YOU TALKED, WE LISTENED

HISTORICAL WARRANTY QUICK REFERENCE DOCUMENTS

Thanks to your feedback, we have created branded quick reference warranty charts that are now available on myhht.com (Path: Tech Support > HHT Warranty Program > Warranty Quick Reference Sheet). These documents outline the warranty policies that existed prior to the standardized warranty that exists today. Click here to view the Heat & Glo Quick Reference Sheet.

ONLINE COUPON CODE CHANGE

Based on several suggestions from you, we have changed online coupon codes to not include zero. The zero was often mistaken for an O, which caused some unneeded confusion when entering a claim on myhht.com.

UPGRADED INSTALLATION ACCESS TO TRUE

In response to your suggestion to make installation easier for you and the plumbers/electricians you work with, clearance was added from the gas opening on the side access panel to the end of the panel. This allows the panel to be easily removed and reinstalled after the gas is connected. In addition, the left non-combustible board has been perforated to allow the bottom portion to be snapped off to reveal the front access area and then reinstalled after the work is done.

Thank you to these customers for their comments via the “comment/complaint” section of the myhht.com homepage:

Alan Surabian – Enchanted Fireside Inc.
James Cleland – Perfection
PRODUCT

HEAT & GLO SLIMLINE FUSION NOW AVAILABLE FOR ORDER TO U.S. CUSTOMERS

The Heat & Glo SlimLine Fusion—available in 550 and 750 sizes—is now available for order. The SL Fusion Direct Vent gas fireplace brings versatility to new heights. This fireplace can be personalized with modern style OR traditional ambiance—even after installation has occurred.

Choose from an array of options, including logs, glass media or ceramic stones. Add flair with a reflective glass liner or add a stainless steel trim kit. Matching fireplace style to homeowner's tastes has never been so simple.

The SL Fusion will begin shipping mid-August. Supporting marketing materials are available on myhht.com (Path: Marketing Support > Product > Hearth & Home Technologies > New Product).

REVEAL NOW AVAILABLE TO HEAT & GLO CUSTOMERS

Effective immediately, the Reveal Fireplace will be available to Heat & Glo Customers. The Reveal is a gas b-vent fireplace intended to help you serve the entry-level production builder market at an affordable price point. Supporting marketing materials are available on myhht.com (Path: Marketing Support > Product > Hearth & Home Technologies > Current Product - Select "R" to navigate to the Reveal).

HHT INFORMATION

HEAT & GLO "WHERE WILL YOU REVO?" CONTEST NOW LIVE

In an effort to get consumers excited about this new innovative fireplace, the folks at Heat & Glo are launching a new contest entitled, "Where Will You REVO?"

- The concept is simple: Think about all those crazy places you've wanted to install a beautiful gas fireplace and submit a photo on the Heat & Glo Facebook page.
- Each week, we'll select names from submissions for $100 American Express Gift Cards. At the end of the six-week contest, we'll select one entrant, with the help of HGTV personality Lori Dennis, to win a REVO fireplace!

To learn more about the "Where Will You REVO?" Contest and to view recent submissions, visit the landing page. Additional promotional materials will become available soon on myhht.com.
SAFETY BARRIER SCREENS
Heat & Glo has been a proud leader in product safety! For more than 9 years, Heat & Glo has included safety barrier screens as “standard equipment” on all Direct Vent gas fireplaces and inserts.

We need your help! Because of its strong commitment to safety, Heat & Glo wants to ensure consumers have a safety barrier screen on their gas fireplace or gas insert products. Heat & Glo is currently providing a retrofit safety barrier screen for products manufactured before January 1, 2003, if needed.

As a Heat & Glo® customer, if you or your technicians are in a home or on a service call and notice a safety barrier screen is missing, you are expected to:

- Educate your consumers on the importance of a safety barrier screen to reduce the chance of a potential serious burn and use the HPBA Glass Safety Brochure and website to further explain.
- Have your service technician use this brochure as a leave behind with the homeowner to order a Heat & Glo safety barrier screen.

Using the Heat & Glo Safety Barrier Screen Brochure, we want consumers to call us directly at 1-888-427-3973 to help fill out the order form and answer any questions.

We appreciate your support as a hearth industry partner to promote safety with Heat & Glo products and the Safety Barrier Screen Program. Heat & Glo also wants to ensure builders have accurate information regarding Our History of Commitment to Safety, our Proven Track Record, and our Continued Industry Leadership. To help you have this conversation with your builders, we have created Builder Safety Tri-Fold Brochures.

- Click here to download the Heat & Glo Builder Safety Brochure
- Click here to download the Heat & Glo/Heatilator co-branded Builder Safety Brochure

LABOR DAY CLOSURE
Hearth & Home Technologies will be closed on Monday, September 2nd. No shipments will be made on this day. If this holiday closure affects your regular shipment, you will receive a letter with your holiday shipment date along with the last possible order date. Please plan your orders accordingly.

WARRANTY CLAIM SUBMISSION
When entering a warranty claim online, submitting a warranty claim via fax or calling in a warranty claim, we may ask for pictures from time to time. We ask for pictures for two primary reasons:

1. To better understand what is happening to aid us in getting to the root cause of an issue and providing a solution as quickly as possible
   - This will primarily be for cases involving aesthetic issues (paint related issues, door alignment, etc) and firebox integrity issues (cracking or material failures).
2. So that we can submit to our freight carriers for reimbursement
   - We must provide the carriers with documentation of the damage and it also provides HHT with information on whether the damage is repairable.

We understand that this can be an inconvenience, but for some issues it is necessary to resolve the problem. We hope this information can help you better understand when we will need pictures provided when submitting a claim. Please pass this information to your field technicians and warehouse members so they can obtain the needed information at the time the issue is found.
SALES UPDATE

HEAT & GLO TO SPONSOR TY PENNINGTON & JILLIAN HARRIS PROJECTS ON NEXTGEN HOME TV

As part of our on-going efforts to promote our categories and drive consumer demand for the Heat & Glo brand, we are excited to announce that Heat & Glo will be a platinum sponsor for two new, high-visibility projects that will air on NextGen Home TV in late 2013. These projects highlight growing design trends in both the new construction and remodeling markets.

Ty Pennington “First to the Future Home” Series

You know him from ABC’s “Extreme Makeover: Home Edition”, now Ty has moved on to his next big production, called the First to the Future Home Series. The project will feature the latest home building products and methods for a safe, green and energy efficient home. Heat & Glo will be placing two fireplaces in this home: a Twilight Modern in the main living room, which will act as a dramatic link to the outdoor living space, and the new REVO in the master bathroom—emphasizing the amazing versatility of this new fireplace.

To learn more about this project, visit the NextGen Home TV site [here](http://www.nextgenhome.tv).

Jillian Harris “Make it Home” Series

Jillian Harris is currently one of North America’s leading designers as host of the popular Canadian show “Love it or List it” Vancouver Edition and HGTV’s “Love it or List it Too” in the U.S. To “Make it Home”, Jillian’s goal is to use green friendly, energy efficient and lifestyle concepts to create a truly next generation designed home. Heat & Glo will be placing the new REVO gas fireplace in the existing master bedroom—again highlighting the versatility and wide appeal of this new fireplace. To learn more about this project, visit the NextGen Home TV site [here](http://www.nextgenhome.tv).

We will continue to provide information to you as these projects progress, including tools to promote this opportunity in your local market.

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