



AES



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2024

Retail Price Book

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TN25C



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Effective Date: March 1st, 2024

Last Revised: June 3rd, 2024



TRUE NORTH PRODUCTS PRICE LIST

True North TN10 Freestanding Wood Stove

Complete with cast iron door, side shields and legs ~ 0.8 cu/ft. firebox ~ 2020 EPA compliant ~ 1.4 grams/hour ~ 30,000 BTU's ~ Uses 6" chimney

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN31010004	TN10 Wood Stove with Legs	N/A	\$ 1,479.00	N
Options				
TN31140001	(TNTRNO19BLOWA) Blower Kit	6.4 lbs.	\$ 231.00	Y
TN11100008	(PE11100008) Outside Air Adapter, Wood, 3"	N/A	\$ 53.00	Y

True North TN20 Freestanding Wood Stoves

Complete with cast iron door and side shields ~ 2 cu/ft. firebox ~ 2020 EPA compliant ~ 1.6 grams/hour ~ 55,000 BTU's ~ Uses 6" chimney

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN31010009	TN20 Wood Stove with Legs, Met Black, Series B	289 lbs.	\$ 1,829.00	Y
TN31010010	TN20 Wood Stove with Pedestal, Met Black, Series B	289 lbs.	\$ 1,829.00	Y
Options				
TN31140001	(TNTRNO19BLOWA) Blower Kit	6.4 lbs.	\$ 231.00	Y
TN11100005	(PE11100005) Outside Air Adapter, Starter Ring, Wood	N/A	\$ 126.00	N

True North TN25C Freestanding Wood Stoves

Complete with cast iron door, side shields and either legs or pedestal ~ Electronic combustion assist ~ Passive cat technology ~ No manual bypass (automated) ~ 2 cu/ft. firebox ~ EPA 2020 certified ~ Efficiency 76% HHV ~ 30% Biomass tax credit qualified ~ 1.1 grams/hour ~ 60,000 BTU's ~ Uses 6" chimney

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN31010016	TN25C Wood Stove with Legs, Met Black NEW	-	\$ 2,499.00	Y
TN31010017	TN25C Wood Stove with Pedestal, Met Black NEW	-	\$ 2,499.00	Y
Options				
TN31490001	Battery Pack for TN25C Electronic Combustion Assist <i>(for use in power outages)</i>	-	\$ 51.00	Y
TN31140001	(TNTRNO19BLOWA) Blower Kit	6.4 lbs.	\$ 223.00	Y
TN11100005	(PE11100005) Outside Air Adapter, Starter Ring, Wood	N/A	\$ 126.00	N

True North TN20 Wood Insert

Complete with cast iron door, surround 38"W x 27"H x 2"D and blower ~ 2 cu/ft. firebox ~ 2020 EPA compliant ~ 1.6 grams/hour ~ 55,000 BTU's ~ Uses 6" chimney

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN31040002	TN20 Wood Insert, Met Black, Series B	N/A	\$ 2,029.00	Y
Options				
TN31120002	(TN20BPMBKB) Backing Plate - 32"H x 48"W, Series B	N/A	\$ 153.00	Y
TN31250001	Surround Extension - 31"H x 46"W x 2"D	N/A	\$ 153.00	N



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True North TN24 Freestanding Gas Stove

Ships complete with log burner & interior panels ~ Area mood lighting ~ 50% turndown with Proflame II SIT remote included ~ 24,000 BTU ~ 74.4% P.4 efficiency ~ AFUE 75% ~ 340 in2 glass size ~ Uses 4" x 6 5/8" venting (3" x 3" co-linear compatible with adapter)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN32010001	(TN24BODYA) TN24 Freestanding Gas Stove	198 lbs.	\$ 3,049.00	N
Options				
TN32180001	(TN24LPKITA) TN24 LP Conversion Kit	N/A	\$ 153.00	Y
TN92270001	Vent Adaptor, Vertical - Does Not Fit Serial Numbers Prior to 2130010755	N/A	\$ 330.00	Y



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True North TN40 Freestanding Pellet Stoves

Comes complete with cast iron door and hopper ~ 80 lb. Hopper capacity ~ EPA 2020 certified ~ 1.3 g/hr ~ 40,000 BTU's ~ Uses 3" venting

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN33010002	(TN40PEDA) TN40 Freestanding Pellet Stove - Pedestal	286 lbs.	\$ 3,649.00	N
TN33010001	(TN40LEGA) TN40 Freestanding Pellet Stove - Leg Model	325 lbs.	\$ 3,649.00	N

True North TN40 Pellet Insert

Comes complete with cast iron door, surround 42"W x 29"H and hopper ~ 80 lb. Hopper capacity ~ EPA 2020 certified ~ 0.69 g/hr ~ 36,000 BTU's ~ Uses 3" venting

Item Code	Item Name	Ship Weight	Retail Price	Stocked
TN33040001	(TN40INSA) TN40 Pellet Insert	N/A	\$ 4,049.00	N

Options

TN33120001	(TN40BPMBKA) Oversized Backing Plate - 34"H x 48"W x 1 1/2"D	N/A	\$ 168.00	Y
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TRUE NORTH

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.



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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.