

About AES, Products, Index and Dealer Information



Associated Energy Systems

A housewarming presence for every season.

The Industry's Complete Home, Hearth and Fireplace Furnishings Supplier

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AES is a proud sponsor of these affiliate industry organizations:

- Arizona
- Midwest
- North Central
- Northwest
- Oregon
- Pacific
- Rocky Mountain
- South Central





Associated Energy Systems

A housewarming presence for every season.

Our Mission Statement

Associated Energy Systems is a high-spirited sales company based on integrity and great customer service. As a market leader, we consistently distribute the best products and values to select customers in the home and hearth industries. Our business partnerships insure mutual profitability and excellence both personally and professionally.

Who We Are

Associated Energy Systems (AES) is a two-step, third generation distribution company providing a wide variety of high quality domestic and imported products to specialty retailers in the hearth and home industry.

What We Do

As a two-step distribution company our goal is to provide retailer establishments with quality products that deliver strong margins and above average returns.

We strive to offer a “One Stop Shopping” experience by conveniently offering a wide selection of products to our valued customers.

This Product Catalog outlines nearly 7,500 items available to the home & hearth retailer. In addition to traditional hearth products, AES provides a mix of distinctive outdoor products for the warmer seasons of the year.

“

*AES will continue to be measured by exceeding customer expectations
as we enter a new generation of retailing.*

”

Kirk Newby
President

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| Section 200 Pellet Venting | <ul style="list-style-type: none"> • Duravent Pellet Venting • Z Flex Pellet Venting • Misc. Pellet Venting Components | |
| Section 300 Wood Liner & Components | <ul style="list-style-type: none"> • Z Flex Wood Venting • Durablanket Insulation • Reliance Wood Venting Adapters • Reliance Masonry Liner System | <ul style="list-style-type: none"> • Duravent Wood Venting |
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Product Availability by State 2023

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Alaska: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Big Green Egg, Butt Rub, Condar, Dante, Dimplex, DuraVent, Dwyer, Ember Guard, Empire, EnerVex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, U.S. Fireplace Products, Urbana, Z Flex

Arizona: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, DuraVent, Dwyer, Ember Guard, Empire EnerVex, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

Arkansas: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, DuraVent, Dwyer, Ember Guard, Empire, EnerVex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

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California: American Chimney Shroud, American Fyre Designs (*no so-cal*), AOG (*no so-cal*), Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic (*no so-cal*), Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre (*no so-cal*) Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

Colorado: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

Hawaii: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Big Green Egg, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, U.S. Fireplace Products, Urbana, Z Flex

Idaho: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Big Green Egg, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, U.S. Fireplace Products, Urbana, Z Flex

Illinois: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Iowa: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Kansas: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Louisiana: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Michigan (Upper): American Chimney Shroud, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard,

Product Availability by State 2022

Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Le Bol, Liberty Foundry, Malco, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Minnesota: American Chimney Shroud, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Le Bol, Liberty Foundry, Malco, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Missouri: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Montana: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Big Green Egg, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, U.S. Fireplace Products, Urbana, Z Flex

Nebraska: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Liberty Foundry, Le Bol, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Nevada: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

New Mexico: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

North Dakota: American Chimney Shroud, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Le Bol, Liberty Foundry, Malco, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Oklahoma: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods,

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GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Oregon: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Big Green Egg, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, U.S. Fireplace Products, Urbana, Z Flex

South Dakota: American Chimney Shroud, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Le Bol, Liberty Foundry, Malco, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Texas: American Chimney Shroud, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Utah: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

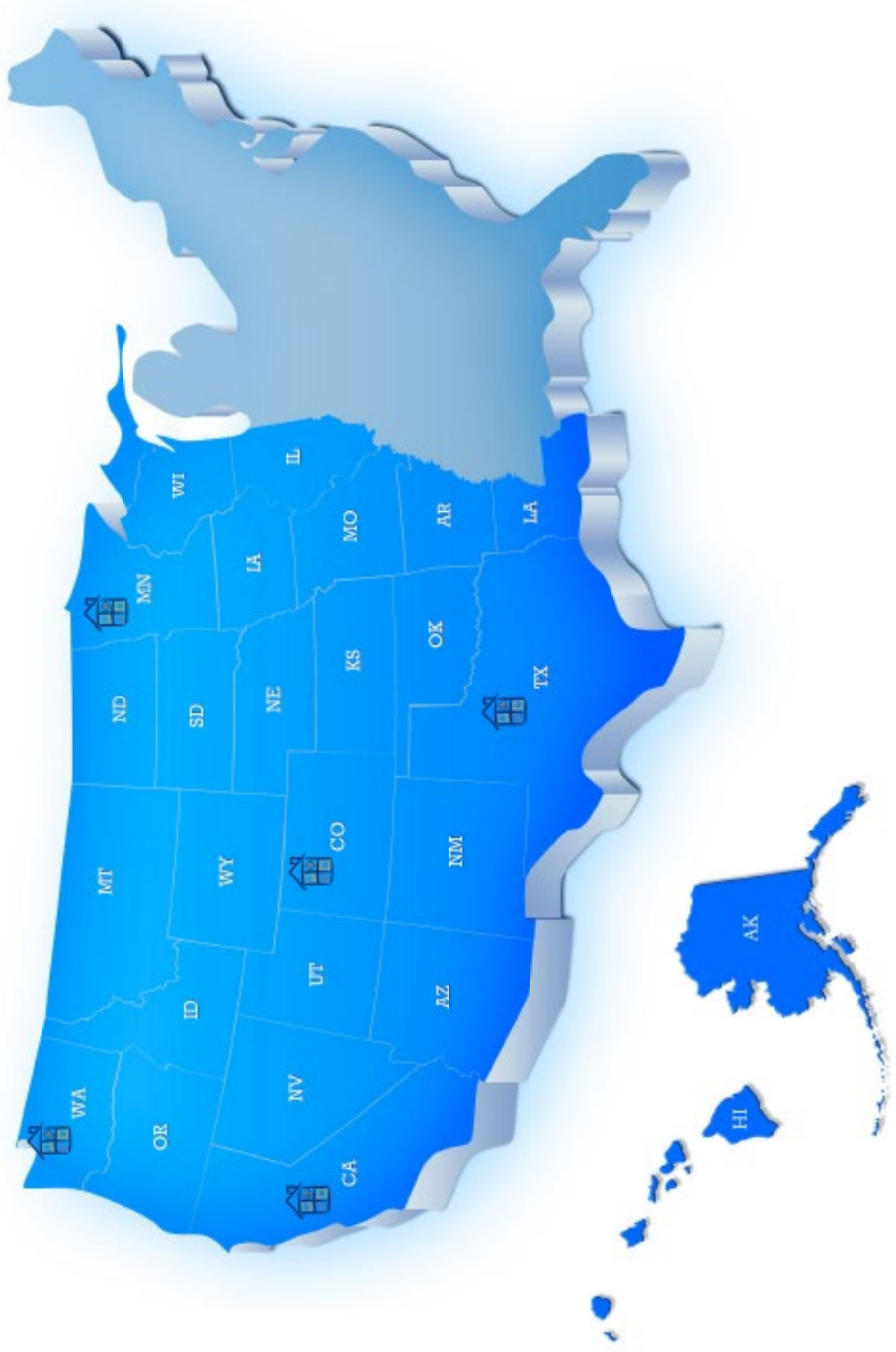
Washington: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Big Green Egg, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, U.S. Fireplace Products, Urbana, Z Flex

Wisconsin: American Chimney Shroud, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Gastite, Goods of the Woods, Graysen Woods, GreenFan, Hargrove, HYC, Infratech, Jackson Grills, Le Bol, Liberty Foundry, Malco, Meeco, Modern Flames, Nectre, Pacific Energy, Plaza, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, SIT, Skytech, Sturgis, TIF, Town & Country, True North, US Fireplace Products, Urbana, Z Flex

Wyoming: American Chimney Shroud, American Fyre Designs, AOG, Barbara Jean, Butt Rub, Condar, Dante, Dimplex, Duravent, Dwyer, Ember Guard, Empire, Enervex, Enviro, Faber, Fire Magic, Firegear, Fireglass Plus, Flame Genie, Flame Tec, Forrest Paint, Gastite, Goods of the Woods, Graysen Woods, GreenFan, HYC, Infratech, Jackson Grills, Kingsman, Le Bol, Liberty Foundry, Malco, Marquis, Modern Flames, Nectre, Pacific Energy, Plaza, Real Fyre, Reliance, Renaissance, RH Peterson, Ritchie, Robertshaw, RSF, Rutland, Saver Systems, SIT, Skamol, Skytech, Sturgis, TIF, Town & Country, True North, U.S. Fireplace Products, Urbana, Z Flex

Associated Energy Systems Territory Map

|  AES Distribution Centers |
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| Kent, WA |
| Sacramento, CA |
| Denver, CO |
| Dallas, TX |
| Rogers, MN |



**Territories and product availability subject to change without notice*

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Standard Terms

General Information

HOW TO REACH US

Customer Service:

Toll-Free Customer Service Numbers

Business Office Phone: 800-682-8602

Sales & Service Phone: 800-682-9722

Local Service Numbers

Business Office, Local: 425-251-3901

Sales & Service, Local: 425-251-9190

| Sales & Technical Management - CALL 800-682-9722 | | | |
|---|--|------|------------------------|
| Name | Position | Ext. | Email |
| Don Pierce | Inside Sales and Technical Team Manager | 1005 | donp@aes4home.com |
| Our Inside Sales & Technical Team - CALL 800-682-9722 | | | |
| Name | Territory | Ext. | Email |
| Heather Smith | Alaska, Hawaii, Idaho, Oregon, Washington, Montana, Utah, W. Wyoming | 1006 | heathers@aes4home.com |
| Tony Klontz | Central California | 1026 | tonyk@aes4home.com |
| Mike Franks | Colorado, E. Wyoming, S. Utah, New Mexico, N. California, N. Nevada | 1011 | mikef@aes4home.com |
| Scott Robinson | Texas, Louisiana, Oklahoma, Arkansas & Midwest Technical | 3804 | scottr@aes4home.com |
| Lee Hensley | Arizona, S. California, Nebraska, Oklahoma, Kansas, W. Missouri, NW. Arkansas, Michigan, Minnesota, N. Dakota, S. Dakota, Wisconsin, NE. Arkansas, Iowa, Illinois, E. Missouri | 3018 | leeh@aes4home.com |
| Dustin Perasso | Internet Sales Manager | 1012 | dustinp@aes4home.com |
| Charlene Hern | Etail and Support | 1028 | charleneh@aes4home.com |
| Our Outside Sales Team - CALL 800-682-9722 | | | |
| Name | Territory | Ext. | Email |
| Andy Pope | W. Texas, Oklahoma, Arkansas, Kansas, Missouri | - | andyp@aes4home.com |
| Dave Anderson | W. Montana, N. Idaho, E. Washington | - | davea@aes4home.com |
| Chuck Bigford | Pacific Northwest - Outdoor Products | - | chuckb@aes4home.com |
| Daniel Bunton | Texas, Louisiana | - | danielb@aes4home.com |
| Jon Julian | S. Idaho, E. Montana, Utah, W. Wyoming | - | jonj@aes4home.com |
| Kevin Obee | NE. Arkansas, Iowa, Illinois, E. Missouri, Nebraska | - | kevino@aes4home.com |
| Jeremy Johnson | SW Washington, N. Oregon | - | jeremyj@aes4home.com |
| Lucretia Walker | Greater Dallas Area | - | lucretiaw@aes4home.com |
| Mario Allen | Central California | - | marioa@aes4home.com |
| Mike Adair | Michigan, Minnesota, N. Dakota, S. Dakota, Wisconsin | - | mikea@aes4home.com |
| Nic Crutchfield | Colorado, E. Wyoming, S. Utah, New Mexico | - | nicc@aes4home.com |
| Rick Lucas | W. Washington, Alaska & Hawaii | - | rickl@aes4home.com |
| Steve Clark | N. California, S. Oregon | - | stevec@aes4home.com |

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About AES, Products, Index and Dealer Information

Standard Terms

General Information

HOW TO REACH US

Customer Service:

Payment Remittance Address:

Checks made Payable to:
Associated Energy Systems
8621 South 180th
Kent, WA 98032

Correspondence Address:

Associated Energy Systems
8621 South 180th
Kent, WA 98032

Hours Of Business:

Monday through Friday - *CA, CO, and TX*
8:00 AM to 5:00 PM - Local Time

Monday through Friday - *MN and WA*
7:00 AM to 4:00 PM - Local Time

Web Address:

www.aes4home.com
orders.aes4home.com

ASSOCIATED ENERGY SYSTEMS IS A WHOLESALE DISTRIBUTOR

Possession of this catalog does not constitute an offer to sell and does not qualify the holder the ability to purchase at wholesale. We only sell our products to retail dealers with storefront displays operating during normal business hours and to legitimate contractors involved in the trades we serve. Prior to any sale, we require a *Customer Information Form* and Resale Card (if applicable) to be signed and completed in full. Upon completion, a determination will be made whether to set up an account for the applicant.

Please remember we are a wholesale business and do not sell to the public. Our business is to serve you. *Please do not give our telephone number or catalog to your customer.* Our customer service representatives will do their best to have answers to your technical questions at their fingertips. Sometimes, however, your questions may require some research. Please understand that we may have to return your call at a later time to allow for accurate research and answers. Advice is given at no charge and should be used at your own risk. AES does not assume the liability that a particular product or service is suitable under all conditions, but rather represents the best use in our judgment according to the given circumstances.

Standard Terms

General Information

DISTRIBUTION CENTER BRANCHES

To reduce the cost of freight for our customers, AES operates off-site distribution centers where product may be shipped from or picked-up via will call.

AES Distribution Center Locations

Kent, WA
 8621 South 180th
 Kent, WA 98032
 Phone: 800-682-9722
 Will-Call Pick-Up: 7a-4p M-F

Denver, CO
 6700 East Stapleton Drive South
 Denver, CO 80216
 Phone: 303-937-9014
 Will-Call Pick-Up: 8a-5p M-F

West Sacramento, CA
 3250 Reed Avenue
 West Sacramento, CA 95605
 Phone: 916-372-7070
 Will-Call Pick-Up: 8a-5p M-F

Rogers, MN
 20195 South Diamond Lake Road
 Suite 650
 Rogers, MN 55374
 Phone: 800-682-9722
 Will-Call Pick-Up: 7a-4p M-F

Dallas, TX
 14332 Gillis Rd
 Dallas, TX 75244
 Phone: 972-387-3473
 Will-Call Pick-Up: 8a-5p M-F

Frequently-Used Freight Carriers:

| <i>Kent</i> | <i>Phone Number</i> |
|--------------|---------------------|
| Reddaway: | 253-872-1837 |
| Peninsula: | 206-762-3490 |
| Oak Harbor: | 800-888-5130 |
| CH Robinson: | 800-323-7587 |

| <i>Denver</i> | |
|--------------------|--------------|
| Old Dominion: | 800-235-5569 |
| RAC Transport: | 303-289-5500 |
| Worldwide Express: | 800-785-7447 |

| <i>California</i> | |
|-------------------|--------------|
| CH Robinson: | 800-323-7587 |
| Reddaway: | 800-456-3109 |

| <i>Dallas</i> | |
|---------------------|--------------|
| World Wide Express: | 800-785-7447 |

| <i>Rogers</i> | |
|---------------|--------------|
| CH Robinson: | 800-323-7587 |

| <i>UPS</i> | |
|------------------|--------------|
| (All Locations): | 800-742-5877 |

WILL-CALL ORDERS

- It is our goal to have your order ready when you arrive.
- Depending on the season/activity level it may take up to 45 minutes from the time the order is placed to have it ready.
- For faster service, place your order ahead of time via phone or at orders.aes4home.com and let us know of your planned arrival.
- Will call orders not picked up within 10 days are returned to stock.

DELIVERY

AES delivers to qualified dealers in some metropolitan areas. \$40.00 delivery service charge.

PRICING

This catalog lists individual items priced at retail unless noted on a specific page. This helps to make the catalog a useful sales tool for you and your customers. Prices are subject to change without notice. We will make every effort to inform you when a manufacturer expects to increase prices during the year between publications of our catalog. Notices of price increases are sent in e-mails or mailings. To protect yourself, you should mark your catalog with any increases we inform you of. Please download current pricing at www.aes4home.com/products.html.

STOCK STATUS

For information on items regularly stocked at our distribution center locations please visit orders.aes4home.com or call AES Inside Sales for more information. Stock status of an item may change at any given time without notice.

Standard Terms

Shipping

SHIPPING

All freight is shipped FOB all AES Distribution Centers. Same-day shipping is employed whenever possible and priority is given to orders placed *before*: 1pm (WA, CO), 2pm (CA) and 11am (MN, TX). Orders placed *after* that time are subject to the warehouse staff's ability to ship that day. It is crucial that a staff member is available at your store to accept deliveries. There is a significant charge added by the carrier to handle COD shipments; shipments may be prepaid to save the service charge.

Goods are sent via the "best" method as determined by AES under the freight program. If a specific carrier is preferred at other times, it should be designated at the time the order is placed. All orders are shipped at your option and risk. Certain items are subject to damage, particularly insulated chimney pipe and related fittings. We recommend ordering these goods in quantities that can be palletized for auto freight or will-call.

Freight quotes are offered as a tool to dealers without a guarantee of pricing unless in writing from AES. AES is subject to residential fees, delivery location fees and other additional charges incurred from the carrier, and these will be passed on to the dealer as applicable.

AES cannot guarantee stock of inventory in every distribution center location. If an item is in stock at an alternate distribution center, we will do our best to keep freight charges to the dealer at a minimum by including the item on an inter-company stock transfer. However, any additional freight charges to bring or ship product from another distribution center will be the responsibility of the dealer.

Should special packaging be required by the carriers or requested for shipping, a minimum service charge of \$7.00 per box will be applied to the invoice. A crating fee may apply for large diameter chimney pipe. Smaller steel grates may be shipped UPS, however, they require a \$7.00 handling charge and you are responsible for full shipping charges.

Some items may not be recommended to ship via UPS, despite being sized for UPS approval. These items will be noted as such on your sales order confirmation. In these instances, AES will NOT ship the item under our freight program. If the dealer requests in writing, the item may ship via UPS. The dealer then accepts liability for the product and any damage and costs that may be incurred.

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Standard Terms
Billing

COD OR OPEN ACCOUNT

Most customers pay COD and have the option of using Visa, Mastercard or Discover bank cards (2% CC processing fee) and business or cashier's checks. Open Account billing is available in most areas of the country to customers who can show a two year business history and are approved for credit. Approval takes one week from receipt of your completed application. A *Customer Information Form* is included at the end of this section for your convenience. Associated Energy Systems reserves the right to refuse credit to anyone.

TERMS OF SALE

Terms of sale are noted on each invoice, see (A) in the typical invoice below. Any applicable discounts are listed on the last lines of your invoice. Invoice due dates are calculated from date of shipping (B). Exceptions are noted on each invoice. Payment is to be made by invoices as statements are not issued unless requested. Payments are only to be made with business or cashier's checks; personal checks will not be accepted. Past due and disputed accounts will be placed on COD.

PAYMENT REMITTANCE ADDRESS: Checks made Payable to:
 Associated Energy Systems
 8621 South 180th Street
 Kent, WA 98032

Orders will not be processed for any account past due. Any account 60 days past due will lose its credit privilege. When the account is paid in full, future orders will be shipped on a "check-with-order" basis. To re-establish credit, a new credit application and credit report will be required.


Invoices past due are subject to a finance charge not to exceed 1-1/2% per month. In addition to such late payment charges, costs and expenses associated with collection of past due amounts, including reasonable attorney's fees, shall be added to amounts past due. Credits are to be used toward future purchases as a deduction on invoices due. Associated Energy Systems reports customer credit information on a regular basis as a member of the Hearth Products Credit Association.

RETURNED CHECKS

All returned checks will incur a \$40.00 service charge. Your account may be placed on a COD basis with prepayment required for a minimum of one year. Returned checks affect your credit rating.

ERRORS

Associated Energy Systems reserves the right to correct errors in quotes, orders, invoices or other documents.

| | | | | | | |
|--|------------|--|-----------------|--------------|--------|--------|
|  <p>Associated Energy Systems A housewarming presence for every season. 8621 South 180th, Kent, WA 98032 Phone: 425-251-9190 Toll Free: 800-682-9722 Toll Free: 800-682-8611</p> | | <p>INVOICE PLEASE PAY BY INVOICE</p> <p>PAGE NO. 1</p> <p>INVOICE NO. 100000-IN DATE 03/17/08 ORDER NO. 9999999 SALESPERSON 0100 CUSTOMER NO. 00-USAABC</p> | | | | |
| <p>Sold WE WARM YOU 1122 Main Street To: Hearhtown, USA 99999</p> | | <p>Ship WE WARM YOU 1122 Main Street To: Hearhtown, USA 99999</p> | | | | |
| CUSTOMER PO | SHIP VIA | SHIP DATE | TERMS | | | |
| POBOZ0001793 | K-REDDAWAY | 03/17/08 (B) | NET 30 DAYS (A) | | | |
| ITEM NO. | UNIT | ORDERED | SHIPPED | BACK ORDERED | PRICE | AMOUNT |
| ICRM12RRC | EACH | 2.00 | 2.00 | 0.00 | 92.700 | 185.40 |
| RIS 12" Rain Cap | | | | | | |
| ICRM12RSC | EACH | 2.00 | 2.00 | 0.00 | 15.550 | 31.10 |
| RIS 12" Galvalume Storm Collar | | | | | | |
| ZZOFFRTERMS | EACH | 1.00 | 1.00 | 0.00 | .000 | .00 |
| Total Freight \$ 123.55 | | | | | | |
| Fuel Surcharge \$ 23.67 | | | | | | |
| Freight Allowance \$ 99.88 | | | | | | |
| \$99.88 is your freight allowance. | | | | | | |
| Deduct this amount \$ 99.88 if paid by 4/16/08 | | | | | | |

Standard Terms

Product Terms and Returns

CUSTOM AND SPECIAL ORDERS

Custom or special orders include custom cut, custom assembled, custom built, special order and orders of non-stock items. These items cannot be returned for credit.

To ensure accuracy, please have your order dimensions repeated back to you. Written confirmation is required. AES *cannot* accept returns or grant credit on custom cut or assembled products like Reliance, ACS or Graysen Outdoor. To protect all of us, we require an emailed order for these items. If the finished dimensions match our written invoice, any changes will be made at your expense.

Orders over \$500.00 or new accounts may be required to prepay rather than sending COD and you will be asked to mail payment to AES before the order is placed.

Special orders of non-stock items must be in case quantities, if applicable. Once special orders for non-stock products have been placed with the manufacturer, cancellation is subject to the manufacturer. Custom, Special Orders and Non-Stock goods cannot be returned for credit.

PRODUCT RETURNS

In order for us to properly credit your account, all merchandise must be pre-approved with a Return Authorization Number prior to shipping back to AES.

To request a Return Authorization Number, contact AES, either online at orders.aes4home.com or by telephone. Please have the invoice number available for the item originally purchased; this will expedite your credit. If approved, a Return Authorization Number will be assigned. Ship pre-approved merchandise to AES accompanied by the Return Authorization Number; product will not be accepted without an accompanying "R.A." number.

Return Authorizations are void at 60 days from the issue date if product has not been returned. All merchandise must be unused and in the original carton. Special Order, Non-Stock and Discontinued merchandise will *not* be accepted for return. Freight charges to return product are *not* the responsibility of AES.

Only those goods purchased within 60 days may be returned for credit or exchange.

Defective merchandise must be shipped back to the corporate headquarters in Kent regardless if the product originated from another distribution center location, and freight must be pre-paid. Notify AES of your intention of returning defective goods by filing a *Warranty Service Authorization Form* with us prior to shipping. You can find this form online at orders.aes4home.com

Goods cannot be accepted at the AES distribution center without a Return Authorization Number attached and the proper information received.

Credit for returned merchandise should be issued within two weeks of the return provided the above conditions are met. All credits are issued to accounts toward future purchases. Shipment must be prepaid or it will be refused at the distribution center. Freight charges cannot be credited.

All returns are subject to a minimum 20% restocking fee.

About AES, Products, Index and Dealer Information

Standard Terms

Ordering Product & Understanding Pick Tickets

Errors can cost all of us time and money, not to mention the inconvenience to your customer. That is why we ask that you be prepared by having the following ready when placing an order.

CUSTOMER NUMBER

Customer numbers are extremely helpful to us. Although we do our best to remember all customer numbers, we occasionally forget one. Customer numbers expedite the process of getting all your account information at our fingertips and ready to process your order as efficiently as possible.

PURCHASE ORDER NUMBER

If your company uses purchase order numbers, please have the number ready.

SHIPPING INFORMATION

If there is a specific mode of shipping you would like us to use regarding a specific order or all orders, please indicate this information at the time you are placing each order.

AES ITEM NUMBERS

Product item numbers are extremely important in preventing errors. All items in this catalog have item numbers associated with them unless they are a special order. AES *cannot* take responsibility for incorrect orders when item numbers are not used.

CONFIRMATION INFORMATION

Please remind us to read your order back to you and confirm that all is correct. Product orders may be placed by calling AES Inside Sales, visiting our online orders website orders.aes4home.com, emailed (to your AES Inside Sales Rep.) or mailed. Orders will ship same day if placed by: 1pm (CO), 2pm (CA, WA) and 11am (MN, TX). Orders to be shipped via the AES truck should be placed the *day prior* to your scheduled delivery (same times).

UPON RECEIPT OF YOUR ORDER

Immediately upon receipt of your order, please help us help you by following these steps:

- Before signing for product, inspect the shipment for damage or any sign of damage.**
- Note anything suspected of damage on the BOL.**
- Ask the driver if you may inspect items for damage.**
- Report any damage to the freight company and then contact AES. Together we can work through the freight claim.**
- Notification of errors in your order or shipping damage must be made to AES within 48 hours of receipt of merchandise.**
- Provide pictures when applicable.**

SHORTAGES

If an item was not received, please check the Packing Slip or Pick Ticket. Are all of the items you ordered itemized on the individual lines? If not, please call AES and we will reship the missing items as soon as possible.

In the center of the pick ticket is written the number of boxes which were shipped. Check that against the number of boxes you actually received. If you did not receive all the boxes noted on the pick ticket, it may have gotten separated during shipment and may be delivered the following day. If you do not receive the missing box the next day, call AES and we will be happy to trace the missing product with the carrier. Please have your pick ticket available, we will need information off of it to process a trace on the missing box. You may also check the pick ticket for any special notes concerning your order that might explain why you did not receive all of your products.

If an item is on the pick ticket but you did not receive it, it's possible it was out of stock and was back ordered for you. Back orders with ETA's are noted on the order confirmation. You can verify this by looking at the quantity ordered column vs. the quantity shipped column. First, make sure the quantity ordered is correct. Then check the quantity shipped, it will most likely be zero. This confirms that we did not have stock on the item and it was automatically back ordered for you.

About AES, Products, Index and Dealer Information

Standard Terms

General Co-op Advertising Guidelines

CO-OP ADVERTISING PROGRAMS

Many of the manufacturers whose products we represent offer co-op advertising programs as well as various discounts and incentives for displaying those products on your showroom floor. We highly encourage you to take advantage of these programs in your marketing efforts as they can greatly reduce your advertising costs. The type of advertising that the fund will support varies from manufacturer to manufacturer but generally covers radio and television advertising, newspaper and magazine advertisements, printing and phone book listings. Space rental at Home Shows and Fairs also qualifies for co-op reimbursement in some cases. For specific coverages, or if you are ever in doubt, call the AES Data Processing Department for details.

Various product literature is also available in limited quantities to help with your marketing efforts. AES carries literature and/or other marketing materials for a majority of products that we sell. In most cases, there is no charge for literature, however, freight charges do apply. Promotional materials that have a cost associated with them usually qualify for co-op under the regular program guidelines. To obtain these marketing and point of purchase materials, contact the AES Inside Sales Department.

ADVERTISING GUIDELINES:

“Proof” of advertising varies from media to media. Agency creative or production fees are not eligible for claim through the co-op advertising fund, nor are shipping, handling or freight charges. **Advertisements must prominently display the product name or logo in order to qualify for co-op reimbursement.** Credit for ads featuring multiple brands may be divided according to the proportion of brand representation.

Print Advertisements - Please send two copies of your original invoice showing the total you paid for the ad and two copies of a “tear sheet” (usually provided by the newspaper or magazine) or an original copy of the ad. The product name and logo must be displayed prominently in all printed forms of print advertising including Yellow Pages directory ads.

Broadcast Advertisements - Please send two copies of your script and two copies of your original invoice from the station. Television broadcast advertisements must display the product name/logo and the product itself twice to qualify for co-op advertising credit. Radio broadcast advertisements must mention the product name twice in a 30-second spot or four times in a 60-second spot to qualify. Live broadcasts must also provide photos of displays in showroom on the day of live remote.

Fair and Home Show Participation - Please send pictures of your booth clearly showing ALL items on display at the show, as well as an itemized list and a copy of the paid invoice for the booth. Credit is issued based on the percentage of space and/or products compared to the total number of products displayed and available co-op funds. Reimbursement will be based on the rental cost of the booth space only.

CO-OP CLAIM SCHEDULE:

Credit for cooperative advertising claims MUST be mailed into AES in a timely manner according to the following schedule.

Overdue claims will NOT be accepted for credit.

| | |
|------------------------------|--|
| January-March Advertising | Claims must be filed by May 31. |
| April-June Advertising | Claims must be filed by August 31. |
| July-September Advertising | Claims must be filed by November 30. |
| October-December Advertising | Claims must be filed by February 28 of the following year. |

TO OBTAIN ADVERTISING CREDIT:

Advertising claims must be submitted to AES, attention “Co-op Advertising”, according to the claim schedule above. All claims must include a “Co-op Advertising Claim Form” and “proof” of advertising. All correspondence regarding co-op programs should be submitted to AES Correspondence Address and not the manufacturer. Co-op advertising credits are issued by AES to your account towards future purchases; cash refunds are not disbursed. Co-op claims can only be processed for current product.

EMAIL CLAIMS TO: Lisa Thompson
LisaT@aes4home.com

MAIL CLAIMS TO: Associated Energy Systems
Attn: Co-op Advertising
8621 South 180th
Kent, WA 98032

About AES, Products, Index and Dealer Information

Standard Terms

General Showroom Display Guidelines

DISPLAY PROGRAM

To help offset the cost of the products displayed on your showroom floor, AES offers a showroom display program for many product lines. A portion of your cost or a flat rate credit may be offered if the showroom display requirements are met.

In some cases, display credit may be granted for products shown at special events such as home shows, parade of homes and model homes, etc. For unusual situations such as these or other display requests outside of the manufacturer guidelines, contact your AES Outside Sales representative. Prior written approval must be obtained by AES before credit will be granted.

For details on specific coverage and requirements, please reference the individual manufacturer program guidelines, or contact the AES Data Processing Department.

DISPLAY GUIDELINES

The following is a list of guidelines that must be met in order to receive display credit:

- The unit must be a current, up-to-date model
- The unit must be a burning model
- The unit must be shown in a complete, finished display
- The unit must be properly installed according to the owner's manual and building codes
- The dealer must commit to keeping the display on the showroom floor for a minimum of 12 months

Rules for display credit:

- Credit will be granted ONCE per model per year.
- A specific model and serial number qualifies for ONE showroom display credit only, regardless of the number of years it is on the showroom floor.
- Generally, multiple burning displays of the same model qualify for ONE showroom display credit only

For example: TWO "Model A" fireplace units displayed in a showroom, one in black and the other in Porcelain Red, qualify for ONE showroom display credit only. ***This may not apply to certain fireplaces or inserts, where various fascias and front options create a defined, unique visual appeal for consumers.***

TO OBTAIN SHOWROOM DISPLAY CREDIT

Display claims must be submitted to AES, attention "Display." Requests must be accompanied by a "Display Program Claim Form" and a clear photo of the burning display model. Please submit one form and photo for each unit you are requesting credit.

All correspondence regarding display programs should be submitted to AES correspondence address and not the manufacturer. Display credits are issued by AES to your account towards future purchases; cash refunds are not disbursed.

EMAIL CLAIMS TO: Lisa Thompson
LisaT@aes4home.com

MAIL CLAIMS TO: Associated Energy Systems
Attn: Co-op Advertising
8621 South 180th
Kent, WA 98032

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About AES, Products, Index and Dealer Information

Standard Terms

Warranty Programs

WARRANTY PROGRAMS

AES is proud to offer quality products from the industry's leading manufacturers. As a quality guarantee, most product lines represented in this catalog have warranty programs to support you in the rare case of a defective product. Programs vary between manufacturers, but generally offer credit for specific parts, and in some cases labor expense. A labor schedule including specific coverage for labor reimbursement is available upon request. The return or replacement of defective goods will be handled according to the instructions and procedures of manufacturers. Most warranties do not include shipping or labor. For more details on a particular product line, please contact AES Inside Sales.

Warranty credit requests should be sent to your Inside Sales Account Manager and must be accompanied by a completed AES *Warranty Service Authorization Form* (included in this section). Your account manager will then order replacement parts, if needed. Warranty credits are issued by AES to your account towards future purchases; cash refunds are not disbursed.

WARRANTIES ON DEFECTIVE GOODS

A brief summary of vendor warranties is listed below. Please refer to the vendor's brochure or call AES Inside Sales for more details on a particular product line. Warranty terms are subject to change without notice according to manufacturer policy.

Aluminum Chimney Liner:

15-year limited warranty to the original owner, no labor.

Condar ASV-90:

1-year limited warranty, no labor.

Dante Lighters and Valves:

1-year limited warranty, no labor.

Dimplex:

1-2 year warranty on most electric models

Dura-Vent (all types):

25-year limited to replacement, no labor, 5-year on caps and Dura-Black stove pipe.

Empire Products

1-year remote controls.

3-year vented parts.

5-year vent free parts and fireboxes.

10-year combustion chamber and glass.

Energex Fans:

2-year limited warranty. 10-year against corrosion perforation.

GASAV-R Valves:

1-year replacement, no labor.

Gastite by Titeflex:

1-year replacement, no labor.

Graysen Woods Hearth Pads:

Limited lifetime on metal-wrapped hearth pads.

GreenFan:

2-year warranty, no labor.

Hargrove

Lifetime limited warranty logs

5-year limited warranty burners and grates

2-year limited warranty valves, pilots and other accessories

1-year limited warranty outdoor logs

HY-C Chimney Caps:

Stainless caps- lifetime warranty. Galvanized caps, no warranty.

Kingsman Gas Appliances:

1-year warranty on defective materials/workmanship (excludes light bulbs, gasket and paint).

Limited lifetime warranty - Heat exchanger, combustion chamber and burner.

Liberty Foundry:

3-year limited warranty.

Malco:

Lifetime limited warranty.

Modern Flames:

Within twenty-four months from the date of purchase of the appliance, parts will be supplied for repair or the product will be replaced free of charge. Repair or replacement is at the option of Modern Flames. Labor is covered for twelve months (12) from the date of purchase. This warranty does not cover consumable items such as bulbs and fuses which have a limited lifespan.

Nectre Wood Appliances:

10-year warranty

Panasonic Ductless Heat Pumps:

7-year warranty compressors

5-year warranty parts

R.H. Peterson Gas Inserts:

Lifetime warranty insert body and firebox

10-year warranty burner assemblies

5-year warranty ceramic glass panel (thermal breakage only)

5-year warranty gas logs

1-year warranty electronics and gas controls

R.H. Peterson Gas Logs:

Lifetime warranty on logs. 5-year warranty on burners.

1-year warranty on valves and controls.

"Reliance" Liner by American Hearth Products:

10-year limited warranty on parts, no labor.

Robertshaw:

5-year warranty on wall thermostats and carbon monoxide alarms. 1-year limited warranty on other parts.

Skytech Remote Controls:

5-year limited warranty on remote units. 1-year warranty on valve kits. 2-year warranty on fan kits.

Skytech Remote Controls:

5-year limited warranty on remote units. 1-year warranty on valve kits. 2-year warranty on fan kits.

True North Appliances:

3-year firebox, castings and glass

1-year parts (gas valves, electrical components, switches, gaskets, paint, bricks, baffle tubes and manifold, burn pot and iner.

US Fireplace Products:

Lifetime warranty

ZFlex:

Lifetime warranty to the original purchaser

Standard Terms

Dealer Service Support Policy

Dealer Service Support Policy

AES and our Appliance Vendor will provide our dealers technical training to ensure safe installation and professional service on our products. This training will be provided at the time you are set up as a dealer, at the time we introduce new products or at special training events conducted from time to time. We will provide this training to your installation and service staff at your place of business or an AES facility at a mutually agreeable time. It is your responsibility to get your staff to this training as needed and make the scheduling commitment so they can receive this training. It is the dealers responsibility to provide their service and installation personnel with the tools, installation and testing equipment needed to provide safe installation and professional service on hearth appliances.

The training we provide is product specific and does not replace the general level of training required for safe installation and professional service that can only be obtained through HPBA "Hearth" supported certification training that provides a general level of understanding of installation and service practices for our industry's equipment.

Service Support

Our vendors, for the most part, will **not** provide technical support directly to dealers and, for sure, **not** to consumers. AES will provide technical support on the products we sell to our dealers or their personnel, but we will **not** provide that support to consumers. Each consumer contact will be directed back to the closest authorized dealer. In the event that a dealer is no longer in business to service a product, AES Inside Sales will assist a consumer on how to contact another servicing dealer in the area.

AES does not sell appliances over the internet, nor do we support our dealers selling appliances over the internet. A consumer should only be buying our appliances from a local servicing authorized dealer who is approved and has training and support to sell and service our products. If a consumer buys a product outside of a dealer's service area or through a non-approved channel, or if they do the installation themselves, they have made the decision to provide their own service and technical support. AES does not support any sales channel other than our approved dealer list.

AES Phone Support

Dealers should contact any AES inside sales personnel Monday - Friday between the hours of 8:00 – 5:00 to gain technical support on products we sell. All AES sales staff receive technical training from our vendors and most are already NFI certified (the rest have been working to become "Hearth Certified"). We are committed to providing industry leading support to our dealers.

Prior to providing technical support on the phone our inside sales staff will require the dealer to have on hand the unit serial number along with the product model number and installation specific's. We request the dealer have an internet/smart phone connection at the time they call in, if at all possible, or at a minimum to have on hand a copy of the owner's manual for the product. Experience has shown that a picture or other information which can be quickly shared over the internet can aid in effective and accurate communication for both sides of the phone call. It is our goal to review technical issues/questions while the tech is on the jobsite and hopefully avoid any further call backs.

Standard Terms

Dealer Service Support Policy

AES Personnel Support

AES personnel will not make field service calls without a qualified dealer representative or the paid designated installing contractor who did the installation or service. AES personnel will not make field calls at the direction of consumers or to any consumer who bought a product other than through our approved dealer list. Further, AES personnel will not make a field service call on any appliance that was installed by anyone other than our dealer or their designated installer.

Field Service Call Procedure

The products we sell will require field service. This will be required either as a normal service call or as a warranty service. The following is the process by which AES will make calls with a dealer to a product installed in a consumer's home.

- 1) First Service Call on any appliance is expected to be made by the selling dealer. If the dealer is not able to affect a successful result or diagnosis, the dealer should contact AES Inside Sales staff while at the consumer's home in an attempt to get support needed to resolve the service issue at this time.
- 2) Second Service Call for the same appliance on the same issue is expected to be made by the selling dealer. Prior to the second call – which is required because the repair could not be affected during the first call – the dealer service personnel should contact AES Inside Sales staff. Obviously, it does not make sense to go out to the home a second time without having additional information to support a more thorough and successful second service call. If the repair is not affected at the time of the second service call – do not leave the site! Call AES Inside Sales again for support on the installation. Attempt to talk with the same inside sales person for support as you did prior.
- 3) Third Service Call – If AES Inside Sales have been involved in the first two service calls and have obtained complete information from the dealer – which may include photo's – and a successful repair has not been achieved, then AES Inside Sales will direct the AES Outside Territory manager to make a service call at the installation site at the soonest possible time. Dealer service personnel will be required to be on site with the AES staff. It is the dealer's responsibility to have their own testing and calibration equipment during this service call.

POP Materials

| Page Number | Vendor | POP Materials Available |
|--|----------------|---|
| <i>Please note: These POP materials aren't regularly stocked. Please allow time after your order is placed for your items to arrive.</i> | | |
| To order call 800-682-9722 | | |
| ad | Empire Gas | Literature Rack Display, Rack Display Sign and Vinyl Banner |
| ae | Fireglass Plus | Display Stand for Glass Jars |
| af | Hargrove | Log Display Stand and Posters |
| ai | Real Fyre | Retractable Banner Stands, Tiered Log Display, Glass Sample Kits, Brochure Holder, Decals, Cut Out Log Display, Banner and Finish Samples |
| aj | Skytech | Remote Control Spinning Display, Stand and Mantel Cards |

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EMPIRE

Empire Display and POP Materials

Order via EmpireInsider.com



Literature Rack Display

\$40.00



White Mountain Hearth
Literature Rack Display
Sign

\$15.00



White Mountain Hearth
Vinyl Banner

\$35.00

Fireglass Plus Display and POP Materials

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Glass Display Stand (FSDISPLAY)
Holds 32 Jars (10 lb. each)
\$70.00



Picture is shown with bags, but glass now comes in jars



Hargrove Display and POP Materials

Log Stand Display

\$300 for the display stand

Logs sold seperately (18"-24"), but qualify for 100% burn credit.

All log sets must burn and must be vent free.

Requires minimal floor space 20"x24"

Access holes in back for gas piping.



Radiant Heat Log Set Posters
 Features High Res Images of Cross, Rustic, Woodland and Aspen Timbers
 24.5"W x 36.5"H
 \$ No Charge



Vertical Standup Banner
 \$25

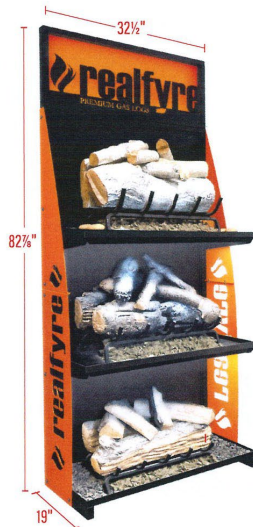


Logo Banner
 \$25

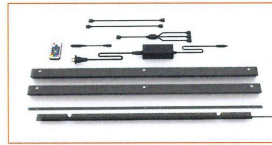
realfyre Real Fyre Point of Purchase Items
PREMIUM GAS LOGS



Accessory Display Rack ** †
 (Part #: RFDA-08, Price: \$600.00)



Three Unit Log Display Rack ** †
 (Part #: RFD-08, Price: \$600.00)



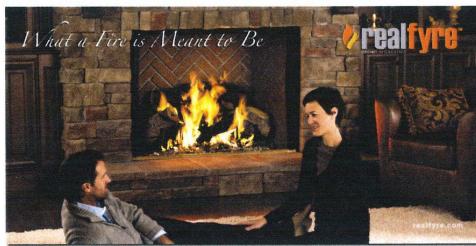
LED Light Accessory Kit *
 (Part #: RFDL-08, Price: \$170.00)



Two Stair Step Accessory *
 (Part #: RFDS-08, Price: \$60.00)



Display Rack Upgrade Kit *
 (Part #: RFD-05-08Kit, Price: \$160.00)



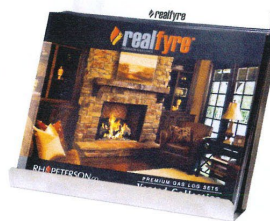
Real Fyre 6' x 3' Wall Banner



Real Fyre "Authorized Dealer"
 Window Decal



Glass/Gem/Nugget Sample Boxes *
 (Part #: GL-SAMPLE, GLG-SAMPLE, GLD-SAMPLE, Price: \$6.00 EA.)



RF Stainless Steel Literature Holder *
 (Part #: DISPLAY-LIT-RF, Price: \$12.00)



Cut out Log Display
 (Part #: CHDL-18T-CUT)



Vented Collection Retractable Banner Stand *
 (Part #: SUB-RF-02, Price: \$90.00)

† If display is fully stocked with Real Fyre™ products, it may be submitted for a Real Fyre™ Co-op reimbursement of \$225.

*Toplaceanorderforthisitem,e-mailrequestto:orderdesk@rhpeteron.com.ForeveryotherPOPorpromotionalitem,e-mailyourrequestto:literature@rhpeteron.com.

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Skytech Display and POP Materials



STPOPCOUNTER

POP Spinning Counter Display with Three Remotes

\$74.00



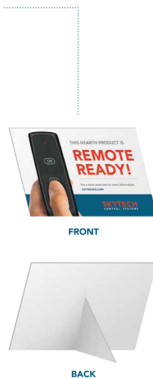
Remotes Included with STPOPCOUNTER



STZZPOPKIT

Easel Backed Mantel Cards

No Charge





Associated Energy Systems

A housewarming presence for every season.

DATE _____

CO-OP ADVERTISING CLAIM FORM

PLEASE USE SEPARATE FORM FOR EACH MANUFACTURER

CUSTOMER NAME/CITY/STATE

AES CUSTOMER NO.

CUSTOMER PHONE

CUSTOMER EMAIL

CUSTOMER REFERENCE NO.

SUBMITTED BY

MANUFACTURER

- Please submit your claim within 30 days after your promotion.
- Include an original sample of the ad and a copy of the invoice from the advertising media.
- Incomplete claims cannot be processed.
- Use separate forms for each product or manufacturer.

| <i>Date</i> | <i>Media</i> | <i>Invoice Amount</i> | <i>Requested Co-op Amount</i> | <i>Approved Co-op Amount (for office use only)</i> |
|-------------|--------------|-----------------------|-------------------------------|--|
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| | | <i>Total =</i> | | |

TOTAL INVOICE AMOUNT = _____

PERCENTAGE OF AD DEDICATED TO PRODUCT LINE x _____%

TOTAL = _____

MANUFACTURER'S COVERED PERCENTAGE (TYPICALLY 50%) x _____%

REQUESTED CO-OP AMOUNT (PROVIDED FUNDS ARE AVAILABLE) = \$ _____



Associated Energy Systems

A housewarming presence for every season.

DATE _____

DISPLAY PROGRAM CLAIM FORM

PLEASE USE SEPARATE FORM FOR EACH UNIT OR MANUFACTURER.

| | |
|--------------------------|------------------|
| CUSTOMER NAME/CITY/STATE | AES CUSTOMER NO. |
| CUSTOMER PHONE | CUSTOMER EMAIL |
| CUSTOMER REFERENCE NO. | SUBMITTED BY |
| MANUFACTURER | |

- Please list all components that qualify for credit by item number.
- Attach a photograph of the fully installed appliance, burning if applicable.
- The unit listed below must be on display for a minimum of 12 months in order to qualify for display credit.

| Item No | Serial No. & Date Code <i>(if applicable)</i> | AES Invoice No. | Dealer Cost | Display Allow | Office Use Only | |
|----------------|--|-----------------|-------------|---------------|-----------------|--|
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| | | | | | | |
| <i>Total =</i> | | | | | | |

DEALER SIGNATURE

AES SALES REPRESENTATIVE SIGNATURE



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DATE: _____

WARRANTY REQUEST FORM

AES ISSUED RA#: _____

- Warranty process for all brands goes as follows: Replacement order is placed and billed to dealer, warranty RA is written, you send back defective part back to AES when requested and/or send pictures when applicable, we file the warranty with the factory for credit, we receive approval/credit from factory, then the dealer receives the warranty credit from AES.
- To insure you receive an accurate and expedited credit or replacement part, please fill in all necessary information below.
- Warranty parts not found to be defective will be returned back to the dealer at the dealer's expense.

**** Warranties will not be processed until AES is provided with the following information. ****

| STEP #1 - DEALER INFORMATION | | | | |
|--|------------------------|-------------------|---------------------------|------------------------|
| Dealer Name: | | Dealer Account #: | | Phone: |
| City: | State: | Contact: | Email: | |
| STEP #2 - CONSUMER INFORMATION | | | | |
| Consumer Name: | | Consumer Address: | | Consumer Phone Number: |
| STEP #3 - Technical Data (Symptoms/Readings/Diagnosis) | | | | |
| <p>*IMPORTANT* Be clear on your description. "It's broken" or "it doesn't work" does not give us enough information to file the warranty with the manufacturer. Please include the following information: 1) Description of problem. 2) Troubleshooting steps taken. 3) Is the problem solved? Photos are required for any visible damage/defects. Please send pictures to your Inside Sales Rep.</p> | | | | |
| <u>WARRANTY: DIAGNOSIS/SOLUTIONS/RESULTS:</u> | | | | |
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| STEP #4 - Product Information | | | | |
| Model #: | | Serial#: | Dealer PO or AES Invoice: | Date Installed: |
| Date Serviced: | | | | |
| Qty | Part# Used for Repair: | | Description: | |
| | | | | |
| | | | | |
| | | | | |
| Manufacturer Labor Requested? <input type="checkbox"/> Yes <input type="checkbox"/> No Requesting _____ Hours _____ Miles | | | | |
| Preapproved? <input type="checkbox"/> Yes <input type="checkbox"/> No By _____ | | | | |
| STEP #5 - Send Part or Credit? *MUST CHECK ONE BOX* | | | | |
| <input type="checkbox"/> Send Replacement (Have not ordered, place order now). Replacement Order # _____ | | | | |
| <input type="checkbox"/> Credit Only (Already ordered, and need credit only). Replacement Invoice # _____ | | | | |

Questions? Call 800-682-9722
Email completed form to your Inside Sales Rep



Associated Energy Systems

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DATE: _____

PRODUCT RETURN REQUEST FORM

- Email the completed form to your Inside Sales Rep.
- A Return Authorization must be issued by Inside Sales before product is sent back to AES.
- Inside Sales will email the RA back. You must include a copy of the RA when returning product to AES.
- Returns will NOT be accepted if it's a special order item, non-stock item, item is not in original packaging, original packaging is written on or if it is not in new condition.
- Items must be returned within 90 days from purchase. Anything over 90 days requires management approval.
- Returned products are subject to a 20% minimum restocking fee.
- Units and Barbeques require Management Approval to be returned and are subject to a \$125 restock fee per unit.
- **To insure you receive an accurate and expedited credit and replacement part, please fill all necessary information below.**

| STEP #1 - DEALER INFORMATION | | | | |
|---|---------------------------|-------------------|---------|--------------|
| Dealer Name: | | Dealer Account #: | | Phone: |
| City: | State: | Contact: | Email: | |
| STEP #2 - PRODUCT INFORMATION FOR RETURN/CREDIT | | | | |
| Order Date: | Dealer PO or AES Invoice: | Qty: | Part #: | Description: |
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| STEP #3 - REASON FOR RETURN | | | | |
| What is the reason you are asking to return? | | | | |
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