

Issued To:	All Napoleon Electric Fireplace Dealers	Contact:	Customer Solutions Department
Original Issue Date:	October 22, 2021	Contact Phone:	1-888-721-8324
Revised:		Contact Email:	hearthsupport@napoleon.com
Model or series affected	Purview/Entice/Clearion Elite/Alluravision/Ascent/Cineview/Iconic		

To Our Valued Hearth Partners:

PIB#: **TBF-011**

SUBJECT: **Power Outage Creating an OH Error Code**

Valued Napoleon Electric Fireplace Partners,

We have been made aware of customer concerns regarding the OH error code appearing on their electric fireplace. It was reported that this is occurring after a short power outage with the fireplace in both the on or off position, and the customer was concerned that the fireplace was overheating.

We investigated the complaint and found that when there is a short power outage or power flicker, certain model fireplaces will turn off and flash OH repeatedly. This may also occur after a power flicker or outage when the fireplace was turned off which can lead customer to believe their fireplace has turned on by itself and has overheated.

The models affected are.

- Purview
- Entice
- Clearion Elite
- Alluravision
- Ascent
- Cineview
- Iconic

To resolve the complaint when the OH error code appears, unplug the unit (or turn off the circuit breaker), wait 15 seconds and then plug in or turn power back on to the unit.

If you have any questions regarding this bulletin, or any other concerns, please contact our Hearth Customer Solutions Department at 1-888-721-8324

