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 Quadra-Fire 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.

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

Alan Surabian – Enchanted Fireside Inc.
PRODUCT

HALF-ROUND DOOR TRIM DISCONTINUANCE

Due to declining sales and market trends, we will offer exclusively flat trim for our Arched doors on Quadra-Fire Step Top Wood Stoves, and 3100i Wood Inserts. We will discontinue Arched door half-round trim for these models, which will affect the following SKUs: 831-1931; 832-1912; DR-57NL; DR-31/43NL; and DR-27GD. Please note that gold and satin nickel trim will continue to be available, but in flat trim exclusively. The last order date for the half-round trim is August 16, 2013.

MERCHANDISING

BROCHURE UPDATES

<table>
<thead>
<tr>
<th>Brochure</th>
<th>Order Availability Date</th>
<th>Update Details</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>7100 FP</td>
<td>Available Now</td>
<td>added new Rolling Meadows front</td>
<td>QDF-1017U</td>
</tr>
</tbody>
</table>

HHT INFORMATION

SAFETY BARRIER SCREENS

Quadra-Fire has been a proud leader in product safety! For more than 9 years, Quadra-Fire 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, Quadra-Fire wants to ensure consumers have a safety barrier screen on their gas fireplace or gas insert products. Quadra-Fire is now providing a retrofit safety barrier screen for products manufactured before January 1, 2003, if needed.

As a Quadra-Fire® 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 Quadra-Fire safety barrier screen.

Using the Quadra-Fire 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 Quadra-Fire products and the Safety Barrier Screen Program.
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.