À L'EXTÉRIEUR.

DANGER CARBON MONOXIDE HAZARD
 This appliance can produce carbon monoxide which has no odour.
 Using it in an enclosed space can kill you.
 Never use this appliance in an enclosed space such as a camper/trailer, car or home.

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

REF. NO. 161746
 NO. DE RÉF. 161746

GSS36CFN **MODEL** **GSS36CFP**

0-4500FT (0-1370m) ALTITUDE / ÉLEVATION 0-4500FT (0-1370m)
 40,000 BTU/h INPUT / ALIMENTATION 40,000 BTU/h
 29,000 BTU/h REDUCED INPUT / ALIMENTATION RÉDUITE 32,000 BTU/h

MANIFOLD PRESSURE: 3.5" WATER COLUMN **MANIFOLD PRESSURE: 10" WATER COLUMN**
 PRESSION AU COLLECTEUR: 3.5" D'UNE COLONNE D'EAU PRESSION AU COLLECTEUR: 10" D'UNE COLONNE D'EAU
MINIMUM SUPPLY PRESSURE: 4.5" WATER COLUMN **MINIMUM SUPPLY PRESSURE: 11" WATER COLUMN**
 PRESSION D'ALIMENTATION MINIMALE: 4.5" D'UNE COLONNE D'EAU PRESSION D'ALIMENTATION MINIMALE: 11" D'UNE COLONNE D'EAU
MAXIMUM SUPPLY PRESSURE: 7.0" WATER COLUMN **MAXIMUM SUPPLY PRESSURE: 13" WATER COLUMN**
 PRESSION D'ALIMENTATION MAXIMALE: 7.0" D'UNE COLONNE D'EAU PRESSION D'ALIMENTATION MAXIMALE: 13" D'UNE COLONNE D'EAU

NOT FOR USE WITH SOLID FUEL. **UN COMBUSTIBLE SOLIDE NE DOIT PAS ÊTRE UTILISÉ AVEC CET APPAREIL.**

WARNING: THIS APPLIANCE USES AND REQUIRES A FAST ACTING THERMOCOUPLE. REPLACE ONLY WITH A FAST ACTING THERMOCOUPLE SUPPLIED BY WOLF STEEL LTD. DO NOT ADD ANY MATERIAL TO THE APPLIANCE, WHICH WILL COME IN CONTACT WITH THE FLAMES, OTHER THAN THAT SUPPLIED BY THE MANUFACTURER WITH THE APPLIANCE. MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS:
 TOP 14 1/2" BACK 1"
 FLOOR 0" MANTEL 14 1/2"
 SIDES 1" RECESSED DEPTH 20 1/2"
 SEE INSTALLATION INSTRUCTIONS FOR FRAMING CLEARANCES.

AVERTISSEMENT: CET APPAREIL UTILISE ET REQUIERT UN THERMOCOUPLE À ACTION RAPIDE. REMPLACEZ UNIQUEMENT AVEC UN THERMOCOUPLE À ACTION RAPIDE DE WOLF STEEL LTDÉE. N'AJOUTEZ PAS À CET APPAREIL AUCUN MATÉRIEL DEVANT ENTRER EN CONTACT AVEC LES FLAMMES AUTRE QUE CELUI QUI EST FOURNI AVEC CET APPAREIL PAR LE FABRICANT. DÉGAGEMENTS MINIMAUX DES MATÉRIEL COMBUSTIBLES:
 DESSUS 14 1/2" ARRIÈRE 1"
 PLANCHER 0" MANTEAU 14 1/2"
 CÔTES 1" PROFONDEUR DE L'ENCAVE 20 1/2"
 POUR LES DÉGAGEMENTS AUX MATÉRIEL D'OSSATURE, VOIR LE MANUEL D'INSTRUCTIONS.

DANGER MONOXYDE DE CARBONE
 Cet appareil peut produire du monoxyde de carbone, un gaz inodore.
 L'utilisation de cet appareil dans des espaces clos peut entraîner la mort.
 Ne jamais utiliser cet appareil dans un espace clos comme un véhicule de camping, une tente, une automobile, ou une maison.

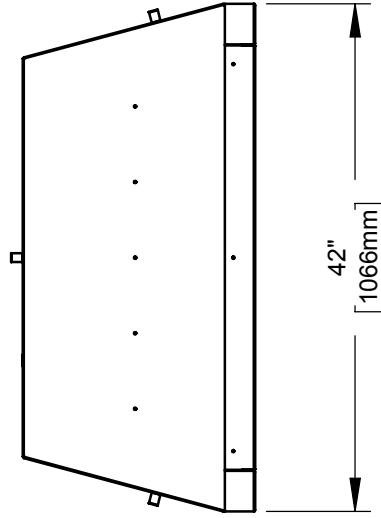
SERIAL NUMBER/NO. DE SÉRIE: **GSS36** W385-2296

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

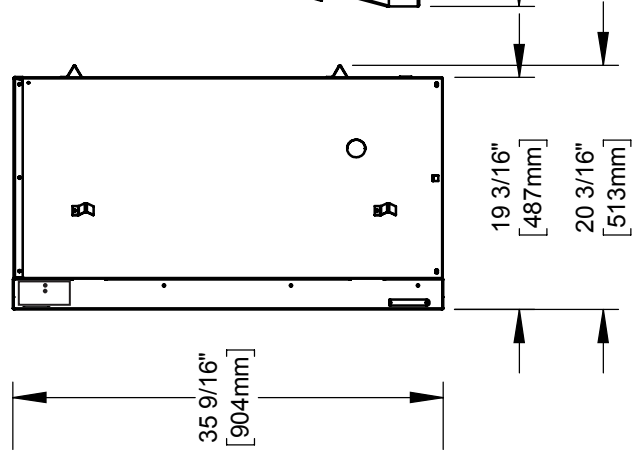
note:

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

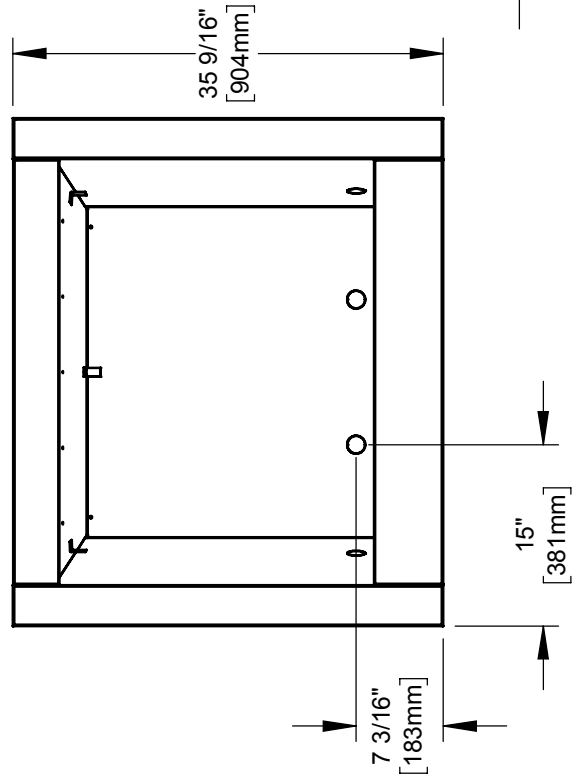
top view



right side view



front view



3.0 location

It is important when selecting a location for your appliance to ensure clearances to adjacent combustibles are met. This appliance is intended for installation on an outdoor patio or in your yard. It is highly recommended that this appliance be installed in a sheltered area (following the guidelines outlined below). Direct wind will cause an erratic flame and possible pilot or main burner outage. An erratic flame could also lead to excessive carboning (black soot), which is not a safety issue but is visually undesirable.

note:

When choosing a location for your appliance, care must be taken to avoid areas where excessive moisture or running water may be a problem.

Any enclosure (shelter) in which the appliance is used must comply with one of the following:

With walls on all sides, but at least one permanent opening at ground level and no overhead cover (FIG. 1).

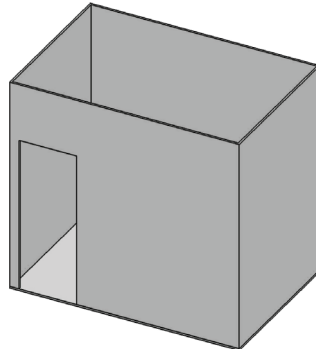


FIG. 1

Within a partial enclosure which includes an overhead cover and no more than two sidewalls. These sidewalls may be parallel, as in a breezeway, or at right angles to each other (FIG. 2).

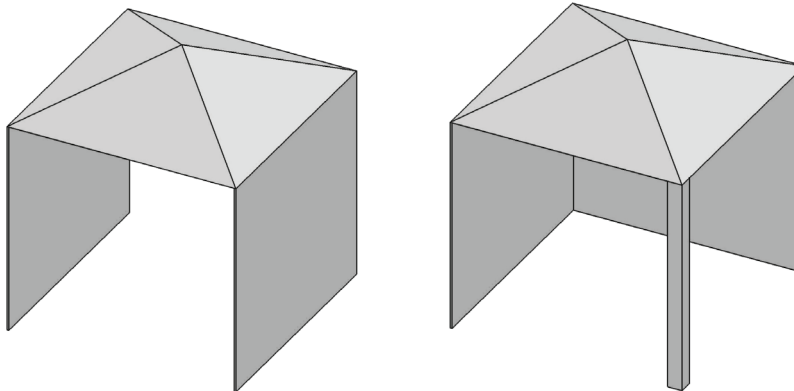


FIG. 2

Within a partial enclosure which includes an overhead cover and three sidewalls, as long as 30 percent or more of the horizontal periphery of the enclosure is permanently open (FIG.3).

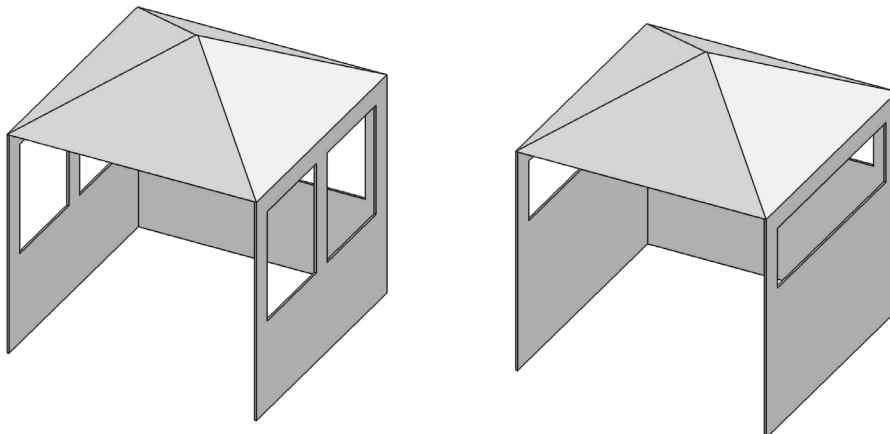


FIG. 3

note:

When using optional finishing accessories, the framing dimensions and finishing materials may differ from what is outlined in the section below; refer to the leaflet instructions supplied in the accessory kit for specific framing and finishing specifications.

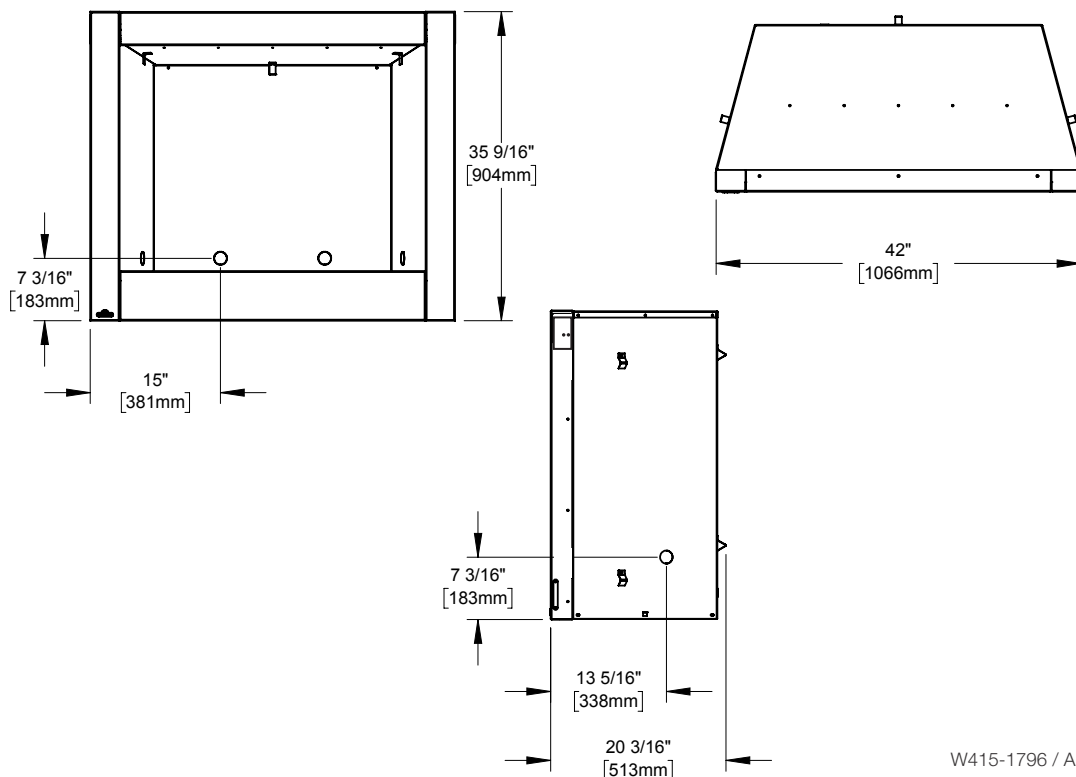
! WARNING

- Risk of fire!
- In order to avoid the possibility of exposed insulation or vapour barrier coming in contact with the appliance body, it is recommended that the walls of the appliance enclosure be “finished” (i.e. drywall / sheetrock), as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the cavity.
- 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.
- 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 E136, standard test method for behaviour of materials in a vertical tube furnace at 1382°F (750°C) and UL763 shall be considered non-combustible materials.
- Minimum clearance to combustibles must be maintained or a serious fire hazard could result.
- The appliance requires a minimum enclosure height. Measure from the appliance base.
- If steel stud framing kits with cement board are provided, or specified in the installation instructions, they must be installed.
- If specified in the installation instruction, finishing must be done using a non-combustible board, ceramic tile, marble, etc. Do **NOT** use wood or drywall. Any fire rated drywall is **not** acceptable.

It is recommended that the walls of the appliance enclosure be finished. This would ensure that clearance to combustibles is maintained within the cavity. It is best to frame your appliance after it is positioned. Use 2x4's and frame to local building codes.

4.1 gas inlet locations

There are five gas inlet locations on the ventless firebox enclosure: one on each side of the appliance, two at the rear, and one on the bottom. Use the following illustrations to identify the preferred inlet and then remove the corresponding knock out.

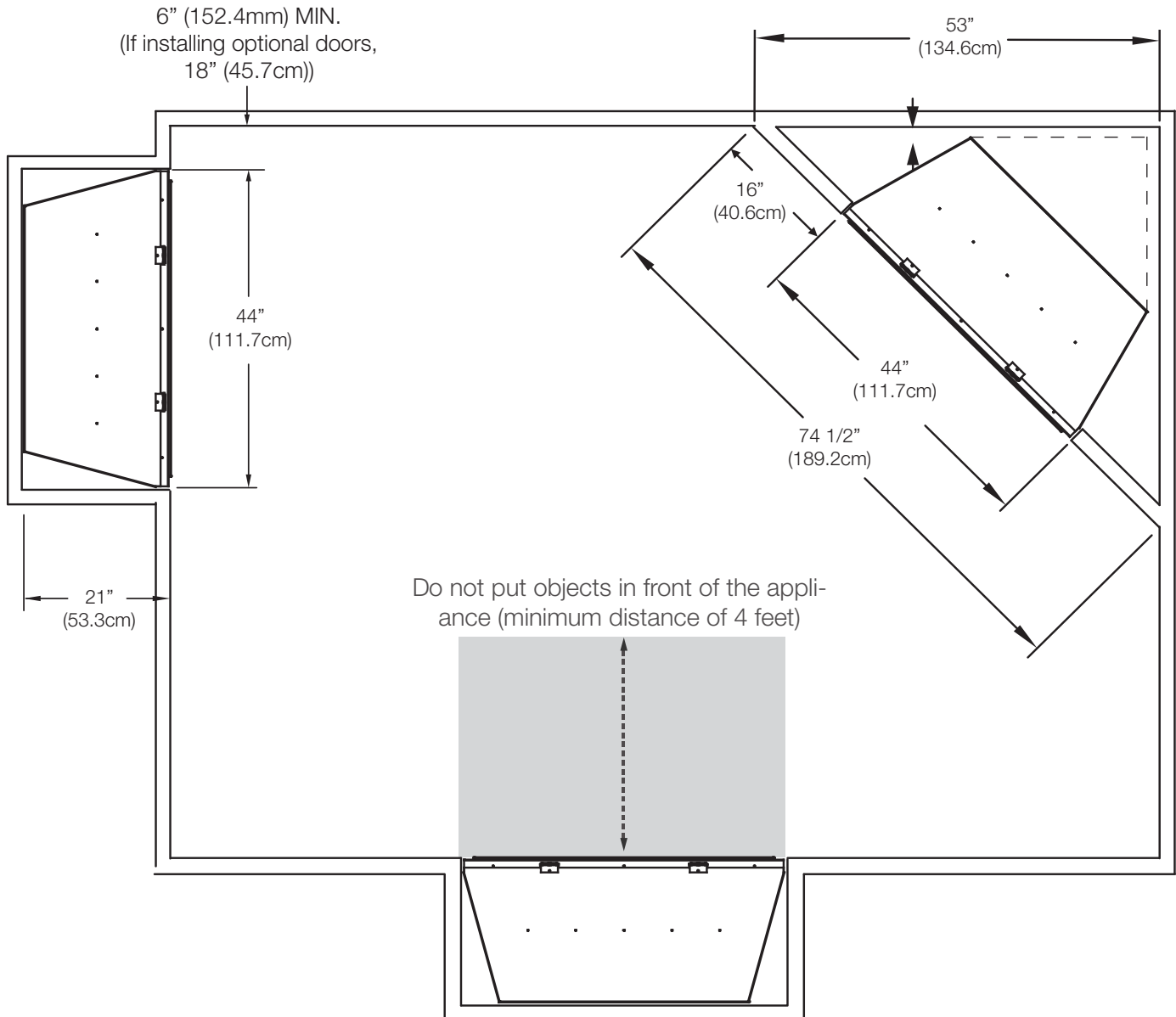


framing

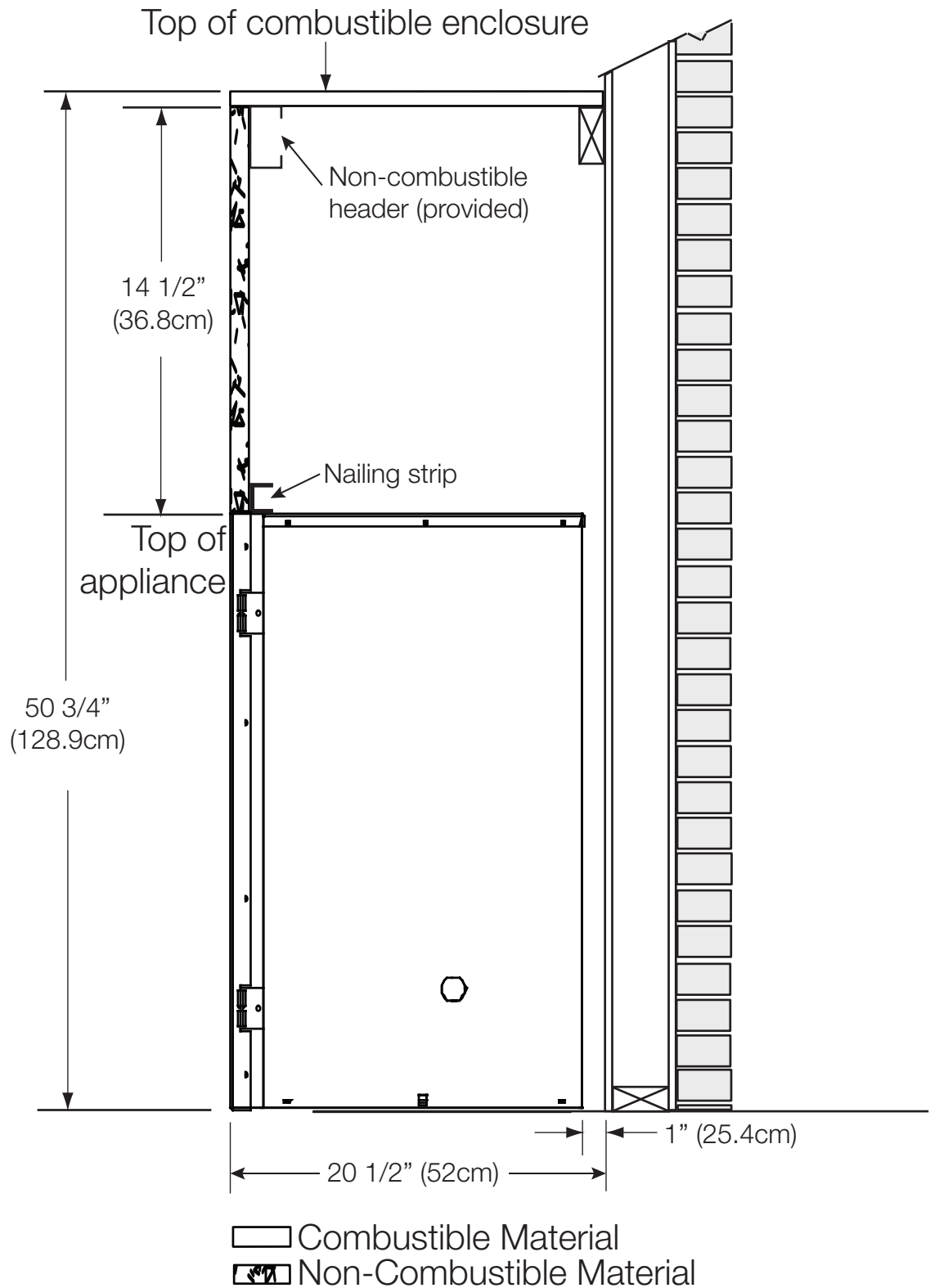
4.2 minimum framing dimensions

Minimum clearance to combustibles construction from appliance and vent surfaces:

Framing	0" (0mm) to stand-offs (rear and sides only) Use a combustible header for the top and two side combustible studs
Finishing	1" (25mm) to back and sides
Non-combustible finishing	14 1/2" (36.8cm) from the top of the appliance
Recessed depth	20 1/2" (52cm)
Enclosure top	50 3/4" (128.9cm) from bottom of appliance
Clearance to ceiling	72" (182.8cm) from bottom of appliance.

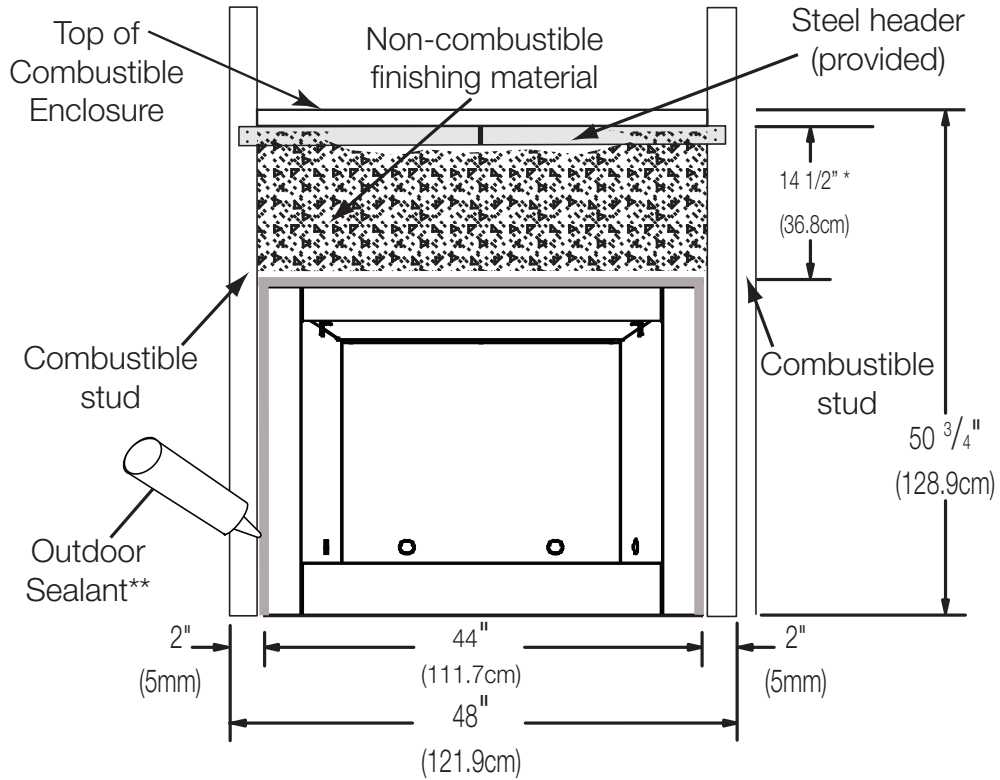


4.3 minimum enclosure clearances



This appliance requires a minimum enclosure height of 50 3/4" (128.9cm).
 For temperature requirements, the enclosure space around and above the appliance must be left unobstructed.

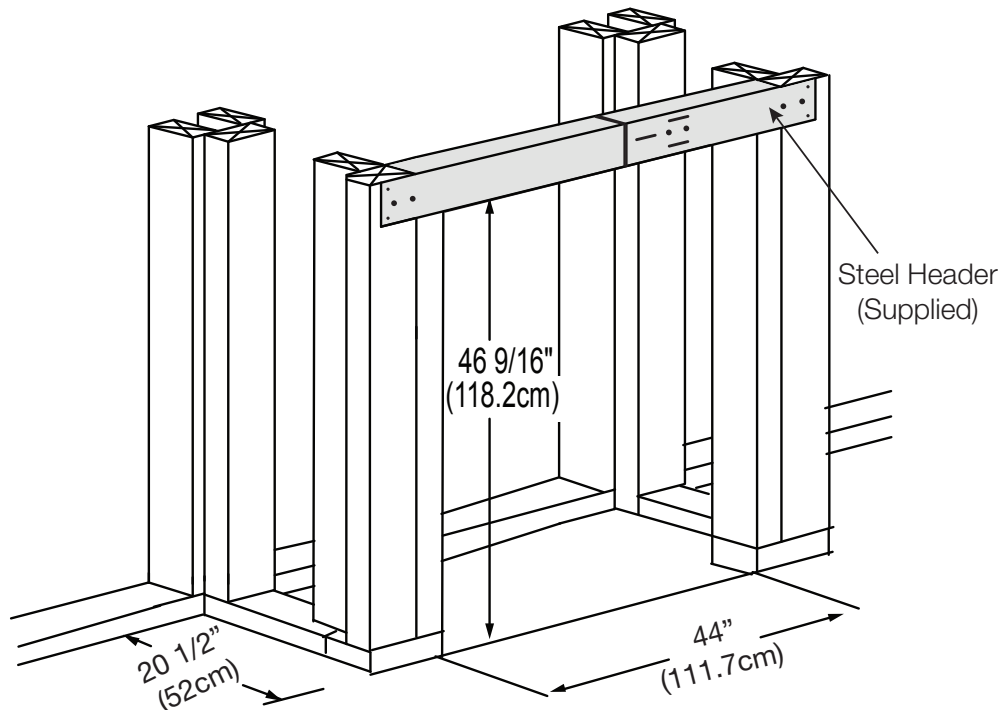
4.4 minimum clearance to combustible enclosures



*From Top of Appliance

* From top of appliance.

** An outdoor sealant must be used along the edge of the appliance and the non-combustible material to keep water from entering the chase.



4.5 steel header installation

1. Slide the 2 steel header pieces together, ensuring to align the 3 slots (FIG. 1).

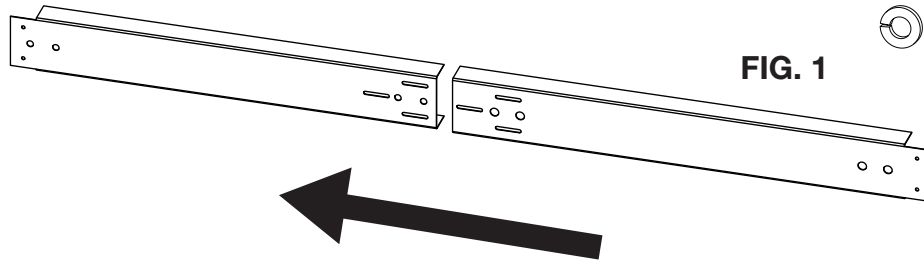





FIG. 1

-  Type 1 (x3)
-  Type 2 (x3)
-  Type 3 (x3)

2. Insert the 3 supplied bolts (Type 2) through the 3 slots (FIG. 2).

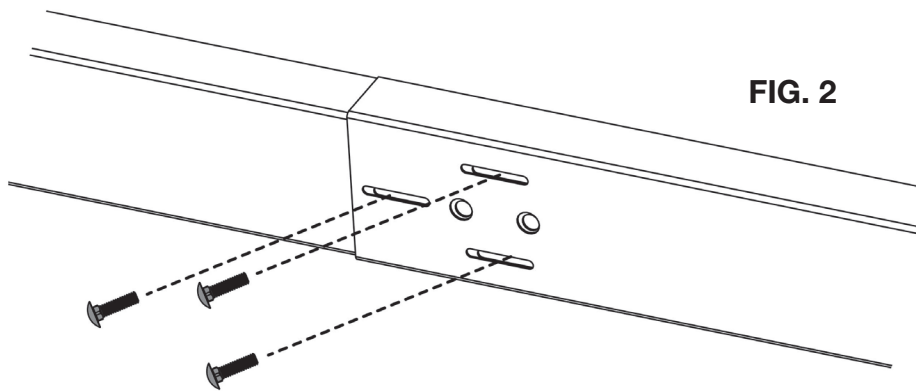


FIG. 2

3. Secure the 3 nuts (Type 1) and the 3 washers (Type 3) to the back of the bolts (FIG. 3).

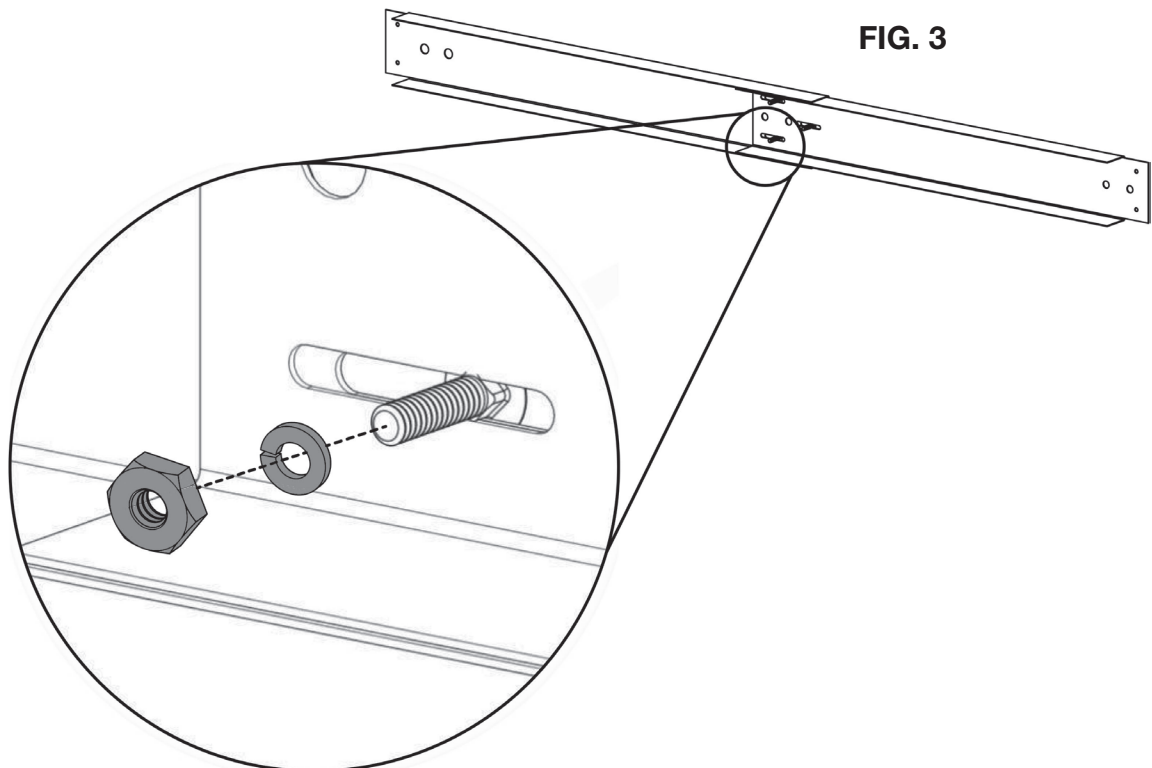


FIG. 3

Reverse Side View

5.0 electrical information

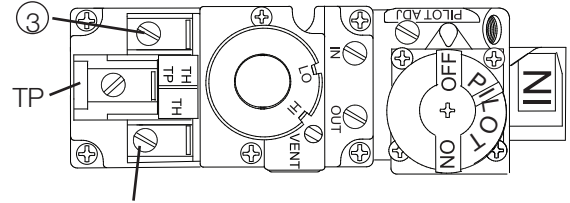
5.1 optional wall switch installation

! WARNING

- Do not connect either the wall switch, thermostat or gas valve directly to 110 volt electricity.

For ease of accessibility, an optional remote wall switch or millivolt thermostat may be installed in a convenient location. Route a 2 strand, solid core millivolt wire from the valve to the wall switch or millivolt thermostat. The recommended maximum lead length depends on wire size:

WIRE SIZE	MAX. LENGTH
14 gauge (1.8mm)	100 feet (30.5m)
16 gauge (1.5mm)	60 feet (18.3m)
18 gauge (1.2mm)	40 feet (12.2m)



Disconnect the existing wires from terminals 1 and 3 (from the ON/OFF switch) and replace with the leads from the wall switch / millivolt thermostat.

 **WARNING**

- Risk of fire, explosion, or asphyxiation. Ensure there are no ignition sources such as sparks or open flames.
- Support gas control when attaching gas supply pipe to prevent damaging gas line.
- Purging of the gas supply line should be performed by a qualified service technician. Ensure that a continuous gas flow is at the burner before closing the door. Ensure adequate ventilation. For gas and electrical locations, see “appliance dimensions” section.
- All gas connections must be contained within the appliance when complete.
- High pressure will damage valve. Disconnect gas supply piping before testing gas line at test pressures above 1/2 PSIG.
- Valve settings have been factory set, do not change.

Installation and servicing to be done by a qualified installer.

- Move the appliance into position and secure.
- If equipped with a flex connector, the appliance is designed to accept a 1/2” (13mm) gas supply. Without the connector, it is designed to accept a 3/8” (9.5mm) gas supply. The appliance is equipped with a manual shut off valve to turn off the gas supply to the appliance.
- Connect the gas supply in accordance to local codes. In the absence of local codes, install to the current CAN/CSA-B149.1 Installation Code in Canada or to the current National Fuel Gas Code, ANSI Z223.1 / NFPA 54 in the United States.
- When flexing any gas line, support the gas valve so that the lines are not bent or kinked.
- The gas line flex-connector should be installed to provide sufficient movement for shifting the burner assembly on its side to aid with servicing components.
- Check for gas leaks by brushing on a soap and water solution. Do not use open flame.

7.0 operation

WARNING

- If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.
- If applicable, 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 vent free appliances ONLY: if the appliance shuts off, do not relight until you provide fresh air. If appliance keeps shutting off, have it serviced. Keep burner and control compartment clean.

FOR YOUR SAFETY READ BEFORE LIGHTING

- Do not turn on if children or other at risk individuals are near the appliance.
- This appliance is equipped with a pilot which must be lit by hand while following these instructions exactly.
- 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.
- 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.
- 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 underwater.





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 neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.


LIGHTING INSTRUCTIONS

note:

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

- Stop! Read the above safety information on this label.
- Remove batteries from the transmitter and set thermostat to lowest setting, if equipped.
- Turn off all electrical power to the appliance.
- Open the glass door, if equipped.
- Turn the gas knob clockwise  to the “OFF” position.
- Wait five (5) minutes to clear out any gas. If you smell gas including near the floor, STOP! Follow the instructions above in the “WHAT TO DO IF YOU SMELL GAS” section. If you don't smell gas; close the glass door and go to the next step.
- If the appliance is equipped with flame adjustment valve turn clockwise  to “OFF”.
- Turn gas knob counter-clockwise  to the “PILOT” position. (If the appliance is equipped with an “ON/OFF” switch, ensure it is in the “ON” position.)
- Depress and hold gas knob while lighting the pilot with the push button ignitor. Keep knob fully depressed for one minute, then release. If pilot does not continue to burn, repeat steps E through I.
- With pilot lit, turn gas knob counter-clockwise  to the “ON” position.
- If equipped with the flame adjustment valve, push and turn the knob to high.
- Turn on all electrical power to the appliance and re-install the batteries into the transmitter, if equipped. Set thermostat to desired setting, if equipped.

TO TURN OFF GAS

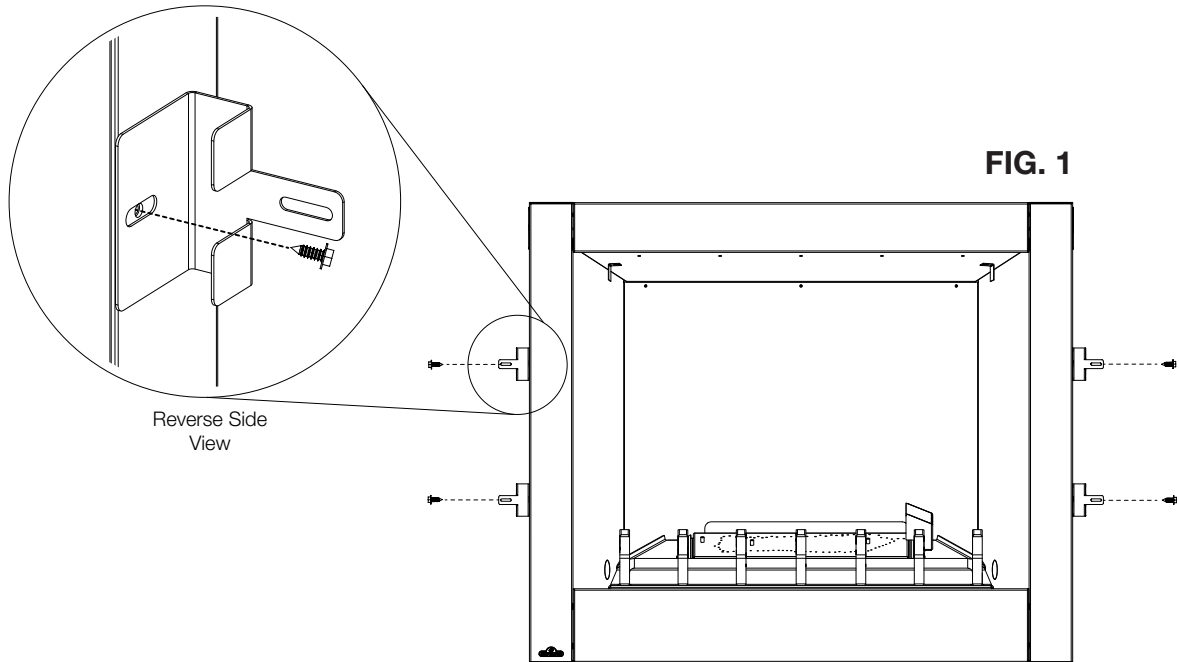
- Set thermostat to desired setting, if equipped.
- Turn off all electrical power to the appliance if service is to be performed.
- Push in gas knob slightly and turn clockwise  to the “OFF” position. Do not force.

8.1 nailing tab installation (located in manual baggie)

1. To install the appliance face flush with the finished surface, position the framework to accommodate the thickness of the finished surface.
2. Remove the 4 screws (FIG. 1).
3. Install the 4 nailing brackets on both sides of the appliance, and secure to the 2x4 framing.

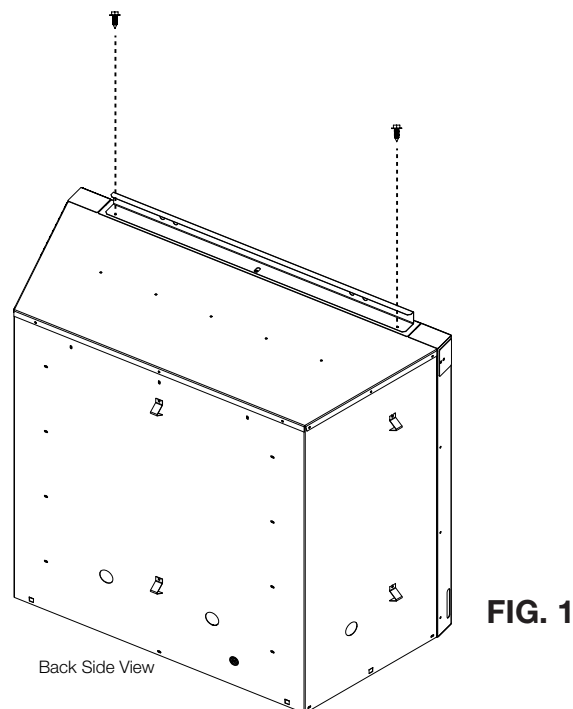
note:

The tabs will facilitate the installation of either a 1/2" (12.7mm) or 3/4" (19.1mm) finished surface thickness.



8.2 nailing strip installation

1. Remove the nailing strip from the back side of the carton sleeve.
2. Remove the 2 screws from the outer top edges of the nailing strip.
3. Place the nailing strip in place and secure with the 2 previously removed screws (FIG. 1).



9.0 finishing

9.1 birch wood log placement (BLK036)

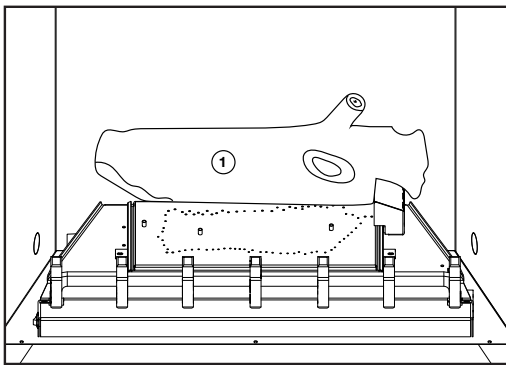
! WARNING

- Failure to position the logs in accordance with these diagrams or failure to use only logs specifically approved with this appliance may result in property damage or personal injury.
- Logs must be placed in their exact location in the appliance. Do not modify the proper log positions, since appliance may not function properly and delayed ignition may occur.
- The logs are fragile and should be handled with care.

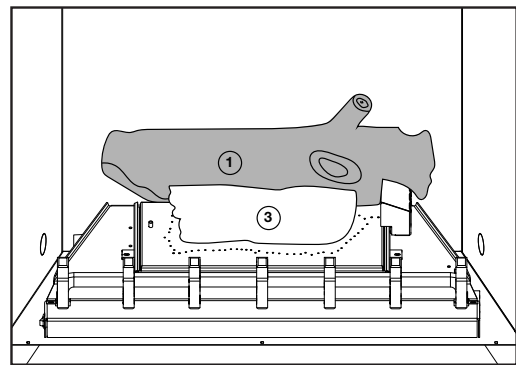
PHAZER™ logs and glowing embers, exclusive to Napoleon, provide a unique and realistic glowing effect that is different in every installation. Take the time to carefully position the glowing embers for a maximum glowing effect. Log colours may vary. During the initial use of the appliance, the colours will become more uniform as colour pigments burn in during the heat-activated curing process. Blocked burner ports can cause an incorrect flame pattern.

note:

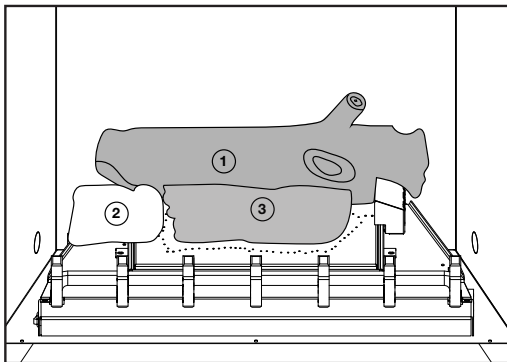
Log numbers are located on the bottom or back of the logs.



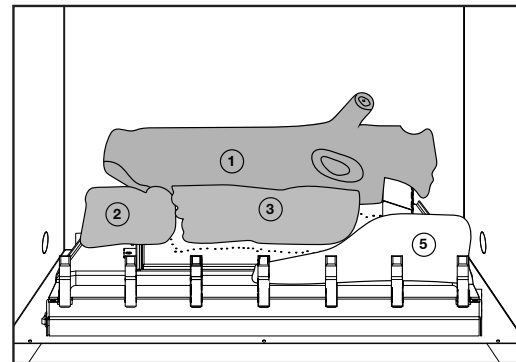
1. Place log #1 on the rear bracket, ensuring the notch on the right side of the log fits around the pilot shield. Do not cover any burner ports.



2. Place the two holes in log #3 on the two studs located in the center of the burner. Do not cover any burner ports.

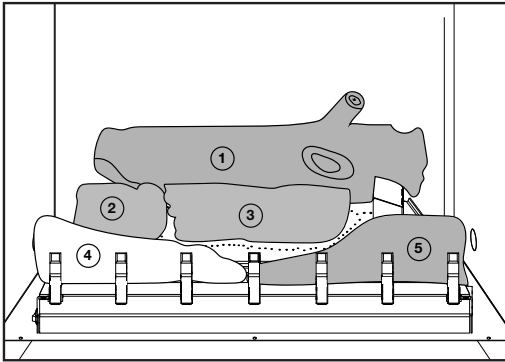


3. Place the hole in log #2 on the stud located on the left side of the burner.

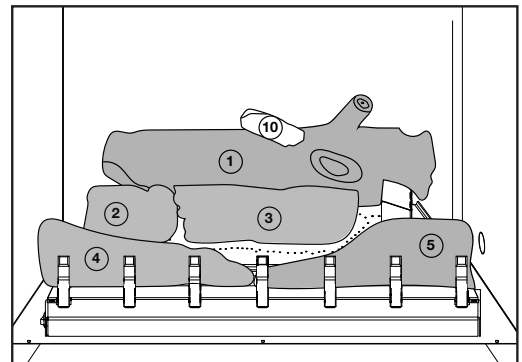


4. Place log #5 along the front right side of the grate and then pull it forward, ensuring the log notches align with the grate posts.

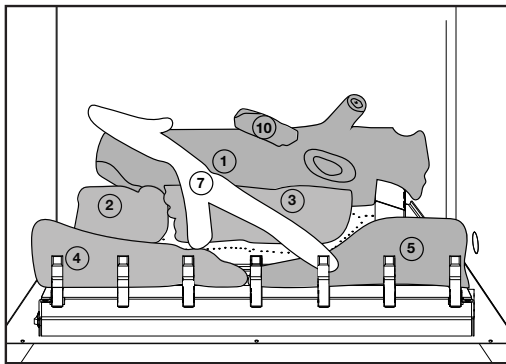
Continued on next page →



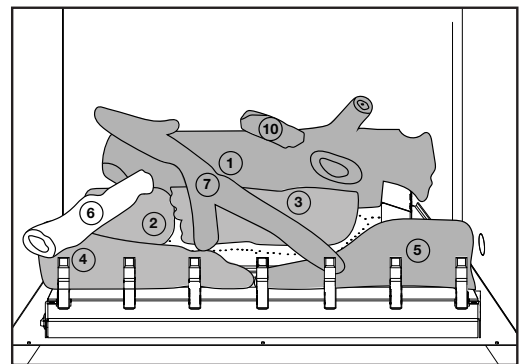
5. Place log #4 along the front left side of the grate and then pull it forward, ensuring the log notches align with the grate posts.



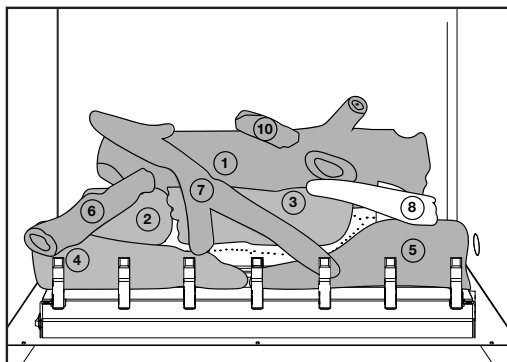
6. Place log #10 on the top notch of log #1.



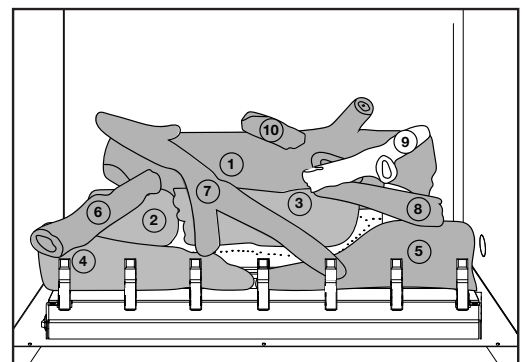
7. Place log #7 crosswise, ensuring the top rests on the top left notch of log #1 and the bottom rests on the top left notch of log #5.



8. Place log #6 crosswise, ensuring the top rests on the top center notch of log #2 and the bottom rests on the top left notch of log #4. Log #6 should touch the front face of log #1.



9. Place log #8 crosswise, ensuring the top rests on the top right notch of log #3 and the bottom rests on the top center notch of log #5. The thin end of log #8 should face inwards.



10. Place log #9 crosswise, ensuring the top rests on the top right notch of log #1 and the bottom rests on the top left notch of log #8.

9.2 oak wood log placement (OLKO36)

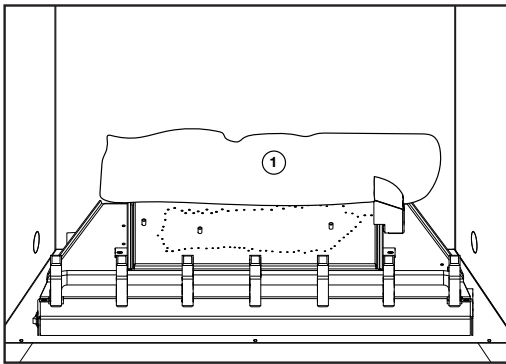
! WARNING

- Failure to position the logs in accordance with these diagrams or failure to use only logs specifically approved with this appliance may result in property damage or personal injury.
- Logs must be placed in their exact location in the appliance. Do not modify the proper log positions, since appliance may not function properly and delayed ignition may occur.
- The logs are fragile and should be handled with care.

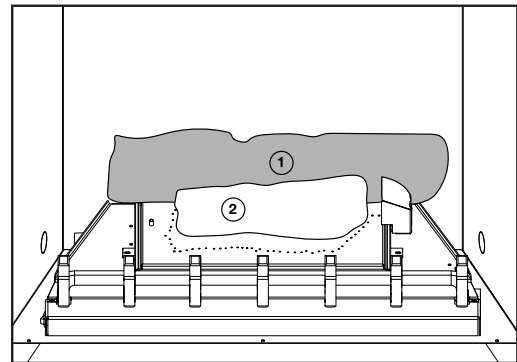
PHAZER™ logs and glowing embers, exclusive to Napoleon, provide a unique and realistic glowing effect that is different in every installation. Take the time to carefully position the glowing embers for a maximum glowing effect. Log colours may vary. During the initial use of the appliance, the colours will become more uniform as colour pigments burn in during the heat-activated curing process. Blocked burner ports can cause an incorrect flame pattern.

note:

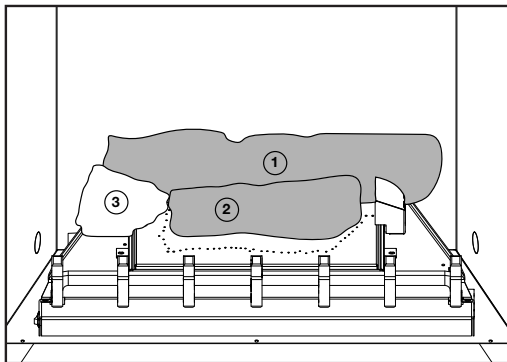
Log numbers are located on the bottom or back of the logs.



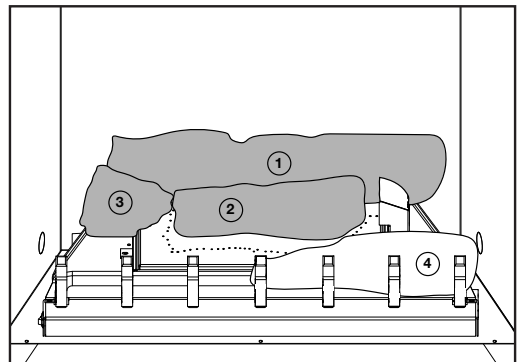
1. Place log #1 on the rear bracket, ensuring the notch on the right side of the log fits around the pilot shield. Do not cover any burner ports.



2. Place the two holes in log #2 on the two studs located in the center of the burner, ensuring the light beige-coloured end of log #2 faces to the right. Do not cover any burner ports.

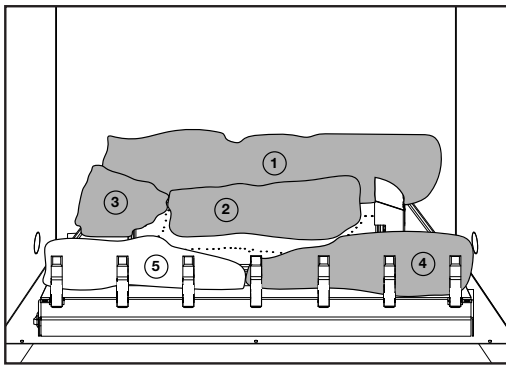


3. Place the hole in log #3 on the stud located on the left side of the burner.

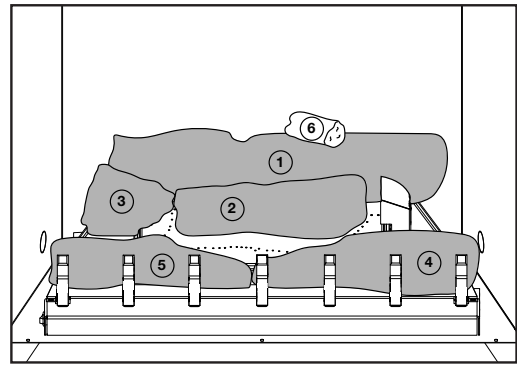


4. Place log #4 along the front right side of the grate and then pull it forward, ensuring the log notches align with the grate posts.

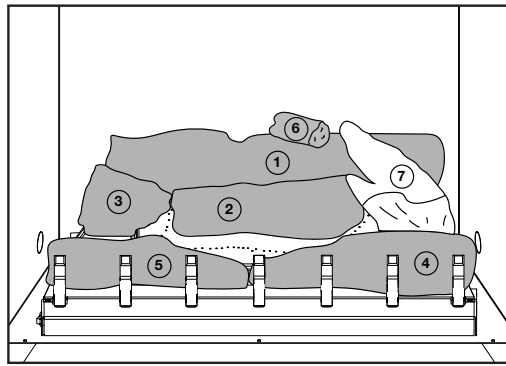
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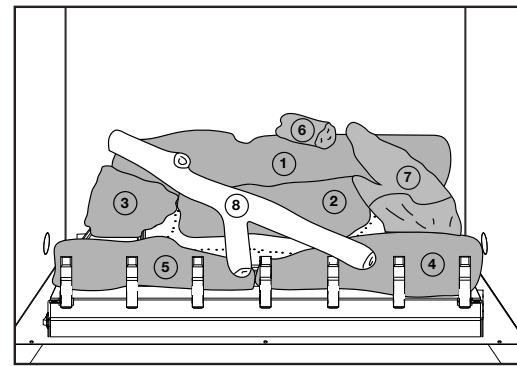
5. Place log #5 along the front left side of the grate and then pull it forward, ensuring the log notches align with the grate posts.



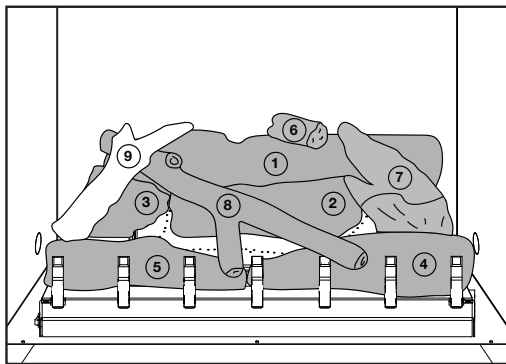
6. Place log #6 on the top notch of log #1, ensuring the charcoal end of log #6 faces forward.



7. Place log #7 crosswise, ensuring the top rests on the top right notch of log #1 and the bottom rests on the rear notch of log #4.



8. Place log #8 crosswise, ensuring the top rests on the top left notch of log #1, and the bottom rests on both the top left notch of log #4 and the top right notch of log #5.



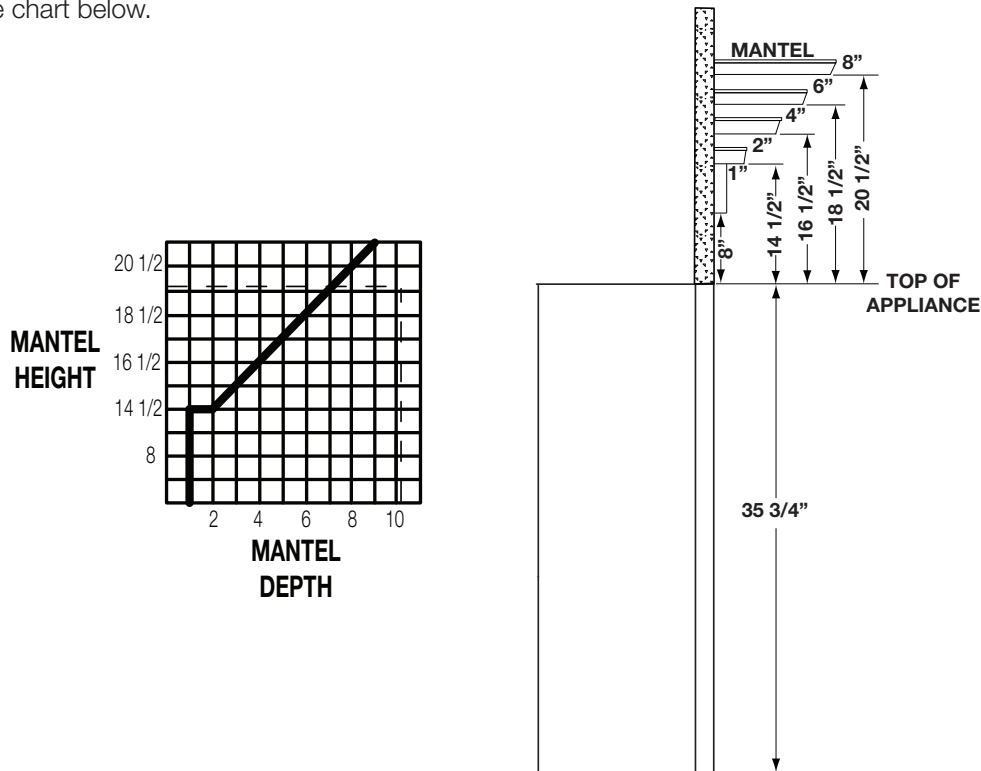
9. Place log #9 crosswise, ensuring the top rests on the top left notch of log #8 and the bottom rests on the top left notch of log #5.

! 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.
- Never obstruct the front opening of the appliance.
- When using paint or lacquer to finish the mantel, the paint or lacquer must be heat resistant to prevent discolouration.

9.3 minimum mantel clearances

We recommend all mantels be made from non-combustible material. However, if using combustible materials, follow the chart below.

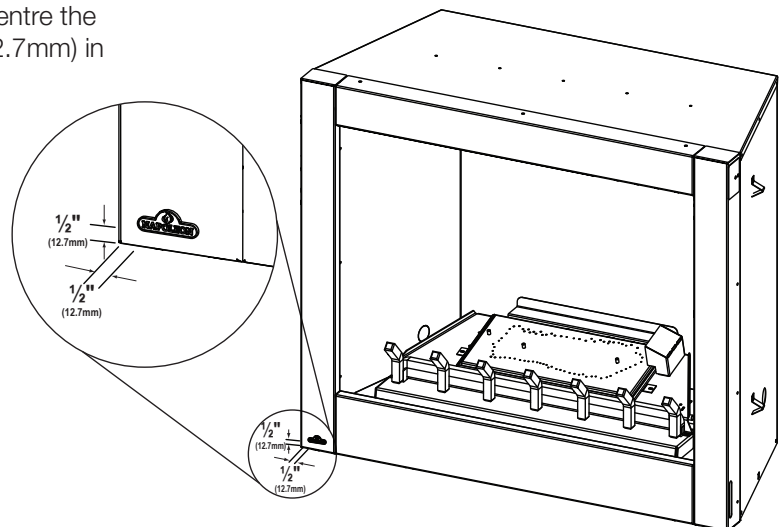


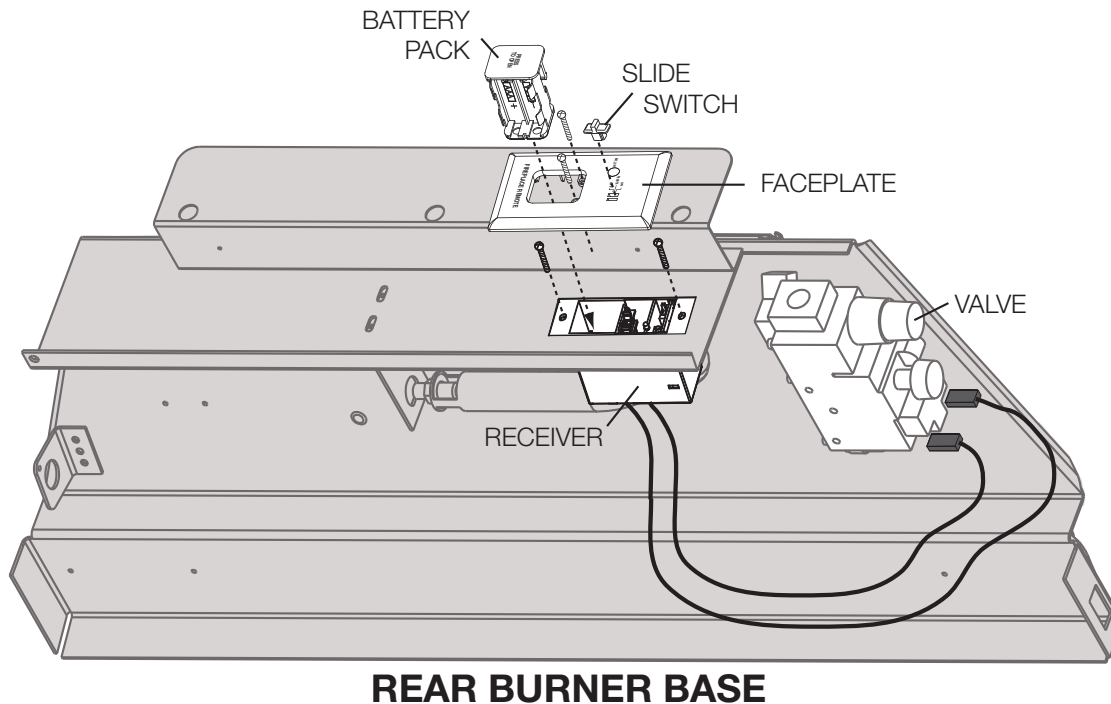
note:

Mantel temperatures will rise above normal temperatures and may be hot to touch.

9.4 logo placement

Remove the backing of the logo supplied. Centre the logo on the front of the appliance and 1/2" (12.7mm) in from the left side, as shown.





! WARNING

- The transmitter and receiver are not waterproof. Ensure both components are not exposed to water.

- A. Remove the battery pack from the receiver. Then by pulling down, remove the receiver cover and slide the receiver into the hole located at the rear of the burner base. Secure using the two screws provided.
- B. Secure the faceplate to the receiver with two of the screws provided.
- C. Insert the battery pack (with batteries installed) through the opening in the faceplate and into the receiver. The battery pack is secured and released with a catch mechanism. Push the receiver into the catch to secure.
- D. Insert the slide switch into its marked position on the faceplate.
- E. Replace the existing switch wires connected to the terminals on the valve marked TH/TP and TH with those running from the receiver.

note:

The remote switch on the side of the appliance is no longer operational.

11.0 adjustments

11.1 venturi adjustment

! WARNING

- Carbon can be distributed in surrounding living area if the air shutter is improperly adjusted.

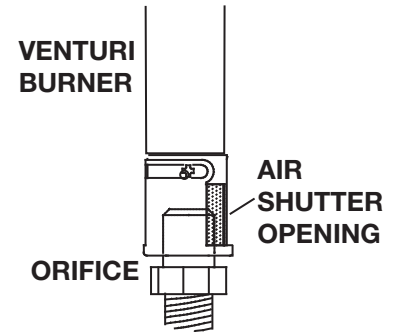
This appliance has an air shutter that has been factory set open according to the chart below:

Regardless of venturi orientation, closing the air shutter will cause a more yellow flame, but can lead to carbonization. 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 colour to be established.

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

note:

It is important that the orifice is securely inserted into the venturi.

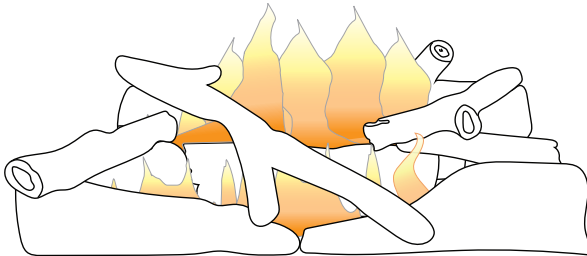


VENTURI ADJUSTMENT CHART

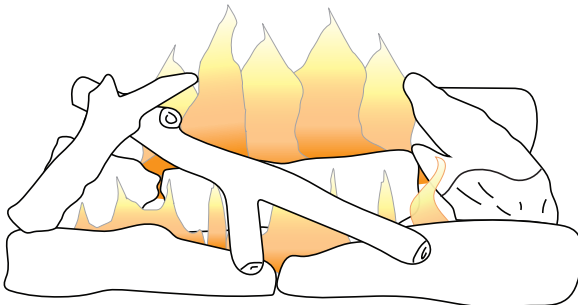
NG	1/8" (3.1mm)
P	3/16" (4.7mm)

11.2 flame characteristics

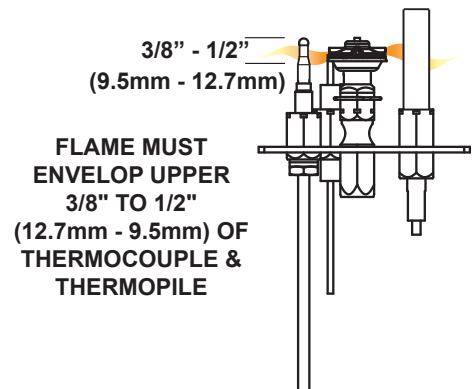
It's important to periodically perform a visual check of the pilot and burner flames. Compare them to the illustration provided. If any flames appear abnormal, call a service person.



Birch Log Set BLK036



Oak Log Set OLK036



WARNING

- 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 on glass.
- Do not paint the pilot assembly.

This appliance and its venting system should be inspected before use and at least annually by a qualified service person. The following suggested checks should be performed by a qualified technician. The appliance area must be kept clear and free of combustible materials, gasoline, or other flammable vapors and liquids. The flow of combustion and ventilation air must not be obstructed.

note:

Caution: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

1. In order to properly clean the burner and pilot assembly, remove the logs, rocks and/or glass to expose both assemblies.
2. Keep the control compartment, media, burner, air shutter opening and the area surrounding the appliance clean by vacuuming or brushing, at least once a year.
3. Check to see that all burner ports are burning. Clean out any of the ports which may not be burning or are not burning properly.
4. Check to see that the pilot flame is large enough to engulf the flame sensor and/or thermocouple / thermopile as well as it reaches the burner.
5. If your appliance is equipped with a safety barrier, cleaning may be necessary due to excessive lint / dust from carpeting, pets, etc. simply vacuum using the brush attachment.
6. If your appliance is equipped with relief doors, ensure the system performs effectively. Check that the gasket is not worn or damaged. Replace if necessary.
7. Replace the cleaned logs, rocks or glass. Failure to properly position the media may cause carboning which can be distributed in the surrounding living area, inside the firebox and on exterior surfaces surrounding vent termination.
8. Check to see that the main burner ignites completely on all ports when turned on. A 5 to 10 second total light-up period is satisfactory. If ignition takes longer, consult your local authorized dealer / distributor.
9. Visually inspect the appliance for carbon build up. Using a small whisk or brush, brush off the carbon and vacuum up or sweep into garbage.
10. **This step is not applicable for Vent Free appliances:** Check to see that the appliance is venting correctly. Ensure chimney system is safe and unobstructed. (If for any reason the vent air intake system is disassembled, re-install and re-seal per the instructions provided for the initial installation).

Stainless steel tends to oxidize or stain in the presence of chlorides and sulfides, particularly in coastal areas and other harsh environments, such as the warm, highly humid atmosphere around pools and hot tubs. These stains could be perceived as rust, but can be easily removed or prevented. To provide stain prevention and removal, wash all stainless steel surfaces every 3-4 weeks or as often as required with fresh water and/or stainless steel cleaner.

CLEANING THE STAINLESS STEEL SURFACE:

Do not use abrasive cleaners or steel wool on the stainless steel parts. Doing so will scratch the finish. Surfaces should be cleaned with warm soapy water while the metal is still warm to the touch. To clean stainless surfaces, use a stainless steel or non-abrasive cleaner. Always wipe in the direction of the grain. Over time, stainless steel parts discolour when heated, usually to a golden or brown hue. This discolouration is normal and does not affect the performance of the appliance.

We recommend that the burner be inspected semi-annually by a qualified technician.

The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged. Use only replacement parts as supplied by the appliance manufacturer.

13.0 replacement parts

WARNING

- Failure to position the parts in accordance with this manual or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.
- **This is a fast acting thermocouple. It is an integral safety component. Replace only with a fast acting supplied by Wolf Steel Ltd.

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

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

When ordering replacement parts always give the following information:

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

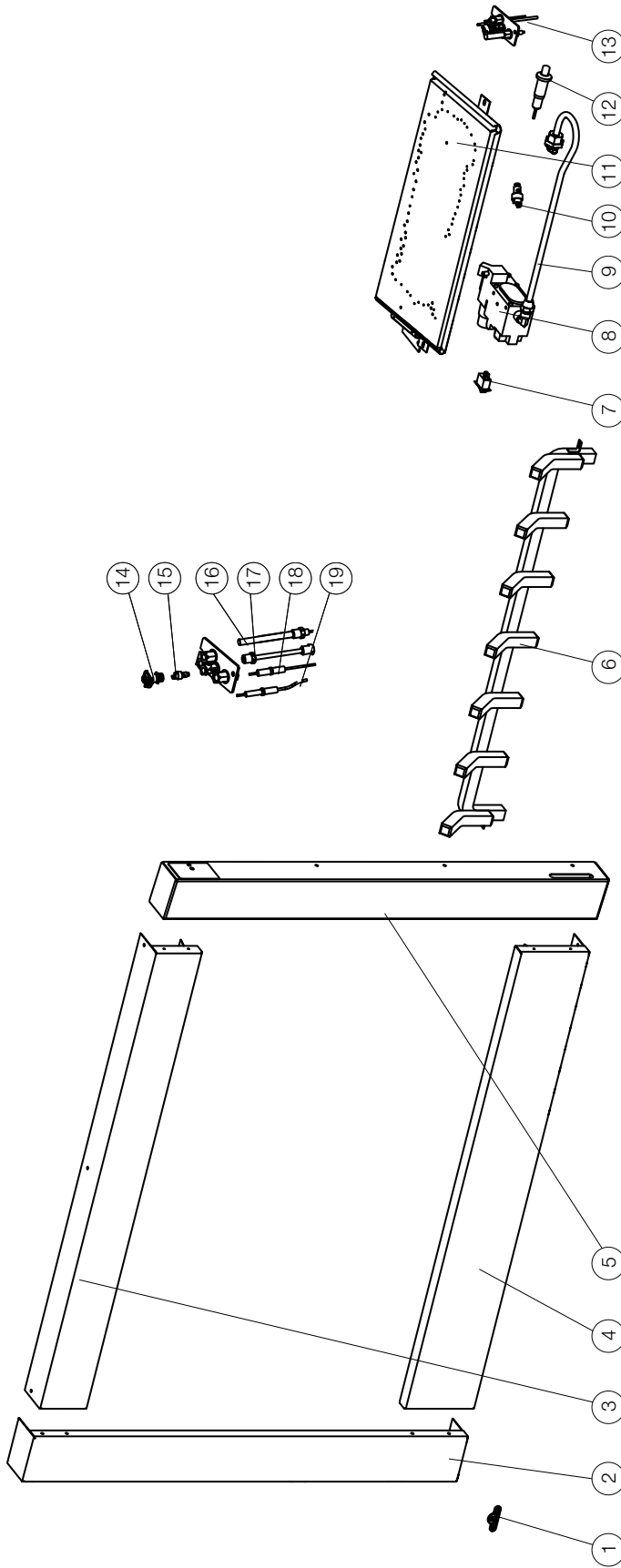
Parts, part numbers, and availability are subject to change without notice.

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

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

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

13.1 overview and valve train assembly

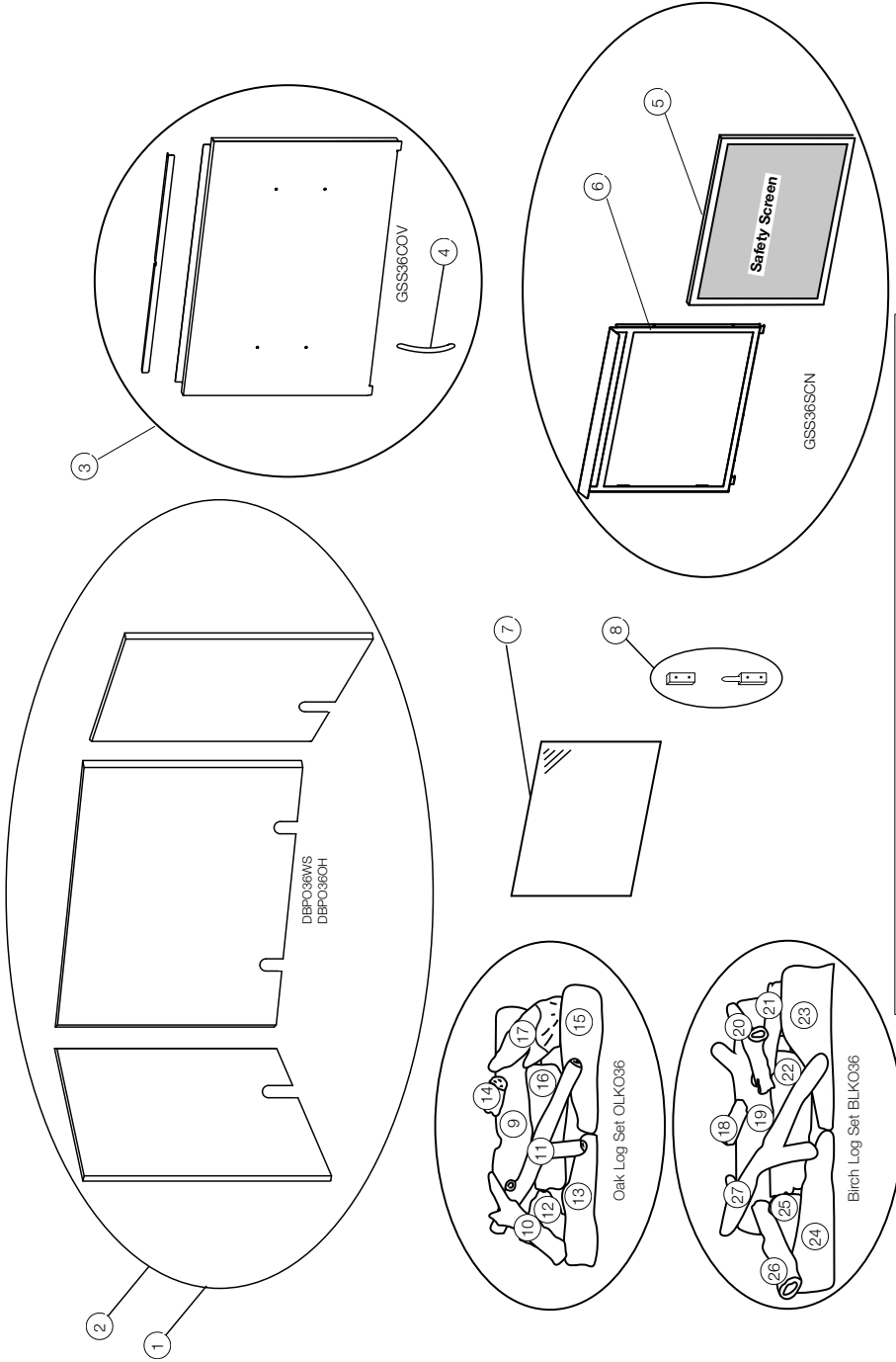


Items may not appear exactly as illustrated

Ref. No.	Part number	Description	Stocked
1	W385-2010	Napoleon logo	Yes
2	W280-0397	Left side frame	
3	W280-0396	Top frame	
4	W280-0395	Bottom frame	
5	W280-0398	Right side frame	
6	W010-3962	Log grate	
7	W660-0009	On / Off switch	Yes
8	W725-0028	Valve (NG)	Yes
8	W725-0029	Valve (P)	Yes
9	W432-0078	Manifold pipe	Yes
10	W456-0032	60° burner orifice #32 (NG)	Yes

Ref. No.	Part number	Description	Stocked
10	W456-0048	60° burner orifice #48 (P)	Yes
11	W010-4360	Burner pan assembly	
12	W357-0001	Push button ignitor	Yes
13	W010-1194	Pilot assembly (NG)	Yes
13	W010-1201	Pilot assembly (P)	Yes
14	W335-0039	Pilot hood	Yes
15	W455-0068	Pilot orifice #62 (NG)	Yes
15	W455-0070	Pilot orifice #35 (P)	Yes
16	W680-0004	Thermopile	Yes
17	W720-0062	Pilot tube (w/ fittings)	Yes
18	W240-0006-SER	Electrode (w/ wire)	Yes
19	W680-0005	Thermocouple	Yes

14.0 accessories



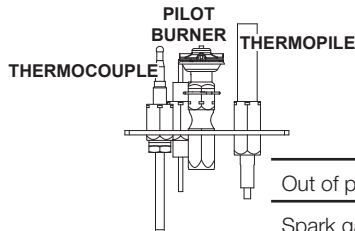
Items may not appear exactly as illustrated

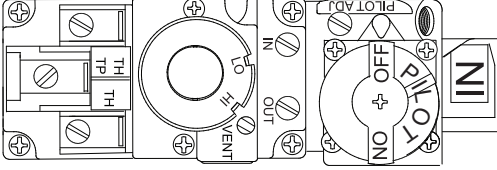
Ref. No.	Part number	Description	Stocked
1	DBPO36WS	Decorative Bricks, Westminster	
2	DBPO36OH	Decorative Bricks, Old Town Red	
3	GSS36COV	Seasonal cover kit	
4	N325-0049	Door handle (X2)	Yes
5	W565-0308	Screen, premium barrier	
6	W280-0394	Frame, screen	
7	W300-0282	Glass (GSS36TD)	
8	W330-0036	Hinge set	
9	W135-0668	Log, rear (OLKO36)	Yes
10	W135-0776	Log, left crossover (OLKO36)	
11	W135-0775	Log, centre crossover (OLKO36)	
12	W135-0670	Log, mid left (OLKO36)	Yes
13	W135-0672	Log, front left (OLKO36)	Yes
14	W135-0773	Log, rear top (OLKO36)	
15	W135-0671	Log, front right (OLKO36)	Yes
16	W135-0669	Log, mid centre (OLKO36)	Yes
17	W135-0774	Log, right crossover (OLKO36)	
18	W135-0777	Log, rear crossover (BLKO36)	
19	W135-0751	Log, birch rear (BLKO36)	
20	W135-0759	Log, left crossover (BLKO36)	
21	W135-0758	Log, middle right crossover (BLKO36)	
22	W135-0753	Log, birch middle centre (BLKO36)	
23	W135-0755	Log, birch front right (BLKO36)	
24	W135-0754	Log, birch front left (BLKO36)	
25	W135-0752	Log, birch middle left (BLKO36)	
26	W135-0756	Log, birch crossover left (BLKO36)	
27	W135-0757	Log, LH crossover to front (BLKO36)	

WARNING

- Always light the pilot whether for the first time or if the gas supply has run out, with the glass door open or removed.
- Turn off 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.	<ul style="list-style-type: none"> - Turn up the pilot flame. - Replace pilot assembly. 	
	Thermopile shorting.	<ul style="list-style-type: none"> - Clean thermopile connection to the valve. Reconnect. - Replace thermopile / valve. 	
	Remote wall switch wire is too long; too much resistance in the system.	<ul style="list-style-type: none"> - Shorten wire to connect length or wire gauge. 	
	Faulty thermostat or switch.	<ul style="list-style-type: none"> - Replace. 	
Main burner goes out; pilot goes out.	Refer to "MAIN BURNER GOES OUT; PILOT STAYS ON"		
Pilot goes out when the gas knob is released. 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.	System is not correctly purged.	<ul style="list-style-type: none"> - Purge the gas line. 	
	Out of propane gas.	<ul style="list-style-type: none"> - Fill the tank. 	
	Pilot flame is not large enough.	<ul style="list-style-type: none"> - Turn up the pilot flame. 	
	Pilot flame is not engulfing the thermocouple	<ul style="list-style-type: none"> - Gently twist the pilot head to improve the flame pattern around the thermocouple. 	
	Thermocouple shorting / faulty.	<ul style="list-style-type: none"> - Loosen and tighten thermocouple. - Clean thermocouple and valve connection. - Replace thermocouple. - Replace valve. 	
	Faulty valve.	<ul style="list-style-type: none"> - Replace. 	
Pilot burning; no gas to main burner; gas knob is on 'HI'; wall switch / thermostat is on.	Thermostat or switch is defective	<ul style="list-style-type: none"> - Connect a jumper wire across the wall switch terminals; if main burner lights, replace switch / thermostat. 	
	Wall switch wiring is defective.	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Remove stoppage in orifice. 	
	Faulty valve.	<ul style="list-style-type: none"> - Replace. 	
Pilot will not light.	No spark at pilot burner.	<ul style="list-style-type: none"> - 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.	<ul style="list-style-type: none"> - Fill the tank.
		Spark gap is incorrect.	<ul style="list-style-type: none"> - Spark gap should be 0.150" (3.8mm) to 0.175" (4.5mm) 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.	<ul style="list-style-type: none"> - Check that the manual valve is turned on. - Check the pilot orifice for blockage. - Replace the valve. - Call the gas distributor.



SYMPTOM	PROBLEM	TEST SOLUTION																	
Pilot goes out while standing; Main burner is in 'OFF' position.	Gas piping is undersized.	<ul style="list-style-type: none"> - 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. 																	
Flames are consistently too large or too small. Carboning occurs.	Appliance is over-fired or underfired.	<ul style="list-style-type: none"> - 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 as described on the chart below. Check that main burner is operating on 'HI'. - Outlet pressure can be checked the same as above using screw (B). Gauge should read as described on the chart below. 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. 																	
																			
<table border="1"> <thead> <tr> <th>Pressure</th> <th>Natural Gas (inches)</th> <th>Natural Gas (millibars)</th> <th>Propane (inches)</th> <th>Propane (millibars)</th> </tr> </thead> <tbody> <tr> <td>Inlet</td> <td>*13" (MIN. 4.5")</td> <td>17.4mb (MIN. 11.2mb)</td> <td>13" (MIN. 11")</td> <td>32.4mb (MIN. 27.4mb)</td> </tr> <tr> <td>Outlet</td> <td>3.5"</td> <td>8.7mb</td> <td>10"</td> <td>24.9mb</td> </tr> </tbody> </table>					Pressure	Natural Gas (inches)	Natural Gas (millibars)	Propane (inches)	Propane (millibars)	Inlet	*13" (MIN. 4.5")	17.4mb (MIN. 11.2mb)	13" (MIN. 11")	32.4mb (MIN. 27.4mb)	Outlet	3.5"	8.7mb	10"	24.9mb
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Carbon is being deposited on logs or combustion chamber surfaces.	<p>Air shutter has become blocked.</p> <p>Flame is impinging on the logs or combustion chamber.</p>	<ul style="list-style-type: none"> - Ensure air shutter opening is free of lint or other obstructions. - 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. 																	
White / grey film forms.	Sulphur from fuel is being deposited on glass, logs or combustion chamber surfaces.	<ul style="list-style-type: none"> - Clean the glass with a recommended gas appliance glass cleaner. - DO NOT CLEAN GLASS WHEN HOT. - If deposits are not cleaned off regularly, the glass may become permanently marked. 																	
Remote wall switch is in 'OFF' position; main burner comes on when gas knob is turned to 'ON' position.	<p>Wall switch is mounted upside down.</p> <p>Remote wall switch is grounding.</p> <p>Remote wall switch wire is grounding.</p> <p>Faulty valve.</p>	<ul style="list-style-type: none"> - Reverse. - Replace. - Check for ground (short); repair ground or replace wire. - Replace. 																	

NAPOLEON gas appliances are manufactured under the strict Standard of the world recognized ISO 9001 : 2015 Quality Management System.

NAPOLEON products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak and test-fired at a quality test station. Once assembled, the complete appliance is thoroughly inspected by a qualified and authorized installer, service agency, or supplier before packaging to ensure that you, the customer, receives the quality product that you expect from NAPOLEON.

Napoleon Gas Appliance 5 Year Limited Warranty

All stainless steel components of your new NAPOLEON gas appliance are warranted against defects for five years.

Electrical (110V) components and wearable parts are covered and NAPOLEON will provide replacement parts free of charge during the first year of the limited warranty. This covers: gas valves, logs, and gasketing.*

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 a proof of purchase along with the model number and serial number of the appliance 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 limited warranty applies only while the appliance remains at the site of original installation, and only if the unit is installed in Canada or the United States.

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 discolouring caused by excessive heat, abrasive and chemical cleaners, mechanical breakage of 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 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).

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 this 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 appliance and any other warranties expressed or implied with respect to this product; its components or accessories are excluded.

This limited warranty does not cover damages resulting from the use of components not supplied with the appliance or the use of fuel other than those specified.

Any damages to appliance due to weather, long periods of dampness, condensation, damaging chemicals, or cleaners will not be the responsibility of NAPOLEON.

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

All parts replaced under the Limited warranty policy are subject to a single claim.

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

The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.

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

Shipping costs are not covered under this warranty.

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

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.

NAPOLEON CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



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