

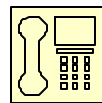
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Make customer service the centrepiece of every staff meeting. It's critically important to reinforce the concept throughout the organization as often as possible.

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In Good Hands With Hannu & Chris

We would like to introduce to you, Northwest Stoves' newest team members, Chris Vecchies and Hannu Ojanen. They are responsible for the timely shipping of product to your front door each day. Both men bring excellent attributes to Northwest Stoves. Chris has been in the industry for several years working for R.E. MacDonald Stoves in Aldergrove where he picked up a tremendous amount of experience and knowledge. Hannu, or Hank, had a rather long stint (more than 25 years) shipping for hardware distributor Sodisco-Howden, where he earned a reputation as a reliable, hard-working employee before making the move into Northwest Stoves.

Working alongside incumbent Greg Stalman, these two will undoubtedly prove to be the best shipping team Northwest Stoves has ever had. We hope that you enjoy the results!



Chris and Hannu—Northwest Stoves shipping team

Contact Us

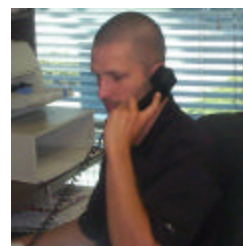
To leave a **Voice Mail** please phone **604-856-8750** or **1-888-663-8816**, then enter the extension of the person you are trying to reach and you will be automatically directed to that person's line. We will take your call promptly, or you can leave a voice mail for a quick call back.



Serving the Fireplace Industry For More Than Twenty-Five Years



Dan K on Friday



David Rosvold

Celebrating
25
YEARS

HotTimes

A NEWSLETTER ON WHAT'S HOT AND WHAT'S NOT

Jotul's new (old) 118—The Black Bear

A Classic Reborn!

Non-Catalytic Woodstove
Jotul's most popular and most imitated wood stove is back! The Jotul **F118 CB Black Bear** combines the simple elegance and utility of the original Model 118 with modern solid fuel combustion technology. Incorporating Jotul's new Crossflow non-catalytic secondary combustion system and the legendary front-to-back "cigar burn," this stove is the pinnacle of clean burn efficiency and maximum burn time. Holding strong to its Norwegian roots, the F118 CB Black Bear still features the decorative front plate that translates as follows: "I built me a flame late one night.

When day is done, God will my flame never die out." Options include screen for open door fire viewing and rear heat shield.

Jotul F118 CB Black Bear—up to 24" log length, Jotul Crossflow non-catalytic clean burn system, four venting options, two-stage heat exchange, heating capacity up to 1600 square feet, polished cookplate and leg levelers, super clean at 2.3 grams per hour.

The legend returns!

Winner of the fifth annual Vesta Award for Wood Stoves



A Visit to HearthStone/Hergom

Spain Beckons

In May, Wayne was lucky enough to be able to travel to Spain and visit a few of the areas and facilities that help HearthStone to be the company it is today. Hergom, the parent company to Hearthstone, is a family run business, having been founded

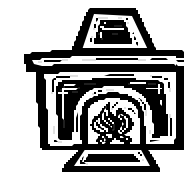
in 1950. Wayne was able to tour the factory in Hergom, where they were firing castings for other stove manufacturers and visited the showroom in which many of Europe's finest stoves and boilers were on display.

-Continued on page 2-



Jotul's F118 CB Black Bear

Call Northwest Stoves to inquire about availability of the Black Bear!!!



Foundry in Hergom

Inside this issue:

<i>Black Bear—An Old Friend Returns</i>	1
<i>HearthStone/Hergom—Wayne's trip</i>	1
<i>Northwest Stoves Attends Jotul Meetings</i>	2
<i>Forrest Paint's New Chimney Flashing Paint</i>	2
<i>New Clearance Items</i>	3
<i>Northwest Stoves Teams up With CF</i>	3
<i>Okanagan Rock World Earns a T & C Award</i>	3
<i>Northwest Stoves New Shipping Team</i>	4
<i>Contact List</i>	4

"Character is higher than intellect. A great soul will be strong to live as well to think."

-Ralph Waldo Emerson

Jotul's Annual Meeting



Jotul President Bret Watson presides over ribbon cutting ceremony at Gorham's 120,000 square foot facility

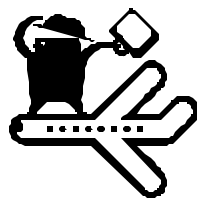
In July, four representatives from Northwest Stoves traveled to Maine to attend Jotul North America's annual meeting. After a long day of travel, they were fortunate to be able to enjoy the 'lobster bake' with approximately 250 other visitors. There were about 30 Canadians that made the trip. The hosts conducted several seminars which were well received. Some of these included "Fireplace Design," presented by Deborah Hannig, "Contractors are from Mars, Hearth Retailers are from

Venus," presented by Wayne Stritsman, and "Jotul School," which is an informative look at the industry and the features and benefits of Jotul products in general. Northwest Stoves has copies of the Jotul School Power Point presentation which we found to be very beneficial. Let us know if you would like one for your store. From there, it was off to the new, 120,000 square foot facility in Gorham to get a first hand view of the day-to-day operations. This new building offers at least 50% greater

production capacity. The move from the old location took 90 days to complete. The staff are very excited about the new building and it's not hard to see why!



Some of the inventory found in Jotul's new Gorham facility



Spain Offers a Variety of Taste & Culture

-continued from page 1-

"Hergom...shipped more than 18,000 stoves in 2004!"



Hergom are a world-wide company with locations in Chile, Portugal and even Mexico City. Between them, they shipped more than 18,000 stoves in 2004!

Wayne was fortunate enough to sample Spanish cuisine while he was there, and discovered that Spanish food is actually prepared more like Mediterranean

food than Mexican. He was surprised to see that Spaniards don't start work until 9:00 or 9:30, usually take a big lunch at 1:30 or 2:00 which will involve beer or wine, and will often work late—8:30 is not uncommon. As a result, restaurants don't open until after 8:30, families eat dinner together at 9:30 or later each night, and discos don't open until 1:30.



Wayne and the group enjoyed many great meals.



"I almost had a psychic girlfriend, but she left me before we met."

-Steven Wright

Stovebright Chimney & Roof Flashing Paint

Now available at Northwest Stoves is Stovebright's Chimney & Roof Flashing Paint. This new product is specifically formulated to colourize roofing metals such as chimney flashings, roof flashings, piping, vents and other properly prepared metal surfaces while enduring the natural rigors of the weather elements. The Chimney & Roof Flashing

Paint has a flat coating to match roof décor and is temperature resistant to 350 degrees Fahrenheit. It is tack free in 20 to 30 minutes and the recoat time is 30 minutes to 1 hour. The Chimney & Roof Flashing Paint is available in six popular roofing colours: Teak, Terra Cotta, Driftwood, Charcoal, Sea Green & Coffee Brown. Call Northwest Stoves today!



Stovebright's Chimney & Roof Flashing Paint is Available Now

Northwest Stoves Clearance Items

The following is a list of clearance items Northwest Stoves has available right now, with limited availability. These items, along with many others, are available at www.northweststoves.ca. Call now to take advantage of these exclusive offers!

Item	Description	Disc.
GJ-350541	Nordic B/B New	\$400
GP-FFGABODYFA	Fairfield	\$250
AH-X83500010	Ben Mat Burn	\$750
AH-84700010	Morg Mat Burn	\$600
AH-83500059	Benn B/B New	\$420

Electric Fireplaces

Item	Available	Disc.
Classic Flame		
Amherst 23" Corner	3	\$350
23" Electric Fire	2	\$200
Bristol 28" Mahogany	2	\$350
28" Electric Fire	3	\$200

Formglas Fire

Metro Steel (wall)	1	\$500
Malibu White (wall)	9	\$400
Malibu Limestone	8	\$400
Newport White(Flr)	15	\$350



Newport—White (EF-06LCW)



Morgan Matte Black



Copper Valley Mechanical prepares to welcome thousands to the Merritt Mountain Music Festival with this mural of Tim McGraw

CF - The Better Alternative

Northwest Stoves is committed to providing you with excellent service, which you have come to expect from us each day. With this in mind, we are very happy to tell you about a new relationship we will be enjoying this fall with Canadian Freightways.

CF is one of the best transportation companies in Canada. Their service level is the best in the industry and they back what they sell with their policy of not

charging extra to declare the value of each shipment on a waybill (up to \$10 per pound). Because of their ability and reputation, we have recently negotiated to have a CF trailer backed into our dock **every day** this fall. The trailer will be picked up and replaced with a new one each afternoon for us to fill the next day. In most cases your shipments will arrive overnight and because Northwest Stoves' staff will be loading the truck

themselves, it will be handled fewer times, creating less risk of damage to your order.

Because this new arrangement should create more business and less labour for CF, they have presented us with new, lower rates for most areas, effective immediately. We encourage you to give us a call to inquire about delivery rates and times in your area. Give CF a try. We think you'll be happy with the results!



"CF...have presented us with new lower rates for most areas, effective immediately."



OK Rock World Gets Due Recognition

1st Winner of T & C Award

Okanagan Rock World in Kelowna was the first interior dealer to install a Town & Country burn unit and the response was terrific! With their core business being high-end new construction, and having a rapport with architects, designers and builders, it was just what was needed. In 2003, a designer chose the T & C for a 35 unit condo at Big White ski hill. Despite better sales than expected

(compared to other gas DV's), this project really started the ball rolling. Other designers and builders started requesting T & C for their projects, which lead to Rock World receiving the first ever T & C dealer award. The silver plaque says "B.C.'s largest volume dealer—2004," but that also applies to 2003. Congratulations to all at Rock World, and thank you for your support!



Reid presents Tom Zado at Okanagan Rock World a Town & Country Sales Award



Wayne's method of dealing with a problem employee unfortunately didn't work as expected.