

This Owner's Manual is provided and hosted by [Appliance Factory Parts](#).



# Napoleon NH21-18F Owner's Manual

[Shop genuine replacement parts for Napoleon  
NH21-18F](#)



[Find Your Napoleon HVAC Parts - Select From 105 Models](#)

----- Manual continues below -----

NAPOLEON



DUCTLESS HEAT PUMPS AND AIR CONDITIONERS  
[napoleonheatingandcooling.com](http://napoleonheatingandcooling.com)



# DUCTLESS HEAT PUMPS & AIR CONDITIONERS

Ductless heat pumps and air conditioners are a cost effective alternative to installing a central unit, which could require expensive ductwork and additional heating and cooling equipment. Napoleon's complete line of ductless heat pumps are available in 17 SEER, 21 SEER and 25 SEER models. Napoleon also offers a 15 SEER ductless air conditioner for those who do not require a heating application. Whether you need a single ductless unit, or multiple units throughout your home, Napoleon has you covered.



Napoleon's ductless heat pumps and air conditioners use a high efficiency Direct Current compressor motor for a smooth, quiet operation that reduces energy consumption.

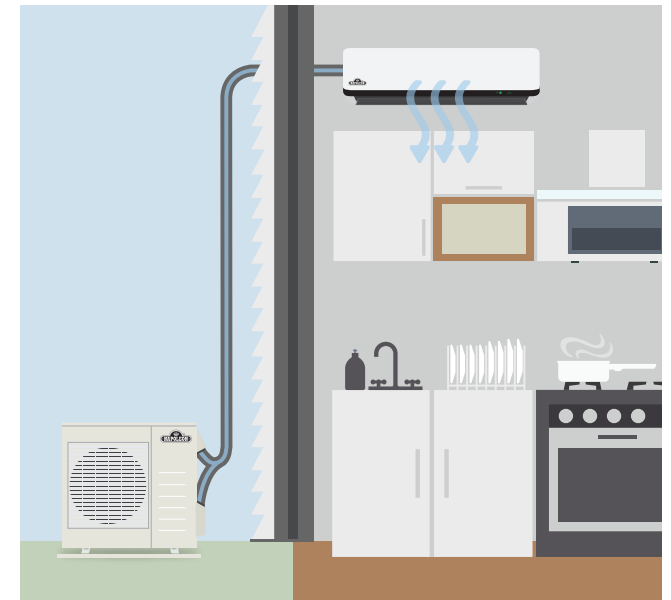
- Precise rotation control reduces noise level, vibration and energy consumption
- Direct Current motors improve operational efficiency up to 35% compared to conventional Alternating Current motors
- Improved motor windings provide greater efficiency
- Effective power limitation system saves energy, which reduces operational costs

## How a Ductless System Works

Ductless heat pumps and air conditioners are able to provide warm or cool air through your home without a duct system.

Ductless systems have two key components, an indoor wall mount unit and an outdoor unit. Both units will work together to create the desired temperature and distribute the air throughout your home. Air conditioner models offer cool air, while heat pump models offer both heating and cooling.

The thermostat is set on the indoor unit through the remote control system. Simply set your preferred temperature and Napoleon's ductless system will take care of the rest.



## Remote Control

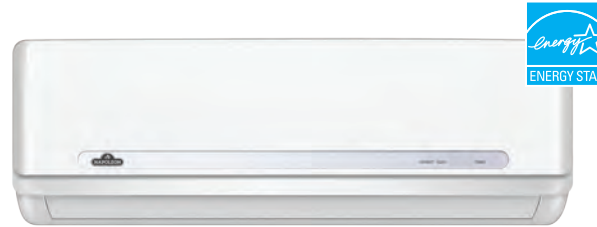
Napoleon's ductless heat pumps and air conditioners include a detailed remote control for the indoor unit. The remote control allows you to conveniently monitor and adjust the temperature settings of your home.

## Customize

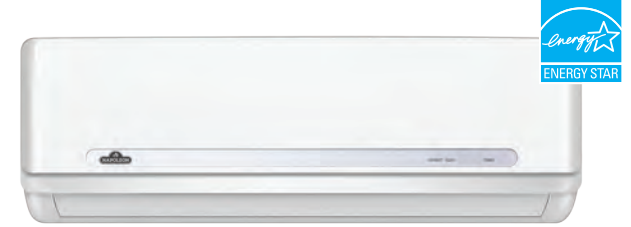
Customize your ductless unit with the following remote control settings:



- Temperature setting
- On/Off
- Mode setting Auto/Cool/Dry/Heat/Fan
- Sleep mode
- Swing controls the air distribution
- Fan speed setting High/Med/Low
- Timer setting
- Turbo setting to increase fan speed
- LED display



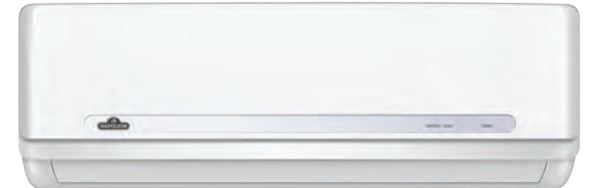
NMZO-27B with NH21-09 Multi-Zone Heat Pump



NH21- Heat Pump - up to 21 SEER



NH25 - Heat Pump - Up to 25 SEER











NLIS - Heat Pump - Up to 17 SEER



NC15 - Air Conditioner - up to 15 SEER



# DUCTLESS FEATURES

- **1. Auto Restart**  
If the ductless unit turns off unexpectedly due to power outage, it will restart with the previous function setting automatically, once power is restored.
- **2. Sleep Mode**  
Night operation automatically increases cooling or decreases heating 1° C (1.8° F) per hour for the first two hours, then maintains temperature for the next five hours until unit shuts off.
- **3. Functions in low temperatures**  
This feature ensures cold weather will not affect the ductless system as it can operate in temperatures as low as -30°C / -22°F day or night.
- **4. Louver position memory function**  
Every time the unit turns on it will automatically move the louvers to the same angled position previously set.
- **5. Refrigeration leakage detection**  
This new technology sounds an alarm on the indoor unit when the outdoor unit detects an abnormal condition or refrigerant leakage.
- **6. Auto Defrosting**  
This feature prevents the evaporator from freezing and will prolong the life of the product and save energy.
- **7. Independent Dehumidification**  
Different from the heating or cooling operation, the independent dehumidification mode efficiently removes humidity without effecting the temperature.
- **8. Remote Control**  
When at home, a remote control allows easy customization of the ductless unit.

\*Features vary by unit, see specifications for more details.





## Cassettes

A cassette operates similar to a wall mount. The cassette model is installed into a ceiling rather than mounted on a wall, and installs flush with the ceiling to ensure a clean, streamlined finish. Cassettes and wall mount units can be mixed and matched to suit the needs of your home.



## MULTI-ZONE Ductless Heat Pump

If a space is too large for one ductless system, Napoleon's multi-zone ductless system will be the perfect fit. The multi-zone offers up to 4 indoor units that operate from one, powerful outdoor air condenser. The indoor units can be distributed throughout the home, and set to individual temperatures.

Indoor options include wall mount units or cassettes. Cassettes install flush into the ceiling for a clean look in any space, and are conveniently managed through the remote control.

With a multi-zone system, everyone can enjoy custom temperatures throughout the home, with the click of a button.

\* Multi-zone units offer different indoor and outdoor models based on each room size and installation requirements. Please note BTU's, SEER ratings and dehumidifying levels will change depending on the models selected.

† NMHI and NMZO Series states max. refrigerant pipe length for one indoor unit. See installation manual for specifications on installing multiple indoor units.





## Multi-Zone

	NCASSETTE12	NCASSETTE18	NH21-09F-I	NH21-12F-I	NH21-18F-I	NMZO-30F-B	NMZO-36F-B
Cooling Capacity (BTU/hr)	-	-	-	-	-	*30,000	*36,000
Heating Capacity (BTU/hr)	-	-	-	-	-	*30,000	*39,000
SEER	-	-	-	-	-	*16	*16.5
EER	-	-	-	-	-	7.5	8.9
HSPF4	-	-	-	-	-	9	9
HSPF5	-	-	-	-	-	7.5	7.9
Minimum Circuit Amapacity	1.3	1.9	0.25	0.25	0.4	18	27
Max Fuse	15	15	15	15	15	30	40
Voltage	208-230/60	208-230/60	208-230/60	208-230/60	208-230/60	208-230/60	208-230/60
Indoor Noise Level dB (A): H/M/L	50-47-43	50-47-43	37-32-27	37-32-27	42-37-34	-	-
Outdoor Noise Level (dB(A))	-	-	-	-	-	~63	~65
Maximum Pipe Length (ft./m)	-	-	-	-	-	† 148ft./45m	† 197ft./60m
Maximum Elevation (ft./m)	-	-	-	-	-	† 49ft./15m	† 49ft./15m
Refrigeration Pipe Diameter (Liquid side/ Gas side) (in)	1/4 / 1/2	1/4 / 1/2	1/4 /3/8	1/4 / 1/2	1/4 / 1/2	1/4 / 3/8	1/4 / 3/8
INDOOR DIMENSIONS	NCASSETTE12	NCASSETTE18	NH21-09F-I	NH21-12F-I	NH21-18F-I	NMZO-30F-B	NMZO-36F-B
Width (in)	22.44	22.44	31.25	31.25	36.25	-	-
Depth (in)	22.44	22.44	7.75	7.75	8.75	-	-
Height (in)	10.24	10.24	10.5	10.5	11.5	-	-
OUTDOOR DIMENSIONS	NCASSETTE12	NCASSETTE18	NH21-09F-I	NH21-12F-I	NH21-18F-I	NMZO-30F-B	NMZO-36F-B
Width (in)	-	-	33.27	33.27	38.98	35.43	38.98
Depth (in)	-	-	12.6	12.6	13.58	12.40	13.58
Height (in)	-	-	27.56	27.56	37.99	33.86	37.99
COMPARISON CHART	NCASSETTE12	NCASSETTE18	NH21-09F-I	NH21-12F-I	NH21-18F-I	NMZO-30F-B	NMZO-36F-B
Auto-Restart	•	•	•	•	•	•	•
Sleep Mode	•	•	•	•	•	-	-
Functions in low temperatures	-	-	-	-	-	-	-
Louver position memory function	-	-	-	-	-	-	-
Refrigerant leakage detection	-	-	-	-	-	-	-
Auto defrosting	•	•	•	•	•	•	•
Independent Dehumidification	•	•	•	•	•	•	•
Hyper Heat Remote	-	-	-	-	-	-	-
Standard Remote	-	-	-	-	-	-	-
Self Diagnostic Controls	•	•	•	•	•	•	•

## Finding the right unit for your home

Every Napoleon ductless heat pump and air conditioner includes both an indoor and outdoor unit. The size of your home will determine which unit will best suit your needs. Indoor units are white, or black & white for a stylish design, while outdoor units are light tan so they blend into the landscape of your home. There are up to 4 sizes available for each style of ductless system.

\*Consult your HVAC Technician for proper installation requirements





# NAPOLEON - CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



Authorized Dealer



24 Napoleon Road, Barrie, Ontario, Canada L4M 0G8  
103 Miller Drive, Crittenden, Kentucky, USA 41030  
7200 Trans Canada Highway, Montreal, Quebec, Canada H4T 1A3

Tel: 1-866-820-8686 Fax: 705-725-1150  
napoleonheatingandcooling.com



All specifications and designs can change without notice to allow for on-going product improvement. Images may not be exactly as shown. Consult your owners manual for current information. Check all local and national building codes and gas regulations. Napoleon is a registered trademark of Wolf Steel Ltd. © Wolf Steel Ltd.