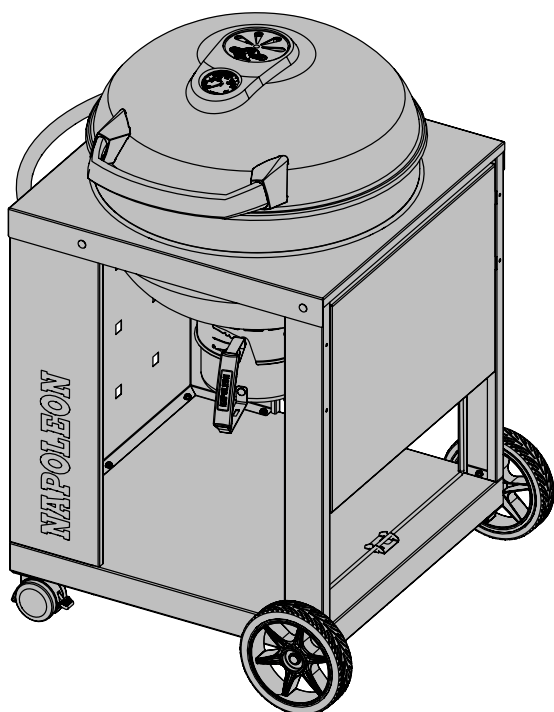
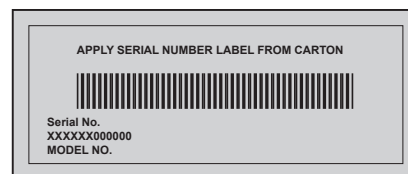


## ASSEMBLY USE AND CARE MANUAL

THIS GRILL MUST ONLY BE USED OUTDOORS IN A WELL-VENTILATED SPACE  
RETAIN THIS MANUAL FOR FUTURE REFERENCE

# OUTDOOR CHARCOAL GRILL



## PRO22K-CART-2



### WARNING

*Do not try to light this appliance without reading the "LIGHTING" instruction section of this manual.*



### DANGER

**DO NOT USE THE BARBECUE IN A CONFINED AND/OR HABITABLE SPACE E.G. HOUSES, TENTS, CARAVANS, MOTOR HOMES, BOATS OR OTHER CONFINED SPACE. DANGER OF CARBON MONOXIDE POISONING FATALITY.**



**WARNING!** Failure to follow these instructions exactly could result in a fire causing serious injury or death.

Wolf Steel Ltd.  
214 Bayview Drive,  
Barrie, Ontario, CANADA L4N 4Y8  
[grills@napoleon.com](mailto:grills@napoleon.com)

Wolf Steel Europe BV  
De Riemsdijk 22, 4004 LC, Tiel  
The Netherlands  
[eu.info@napoleon.com](mailto:eu.info@napoleon.com)

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# Napoleon President's 10 Year Limited Warranty



NAPOLEON products are designed with superior components and materials, and are assembled by trained craftsmen who take great pride in their work. This grill has been thoroughly inspected by a qualified technician before packaging and shipping to ensure that you, the customer, receive the quality product you expect from NAPOLEON.

NAPOLEON warrants that components in your new NAPOLEON product will be free from defects in material and workmanship from the date of purchase, for the following period:

Porcelain enamel lid and bowl .....	<b>10 years</b>
Air control system .....	<b>5 years full coverage, plus 50% off until the 10th year</b>
Porcelain-enameled cast iron cooking grids .....	<b>5 years full coverage, plus 50% off until the 10th year</b>
Chrome plated cooking grids .....	<b>3 years full coverage, plus 50% off until the 10th year</b>
All other parts .....	<b>2 years</b>

### \*Conditions and Limitations

This Limited Warranty creates a warranty period as specified in the aforementioned table, for any product purchased through an authorized NAPOLEON dealer, and entitles the original purchaser to the specified coverage in respect of any component replaced within the warranty period, either by NAPOLEON or an authorized NAPOLEON dealer, to replace a component of such product that has failed in normal private use as a result of a manufacturing defect. The "50% off" indicated in the table means the component is made available to the purchaser at a 50% discount off the regular retail price of the component for the period indicated. This Limited Warranty does not cover accessories or bonus items.

For greater certainty, "normal private use" of a product means that the product: has been installed by a licensed, authorized service technician or contractor, in accordance with the installation instructions included with the product and all local and national building and fire codes; has been properly maintained; and has not been used as a communal amenity or in a commercial application.

Similarly, "failure" does not include: over-firing, blow outs caused by environmental conditions such as strong winds or inadequate ventilation, scratches, dents, corrosion, deterioration of painted and plated finishes, discoloration caused by heat, abrasive or chemical cleaners or UV exposure, chipping of porcelain enameled parts, or damages caused by misuse, accident, hail, grease fires, lack of maintenance, hostile environments such as salt or chlorine, alterations, abuse, neglect or parts installed from other manufacturers.

Should deterioration of parts occur to the degree of non-performance (rusted through or burnt through) within the duration of the warranted coverage, a replacement part will be provided. The replacement component is the sole responsibility of NAPOLEON defined by this Limited Warranty; in no event will NAPOLEON be responsible for installation, labor or any other costs or expenses related to the re-installation of a warranted part, for any incidental, consequential, or indirect damages or for any transportation charges, labor costs or export duties.

This Limited Warranty is provided in addition to any rights afforded to you by local laws. Accordingly, this Limited Warranty imposes no obligation upon NAPOLEON to keep parts in stock. Based on the availability of parts, NAPOLEON may at its discretion discharge all obligations by providing a customer a prorated credit towards a new product. 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).

The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from NAPOLEON. NAPOLEON reserves the right to have its representative inspect any product or part prior to honoring any warranty claim. You must contact NAPOLEON Customer Service or an authorized NAPOLEON dealer to obtain the benefit of the warranty coverage.



www.napoleon.com



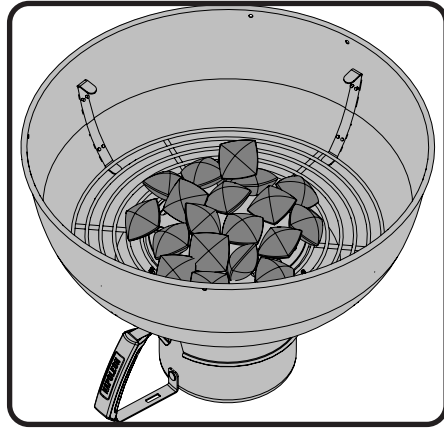
**WARNING!** Failure to follow these instructions could result in property damage, personal injury or death. Read and follow all warnings and instructions in this manual prior to operating grill.

## Safe Operating Practices

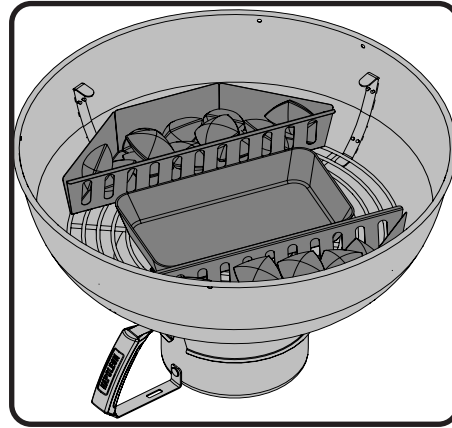
- Read the entire instruction manual before operating the grill.
- Under no circumstance should this grill be modified.
- Follow lighting instructions carefully when operating grill.
- Do not light charcoal with lid closed.
- Do not lean over grill when lighting.
- Do not use gasoline, alcohol, or other highly volatile fluids to ignite charcoal. Use ONLY charcoal starter fluid approved for lighting charcoal. Make sure that any fluids that have drained through the bottom of the grill are removed before lighting the charcoal.
- Charcoal starter fluid should never be added to hot or even warm coals.
- After use and before lighting, charcoal starter fluid should be capped and stored a safe distance away from the grill, at least 25ft (7.6m).
- Keep children and pets away from hot grill, DO NOT allow children to climb inside cabinet.
- Do not leave the grill unattended while in use.
- Do not move grill when hot or operating.
- This grill must not be installed in or on recreational vehicles and/or boats.
- This grill must only be stored outdoors in a well-ventilated area and must not be used inside a building, garage, screened in porch, gazebo or any enclosed area.
- Maintain proper clearance to combustibles, 5ft (1.5m) to all sides. This clearance is also recommended near vinyl siding or panes of glass. The grill must not be used on combustible surfaces (wooden or composite decks or porches).
- At all times keep the ventilation openings of the enclosure free and clear from debris.
- Do not operate unit under any combustible construction.
- Do not operate this grill under any overhead construction such as roof coverings, carports, awnings or overhangs.
- Do not locate in windy settings. High winds adversely affect the cooking performance of the grill.
- The lid is to be closed during the preheat period.
- The ash/grease tray must be in place when using the grill.
- Clean the ash/grease tray regularly to avoid build-up, which may lead to grease fires.
- Do not use the side shelves to store lighters, matches or any other combustibles.
- The grill should be on level ground at all times.
- Do not use water to control flare-ups or extinguish coals, as it may damage your grill's finish.
- To control flare-ups, slightly close the vents on your grill. To completely extinguish coals/fire, close all vents and lid completely.
- Use proper grilling tools with long, heat-resistant handles.
- Use barbecue mitts or hot pads to protect hands while cooking or adjusting the vents.
- Do not remove ashes from grill until all charcoal is completely burned out and fully extinguished. Allow ample time to cool.
- Remaining coal and ashes are to be removed from grill and stored in a non-combustible metal container. Allow to remain in metal container 24 hours before disposing of.
- Keep electrical supply cords away from water or heated surfaces.
- **California Proposition 65:** The burning of charcoal creates by-products, some of which are on the list as substances known by the State of California to cause cancer or reproductive harm. When cooking with charcoal, always ensure adequate ventilation to the unit, to minimize exposure to such substances.

# Lighting Instructions

## DIRECT COOKING



## INDIRECT COOKING



### Charcoal Usage

Grill Diameter	Cooking Method	Charcoal Recommended
22" (56cm)	Direct Cooking	50
22" (56cm)	InDirect Cooking	25 per side *(add 8 per side for each additional hour of cooking time)

\*Charcoal recommendations are approximate, longer cooking times require additional charcoal to be added. As well, colder, windy temperatures will require additional charcoal to reach ideal cooking temperatures.



**WARNING!** Open lid.

**WARNING!** Locate the grill outdoors on a solid, level, non-combustible surface. Never use grill on wooden or other surfaces that could burn.

**WARNING!** Do not lean over grill when lighting charcoal.

**WARNING!** Ashpan must be in place during lighting and anytime during use.

DIRECT COOKING METHOD	INDIRECT COOKING METHOD
1. Fully open the vent on the lid and base. Remove the grill lid and remove the cooking grill	1. Fully open the vent on the lid and base. Remove the grill lid and remove the cooking grill.
2. Ensure the ash pan is cleaned out from the previous use and then re-install.	2. Ensure the ash pan is cleaned out from the previous use and then re-install.
3. The grill can be used either with or without the center air deflector. The deflector will ensure more even temperatures and will slow the rate of burn in the center of the grill. Use either the Ultrachef Charcoal Starter (not included) following the instructions included in the manual, or place lighter cubes or lightly crumpled newspaper on and around the air deflector. Place the charcoal in a cone shaped pile in the center of the unit on the newspaper or lighter cubes.	3. Remove the center air deflector and place a drip pan. Place the optional charcoal baskets on either side of the drip pan. Use either the Ultrachef Charcoal Starter (not included) following the instructions included in the manual, or place lighter cubes or lightly crumpled newspaper in the charcoal baskets. Place the charcoal in the baskets onto the newspaper or lighter cubes.
4. Light the newspaper or lighter cubes. Once fully lit, close the lid and allow the charcoal to burn until it is covered in a light grey ash (approximately 20 minutes).	4. Light the newspaper or lighter cubes. Once fully lit, close the lid and allow the charcoal to burn until it is covered in a light grey ash (approximately 20 minutes).
5. Using tongs with long heat resistant handles, spread the coals to evenly cover the entire grate (including the center air deflector).	



Starter fluid can be used to light the charcoal, but it is not the preferred method. It can be messy and may leave a chemical taste on the food if not completely burned off prior to cooking. Once lit, never add additional starter fluid to the grill. Store the bottle at least, 25 ft (7.6m) away from the grill when operating.

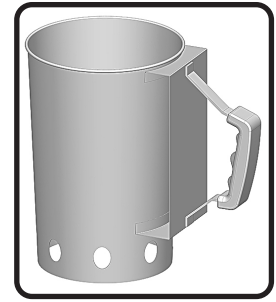


### ***Charcoal Starter Safe Operating Practices***

#### **WARNING!**

- For outdoor use only.
- Do not use the Charcoal Starter unless it is placed on a firm, level charcoal grate and the charcoal grill is on a firm, level, non-combustible surface.
- Do not place the Charcoal Starter on any combustible surface unless the Charcoal Starter is completely cool.
- Do not use lighter fluid, gasoline or self lighting charcoal in the Charcoal Starter.
- Only use the Charcoal Starter to light charcoal for charcoal grills.
- Always wear protective gloves when handling the Charcoal Starter.
- Keep children and pets away from the Charcoal Starter at all times.
- Do not use the Charcoal Starter in high winds.
- Do not leave the Charcoal Starter unattended while in use.
- Do not lean over the Charcoal Starter when lighting.
- Never use the Charcoal Starter for other than intended use. Do not use the Charcoal Starter to prepare food.
- Use extreme caution when pouring hot coals out of the Charcoal Starter.

**CHARCOAL STARTER**



### ***Using the Charcoal Starter***

- Turn the Charcoal Starter upside down.
- Crumple two full sheets of newspaper and stuff them into the bottom of the Charcoal Starter.
- Turn the Charcoal Starter right side up and place it in the centre of the charcoal grate.
- Add appropriate amount of charcoal but do not over fill.
- Light a match, and insert into one of the bottom air vents to ignite the newspaper.
- When the top layer of charcoal has a light coating of grey ash, wearing protective gloves carefully pour the hot charcoal onto the charcoal grate (direct cooking method) or place into the charcoal baskets (indirect method).
- Once the hot charcoal is placed into the grill, spread the charcoal out evenly using tongs with long heat resistant handles.

# Charcoal Cooking Guide

Charcoal is the traditional way of cooking that we are all familiar with. The glowing briquettes emit infrared energy to the food being cooked, with very little drying effect. Any juices or oils that escape from the food drip down onto the charcoal and vaporize into smoke giving the food its delicious grilled taste. The bottom line is that Napoleon's charcoal grill produces searing heat for juicier, tastier steaks, hamburgers and other meats. For cooking times and tips refer to the Charcoal Grilling Chart.

The following grilling chart is meant to be a guideline only. Cooking times are affected by such factors as altitude, outside temperature, wind, and desired doneness, which will be reflected in your cooking time. Use a meat thermometer to ensure foods are adequately cooked.

## Charcoal Grilling Chart

Food	Direct/Indirect Heat	Cooking Time	Helpful Suggestions
Steak 1 in. (2.54cm) thick	Direct heat	6-8 min.– Medium	When selecting meat for grilling, ask for marbled fat distribution. The fat acts as a natural tenderizer while cooking and keeps it moist and juicy.
Hamburger 1/2 in (1.27cm) thick	Direct heat	6-8 min.– Medium	Preparing hamburgers to order is made easier by varying the thickness of your patties. To add an exotic taste to your meat, try adding hickory-flavored woodchips to the charcoal.
Chicken pieces	Direct heat approx 2 min. per side. Indirect heat for the remaining 18- 20 min.	20-25 min.	The joint connecting the thigh and the leg from the skinless side should be sliced 3/4 of the way though for the meat to lay flatter on the grill. This helps it to cook faster and more evenly. To add a trademark taste to your cooking, try adding mesquite-flavored woodchips to the charcoal.
Pork chops	Direct heat	10-15 min.	Trim off the excess fat before grilling. Choose thicker chops for more tender results.
Spare ribs	Direct heat for 5 min. Indirect heat to finish	1.5-2 hrs. turning often	Choose ribs that are lean and meaty. Grill until meat easily pulls away from the bone.
Lamb chops	Direct heat	25-30 min.	Trim off the excess fat before grilling. Choose extra thick chops for more tender results.
Hot dogs	Direct heat	4-6 min.	Select the larger size wieners. Slit the skin lengthwise before grilling.

## Cooking Instructions

**Initial Lighting:** When lit for the first time, the grill emits a slight odor. This is a normal temporary condition caused by the “burn-in” of internal paints and lubricants used in the manufacturing process and does not occur again. Simply burn the grill on high for approximately 30 minutes with the lid and base vents fully open.

**Grill Use:** We recommend preheating the grill by operating it with the lid closed for approximately 20 minutes. The coals are ready when they have a light coating of grey ash. Food cooked for short periods of time (fish, vegetables) can be grilled with the lid open. Cooking with the lid closed ensures higher, more even temperatures that will reduce cooking time and cook the food more evenly. When cooking very lean meat, such as chicken breast or lean pork, the grids can be oiled before preheating to reduce sticking. Cooking meat with a high degree of fat content may create flare-ups. Either trim the fat or reduce temperatures to inhibit this. Should a flare-up occur, move food away from flames; reduce the heat (reduce vent opening). Leave the lid open.

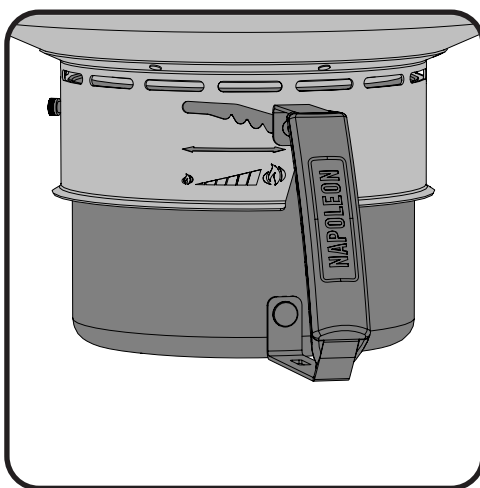
As a general rule, plan on using about 50 briquettes to cook 2 lb. (1kg) of meat. If cooking for more than 30 to 40 minutes, additional briquettes must be added to the fire. When the weather is cold or windy, you will need more briquettes to reach ideal cooking temperatures.

**Adding Charcoal During Cooking:** Use caution when adding charcoal to the grill. Flames may flare up when coals come in contact with fresh air. Stand back a safe distance and use a long-handled heat-resistant cooking tongs to add additional charcoal briquettes. There are flaps on either side of the cooking grid that provide access to the charcoal grate.

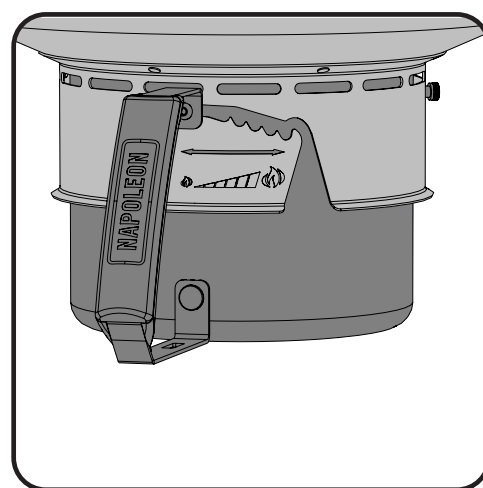


**WARNING!** Never add charcoal starter fluid to hot or warm coals. Once charcoal is ignited no more fluid is required.

**Operating The Vents:** Lid vents on a covered grill are usually left open to allow air into the grill. Air increases the burning temperature of the coals. You can regulate the grill’s temperature by moving the vent slide to the right or left. Closing the vents either partially or completely will help to cool down the coals. Do not completely close the air vents and the lid vent unless you are trying to cool down or extinguish a flame.



*Vent Open*



*Vent Closed*

## After Use Safety



**WARNING!** To protect yourself and your property from damage, carefully follow these safety precautions.

- Close the grill lid and all vents to extinguish fire.
- Always allow the grill to cool completely before handling.
- Never leave coals and ashes in grill unattended. Make sure coals and ashes are completely extinguished before removing.
- Use a metal spatula or scoop to remove remaining coals and ashes from grill. Place them in a non-combustible metal container and completely saturate with water. Leave in container an additional 24 hours before disposing.



# Maintenance / Cleaning Instructions

It is recommended that the ashtray/dripan be emptied out after each use.

**WARNING!** Ensure the grill is cool and all coals are completely extinguished prior to removing any part from your grill.

**WARNING!** Always wear protective gloves and safety glasses when cleaning your grill.

**WARNING!** Do not use pressure washer to clean any part of the grill.

**WARNING!** To avoid the possibility of burns, maintenance should be done only when the grill is cool. Avoid unprotected contact with hot surfaces. Clean grill in an area where cleaning solutions will not harm decks, lawns, or patios. Do not use oven cleaner to clean any part of this grill. Do not use a self-cleaning oven to clean cooking grids or any other parts of the grill. Barbecue sauce and salt can be corrosive and will cause rapid deterioration of the grill components unless cleaned regularly.

**Grids And Warming Rack:** The grids and warming rack are best cleaned with a brass wire brush during the pre-heating period. Steel wool can be used for stubborn stains.

**Cleaning Inside The Grill:** Remove the cooking grids. Use a brass wire brush to clean loose debris from the bowl and the insides of the lid. Scrape the inside of the bowl with a putty knife or scraper, and use a wire brush to remove ash. Sweep all debris from inside the grill into the removable ash/drip pan. If desired you can wash the inside of the grill with a mild detergent and water. Rinse well with clear water and wipe dry.

**WARNING!** Accumulated grease is a fire hazard. Clean the drip pan after each use to avoid grease buildup.

**Ash/Drip Pan:** Ashes, grease and excess drippings pass through to the ash/drip pan, located beneath the charcoal grill, and accumulate. To clean, slide the pan free of the grill. Never line the pan with aluminum foil, sand or any other material as this could prevent the grease from flowing properly. The pan should be scraped out with a putty knife or scraper, and all the debris brushed into a non-combustible metal container. Wash the ash/drip pan with a mild detergent and water. Rinse well with clear water and wipe dry.

**Cleaning The Outer Grill Surface:** Do not use abrasive cleaners or steel wool on any painted, porcelain or stainless steel parts of your Napoleon Grill. Doing so will scratch the finish. Exterior grill 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 a non-abrasive cleaner. Always wipe in the direction of the grain. Over time, stainless steel parts discolor when heated, usually to a golden or brown hue. This discoloration is normal and does not affect the performance of the grill. Porcelain enamel components must be handled with additional care. The baked-on enamel finish is glass-like, and will chip if struck. Touch-up enamel is available from your Napoleon Grill dealer.

**Cast Iron Cooking Grids:** The cast iron cooking grids supplied with your new grill offer superior heat retention and distribution. By regularly seasoning your grids you are adding a protective coating, which will aid in resisting corrosion and increase your grids non-stick capabilities.

**First Time Use:** Wash the cooking grids by hand with mild dish soap and water to remove any residue from the manufacturing process (never wash in a dish washer). Rinse thoroughly with hot water and dry completely with a soft cloth. This is important to avoid moisture from entering the cast iron.

**Seasoning:** Using a soft cloth, spread VEGETABLE SHORTENING over the entire grid surface ensuring all grooves and corners are covered. Do not use salted fats such as butter or margarine. Pre-heat your grill for 15 minutes, then place the seasoned cooking grids in the grill. Allow the cooking grids to heat for approximately one-half hour. Let the cooking grids stand until cool. This procedure should be repeated several times throughout the season, although it is not required for daily use (follow daily usage procedure below).

**Daily Usage:** Before pre-heating, and cleaning with a brass wire grill brush, coat the entire top surface of the cooking grids with VEGETABLE SHORTENING. Pre-heat the grill and then brush away any unwanted residue with a brass wire brush.



# Troubleshooting

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Problem	Possible Causes	Solution
Low heat / Low flame.	<p>Improper preheating.</p> <p>Not enough airflow.</p> <p>Low charcoal.</p> <p>Lid being opened to frequently.</p>	<p>Allow charcoal to burn until covered with a light grey ash. (usually 20-25min).</p> <p>Open Vents.</p> <p>Add more charcoal to the charcoal tray.</p> <p>Allow food to cook with the lid closed. Every time the lid is removed, the temperature drops. This leads to lower temperatures and longer cooking times.</p>
Excessive flare-ups/uneven heat.	<p>Improper preheating.</p> <p>Excessive grease and ash build up in ash/drip pan.</p>	<p>Preheat grill with lid closed for 20 - 25 mins and spread coals around evenly.</p> <p>Clean ash/drip pan regularly. Do not line pan with aluminum foil. Refer to cleaning instructions.</p>
"Paint" appears to be peeling inside lid or hood.	Grease build up on inside surfaces.	This is not a defect. The finish on the lid is porcelain, and will not peel. The peeling is caused by hardened grease, which dries into paint-like shards that will flake off. Regular cleaning will prevent this. See cleaning instructions.

# Charcoal Grilling In Review

## *Lighting Your Grill*

- Before cooking for the first time, we recommend burning on high for 30 minutes with the lid and base vents fully open. This will burn off any lubricants used in the manufacturing process.
- Fully open the vent on the lid and base each time you light your grill.
- Ensure the ash pan is cleaned out from the previous use and then re-install.
- The grill can be used either with or without the center air deflector. The deflector will ensure more even temperatures and will slow the rate of burn in the center of the grill.
- Use either the Ultrachef Charcoal Starter (not included) following the instructions included in the manual, or place lighter cubes or lightly crumpled newspaper on and around the air deflector. Place the charcoal in a cone shaped pile in the center of the unit (direct cooking method) or the optional charcoal baskets (indirect method).
- Once fully lit, close the lid and allow the charcoal to burn until it is covered in a light grey ash (approximately 20 minutes), arrange the charcoal using tongs with heat resistant handles according to the cooking method you are going to use.
- Starter fluid can be used to light the charcoal, but it is not the preferred method. It can be messy and may leave a chemical taste on the food if not completely burned off prior to cooking. Once lit, never add additional starter fluid to the grill. Store the bottle at least 25ft (7.6m) away from the grill when operating.
- Additional smoke flavour can be achieved by adding smoker chips which are available in a variety of flavours through your Napoleon dealer.

## *Cooking With Your Grill*

- We recommend preheating the grill by operating it with the lid closed for approximately 20 minutes. The coals are ready when they have a light coating of grey ash.
- As a general rule plan on using about 50 briquettes to cook 2 lb. (1kg) of meat. If cooking for more than 30 to 40 minutes, additional briquettes must be added to the fire. When the weather is cold or windy, you will need more briquettes to reach ideal cooking temperatures.
- Use caution when adding charcoal to the grill. Flames may flare up when coals come in contact with fresh air. Stand back a safe distance and use a long-handled heat-resistant cooking tongs to add additional charcoal briquettes.
- Lid vents on a covered grill are usually left open to allow air into the grill. Air increases the burning temperature of the coals. You can regulate the grill's temperature by moving the vent slide to the right or left.
- Allow food to cook with the lid closed. Every time the lid is removed, the temperature drops. This leads to lower temperatures and longer cooking times.
- Closing the vents either partially or completely will help to cool down the coals. Do not completely close the air vents and the lid vent unless you are trying to cool down or extinguish a flame.
- The cooking grid can be oiled before preheating to reduce sticking.
- Use a meat thermometer to ensure foods are adequately cooked.

## *Grill Clean Up*

- Close the grill lid and all vents to extinguish fire.
- Always allow the grill to cool completely before handling.
- Never leave coals and ashes in grill unattended. Make sure coals and ashes are completely extinguished before removing.
- Use a metal spatula or scoop to remove remaining coals and ashes from grill. Place them in a non-combustible metal container and completely saturate with water. Leave in container an additional 24 hours before disposing.
- Use a brass wire brush to clean loose debris from the bowl and the insides of the lid.
- Wash the inside of the grill with a mild detergent and water. Rinse well with clear water and wipe dry.
- Porcelain enamel components must be handled with additional care. The baked-on enamel finish is glass-like, and will chip if struck. Touch-up enamel is available from your Napoleon Grill dealer.

**KEEP YOUR RECEIPT AS PROOF OF PURCHASE TO VALIDATE YOUR WARRANTY.**

## Ordering Replacement Parts

### *Warranty Information*

MODEL: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_

### ***(Record information here for easy reference)***

For replacement parts and warranty claims, contact the Napoleon dealer where the product was purchased. Before contacting the dealer, check the Napoleon Grills Website for more extensive cleaning, maintenance, troubleshooting and parts replacement instructions at [www.napoleon.com](http://www.napoleon.com).

To process a claim, the following information is required:

1. Model and serial number of the unit.
2. Part number and description.
3. A concise description of the problem ('broken' is not sufficient).
4. Proof of purchase (photocopy of the invoice).

In some cases, Napoleon could request to have the parts returned to the factory for inspection before providing replacement parts.

Before contacting Napoleon dealer, please note that the following items are not covered by the warranty:

- Costs for transportation, brokerage or export duties.
- Labour costs for removal and reinstallation.
- Costs for service calls to diagnose problems.
- Discolouration of stainless steel parts.
- Part failure due to lack of cleaning and maintenance, or use of improper cleaners (oven cleaner or other harsh chemicals).



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*Notes*

