



YOU TALKED, WE LISTENED

Based on overwhelming feedback from our valued customers via the You Talked, We Listened customer feedback portal in myhht.com, the following enhancements have been made:

MYHHT.COM WARRANTY CLAIM ENHANCEMENT

As a result of feedback received through the "You Talked, We Listened" portal on myhht.com, we have made an exciting enhancement to the warranty claim process. As of Monday, February 24, 2014, myhht.com users have the ability to complete warranty claims utilizing new, more descriptive warranty claim type paths.

- Service Call
- Warranty Part - 90 Day Warranty
- Freight Damage - Unit
- Freight Damage - Part
- Incomplete Order Received

These new paths only contain required fields necessary to process the claim. Another enhancement made is the addition of a confirmation page visible once the claim is submitted. From this confirmation page, you will be able to print the claim or file another claim. We are confident that this enhancement will save you time and effort, making myhht.com more user friendly.

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HHT INFO

IBS RECAP

The 2014 International Builder Show was a success for Heat & Glo. An estimated 75,000 attendees attended the event generated thousands of leads for our independent and Fireside distributors. Here are some of the highlights:

- Builders were thrilled with the flexibility and easy installation option that the Heat & Glo REVO offers.
- Designers and Architects were impressed with the ingenuity and design of the Heat & Glo Solaris.
- The announcement of the new linear Heat & Glo MEZZO produced many inquires and interest from builder, architect and designers. The flexibility to order three sizes and the clean front finish are sure to make these new products a hit in 2014.

The booth was busy with press. The new IntelliFire Touch Smart App that will control fireplaces from anywhere using a Smartphone or tablet was a big announcement and captured impressions from consumer and trade publications including *Cnet*, *Patio & Hearth* and *Professional Builder*. The app will be available for download later this year.

If you were not able to attend the 2014 IBS or Show Village, please [click here](#) to see what you missed.

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fireplaces.com/blog



facebook.com/HeatandGlo



twitter.com/HeatandGlo



youtube.com/HeatandGlo

BRAND USE STUDY BY BUILDER MAGAZINE

Builder Magazine recently released its 2014 Brand Use Study. Over 11,000 builders were surveyed on their familiarity and usage of brands in a variety of building material categories. Heat & Glo and Heatilator dominated the charts, again.

This year, Heat & Glo took the top spot in brand quality, followed closely by Heatilator. On brand familiarity and brand used most within the last two years, our brands were on top with Heatilator recognized in first and then Heat & Glo.

It is clear that our combined sales and promotional efforts continue to make a difference in the market, and we will aim for even greater brand strength with builders this coming year! Thank you for your efforts in helping sell and promote these industry-leading brands.

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PRODUCT

DECORATIVE TERMINATION CAPS REWARD REMINDER

Continue to register your Decorative Termination Caps through April 15, 2014 and earn **500** myhht rewards points.

Decorative Termination Caps deliver enhanced style for homeowners, protect venting components and ensure safe exhaust flow. Upgrade every sale with these stylish caps and watch your rewards points grow.

Visit myhht.com for more information.

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MERCHANDISING

PRINTED BROCHURE UPDATES

The following updates have been applied to Heat & Glo printed brochures.

Brochure	Description	Availability	Updated Details
HNG-1069U	Slim Line Series	Week of 3/5	Photo label on pg.2 corrected to 550TR. Corrected the glass size measurements. Changed pack size to 25 per.
HNG-1095U	Gas Firebrick Inserts	Week of 3/5	Added square term caps. Pack size changed to 25 per.
HNG-1096U	Gas Inserts	Week of 3/9	Added square term caps. Pack size changed to 25 per.

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DISCONTINUED PRINTED ITEMS

The following items will be discontinued from the print literature program during April, 2014.

Part Number	Description	Item
HNG-1011U	CORNER-36TRB-IPI BUILDER SHEET	Brochure
HNG-1041U	PIER-36TR BUILDER SELL SHEET	Brochure
HNG-1051U	ST-36TVB-IPI BUILDER SELL SHEE	Brochure
HNG-1068U	CONTROLS	Brochure
HNG-1076U	INTELLIFIRE	Brochure
HNG-1103U	DV3732SBI BUILDER SHEET	Brochure
HNG-1105U	6000C BUILDER SHEET	Brochure
HNG-1106U	8000C BUILDER SHEET	Brochure
HNG-1109U	RUTHERFORD BUILDER SHEET	Brochure
HNG-1111U	BV4236DBI	Brochure
HNG-1113U	INTELLIFIRE PLUS	Brochure
HNG-1116U	MODEL HOME/BUILDER HANDOUT	Brochure
HNG-2010U	MANTEL CARD/THANK YOU CARD	Card
HNG-2014U	MANTEL CARD MODEL HOME/BUILDER	Card
HNG-3020U	TOOL ENERGY SELECTOR	Tool
HNG-5001U	PRICE BOOK BINDER	Binder
HNG-5017U	PRICEBOOK TABS	Tabs
HNG-9016U	MODEL HOME BUILDER KIT	Kit
HNG-9017U	DVD HEAT & GLO SHOWROOM BURNING	DVD
HHT-1003U	GAS CONTROLS	Brochure
HHT-1007U	THE HEALTHY HEARTH CHOICE	Brochure
HHT-1017U	GAS FIREPLACES IN SO. CLIMATES	Brochure
HHT-1018U	6000BEC	Brochure
HHT-1028U	GAS VENT TERMINATION COMPONENT	Brochure
HHT-1034U	GREEN PROGRAMS - BUILDER	brochure
HHT-1035U	GREEN PROGRAMS - RETAIL	brochure
HHT-1044U	OUTDOOR GAS LOGS	brochure
HHT-1059U	TWILIGHT II BUILDER SHEET	brochure
HHT-5018U	BINDER 1" BLACK W/FLAME	binder
HHT-6003U	MODEL HOME/BUILDER KIT/MUG	kit
HHT-9016U	GREEN FIREPLACE WEBINAR	DVD
HHT-9022U	HHT BUILDER KIT	kit
9010U	ALLIANCE STOP TAG	tag
FSF-1011U	TABLET SCHEMATICS	worksheet
FSF-1012U	CUSTOM STAIN SHEET	brochure
FSF-1013U	TRI-FOLD TAKE AWAY BROCH/LEADS	brochure

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PROGRAMS

JOIN MYHHT REWARDS IN THE LOS CABOS, MEXICO!

We are excited to announce that myhht Rewards is heading to Los Cabos, Mexico in 2015! At the end of the year, the top Sales Representatives and

Owners in the program will enjoy an all-inclusive trip for themselves and a guest at the Hyatt Ziva Los Cabos, April 25 - May 1, 2015.

Los Cabos is a magical 20-mile coastal area on the Sea of Cortez. It is comprised of pristine beaches, deep blue ocean, majestic mountains, and a desert of incomparable beauty. Just minutes from downtown San Jose del Cabo, the beautiful Hyatt Ziva Los Cabos Resort offers 8 restaurants, luxurious accommodations, unique daily and nightly activities, a fitness center and spectacular pools.

As a reminder, sales representatives can enter myhht Rewards points anytime through warranty registration and redeem their points in the extensive rewards catalog on myhht.com. While myhht Rewards points never expire, eligibility for the Los Cabos trip based on eligible products sales from January 1 - December 31, 2014. Watch for the detailed program brochure to arrive this month.

myhhtrewards



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2013 MYHHT REWARD PROGRAM - TRIP WINNERS

We are pleased to announce the following myhht Rewards trip winners for both the Sales Representative and Owner programs. Their hard work and dedication to our industry leading brands has earned them and a guest an all-inclusive trip to the Hard Rock Resort & Casino in Punta Cana, Dominican Republic.

Congratulations!

Dealer Channel Program

Winner	Company
Bill Baier	Country Stove & Fireplace
Mike Berge	Fireside Hearth & Home - Willmar
Willie Bertsch	Fireplace Professionals, Inc
Scott Brown	Abundant Life
Matt Brownell	Coastal Farm & Home Supply
Steve Bump	Fireplace Superstore
Robert Carlson III	Wholesale Distributors Of Alaska
Scott Chandler	Spa Brokers
Kresta Craig	Fireplace Center - Billings
Peter Curran	Hearthside Fireplace & Patio
Chad Curtis	Earth Sense Energy Systems - Dale
Dan Devlin	Southwest Fireplace Supply
Darin Devries	Fireplace Professionals, Inc
Tony DiDomenico	NW Natural Appliance Center
Jim Fallon	Home & Hearth Inc.
Harry Fallon	Home & Hearth, Inc.
Kimberley Ferry	Buy The Fire
Rick Fortin	Aqua Rec's Swimmin' Hole - Tacoma
Mike Frangipane	Wood Stove And Fireplace Center/Alternate Energy
Matt Freiberg	Fireside Hearth & Home - Willmar
Jim Gagnon	Gagnon Clay Products
Scott Gates	Upper Valley Stove Co.
Matt Gullerud	Fireside Hearth & Home - Eau Claire
Michael Huss	Fireside Hearth and Home a div of Overhead
Bryan Kyle	Dayton Fireplace Systems Inc.

Winner	Company
Rob Ledbury	Fireside Home Solutions - Bellevue
Dave McKenney	McKenney Electric DBA Mt. Tom Energy
Christine Melick	Wood Stove And Fireplace Center/Alternate Energy
Bill Morisette	Fireside Hearth & Home - St. Cloud
Drew Munson	Southwest Fireplace - Aurora
Randy Nickerson	Fireside Hearth & Home - Eau Claire
Joe Panaro	J & O Fireplace
Tia Peoples	Fireside Hearth & Home - Royal Oak
Wally Ren	Fireside Home Solutions - Bellevue
Alexis Rettinger	Rettinger Fireplace Systems
Alan Rutherford	Southwest Fireplace-Frankfort
Josh Simonsen	K.B.L. Inc
Rebecca Snell	Fireside Hearth & Home - Madison
Wayne Stritsman	Best Fire Inc.
Chris Swier	Fireplace Professionals, Inc
Rick Thebo	Gagnon Clay Products
Richard Thomas	Courtland Hearth & Hardware - Bel Air
Craig Turano	The Fireplace Store
Rick Urie	Ambler Fireplace & Patio - Colmar
Heath Wetjen	The Ar-Jay Center
Clay Whitney	Clayton Sales Company
Stephen Williams	KC Stoves And Fireplaces
Brett Wilson	Fireplace Specialties Inc
Tom Withers	Fireside Hearth & Home - Utica
Rhea Withers	Fireside Hearth & Home - Canton

Installing Distributor Channel Program

Winner	Company
Bob Balder	Fireside Home Solutions - Kent
Karel Brazelton	Trinity Hearth & Home
Bruce Brown	Ami Fireplace Co Inc
Cory Casey	California Mantel, Inc.
Kevin Casper	Hearth & Home Dist. of Utah - Sugarhouse
Rob Dando	Rio Grande Co
Sarry Frusco	Perfection Fireplace & Supply
Jeff Funk	Lumbermen's Hearth & Home of Omaha
Brandon Gentry	Fireside Hearth & Home by Dealers Wholesale
Jeff Goodwin	Complete Home Concepts - Riverside
Rory Hamblin	Hearth & Home Dist. of Utah - Ogden
Brent Hogge	Hearth & Home Dist. of Utah - Ogden
Chris Jones	Fireside Hearth & Home - Bridgeville

Winner	Company
Leroy Kollman	Hearth & Home Dist. of Utah - Sugarhouse
Kevin Kraich	Rio Grande Co
Reed McCloskey	Ami Fireplace Co Inc
Fredy Mize	Trinity Hearth & Home
Nathan Omdahl	Western Fireplace Supply - Colorado Springs
Tim Rice	Western Fireplace Supply - Colorado Springs
Dan Stringer	Rio Grande Co
Ulan Thacker	Perfection Fireplace & Supply
John Waterstraat	Fireside Home Solutions - Kent
Clete Webb	Trinity Hearth & Home
Dave Wenman	Rio Grande Co
Nick Wilde	Fireside Hearth & Home - Twin Cities Builder

The myhht Rewards Program continues in 2014. If you are not yet signed up, contact your Account Manager to enroll today and start earning points and rewards!

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