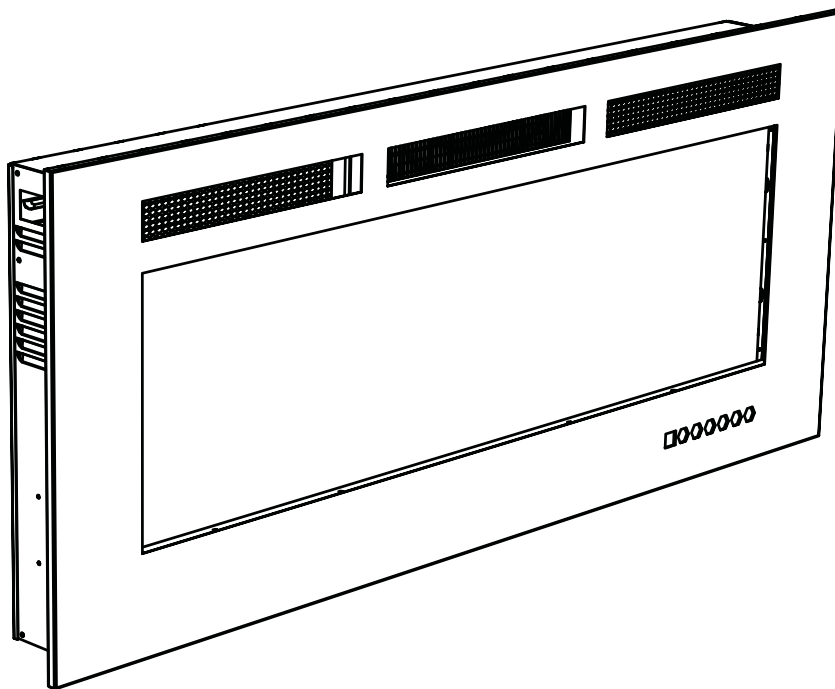




# SERVICE MANUAL

CERTIFIED UNDER CANADIAN AND AMERICAN NATIONAL STANDARDS: CSA C22.2 No-46 / UL 2021

## ALLURE / ALLURE PHANTOM ELECTRIC FIREPLACE



### SAFETY INFORMATION

## **WARNING**

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

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

### ALLURE

NEFL32FH, NEFL42FH, NEFL50FH,  
NEFL60FH, NEFL72FH, NEFL100FH

### ALLURE PHANTOM

NEFL42FH-MT, NEFL50FH-MT, NEFL60FH-MT



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) • [hearth@napoleonproducts.com](mailto:hearth@napoleonproducts.com)

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



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.

# 1.0 OPERATING INSTRUCTIONS

## ! WARNING

**WHILE THE APPLIANCE IS OPERATING DO NOT REMOVE THE GLASS PANEL. THIS WILL CAUSE THE REMOTE CONTROL AND TOUCH PANEL TO DISFUNCTION.**

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

**NOTE:** Ensure the house circuit breakers for the power supply are turned on. In the event of a power failure, the appliance will lose its memory function and will reset to factory mode when the power returns.

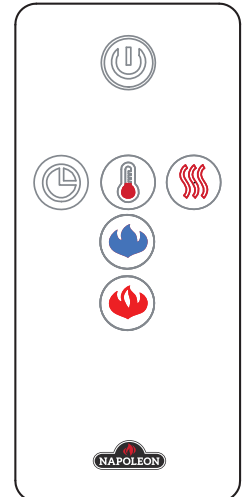
## 1.1 OPERATING TOUCH DISPLAY PANEL AND REMOTE CONTROL

The main power button is located on the front bottom right side of the appliance.



The touch display panel is shown by LED's on the front bottom right of the appliance. The LED's will disappear after 10 seconds of no function change. The Main Power button will be dim.

<b>POWER</b>		Turns the appliance ON/OFF.																																					
<b>FLAME - ORANGE</b>		Controls Orange Flame brightness. <b>6 Settings:</b> ( F5-F4-F3-F2-F1-F0 ) Flame dims from F5 to F1. F5 is the brightest setting and F0 is off.																																					
<b>FLAME - BLUE</b>		Controls Blue Flame brightness. <b>6 Settings:</b> ( F5-F4-F3-F2-F1-F0 ) Flame dims from F5 to F1. F5 is the brightest setting and F0 is off..																																					
<b>HEATER</b>		Controls the Heater. Press button to initiate the heater. (H0) no heater or blower. (BL) blower only. (H1), heater blows warm air (750W) (H2), heater blows hot air (1500W) <b>NOTE: Heater functions cycle from H0-BL-H1-H2, Press and hold the heater button for 5s, the heater and temperature setting will be locked onto the selected setting. Hold the button for 5s again, the heater will be unlocked.</b>																																					
<b>TIMER</b>		Controls the Timer. <b>9 Settings:</b> (0.5h, 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h) Press button until reach desired setting.																																					
<b>TEMPERATURE</b>		<ol style="list-style-type: none"> <li><b>Press once:</b> Touch panel indicator becomes active.</li> <li>Press again until desired setting is reached. Digital display shows setting circles as below.</li> </ol> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Display Value</th> <th>0</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>N</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Temperature</td> <td>°C</td> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>ON</td> </tr> <tr> <td>°F</td> <td>64</td> <td>66</td> <td>68</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> <td>82</td> <td>ON</td> </tr> </tbody> </table> <p><b>NOTE:</b> Press the button for 5 seconds, the temperature setting will switch from °C to °F. Same way from °F to °C.</p>	Display Value	0	1	2	3	4	5	6	7	8	9	N	Temperature	°C	18	19	20	21	22	23	24	25	26	27	ON	°F	64	66	68	70	72	74	76	78	80	82	ON
Display Value	0	1	2	3	4	5	6	7	8	9	N																												
Temperature	°C	18	19	20	21	22	23	24	25	26	27	ON																											
	°F	64	66	68	70	72	74	76	78	80	82	ON																											



**WARNING:** Do not move or remove the front panel, when the appliance is plugged in and operating. This will cause the remote control and touch panel to no longer function.

## 2.0 REPLACEMENT PARTS

### **WARNING**

**FAILURE TO POSITION THE PARTS IN ACCORDANCE WITH THIS MANUAL OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**

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

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

When ordering replacement parts always give the following information:

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

**PARTS, PART NUMBERS AND AVAILABILITY ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

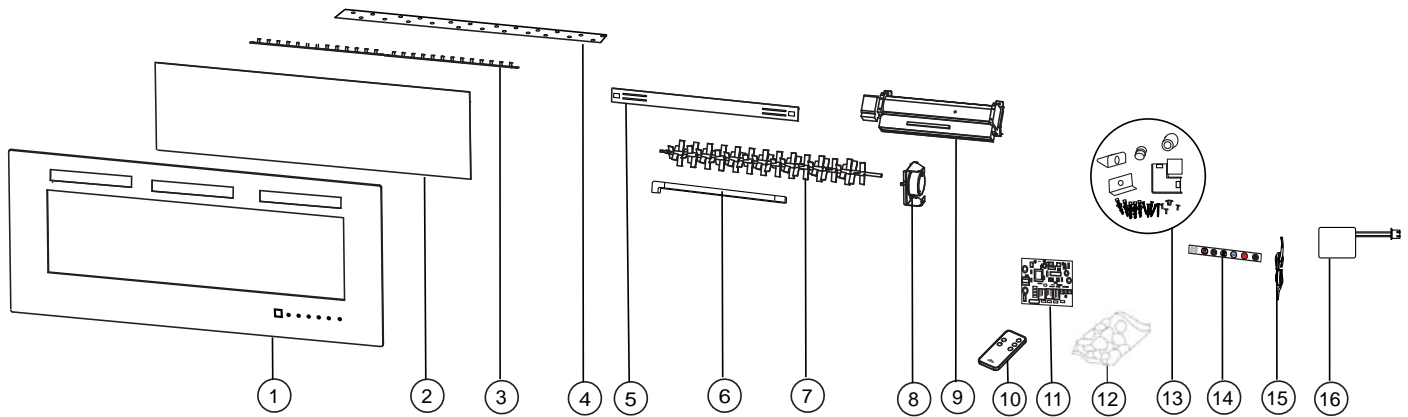
**PARTS IDENTIFIED AS STOCKED WILL BE DELIVERED WITHIN 2 TO 5 BUSINESS DAYS FOR MOST DELIVERY DESTINATIONS.**

**PARTS NOT IDENTIFIED AS STOCKED WILL BE DELIVERED WITHIN A 2 TO 4 WEEK PERIOD, FOR MOST CASES.**

**PARTS IDENTIFIED AS 'SO' ARE SPECIAL ORDER AND CAN TAKE UP TO 90 DAYS FOR DELIVERY.**

41.1C

For after sales service, please call 1-888-721-8324



**NEFL32FH / NEFL42FH / NEFL50FH / NEFL60FH / NEFL72FH / NEFL100FH**

REF.	NEFL32FH	NEFL42FH	NEFL50FH	NEFL60FH	NEFL72FH	NEFL100FH	DESCRIPTION
1	W300-0226	W300-0224	W300-0227	W300-0228	W300-0229	W300-0230	FRONT GLASS
2	W475-1192	W475-1185	W475-1193	W475-1194	W475-1195	W475-1196	ACRYLIC PLASTIC PANEL
3	W405-0033	W405-0033	W405-0033	W405-0037	W405-0037	W405-0037	LED LIGHT
4	W497-0014	W497-0013	W497-0015	W497-0016	W497-0017	W497-0018	PLASTIC STRIP
5	W080-1616	W080-1616	W080-1616	W080-1616	W080-1616	W080-1621	WALL MOUNTING BRACKET
6	W200-0571	W200-0572	W200-0572	W200-0572	W200-0572	W200-0572	CORD COVER
7	W527-0009	W527-0008	W527-0010	W527-0011	W527-0012	W527-0013	REFLECTOR SPINDLE
8	W435-0077	W435-0077	W435-0077	W435-0077	W435-0077	W435-0077	SYNCHRONUS MOTOR
9	W010-3728	W010-3728	W010-3728	W010-3728	W010-3728	W010-3728	BLOWER AND HEATER ASSEMBLY
10	W190-0095	W190-0095	W190-0095	W190-0095	W190-0095	W190-0095	REMOTE CONTROL
11	W190-0096	W190-0096	W190-0096	W190-0101	W190-0101	W190-0101	CIRCUIT BOARD
12	W497-0019	W497-0020	W497-0021	W497-0022	W497-0023	W497-0024	CRYSTAL
13	W370-0050	W370-0050	W370-0050	W370-0055	W370-0055	W370-0057	HARDWARE KIT
14	W475-1184	W475-1184	W475-1184	W475-1184	W475-1184	W475-1184	CONTROL PANEL (WITH REMOTE RECEIVER)
15	W750-0370	W750-0371	W750-0372	W750-0373	W750-0374	W750-0375	WIRE HARNESS
16	W690-0021	W690-0021	W690-0021	W690-0021	W690-0021	W690-0021	THERMOSTAT

**NEFL42FH-MT / NEFL50FH-MT / NEFL60FH-MT**

REF.	NEFL42FH-MT	NEFL50FH-MT	NEFL60FH-MT	DESCRIPTION
1	W300-0224	W300-0227	W300-0228	FRONT GLASS
2	W475-1185	W475-1193	W475-1194	ACRYLIC PLASTIC PANEL
3	W405-0033	W405-0033	W405-0037	LED LIGHT
4	W497-0013	W497-0015	W497-0016	PLASTIC STRIP
5	W080-1616	W080-1616	W080-1616	WALL MOUNTING BRACKET
6	W200-0572	W200-0572	W200-0572	CORD COVER
7	W527-0008	W527-0010	W527-0011	REFLECTOR SPINDLE
8	W435-0077	W435-0077	W435-0077	SYNCHRONUS MOTOR
9	W010-3728	W010-3728	W010-3728	BLOWER AND HEATER ASSEMBLY
10	W190-0095	W190-0095	W190-0095	REMOTE CONTROL
11	W190-0096	W190-0096	W190-0101	CIRCUIT BOARD
12	W497-0020	W497-0021	W497-0022	CRYSTAL
13	W370-0050	W370-0050	W370-0055	HARDWARE KIT
14	W475-1184	W475-1184	W475-1184	CONTROL PANEL (WITH REMOTE RECEIVER)
15	W750-0371	W750-0372	W750-0373	WIRE HARNESS
16	W690-0021	W690-0021	W690-0021	THERMOSTAT

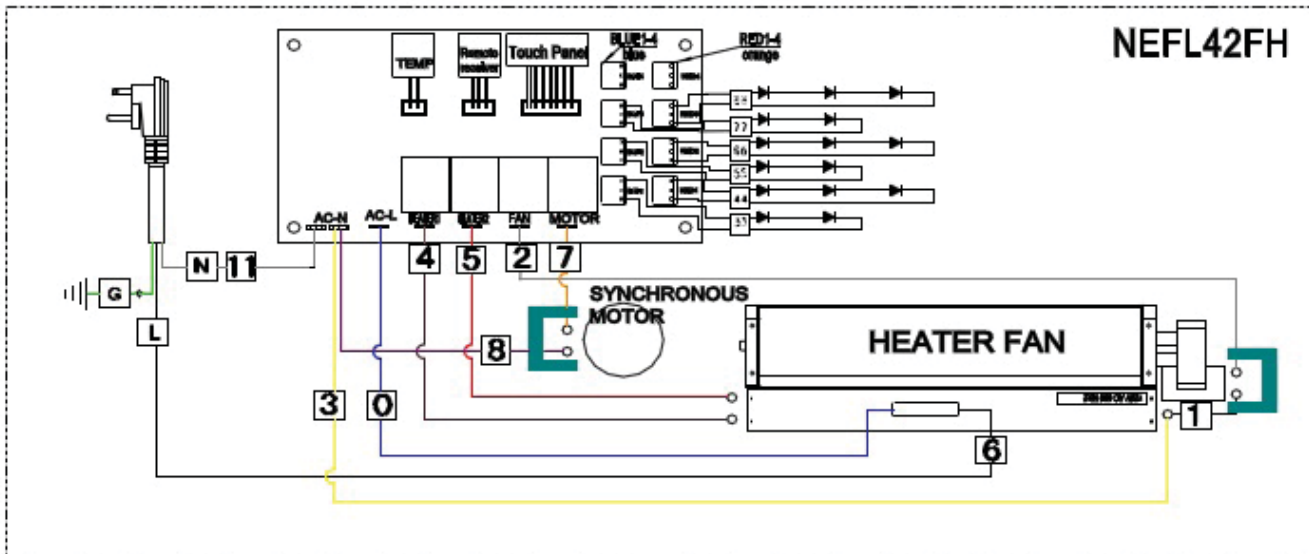
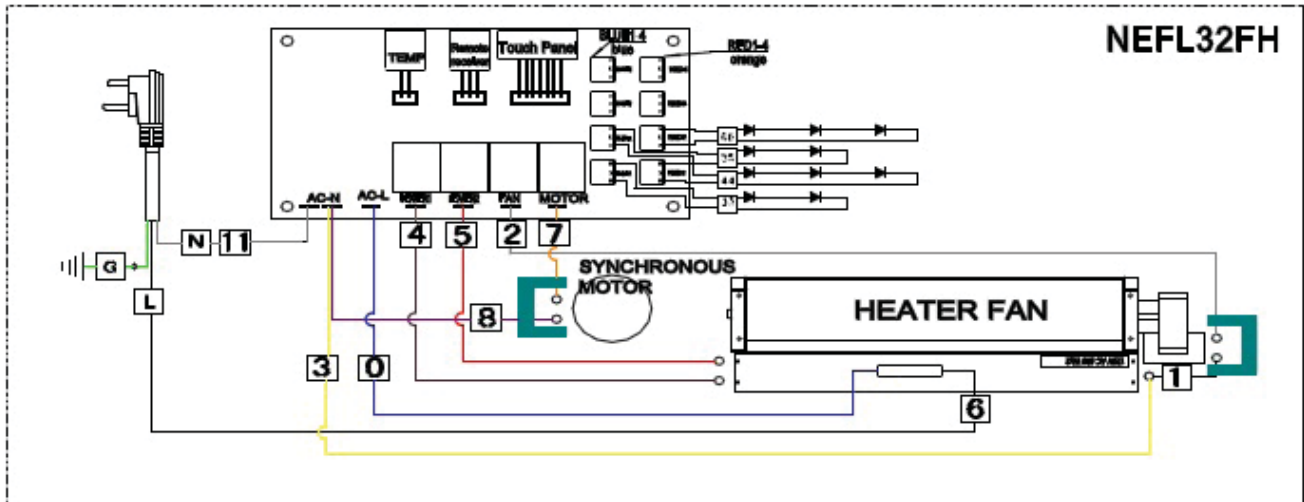
**NOTE:** Care must be taken when removing and disposing of any broken glass or damaged components. Ensure to vacuum up any broken glass from inside the appliance before operation.

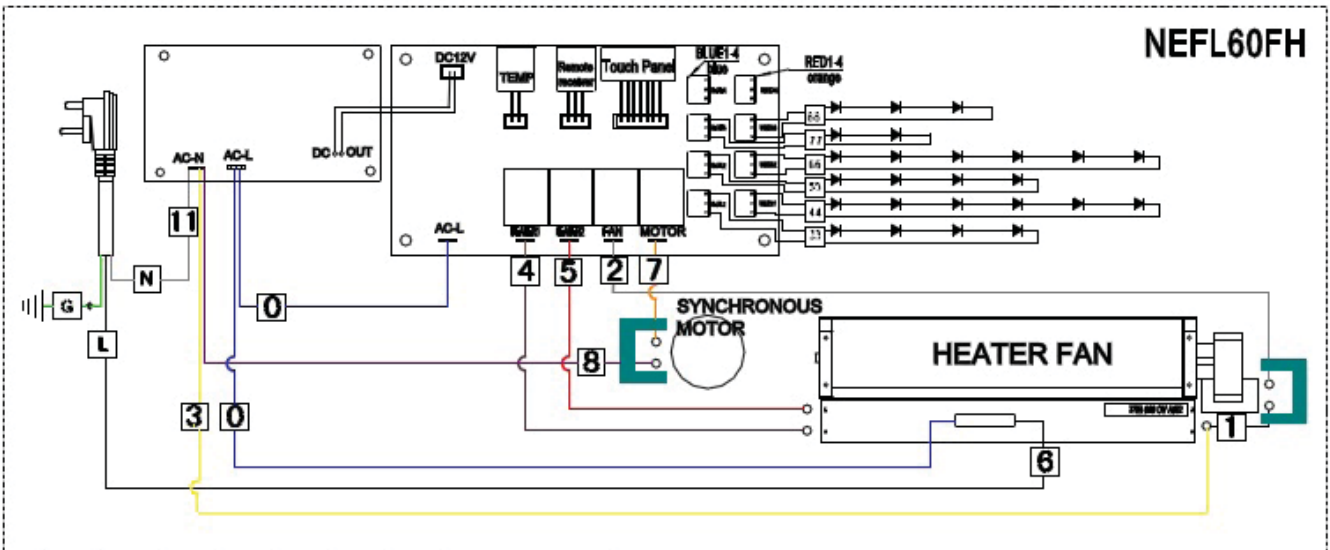
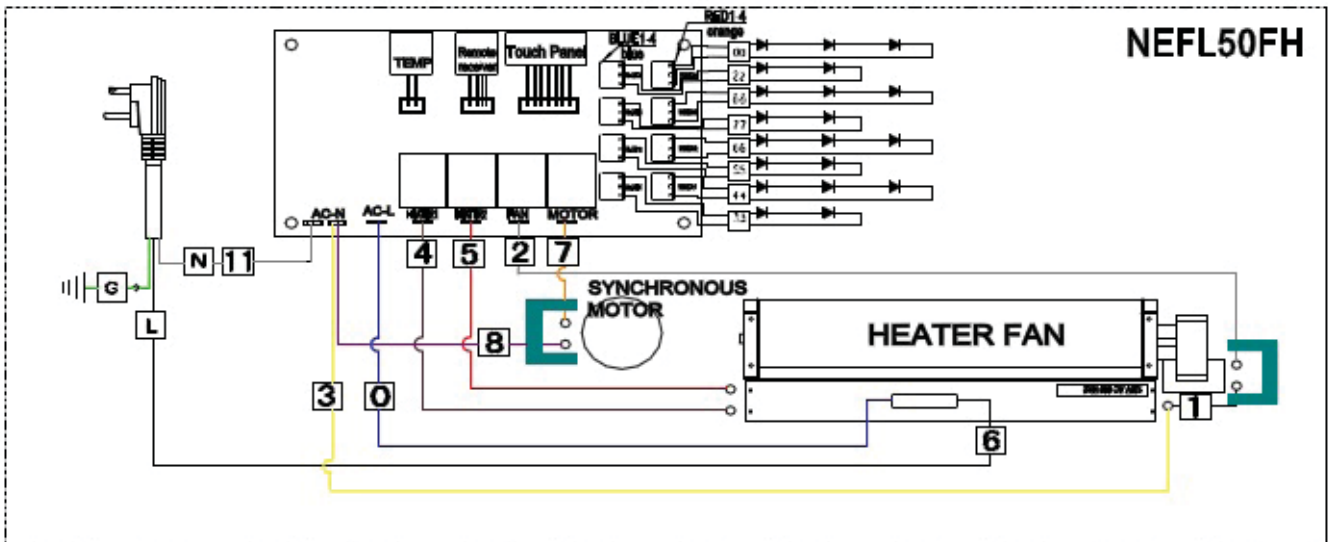
### 3.0 WIRING DIAGRAM

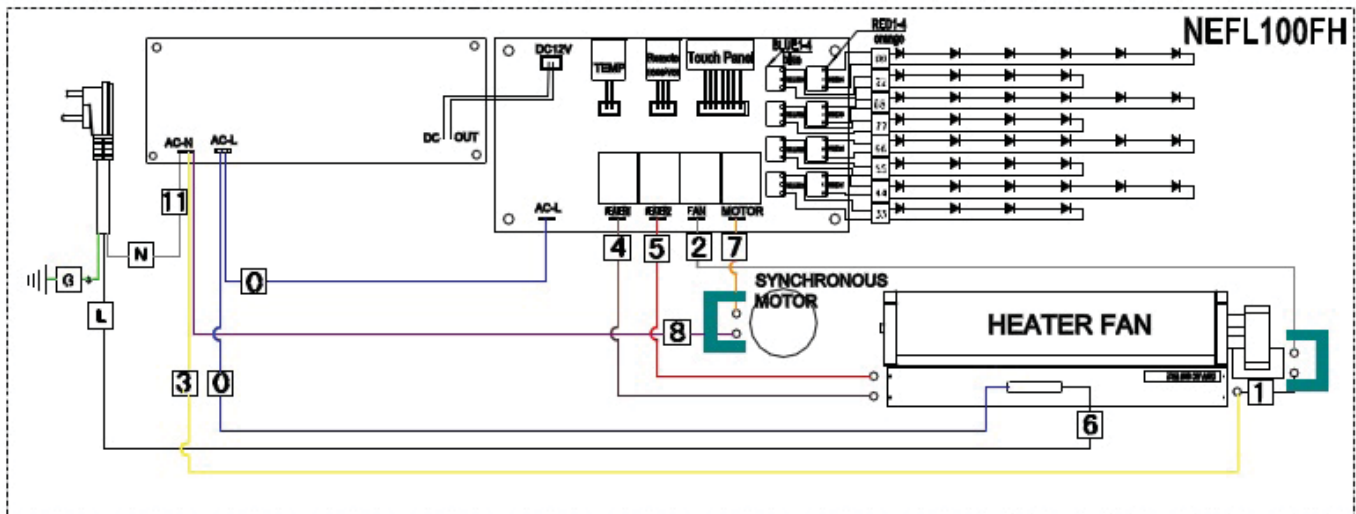
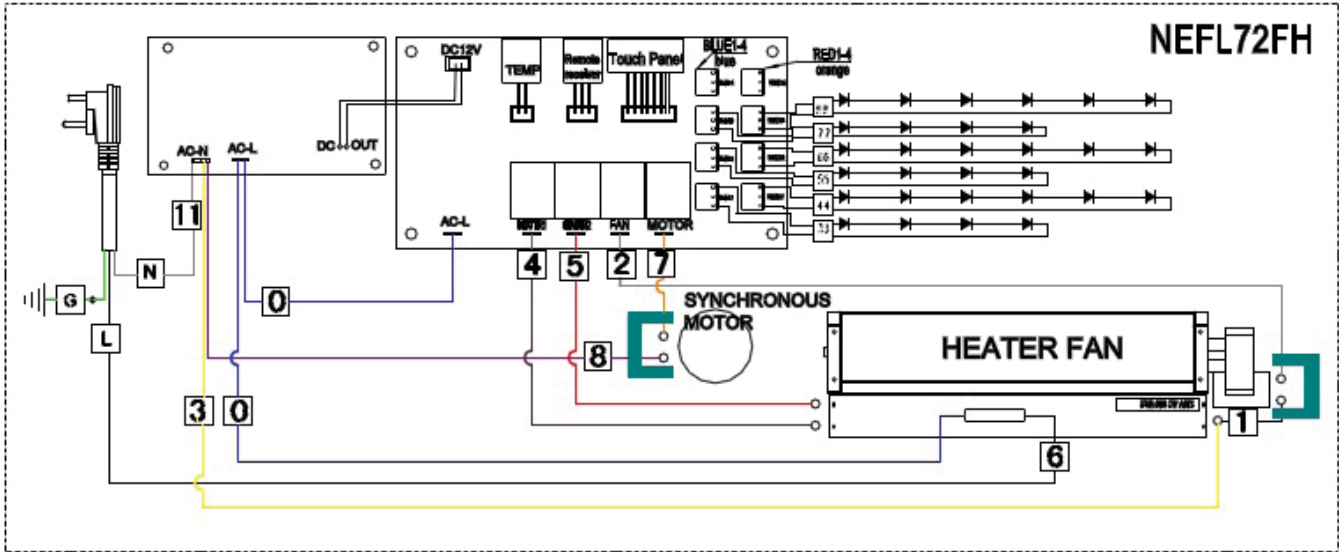


**WARNING**

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









## 4.0 TROUBLESHOOTING




### WARNING

**TURN OFF THE APPLIANCE COMPLETELY AND LET THE APPLIANCE COOL DOWN BEFORE SERVICING.**

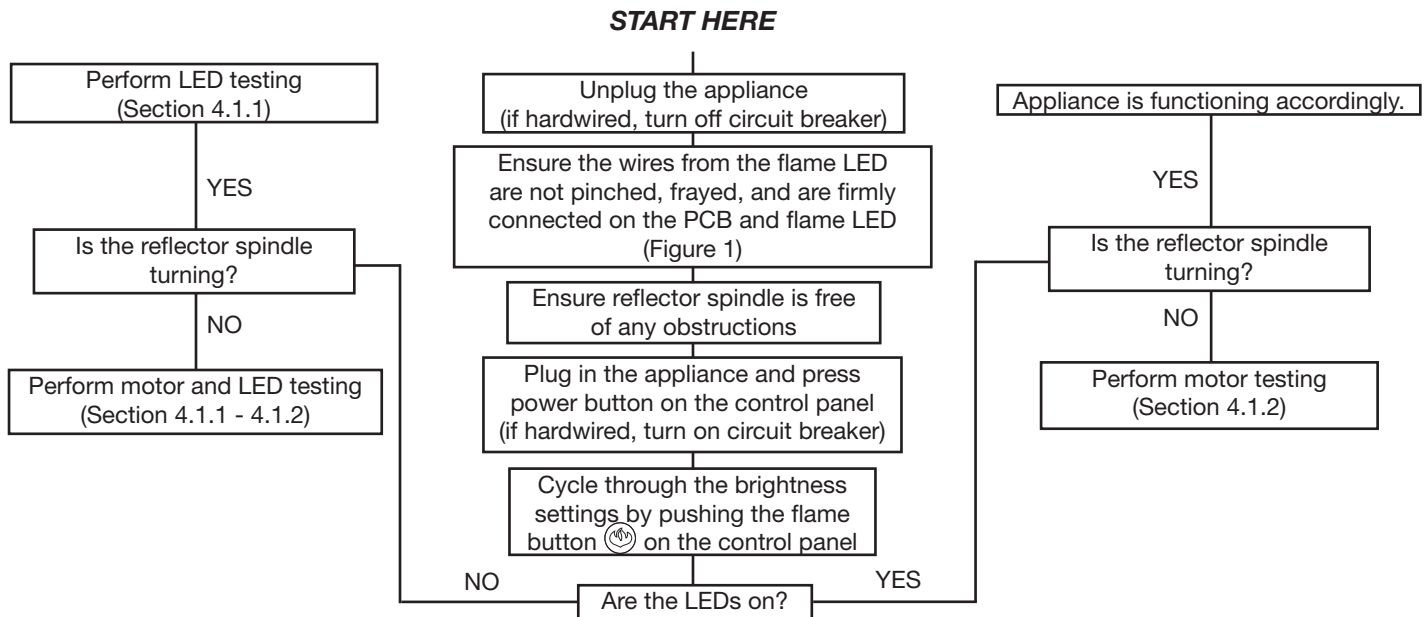
**IF YOU ARE EXPERIENCING ANY OF THESE ISSUES, UNPLUG APPLIANCE FROM THE POWER OR TURN OFF CIRCUIT BREAKER FOR 30 SECONDS TO FACTORY RESET THE APPLIANCE.**

**FOR ALL HARDWIRED APPLIANCES, DO A VOLTAGE TEST TO ENSURE THAT THERE IS NO POWER RUNNING THROUGH THE UNIT.**

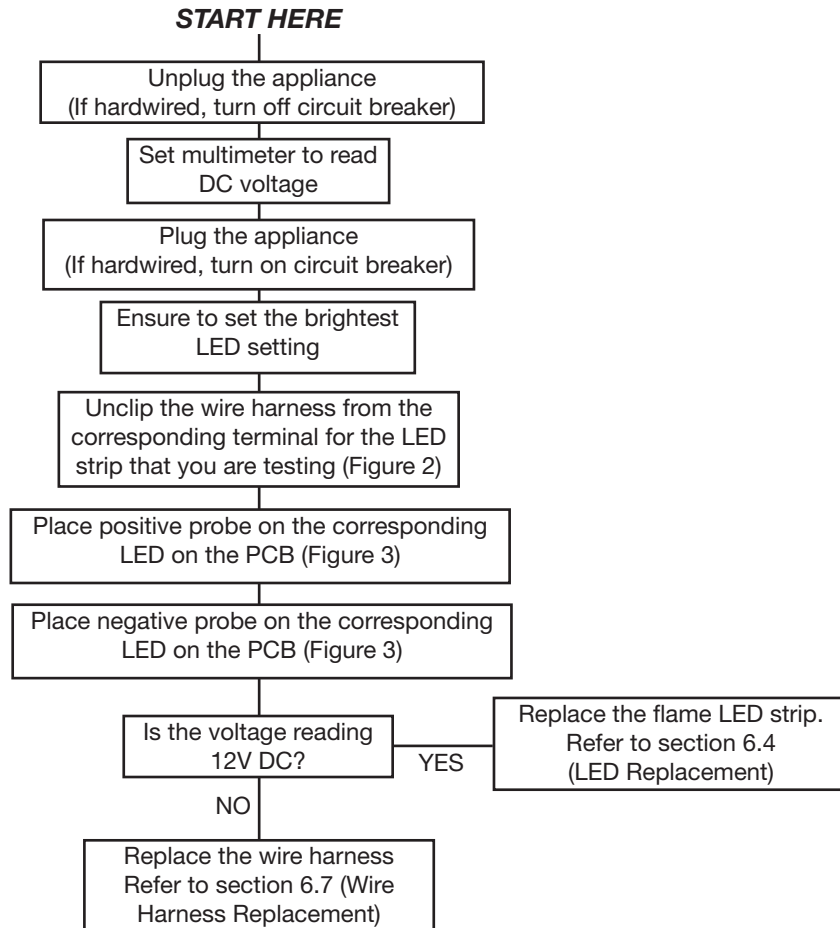
**TO ACCESS COMPONENTS OF THE APPLIANCE, REFER TO SECTION 5.0 SERVICE PREPARATION**

SYMPTOM	PROBLEM	TEST SOLUTION
Dim or no flame	Dim Flame	<ol style="list-style-type: none"> <li>1. Press the flame buttons  on the control panel to cycle through brightness levels in order check if the light will get brighter.</li> <li>2. If light is still dim, refer to section 4.1</li> </ol>
	No moving flame (LED light on)	<ol style="list-style-type: none"> <li>1. Press the flame buttons  on the control panel to cycle through the flame settings (from F1, F2, F3, to F0) as this could restart the reflector spindle to animate the flame.</li> <li>2. If flame is still not moving, refer to section 4.1</li> </ol>
	No LED light	<ol style="list-style-type: none"> <li>1. Press the flame buttons  on the control panel to cycle through the brightness levels</li> <li>2. If the LED light is still off, refer to section 4.1</li> </ol>
	Missing a flame colour	<ol style="list-style-type: none"> <li>1. Press corresponding button to turn on colour</li> <li>2. If the desired colour is still not functioning, refer to section 4.1</li> </ol>
No warm air is coming out of the appliance	Room temperature is higher than the set temperature setting	<ol style="list-style-type: none"> <li>1. Set temperature to a higher setting with remote control.</li> <li>2. If heater does not turn on, proceed with "LED indicator light is flashing" test solution.</li> </ol>
Appliance flashes on and off	Appliance has overheated	<ol style="list-style-type: none"> <li>1. Unplug the appliance and wait 15-20 minutes for the appliance to cool down</li> </ol>
Heater shuts off and LED flashes after 30 seconds	Blower malfunction	<ol style="list-style-type: none"> <li>2. Ensure nothing is blocking the air flow from the exhaust of the appliance</li> <li>3. Plug in the appliance. If problem persists, refer to section 4.2</li> </ol>
Heater is on but little to no heat is produced	One or more heating elements has malfunctioned	<ol style="list-style-type: none"> <li>1. Refer to section 4.2</li> </ol>
E1 Error Code	Thermostat failure	<ol style="list-style-type: none"> <li>1. Ensure wire connections are firmly connected at the thermostat and PCB.</li> <li>2. If appliance is still showing error code E1, replace thermostat. Refer to section 6.5</li> </ol>
E2 Error Code	Thermostat or PCB is shorting	<ol style="list-style-type: none"> <li>1. Ensure wire connections are firmly connected at the thermostat and PCB.</li> <li>2. If unit is still showing error code E2, replace thermostat. Refer to section 6.5</li> <li>3. If unit is still showing error code E2, replace the PCB. Refer to section 6.2</li> </ol>
Appliance is tripping circuit breaker	Current is overloading the circuit or a short created by an internal component	<ol style="list-style-type: none"> <li>1. Inspect connected electrical load (appliance must be connected to 15A, grounded, and a dedicated circuit).</li> <li>2. Inspect all internal components. Refer to section 4.1 - 4.3</li> </ol>
Appliance beeps when plugged in but will not turn on	Control panel issue	<ol style="list-style-type: none"> <li>1. Remove front glass and ensure yellow protective cover is removed from the control panel buttons</li> <li>2. If unit still does not work, inspect control panel. If it needs to be replaced, refer to section 6.3</li> </ol>

## 4.1 FLAME LED TESTING



### 4.1.1 LED TESTING



FIGURES



Fig. 1

**FLAME LED TERMINALS**

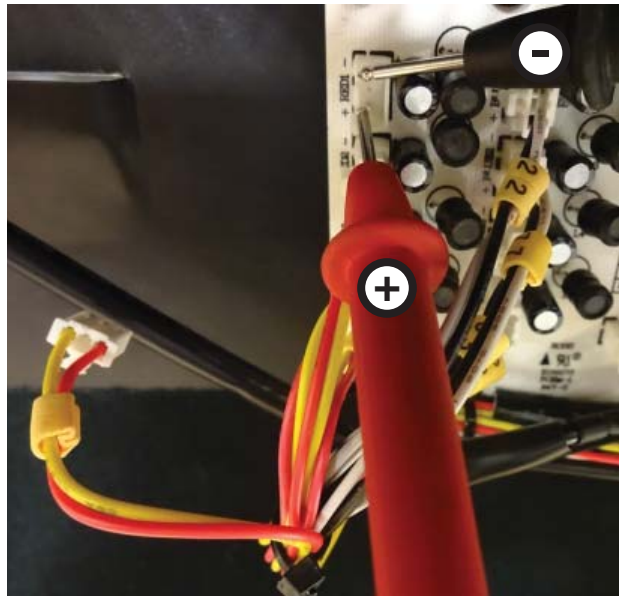


Fig. 3

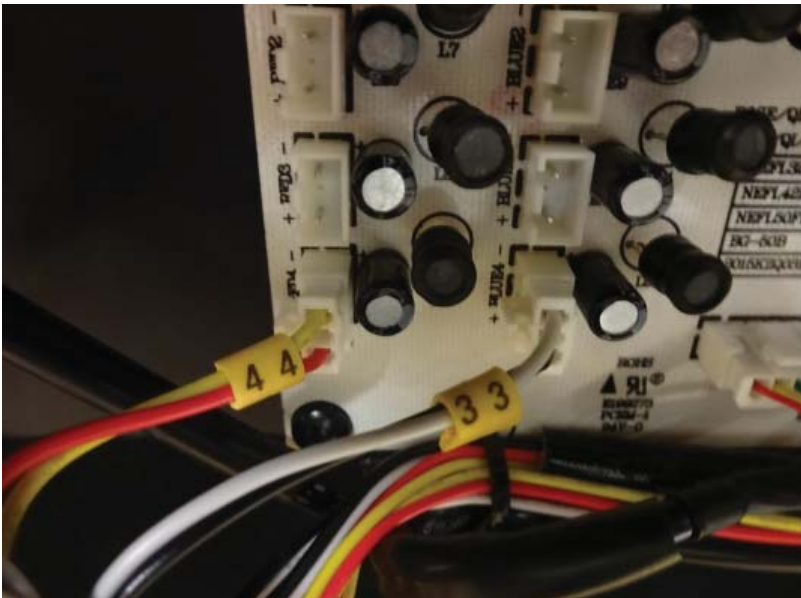
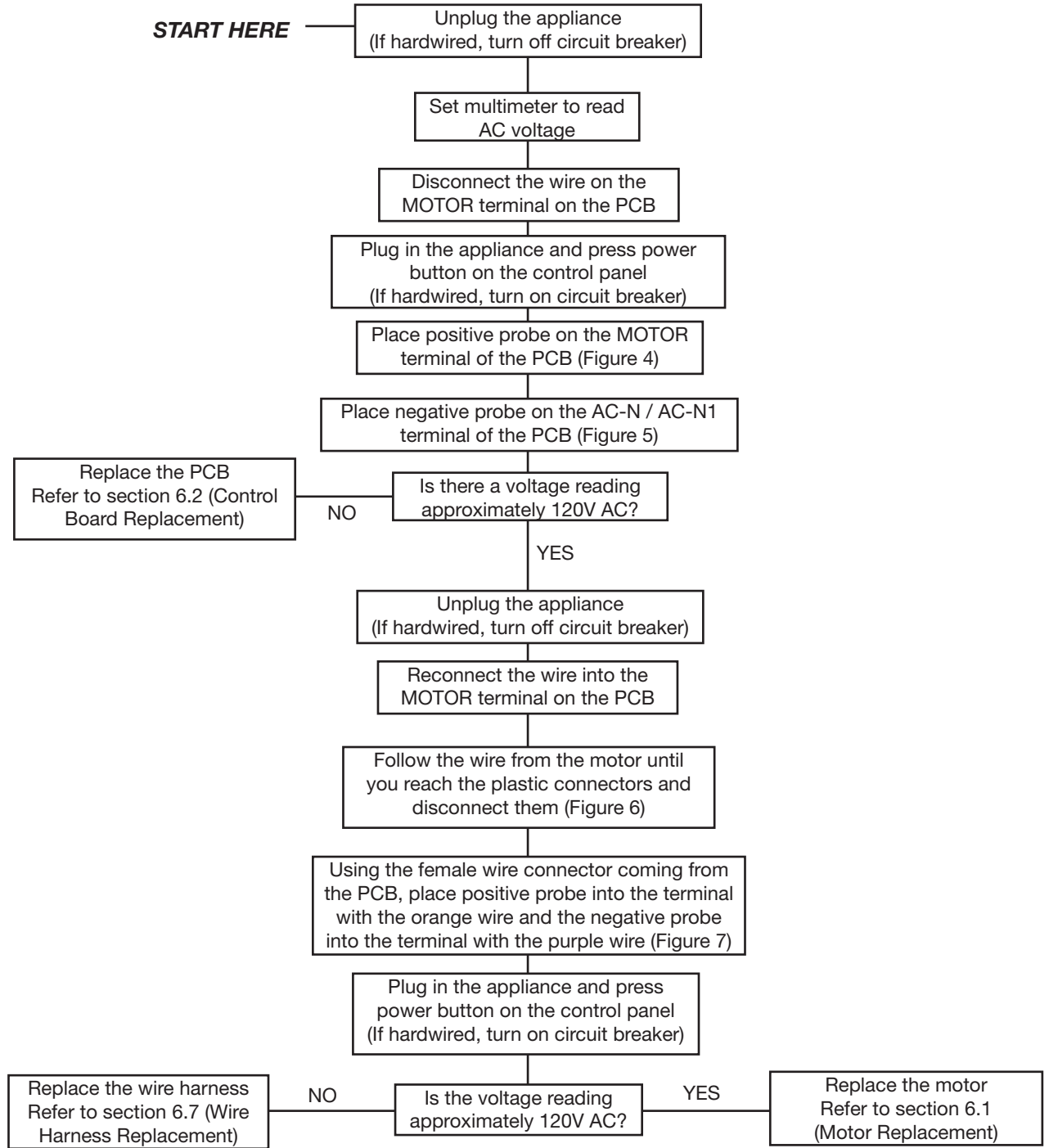


Fig. 2





MOTOR  
TERMINAL

Fig. 4



AC-N1

Fig. 5



Fig. 6

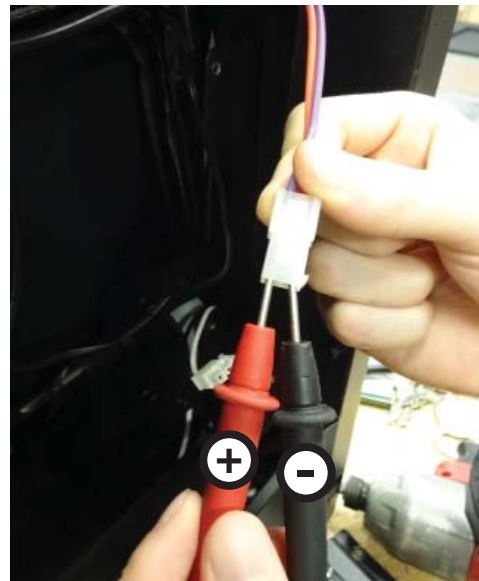
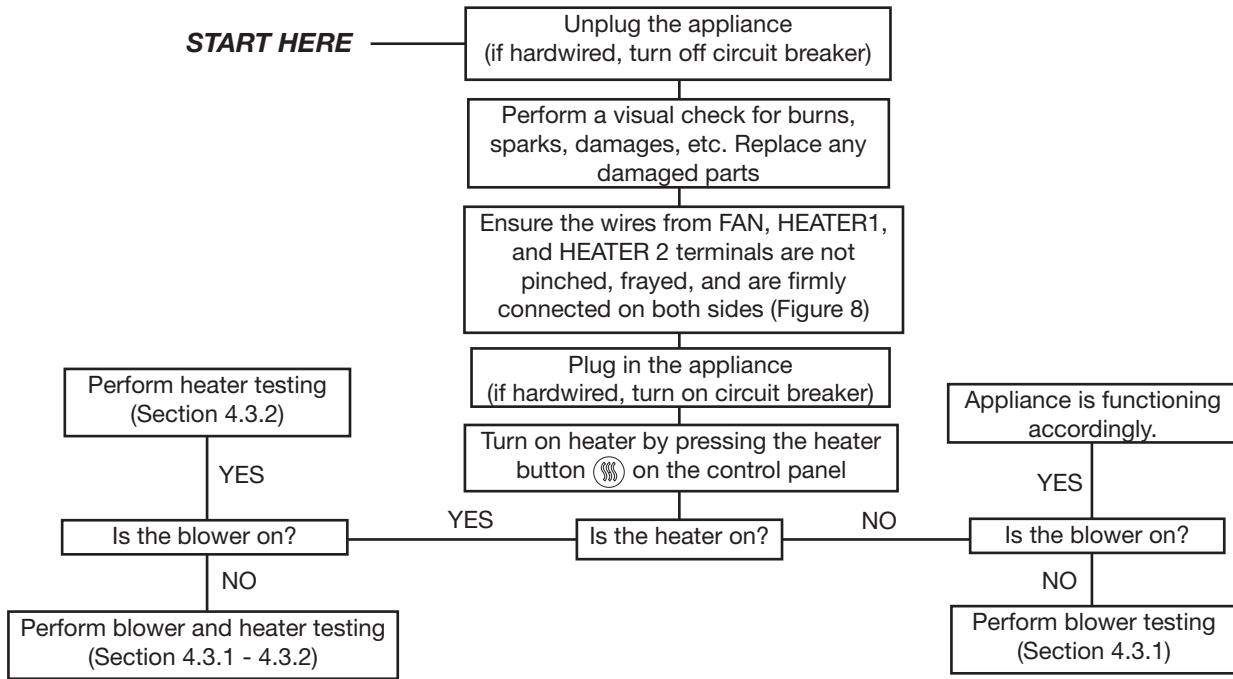
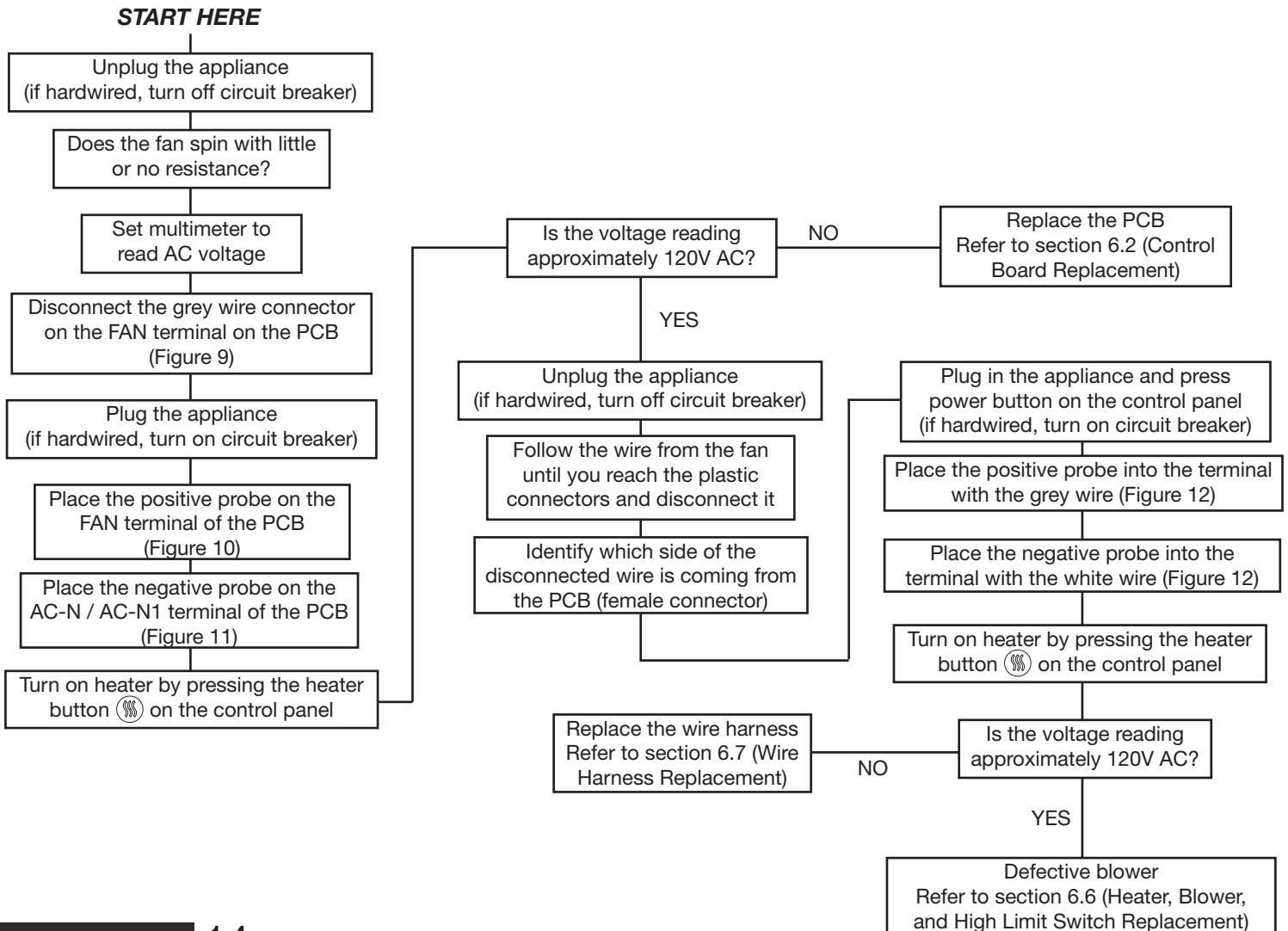


Fig. 7

## 4.2 HEATER/BLOWER TESTING



### 4.2.1 BLOWER TESTING





FIGURES



Fig. 8



FAN  
TERMINAL

Fig. 9



Fig. 10

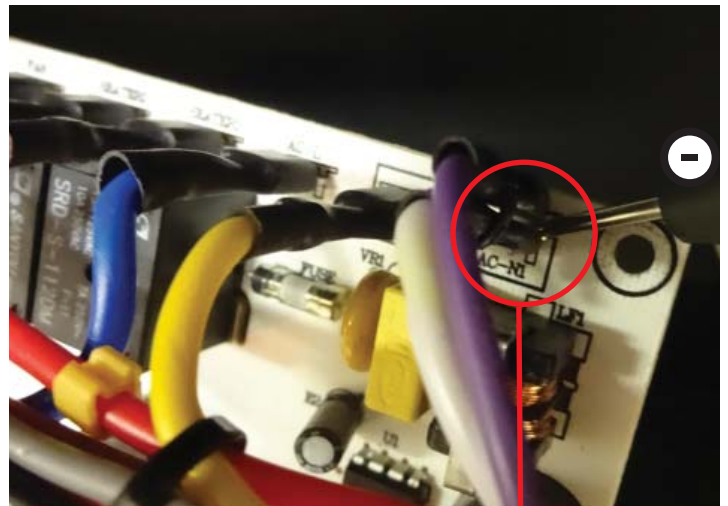


Fig. 11

AC-N1

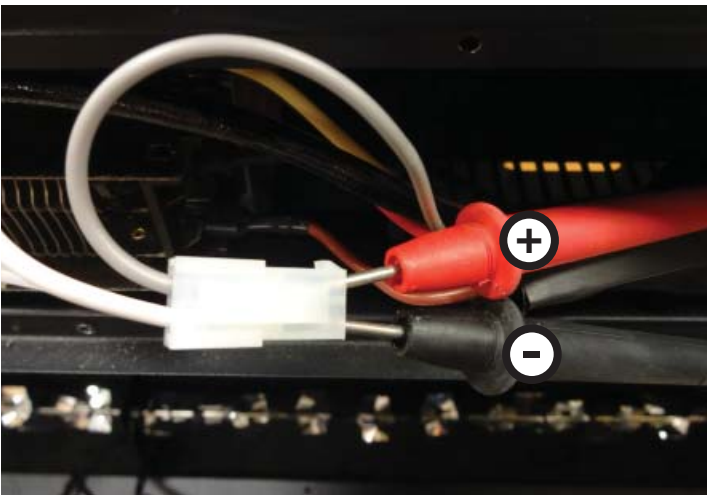


Fig. 12





FIGURES

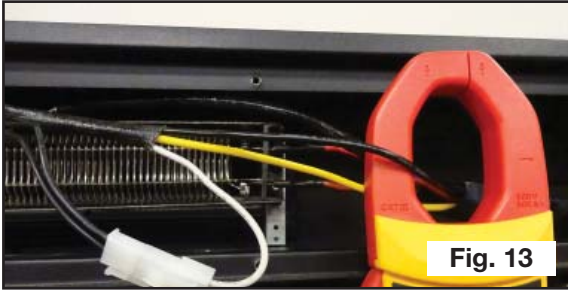


Fig. 13



Fig. 18



Fig. 14

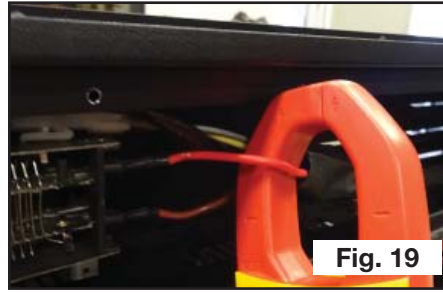


Fig. 19

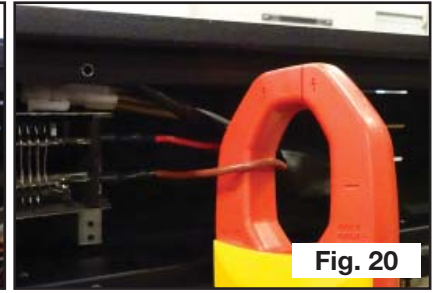


Fig. 20



Fig. 15

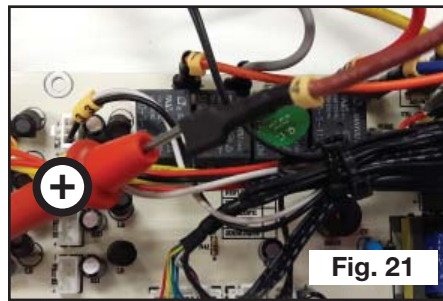


Fig. 21

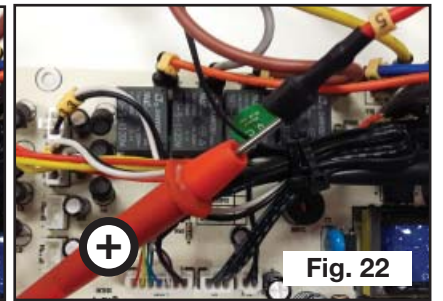


Fig. 22

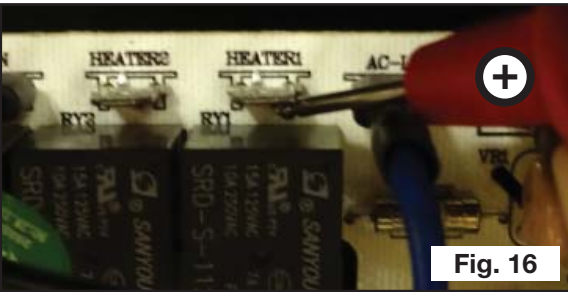


Fig. 16

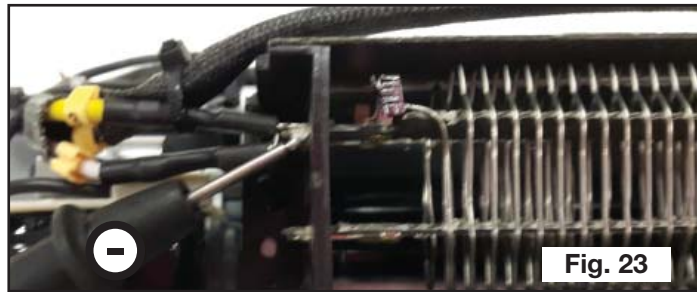


Fig. 23



Fig. 17



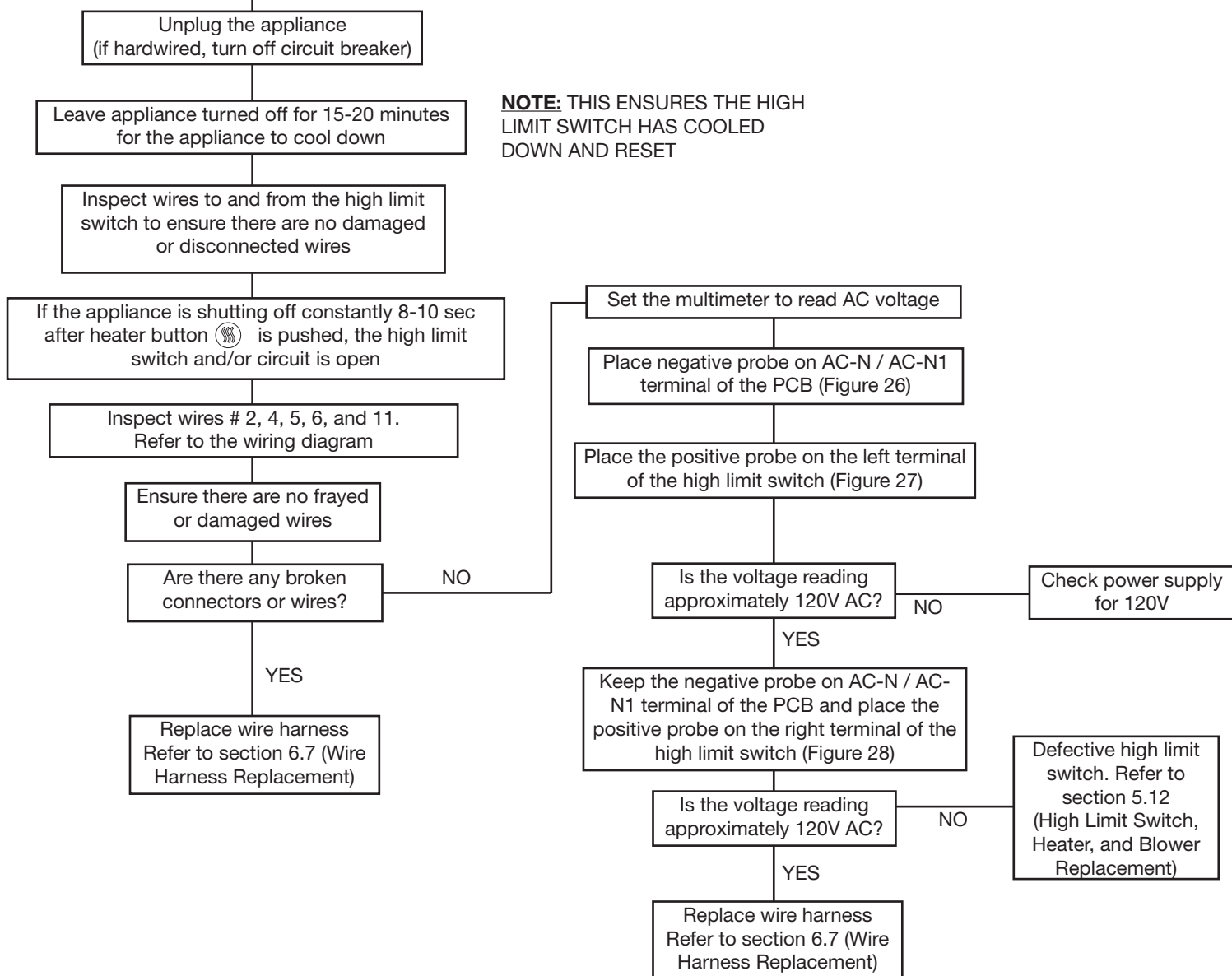
Fig. 24



Fig. 25

## 4.3 HIGH LIMIT SWITCH TESTING

### START HERE



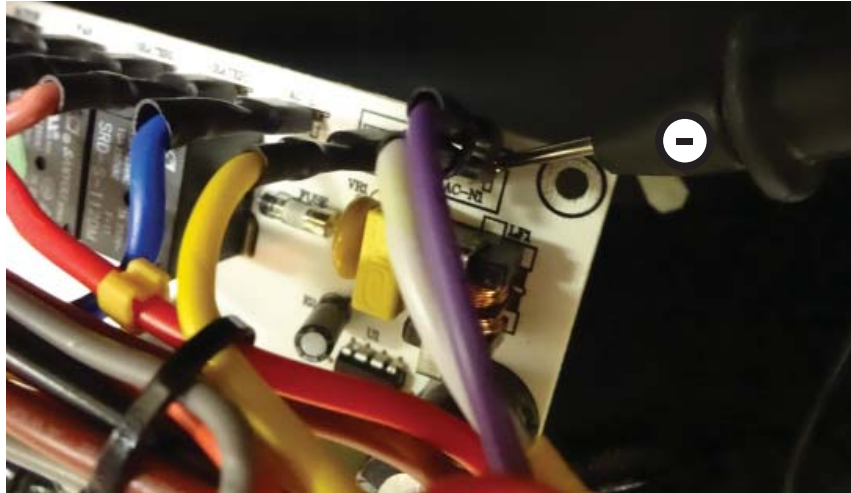


Fig. 26



Fig. 27



Fig. 28

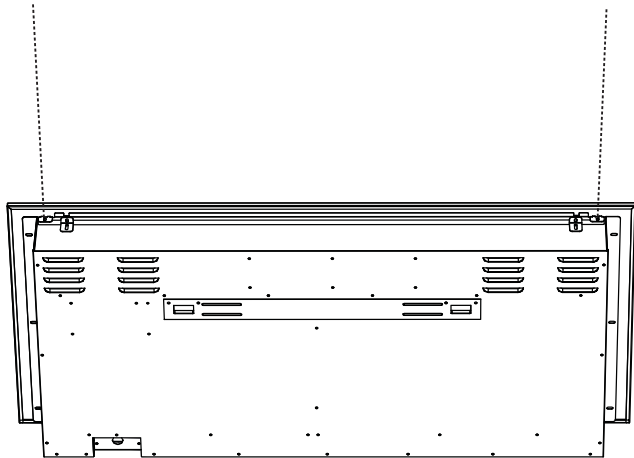
## 5.0 SERVICE PREPARATION

### WARNING

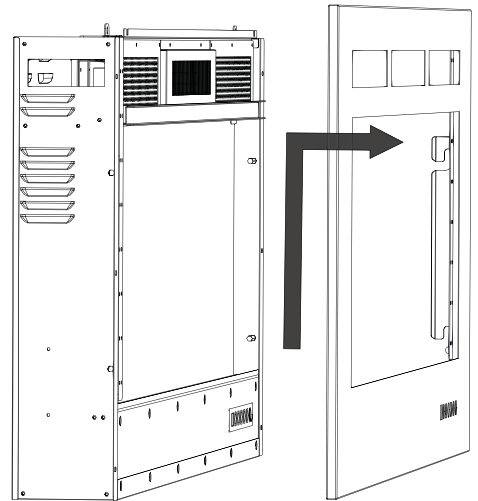
ALWAYS DISCONNECT THE POWER AND ALLOW THE ELECTRIC APPLIANCE TO COOL BEFORE PERFORMING ANY CLEANING, MAINTENANCE, OR RELOCATION OF THIS ELECTRIC APPLIANCE. TURN CONTROLS TO OFF AND REMOVE PLUG FROM OUTLET OR TURN OFF THE HOUSE CIRCUIT BREAKER TO ELECTRIC APPLIANCE RECEPTACLE.

### FRONT REMOVAL

1. Unscrew the top 2 screws that are securing the front bracket.
2. Lift the front glass up to unhook the front brackets from the hooking tabs and pull the front glass away from the appliance.



1

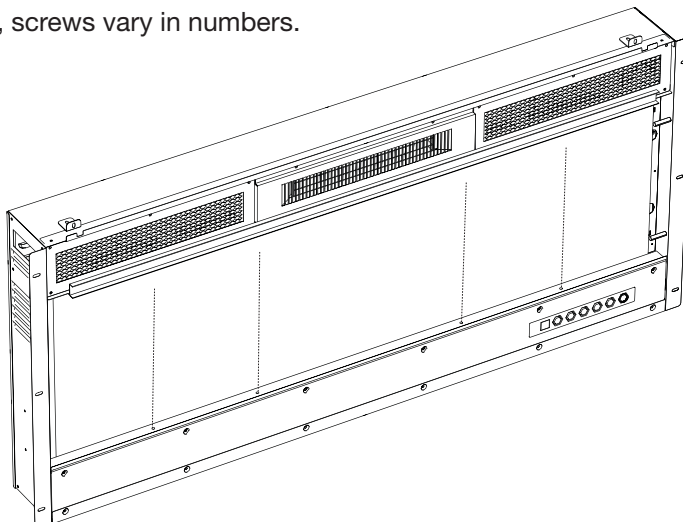


2



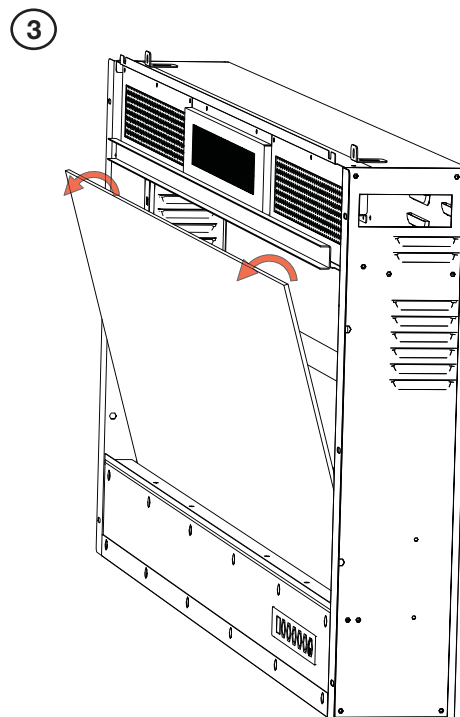
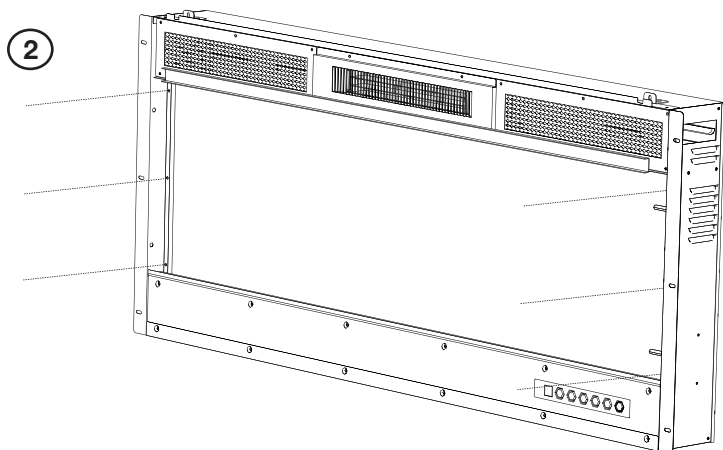
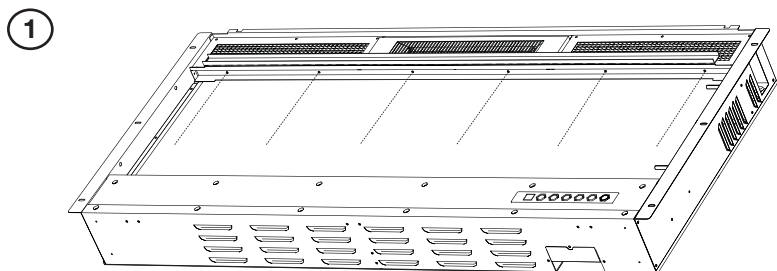
## MEDIA TRAY REMOVAL

1. Remove the acrylic crystals from the media tray.
2. Unscrew the media tray. Depending on the model, screws vary in numbers.
3. Remove the media tray from the appliance.



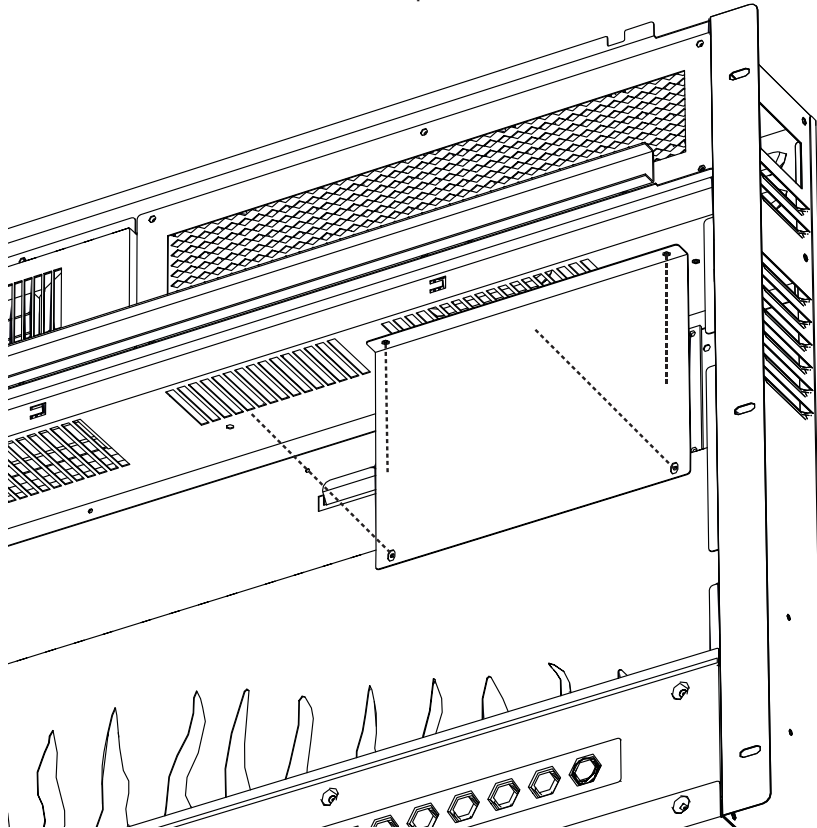
## PLASTIC PANEL REMOVAL

1. Unscrew and remove the top plastic panel bracket.
2. unscrew the side plastic panel brackets. Depending on the model, screws will vary in numbers.
3. Pull the plastic panel using the sides on the upper half of the panel.
4. Carefully lift the plastic panel out of the appliance.



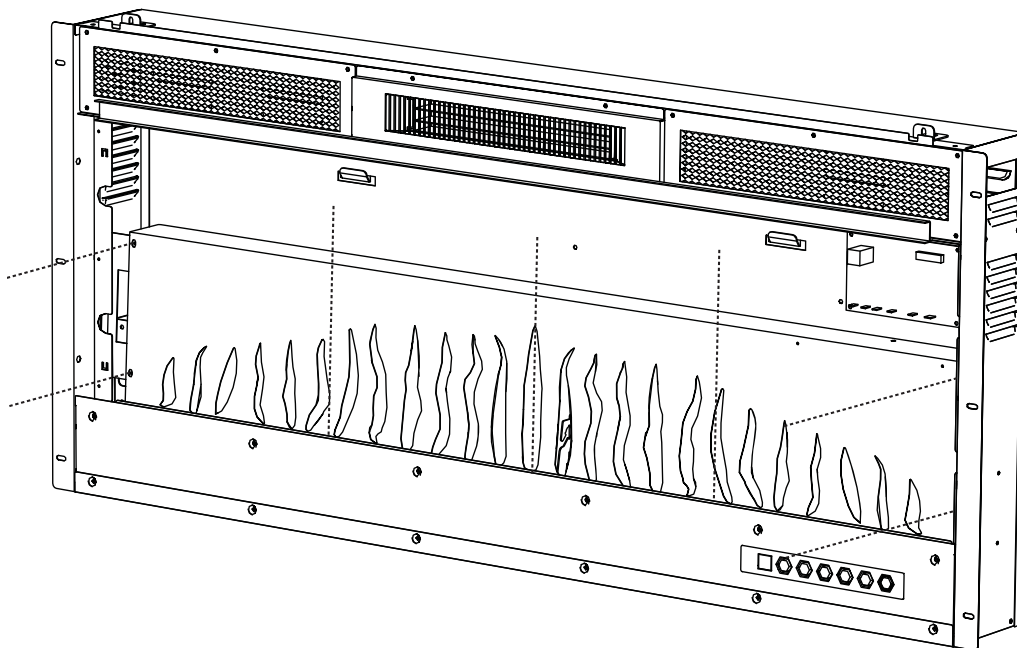
## CONTROL BOARD COVER REMOVAL

1. Remove the 4 screws on the control board cover plate.



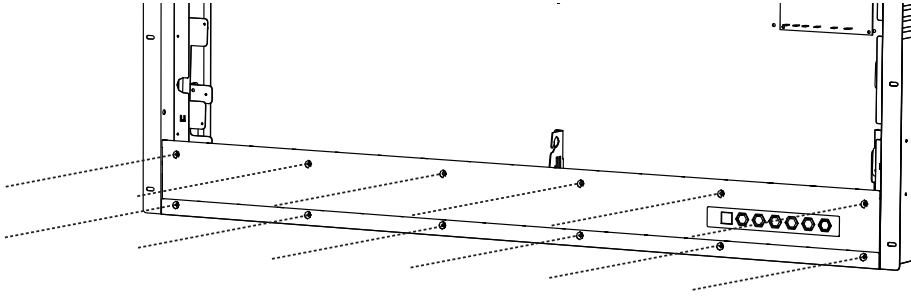
## METAL FLAME CUTOUT REMOVAL

1. Remove the screws on the side and bottom tray of the metal cutout. Depending on the model, the number of screws will vary.



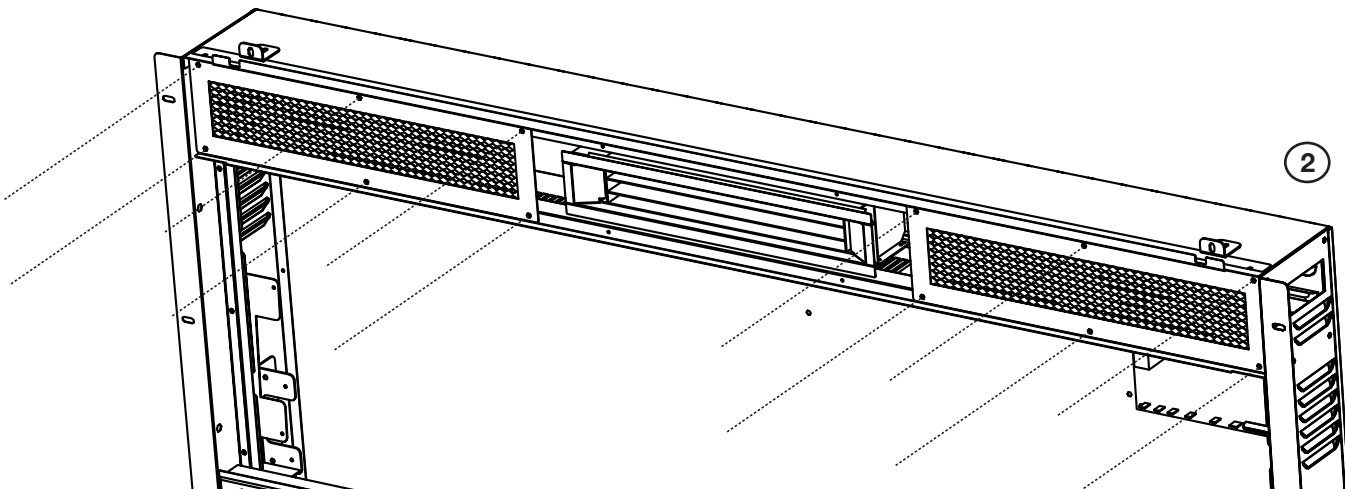
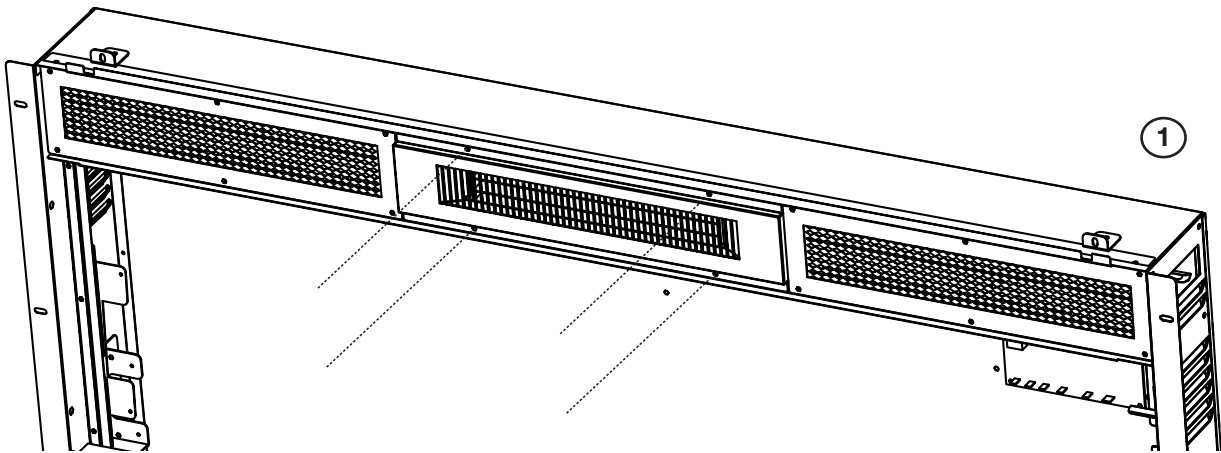
## CONTROL PANEL PLATE REMOVAL

1. Remove the screws on the control panel plate. Depending on the model, the number of screws will vary.



## BLOWER / HEATER TRIM REMOVAL

1. Unscrew and remove middle blower/heater trim.
2. Unscrew and remove the side blower/heater trims to access the heater, blower, and high limit switch assembly.



## 6.0 REPLACING COMPONENTS

### WARNING

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

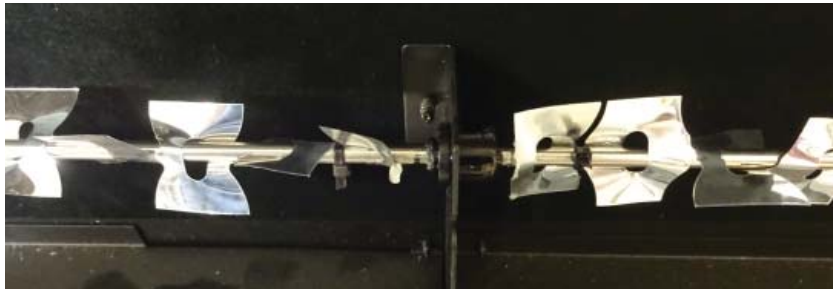
TO ACCESS THE FOLLOWING COMPONENTS, REFER TO THE SERVICE PREPARATION SECTION.

### 6.1 MOTOR AND REFLECTOR SPINDLE REPLACEMENT

1. Remove 2 screws that hold the motor and disconnect the wire connector.
2. Unplug the quick connect motor wire from the wire harness.
3. Pull the motor out of the unit. **For ease of removal, turn the motor slightly to remove it.**
4. To remove the reflector spindle, pull the reflector away from the motor for it to release.
5. Remove the rubber adapter from the motor.
6. Remove two screws holding the motor and take the motor out of the appliance.
7. Install new motor with the reflector spindle and the rubber adapter.
8. Screw the new motor back into the motor bracket.



**MOTOR**



**REFLECTOR SPINDLE**

### 6.2 CONTROL BOARD REPLACEMENT

1. Unplug all the wires connected to the control board. **For ease of wire disconnection, use a pair of needle-nose pliers.**
2. Remove control board from appliance. **NOTE: To prevent stripping of the plastic plugs on the back of the control board, hold the plugs with a pair of needle-nose pliers while removing each of the screws.**
3. Install the new control board into the appliance.
4. Connect all of the wires to the board.





## 6.3 CONTROL PANEL REPLACEMENT

1. Disconnect the quick connector from the control panel (Figure 1).
2. Push in the holding tabs of the control panel and gently push the control panel out of the plate (Figure 2).
3. Install the new control panel into the plate. Ensure to push the new control panel gently until you hear a click to confirm that the holding tabs are secure.
4. Plug the quick connector to the new control panel.



FIG. 1

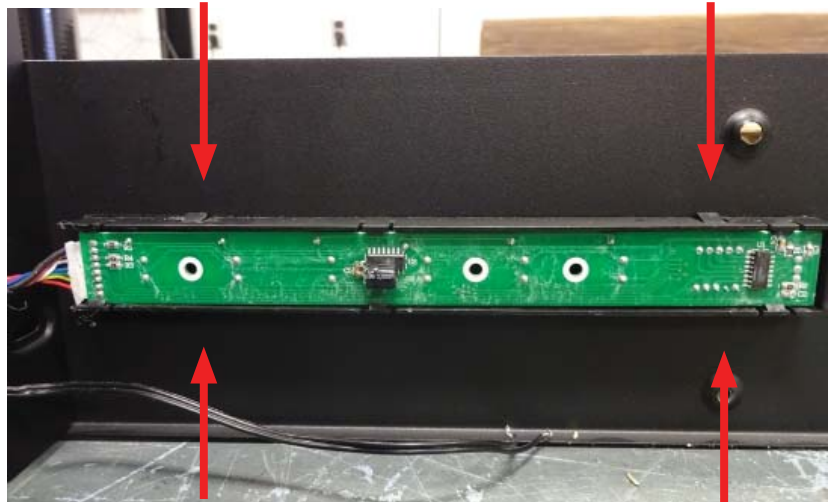
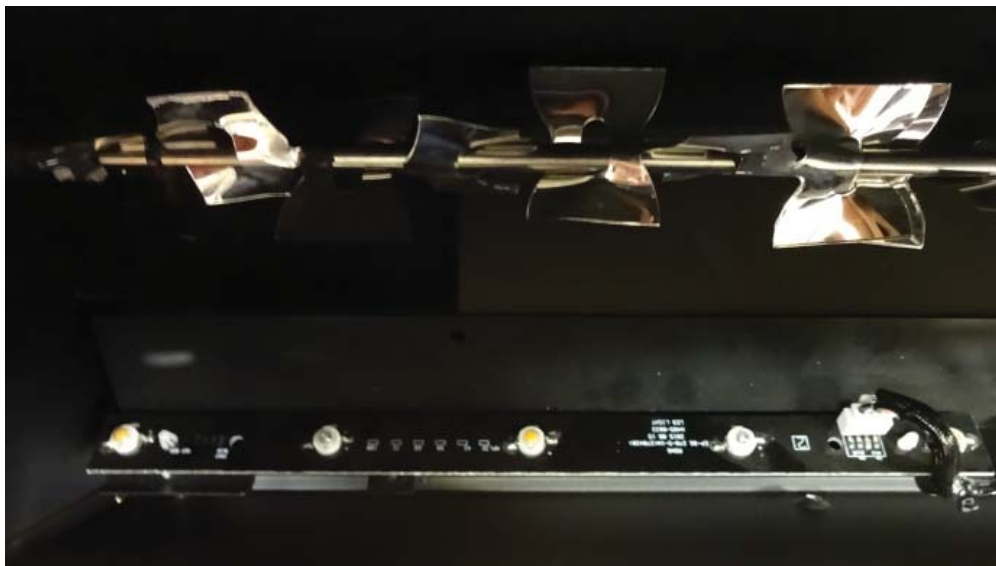


FIG. 2

## 6.4 LED REPLACEMENT

1. Find the connector on the PCB for the LED strip you want to replace and follow it to the LED strip.
2. Cut the cable tie and release the wire harness from the LED.
3. Use a pair of needle-nose pliers to pinch the plastic connectors to release the LED.
4. Install the new LED strip and plug in the necessary wire connectors to the new LED strip.



## 6.5 REMOTE RECEIVER / THERMOSTAT REPLACEMENT

1. Find the connector of the component you need to replace and unplug it on the PCB.
2. Cut the cable ties.
3. Unscrew the component from the appliance.
4. Screw the new component and connect the wires to the appropriate connectors.
5. Using a cable tie, secure the wires.

**RECEIVER**



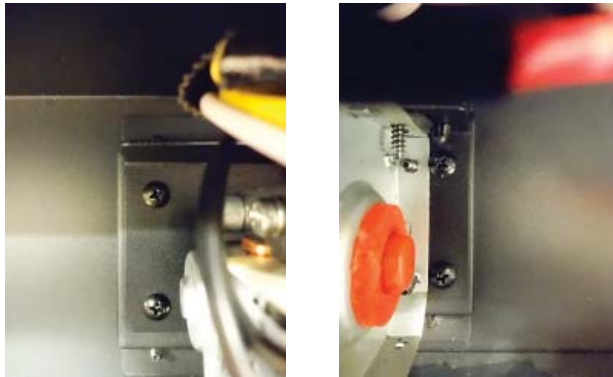
**THERMOSTAT**



## 6.6 HEATER, BLOWER, AND HIGH LIMIT SWITCH ASSEMBLY REPLACEMENT

1. Remove the screws from the holding brackets on each side of the blower.
2. Remove heater, blower, and high limit switch assembly from the appliance.
3. Unplug the wire connectors connected to the assembly.
4. Install the new heater, blower, and high limit switch assembly and secure by fastening the assembly to the holding brackets.

### HOLDING BRACKETS



### HEATER, BLOWER, AND HIGH LIMIT SWITCH ASSEMBLY



## 6.7 WIRE HARNESS REPLACEMENT

1. Remove wire connections from the PCB and heater/blower/high limit switch assembly.
2. Replace wire harness assembly. Refer to wiring diagram.

PCB WITH WIRE CONNECTORS



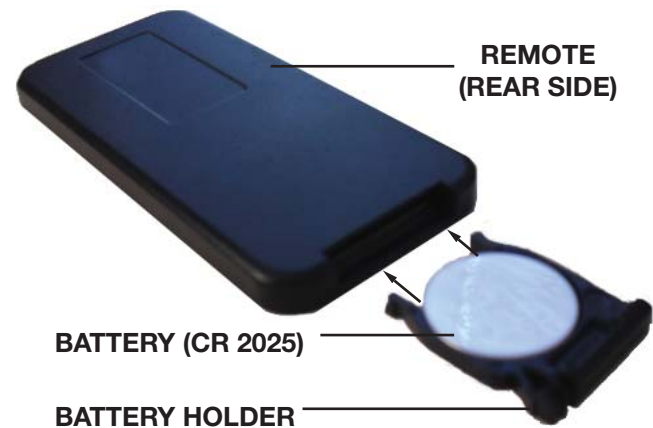
PCB WITHOUT WIRE CONNECTORS



## 6.8 REMOTE BATTERY INSTALLATION

**NOTE:** The remote control has a removable plastic tab to prolong the battery life while shipping, remove the tab for the remote control to function.

1. To replace the existing battery remove the battery holder.
2. To remove the battery holder turn remote onto rear side and press the left side lever towards the center while pulling the battery holder out using the slot provided.
3. Replace existing battery, type CR 2025, with a new battery and reinstall the battery holder into the remote by sliding it into position, as shown.



**NOTE:** The remote control must remain within 5 meters or 17 feet of the appliance to be effective, this range may be reduced when battery power is depleted.



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