

Northwest News

A newsletter with all that's "hot" at Northwest Stoves



Northwest Stoves 2016 Year in Review

2016 was a year full of change and growth here at Northwest Stoves.

Our year started out with the introduction of two new grill lines as we welcomed the Saber and Green Mountain Grills. Both have been a phenomenal success and we are happy to be in partnership with these companies. Each line has their own unique features and benefits, Saber with their infrared cooking system and Green Mountain Grills pellet grills with Wi-Fi capability. Also new this year was the

addition of a few new staff members with Matt in our technical department, Kyle in shipping, and Yvonne on the order desk. By now you may have had a chance to speak or deal with some of these new employees who have been a part of the team since the beginning of February. Almost a year in and with the first winter season winding up, the "deer in the headlight look" is slowly starting to fade. Thank you to all for your patience and understanding as they navigate their entry into the hearth industry. The biggest event by far of 2016 for Northwest Stoves was our move from Langley to Abbotsford. An event of epic proportion, months of planning, coordination, delegation of duties, hard work, sweat and more than a few trips back and forth between locations. The team led by Dave and Todd got us relocated and set up within a one week span in July. It was a great week with all available employees working together to fill the warehouse and organize the office. We have to give a big thanks to Dave's wife Shawna for working tirelessly to help us get it all done. We are happily settled in and loving our new space and all the room it provides. If 2017 proves as busy as 2016 we might have that 30,000 + sq.ft. of warehouse full before we know it. We want to thank all of our dealers and vendors for your support and partnership over the last year. We look forward to see what 2017 brings.

From all of us at Northwest Stoves we wish you a happy and healthy end to 2016 and all the best for a prosperous new year.



NWS 2016 Christmas Party



Northwest Stoves
Abbotsford Location



Winter 2016

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"We make a life by what we get, we make a living by what we give."

Winston Churchill

Saber Cast Series

HAPPINESS IS



...knowing someone who's laugh is funnier than the joke.

“be strong”

I whispered to my wifi signal

2016 Current Events Trivia

1. 2016 marks what anniversary of the Great Fire of London?
2. Lemmy, who passed in 2016 was a member of which band?
3. Netflix launched for the first time in what country in 2016?
4. What birthday did Queen Elizabeth II celebrate in 2016?
5. What country claims to have tested an H Bomb in 2016?
6. Released in 2016, Creed is the latest movie in what series?
7. What Cyclone hit Fiji in 2016?

- answers on page 4

Days of the Week

The week is basically:

- Monday
- Monday #2
- Monday #3
- Monday #4
- Friday
- Saturday
- Pre-Monday

Introducing the new Saber Cast Series gas grills featuring three full size free standing gas grills including a new urban sized two burner grill. The cast series grills have an enclosed, easy assemble cart with a sleek on-trend black powder-coated finish and commercial grade stainless steel control panels and handles. The grills feature grate level temperature gauges and a push button electronic ignition system with electrodes at each burner. The Saber Cast grills have the same patented high performance infrared cooking system and all the performance features as existing Saber products, including stainless steel cooking grates, burners and emitters, adjustable warming racks, high strength side shelves and front access grease trays. The Saber Cast 330 P two burner grill has 445 total sq. in. of cooking surface and is priced at \$999 MSRP.



Cast 330 P



The Saber cast 500 P three burner grill has a 675 total sq.in. of cooking surface and is priced at \$1,199 MSRP. Saber has also made physical modifications to it's existing product line for 2017 which will be incorporated into the new grills as well these changes include: - new cart design with thicker panels, additional weld points, stronger casters, simple assembly and a new easy-access tank bracket. Also improved NG/LP conversion kits and added storage hooks for the rotisserie system when it's not in use. Saber Cast units are coming to NWS in early 2017.

Opel Catalytic Fireplaces

Due to recent changes made by the BC Provincial Government, requiring wood burning appliances meet minimum emission standard of less than 4.5 grams of particulates per hour, the current version of the Opel 2 and Opel 3 do not meet these standards and have been phased out. They have been replaced by the Opel 2 and Opel 3 Catalytic Fireplaces, which are in stock now at Northwest Stoves. The emission rating on these fireplaces are a low 2.48 grams per hour of particulates. The new versions of the Opels come with the catalytic already installed, and are pre-wired to have a catalytic thermostat attached. From the outside the Opel looks virtually identical to the previous model, with the one exception being the bypass damper handle which sits just above the door. All components used on the previous Opel can be used on the Catalytic models with the exception of the clean face kit (CR-FOF3) which have 10" intake ducts rather than 8".

The Opel Catalytics have a suggested retail price of \$3700.

Here are some advantages of the Opel Catalytic

- The catalytic combuster is steel rather than ceramic promoting longer life
- The catalyst will extend the Opel's burn time by up to 20%
- 5 year warranty on the catalyst



Opel 3 Catalytic

Please contact your sales rep for further information.

Dealer Spotlight

Parky's Heating & Cooling

Golden, B.C.

Our dealer spotlight is focused on Parky's Heating & Cooling in beautiful Golden, B.C. which is located between the Columbia and Rocky Mountain ranges and at the junction of the Columbia and Kicking Horse Rivers. Parky's has been around for over 40 years. The company was founded by Harold Parkinson father of current owner Doug. The business started out as Pinewood Mobile homes and in 1979 they diversified and got into the business of heating. The company's focus became heating, ventilation and HVAC. In 1999 Doug and his wife Monica took over the business full time. They currently have 8 employees who keep busy with Hearth, HVAC and R.V. supply sales. Parky's has recently renovated their showroom which includes a burning Renaissance RL50 fireplace. Parky's carries many of the Northwest Stoves Lines such as Pacific Energy, Jotul, ICC/RSF and Renaissance. They have also partnered up with the Woodstove Exchange Program and have over the past ten years recycled more than 350 old non-efficient woodstoves. We are proud to be associated with such a great company as Parky's and look forward to many more years to come.



Doug and Monica Parkinson

2016 Current Events Trivia (cont'd)

- answers on page 4

8. What age was David Bowie when he passed away in January 2016?
9. How many new elements were added to the Periodic Table in 2016?
10. Who was named the NBA's MVP for 2016?
11. What animal was removed from the endangered list in September 2016?
12. Which film won the most Oscars at the 2016 Academy Awards?



NWS Technical Departments



Quite often we here at Northwest Stoves receive calls for technical issues and our callers are not sure who they should be speaking with. In an effort to clarify here is a general breakdown of who handles what. Our two technical specialists are:

Chris Vecchies—wood (WETT certified) = technical assistance with any wood burning stove, fireplace or insert. As well as Pilgrim, Skytech Remotes, Imperial cleaners & access. & Wood venting.

Matt Randall—gas (B ticket) = technical assistance with any NG or LP burning fireplace, insert or stove. As well as NG or LP Firepits, Infratech Electric Heaters, all Pellet Stoves & Gas Venting.

Both Chris and Matt can be contacted for assistance in regards to the following products: Gas & Pellet Grills, Infrared Dynamics Heaters, Exhausto/Enervex and Promafour products.

Starting in January 2017 any related warranties for each product associated with the technical specialist will be handled by that person. Please find Chris and Matt's contact info below:

Chris Vecchies (wood) 604-504-2225 or chris@nwstoves.ca

Matt Randall (gas) 604-504-2221 or matt@nwstoves.ca

Excel Prime by ICC

Excel Prime—Premium Single Wall Stovepipe

ICC's Excel Prime is a premium single wall smoke pipe designed to be a connector for wood burning stoves. All lengths are laser welded out of heavy wall 22ga satin coat steel, with laser welded seams providing scratch resistance, superior paint adhesion and high corrosion resistance inside and out. *Excel Prime* is certified for 18" clearance to combustible materials. With the addition of a listed *Excel Prime* heat shield the clearance can be reduced to 4" clearance from the shield on a 6" diameter pipe. Excel Prime is a single wall stove pipe with smooth clean lines, it is laser welded to be perfectly round and does not require assembly like snap lock pipes. This product has a 5 year, no questions asked replacement warranty. Northwest Stoves is currently stocking items in 6" diameter at this time and will bring in 7" & 8" if requested. Please ask your sales rep about Excel Prime.





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Toll Free Fax: 1-800-667-6162

Email: nws@northweststoves.ca



To leave a **Voice Mail** please phone **604-504-2220** 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.

To Shield or Not to Shield

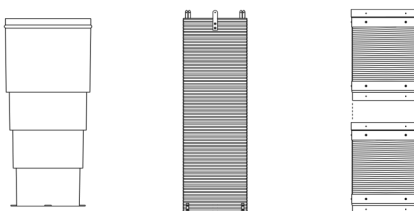
When doing an Excel chimney installation with a wood-burning stove, when should you be using Radiation Shield Tubes?

Radiation Shield Tubes (ERST) are to be used at any time a chimney passes through an occupied area in home. It must be enclosed to prevent anything coming into contact with it. Whenever a chimney is enclosed the ERST **MUST** be installed between the chimney and the enclosure..

*** If you are installing a factory built fireplace, an ERST is **NOT** required ***

We now have another option in the Radiation Shield Tube line up of products at Northwest Stoves, the ERSF10. Available in 6", 7" and 8" with affordable retails of \$19, \$29 and \$39 and each is a stocking item at Northwest Stoves.

If you have any other questions about venting, please do not hesitate to contact us.



(L-R, ERST, ERSF10 and ERSF)

The ERST has a max. length of 98.25" and the ERSF10 has a max. length of 120". ERST and ERSF10 are to only be used on straight chimneys (no offsets). The ERSF is to be used on an offset chimney and has a max. length of 137.5".

Northwest Notes

- When remitting payments please ensure you have our correct address as printed on top left side of this page.
- If you want to go paperless statements and invoices can be sent via email.
- In order to avoid late payments we have an EFT option, contact Dawne for more info. 604-504-2224

Contact Us

David Rosvold	President	ex. 106
Todd Ayley	Operations Manager	ex. 105
Mike Harstone	Sales Team Leader	604-866-1966
Scott Robar	Outside Sales	250-558-6860
Clinton Tod	Outside Sales	604-308-1202
Kyle Blunt	Shipping	ex. 413
Yvonne Brownmiller	Inside Sales Support	ex. 102
Connee Ceresney	AP/Co-op/Warranty	ex. 108
Dawne Gleadhill	Accounts Receivable	ex. 103
Tony Kloschinsky	Shipping/Receiving	ex. 415
Dan Kosovic	Purchasing/Tech. Support	ex. 110
Michael Long	Shipping	ex. 414
Gerry Moews	Returns/Receiving	ex. 416
Matthew Randall	Technical Support Specialist	ex. 109
Chris Vecchies	Warranty/Tech Support	ex. 104

Check us out on
Facebook at
facebook.com/northweststoves



2016 Current Events Trivia

- | | |
|----------------|-----------------------|
| 1) 350 | 7) Ula |
| 2) Motorhead | 8) 69 |
| 3) Russia | 9) 4 |
| 4) 90th | 10) Stephen Curry |
| 5) North Korea | 11) Giant Panda |
| 6) Rocky | 12) Mad Max-Fury Road |