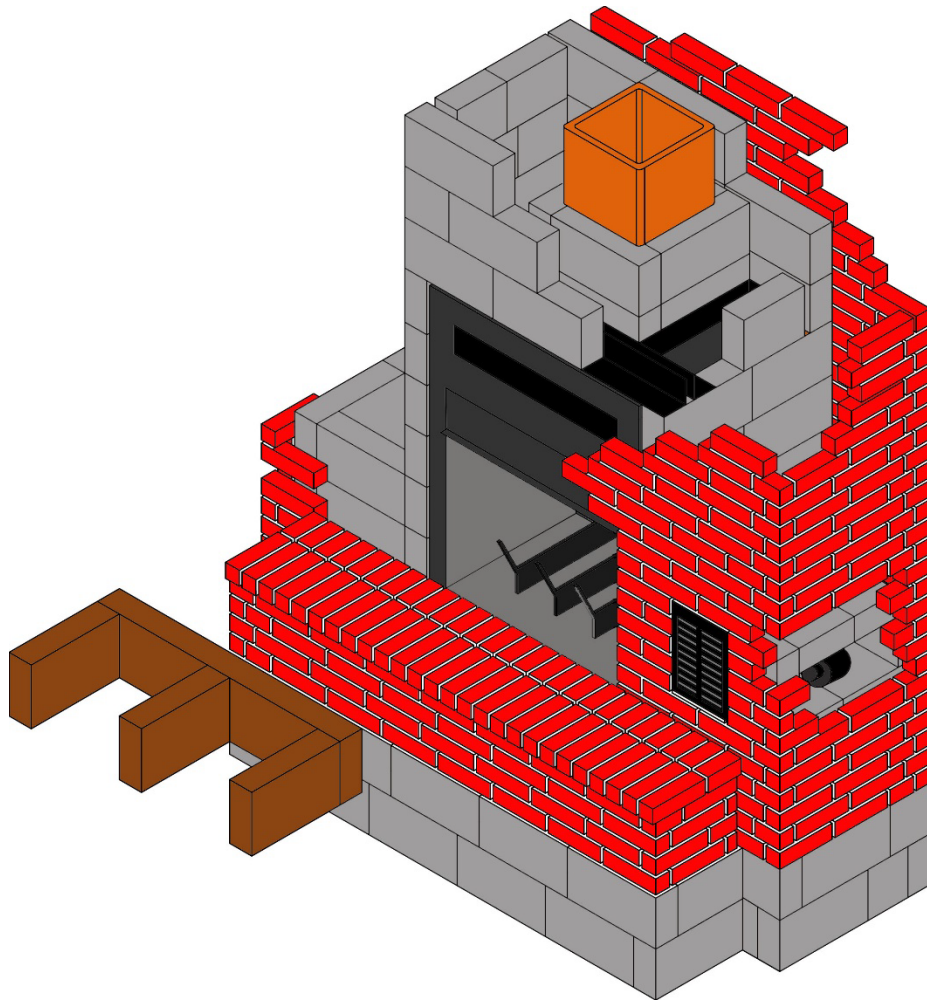




Fireplace Systems



INSTALLATION, OPERATION AND MAINTENANCE MANUAL

PLEASE READ AND SAVE THIS MANUAL

TABLE OF CONTENTS

1. Forward.....	2
2. General Safety Warnings and Comments.....	3
3. Features and Options.....	4
4. Model Information.....	5
5. Installation	
a. Stage no. 1, Footing.....	6
b. Stage no. 2, Outside Wall/Rough Opening.....	7
c. Stage no. 3, Foundation	7
d. Stage no. 4, Hearth Slab.....	8
e. Stage no. 5, Installation.....	9-10
f. Stage no. 6, Wiring.....	11-12
g. Stage no. 7, Masonry.....	13-14
6. Operation.....	15-16
7. Maintenance.....	
8. Troubleshooting	
9. Warranty	
a. Warranty Limited.....	18-19
b. Card.....	20
c. Survey.....	21

PLEASE READ AND SAVE THESE INSTRUCTIONS

INSTALLER: Ensure this manual is left with the homeowner for use and operation.

OWNER: As the owner of the New-Aire Fireplace unit, you will want to read and carefully follow all the instructions contained in the INSTALLATION, OPERATION AND MAINTENANCE MANUAL. Retain this owner's manual, file and store with your other important documents and product manuals for future reference.

FORWARD

Your home is the heart of your family's life. A warm hearth is the gathering place that defines the spirit of the home. The NEW-AIRE FIREPLACE SYSTEMS provide both the traditional and functional elements needed in today's life.

NEW-AIRE FIREPLACE SYSTEMS has been manufacturing fireplace systems for over thirty-five years. Designed and engineered by a family of master masons, NEW-AIRE FIREPLACE SYSTEMS offer designs for partial or whole-house heating.

Located in Carl Junction, MO, NEW-AIRE FIREPLACE SYSTEMS is a family-owned company ensuring our customers a hands-on, personal approach. Our single biggest asset is the people that work for and with us.

Our company boasts a reputation for quality, durability and integrity. With heating costs constantly on the rise, our systems pay for themselves while adding a valuable, attractive feature to any home.

On behalf of NEW-AIRE FIREPLACE SYSTEMS and our employees, thank you for your purchase.

THANK YOU

NEW-AIRE FIREPLACE SYSTEMS

SAFETY

IMPORTANT GENERAL SAFETY WARNINGS. PLEASE READ AND UNDERSTAND BEFORE USE

Use only dry kindling, all-natural, newspaper, or organic fire starters. NEVER use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, engine oil or similar liquids to start a fire in this fireplace. Always keep any flammable liquids at a safe distance from the fireplace.

Burn only dry, split, well-seasoned wood. Hardwoods are recommended, softwoods tend to burn very quickly. Do not burn wet or green wood(unseasoned).

Do not burn treated wood, charcoal, coal, trash, cardboard, driftwood, wood products with synthetic binders, such as, plywood. Plywood, lumber and other materials can produce abnormally high temperatures, sputtering and smoking fires and may contain hazardous chemicals.

Burning unapproved fuels can produce excessive temperatures beyond the design capabilities of the fireplace and may produce excess sparks.

Burning unapproved fuels can result in a chimney fire, a house fire, personal injury, death or loss of property.

Use care when adding wood fuel to the fire or handling of fireplace tools, such as, shovels, tongs or pokers.

NEVER modify or alter your fireplace system in any way. In doing so, this may create a potential fire hazard and void the limited warranty.

Neither the manufacturer nor the seller warrants “smoke free” operation nor are we responsible for inadequate systems draft caused by mechanical systems, general construction conditions, inadequate chimney heights, adverse wind conditions or unusual environmental factors or conditions beyond our control.

Build hot fires. For most units a smoldering fire is not safe or efficient.

Regularly remove ashes into a covered metal container, STORE the container outdoors on a nonflammable surface.

Keep flammable items, such as, curtains, furniture, newspaper, clothing and books away from our unit.

DO NOT overfire. Overfiring will void your warranty.

Comply with all minimum clearances to combustibles as specified in manual and local building codes.

HOT!!!! The glass and surfaces of this unit will be hot during operation DO NOT TOUCH!!! And will retain heat for a while after shutting off the unit. DO NOT TOUCH!! Severe burns may result.

Hot glass will cause burns, DO NOT TOUCH glass unit it is cooled.

NEVER allow children to touch glass

Children should be CAREFULLY SUPERVISED in same room as the fireplace.

KEEP children away.

FEATURES AND OPTIONS

Your New-Aire Fireplace System units Model 42, Model 44, and Model 48, comes with the following components:

NEW-AIRE STANDARD FEATURES:

- (2) Two-Speed Blowers
- 4 x 30 Adjustable Discharge Grill and Frame
- 10 x 14 Return Air Grills and Frames
- Two Speed Switch with Wall Plate
- Motor Boots
- Temperature Controlled Blower Switch
- Ash Dump
- Ash Dump Clean-out Door
- Wall Thermostat
- High-Temp Wiring
- Built-in Log Grates
- Duct Outlet Rings

OPTIONAL CONSTRUCTION COMPONENTS

- Heavy Back Construction
- Variable Speed Switch
- Approved for use with Class "A" steel flue systems
- BBQ Grill
- Bean Pot Holder
- Airlator and Outside Air Hood
- Rotary-Control Damper
- Angle Iron Kit
- Gas Log Lighter and Valve

Please unpack all components checking and making sure ALL the parts listed are included with your unit. Your fireplace will not function properly if any of the parts are not attached and /or used. If you have received extra components or believe some items are missing, please contact whom you have purchased your unit, New-Aire Fireplace Systems dealers/distributors or New-Aire Fireplace Systems.

INSTALLATION OF NEW-AIRE FIREPLACE SYSTEM

STAGE NO. 1: FOOTINGS

The New-Aire Fireplace unit is a FULL MASONRY unit and must be installed in accordance with Chapter 37 of the Uniform Building Code complying with the applicable local and state building codes. New-Aire units are to be installed by qualified installation personnel only, knowledgeable in the fireplace construction. Also refer to NFPA 211 for Chimneys, Fireplaces, and Vents.

The depth of your concrete footing will depend on the height/weight of your chimney. The depth of the footing should be at least 36 inches of most fireplaces, with the concrete reinforced with rebar or steel mesh, with heights up to seventeen (17) feet. When your chimney height increases, the depth of your footing should also increase. Refer to local building codes.

PLEASE NOTE: For sandy, loose, or areas of fill, these footing depths and sizes should be adjusted. Please contact your local building inspector. **THE FOUNDATION MUST BE SOLID.**

The concrete pad dimensions given are based on four (4) inches concrete block installation. If any wider material is used, extend your concrete pad accordingly.

Refer to Figure 1. **TABLE 1**

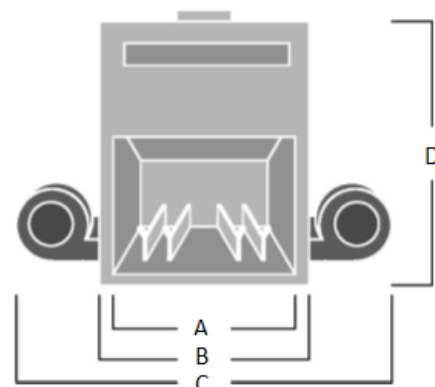
REGULAR MEASUREMENTS

Model 42		Model 44		Model 48	
A Firebox Opening	33"	A Firebox Opening	38"	A Firebox Opening	42"
B Width of Unit	38"	B Width of Unit	42 1/2"	B Width of Unit	46 1/2"
C Width of Unit with Motor	70"	C Width of Unit with Motor	75"	C Width of Unit with Motor	80"
D Height of Unit	48"	D Height of Unit	48"	D Height of Unit	48"
E Width of Concrete Base	86"	E Width of Concrete Base	91"	E Width of Concrete Base	92"
F Unit Weight	525 Lbs.	F Unit Weight	625 Lbs.	F Unit Weight	725 Lbs.
G Unit Weight with doors	633 Lbs.	G Unit Weight with doors	733 Lbs.	G Unit Weight with doors	833 Lbs.
H Depth of Unit	26"	H Depth of Unit	26"	H Depth of Unit	26"

Note: Concrete pad dimensions given above are based on 4" brick installation. If any wider material is used, extend your concrete pad accordingly. Depth of pad is determined by mass of chimney and local building codes.

SEE-THROUGH MEASUREMENTS

Model 42		Model 44	
A Firebox Opening	33"	A Firebox Opening	38"
B Width of Unit	38"	B Width of Unit	42 1/2"
C Width of Unit with Motor	70"	C Width of Unit with Motor	75"
D Height of Unit	48"	D Height of Unit	48"
E Width of Concrete Base	86"	E Width of Concrete Base	91"
F Unit Weight	580 Lbs.	F Unit Weight	680 Lbs.
G Unit Weight with doors	826 Lbs.	G Unit Weight with doors	926 Lbs.
H Depth of Unit	30"	H Depth of Unit	30"



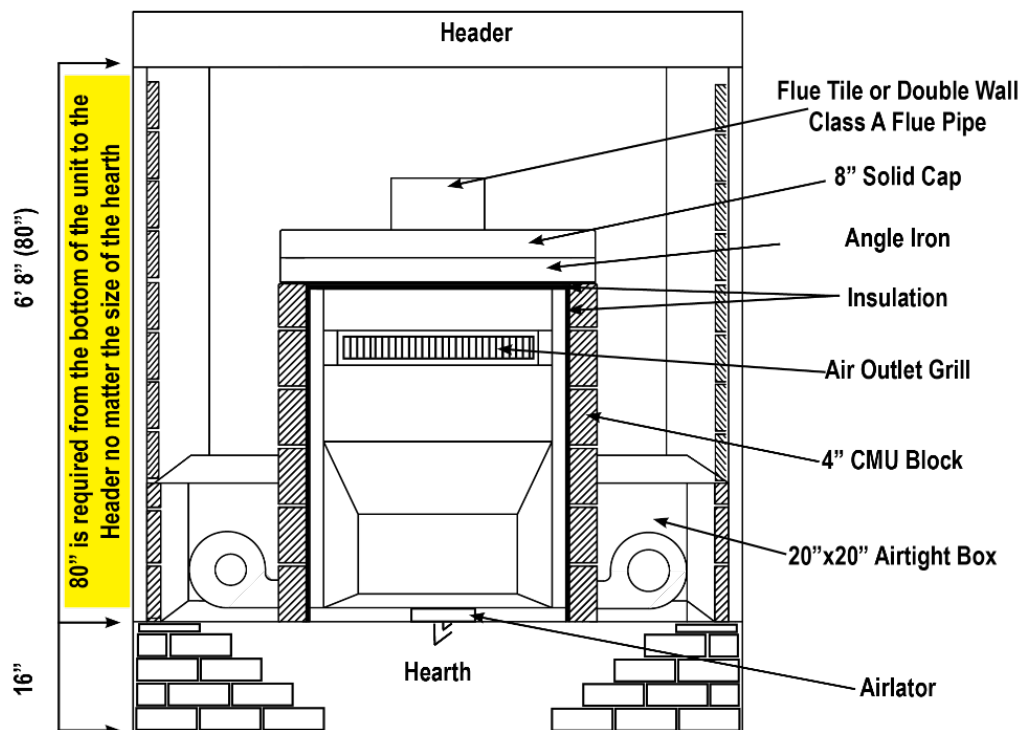
See-Through Construction allows viewing from two rooms or allows loading from outside or garage with security doors

STAGE NO. 2: OUTSIDE WALL ROUGH OPENING

When your New-Aire is installed, maintain the following rough openings.

MODEL	SIZE OF ROUGH OPENING	
	WIDTH	HEIGHT
42	84"	96"
44	88"	96"
48	92"	96"

The header has minimum distance of 6'8" above a raised hearth.



STAGE NO. 3: FOUNDATION

Your New-Aire Fireplace unit must sit upon a masonry surface.

The height of the foundation for your unit will be determined by the distance from your footing to the floor level or to the level of your hearth. The figure no. 1 shows your New-Aire Fireplace unit sitting on an eight (8) concrete block foundation with a four (4) inch ledge of concrete block extending past the outside edge of the fireplace. This ledge provides the strong foundation to support the vertical weight of your chimney and flue. The space left between the concrete block foundation is your ash pit. The cleanout door provided with the unit should be installed when your foundation is built. New-Aire Fireplace requires a minimum masonry clearance to combustible material of eight (8) inches. Check your building inspector for the local requirements.

STAGE NO. 4: HEARTH SLAB

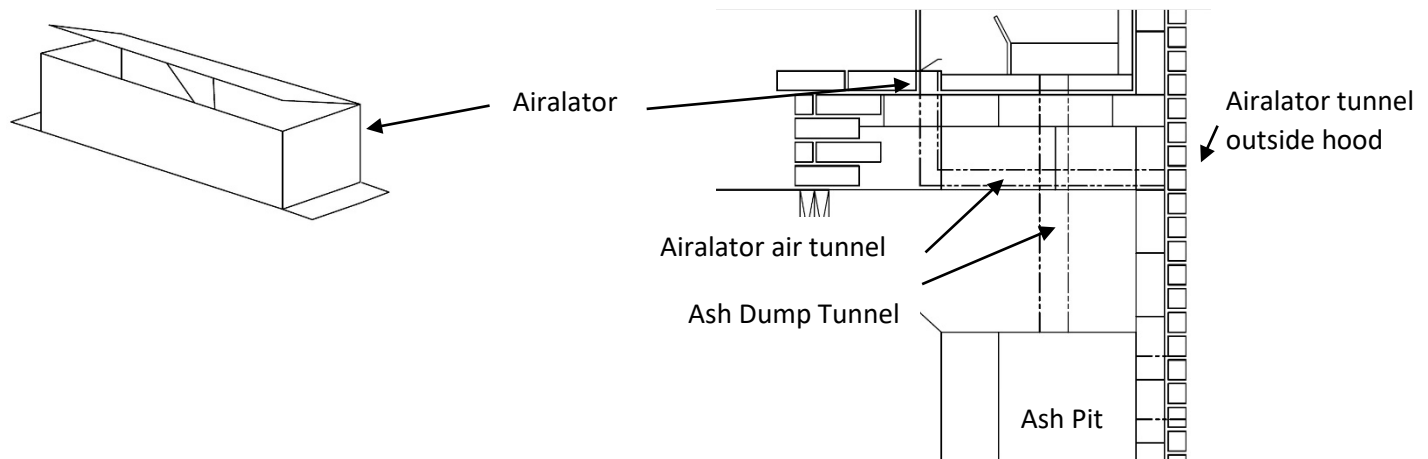
The concrete block foundation or foundation should end level with the basement wall and slightly lower than the floor joist. Removable forms need to be positioned to pour slab. At this time be sure to add void areas for the air passage for the airalators, external combustion air (recommended), or an opening for an ash pit or for both. When building ash dump voided area, the opening should be larger than the opening provided for the ash dump in the bottom of the fireplace floor. If this is not the case, it will be difficult to push ashes into the ash dump pit. Remember to remove any combustible material used in forming the ash pit before the hearth slab is pour because it will be hard to remove after the poured slab. The concrete slab should have rebar for stress. Check with local and national building codes.

A. Optional outside air control.

Airalator (outside combustion air damper) increases your net heat gain and improve your draft.

See Figure No. 2.

FIGURE NO. 2, AIRALATOR



Ensure that all combustible materials used in forming foundations, and hearth slab, ash dump, ash pit and airalators tunnels have been **removed** before moving on to the next stage, installation.

STAGE NO. 5: INSTALLATION

Set your New-Aire Fireplace unit square to the floor and so that the ash dump hole lines up and the fresh air vent is flush, parallel and at least 1 ½ inches higher than the firebox floor. The leading edge of the firebox should be placed so the rear edge of your masonry will be ½ inch short of contacting the unit. Verify dimensions to ensure proper distances from combustible materials.

Wrap the unit completely the sides, back and top with the high-density insulation provided. Secure the insulation tape to hold it in position.

Fasten both motor boots and the angle seals to your unit. Make sure the angle of the angle seal faces away from the firebox. Angle seals will be factory welded on most units.

Position the snap thermos disc “limit switch” behind the 4x30 discharge grill opening on the right side in the bracket that is provided with the unit (should be factory welded) and provided screw. Attach flexible conduit screw in connector to thermos disc bracket, then attach flexible conduit.

Place your blower fans on their motor boots and cover them with their boxes so that mortar does not damage them.

New-Aire Fireplace unit must be enclosed with a minimum of eight (8) inches of masonry material top and back. Also, note that your New-Aire Fireplace unit must be enclosed with a minimum of eight (4) inches of masonry material on the sides. The masonry enclosure must be sealed to the back of the masonry face wall at the top and sides to avoid heat and /or smoke migration from the enclosure. This may be a combination of standard or common brick and four (4) inch concrete block and /or eight (8) inch concrete block. New-Aire Fireplace requires a minimum masonry clearance to combustible material of eight (8) inches.

New-Aire Fireplace requires a minimum masonry clearance to combustible material of eight (8) inches. Check your building inspector for the local requirements.

The header has minimum distance of 6’8” above a raised hearth.

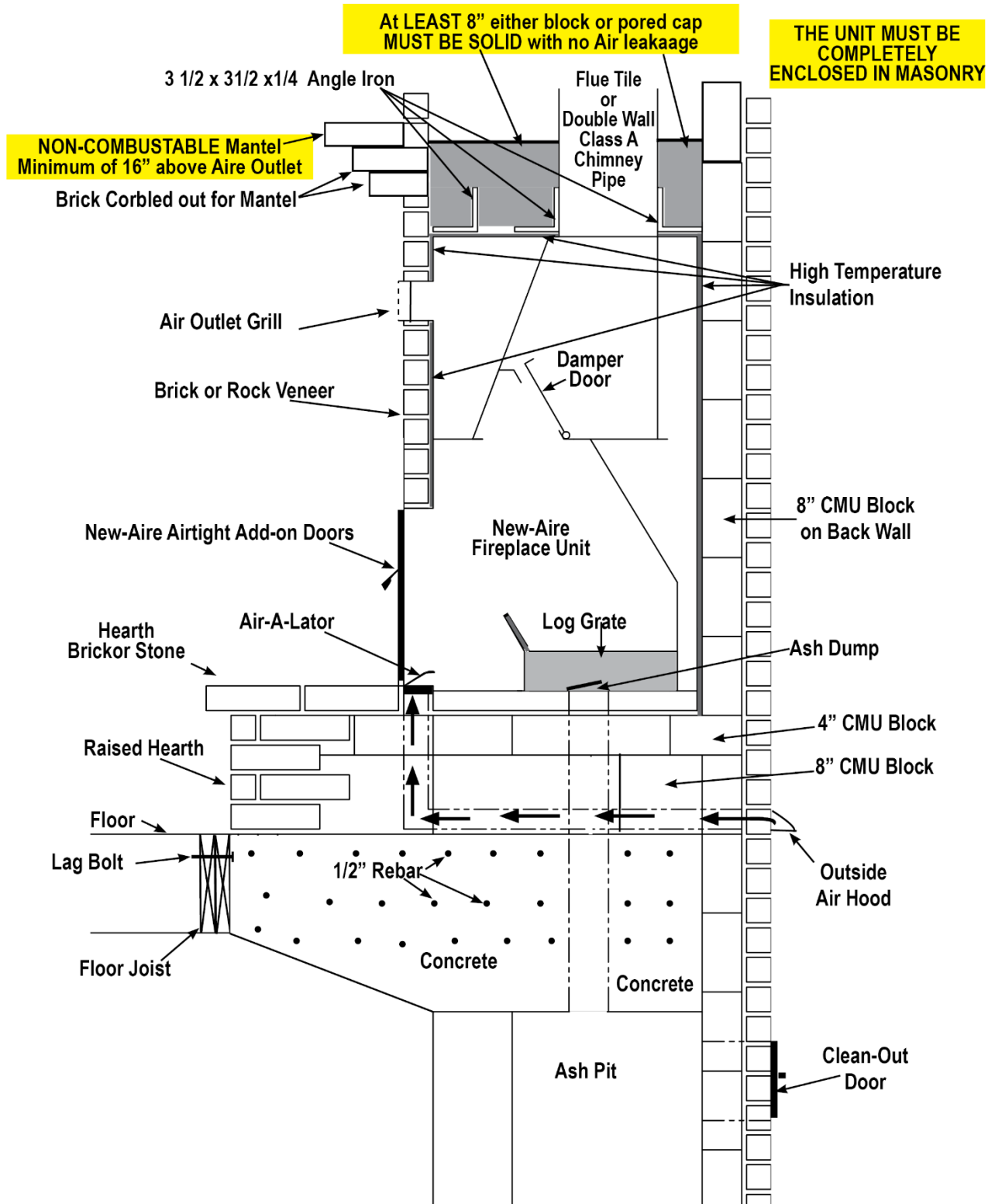
The left and right-side concrete walls should finish higher than the fireplace unit height. Should finish from three-fourth (¾) inch to one (1) inch above the unit.

Remember to leave or drill electrical wire access for the flexible conduit on the right-side wall.

A minimum of 36-inch sidewall clearance be maintained between combustibles and the inside firewall of the firebox.

When your New-Aire Fireplace units is installed, maintain the following rough openings, see TABLE 2.

SIDE VIEW



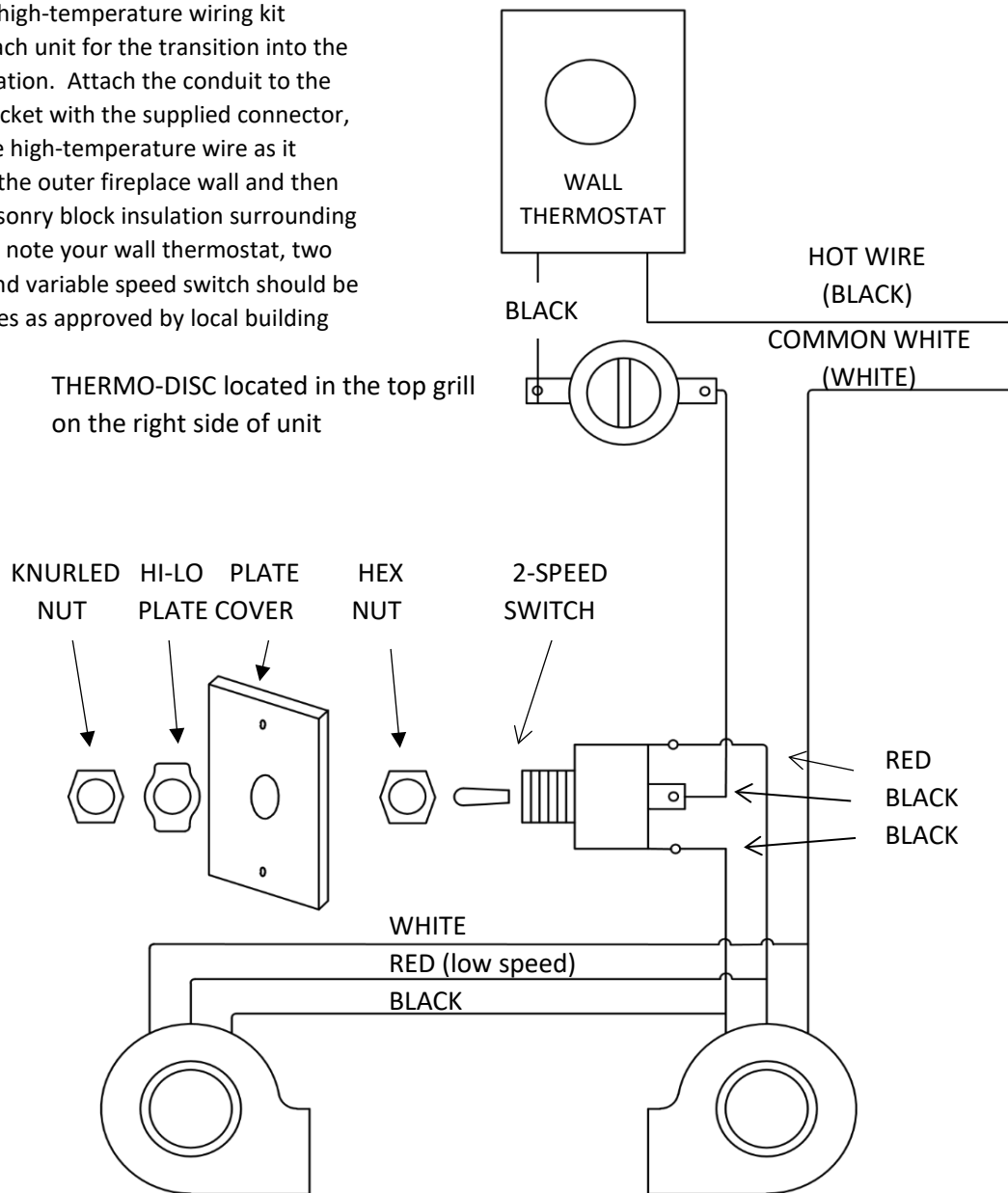
STAGE NO. 6: WIRING

Follow the wiring diagram as illustrated, Figure No. 3, 2-Speed Switch Wiring Diagram and Figure No. 4, Variable Speed Switch Wiring Diagram. Please note your wall thermostat, two speed switch, and variable speed switch should be in electrical boxes as approved by local building code.

PLEASE CHECK. Note wiring may not pass through masonry by strict building code interpretation. Conduit of some type should be used.

FIGURE NO. 3, 2-SPEED SWITCH WIRING DIAGRAM

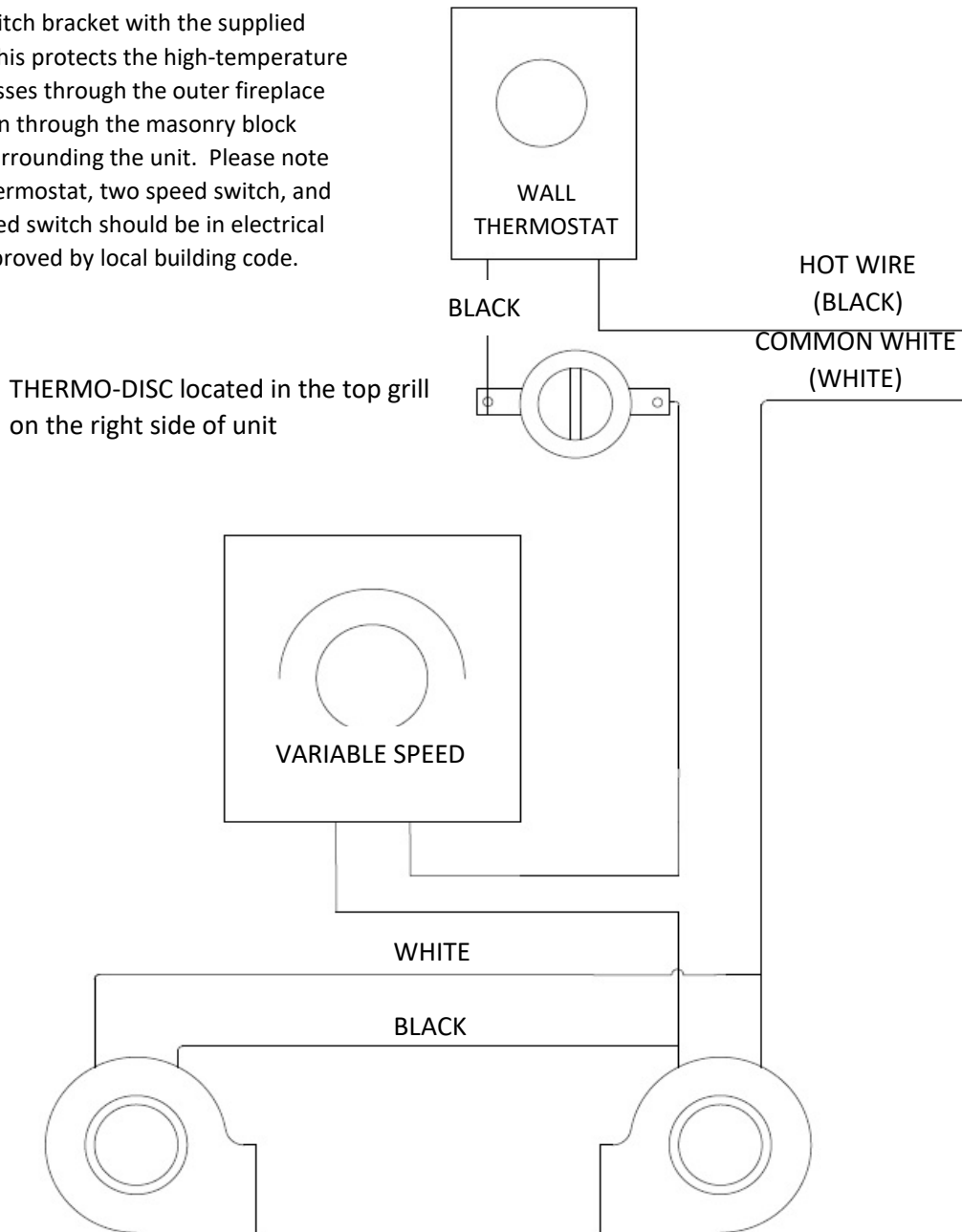
NOTE: Use the high-temperature wiring kit supplied with each unit for the transition into the Limit Switch location. Attach the conduit to the Limit Switch bracket with the supplied connector, this protects the high-temperature wire as it passes through the outer fireplace wall and then through the masonry block insulation surrounding the unit. Please note your wall thermostat, two speed switch, and variable speed switch should be in electrical boxes as approved by local building code.



**FREPLACE SYSTEM MUST BE GROUNDED
CHECK WITH LOCAL BUILDING CODE**

FIGURE NO. 4, VARIABLE SPEED SWITCH WIRING DIAGRAM

NOTE: Use the high-temperature wiring kit supplied with each unit for the transition into the Limit Switch location. Attach the conduit to the Limit Switch bracket with the supplied connector, this protects the high-temperature wire as it passes through the outer fireplace wall and then through the masonry block insulation surrounding the unit. Please note your wall thermostat, two speed switch, and variable speed switch should be in electrical boxes as approved by local building code.



STAGE NO. 7: MASONRY

Now box in the fans. The inside measurement of the fan box should be approximately 20" x 20" x 20". **It is very important the fan box be airtight.** It should only draw air through the 10" x 14" grills provided. Make sure that the fans and the Therm-O-Disc can be serviced. This is done by removing the grills. **DO NOT MOTAR THEM IN.**

Must be full masonry face wall, floor to ceiling.

Mantle must be constructed of NONCUMBUSTABLE material.

Do not place flue tile directly on the unit. Run a row of bricks around the angle iron then place the flue tile on the bricks. If using Class A chimney, the anchor plate will be placed on the bricks. Check Figure no. 5, Top View of Angle Iron & Flue Tile and Figure no. 6, Exploded View.

A. SIZE OF FLUE TILE/CLASS A CHIMNEY

	Flue Tile size	Class A Size
Model 42	13 x 13	10"
Model 44	13 x 13	10"
Model 48	17 x 17	12"

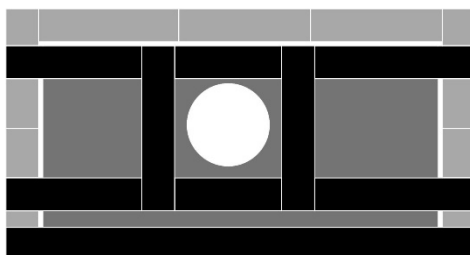
B. ANGLE IRON SIZES

Model 42R	Model 42ST	Model 44R	Model 44ST	Model 48R	Model 48ST
3 pc 48" long	4 pc 48" long	3 pc 52" long	4pc 52" long	3 pc 56" long	4 pc 56" long
2 pc 16" long	2 pc 19" long	2 pc 16" long	2 pc 19" long	2 pc 19" long	2 pc 19" long
1 pc 42" long	2 pc 42" long	1 pc 42" long	2 pc 42" long	1 pc 48" long	2 pc 48" long

Installing the Angle Iron on your New-Aire Unit

All boxes require angle iron to support the masonry face and the enclosure. Masons may use any length necessary for their own structure, but must support above the door, above the face grill, around the top and the flue area. See Figure no. 6, Exploded View.

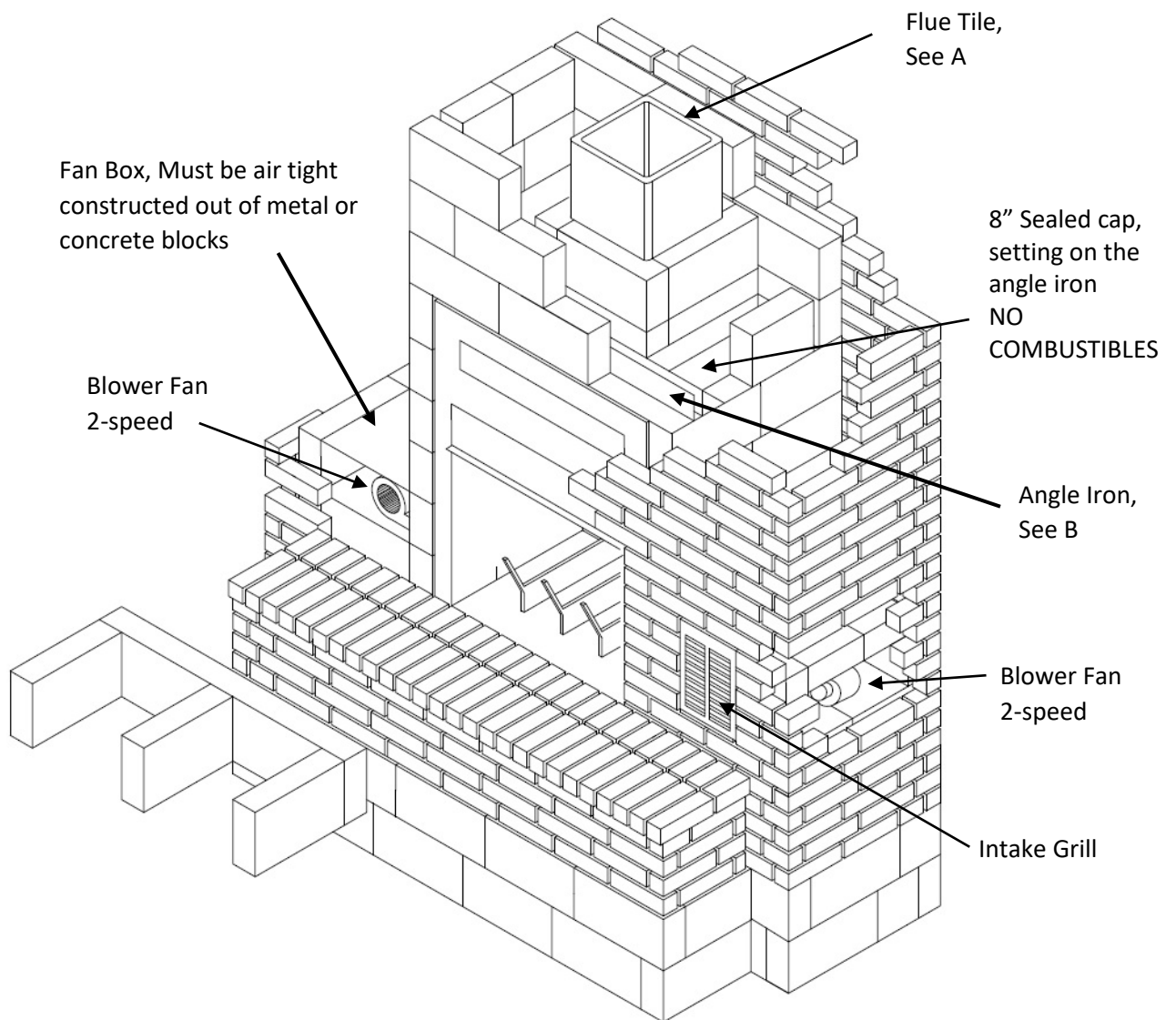
FIGURE NO. 5, TOP VIEW OF ANGLE IRON & FLUE TILE



Angle Iron is Black

IMPORTANT: DO NOT FLUE TILE OR PIPE DIRECTLY ON THE UNIT. THE 8" (MINIMUM) CAP (MADE OUT OF BLOCK OR POURED – WITH NO AIR LEAKS) MUST SIT ON THE ANGLE IRON AND ABOVE THE FIREPLACE AND THEN THE FLUE TILE OR CLASS A DOUBLE WALL CHIMNEY PIPE IS INSTALLED ON THE CAP.

FIGURE NO. 6, EXPLODED VIEW



Place your angle iron as shown above, Figure No. 5 and Figure No. 6, and then BLOCK OR POUR (with no air leaks) AT LEAST AN 8" CAP ABOVE THE FIREPLACE IN THE ANGLE IRON, then start your flue tile or Class A chimney as shown at the top of the page with sizes indicated in Table No. A.

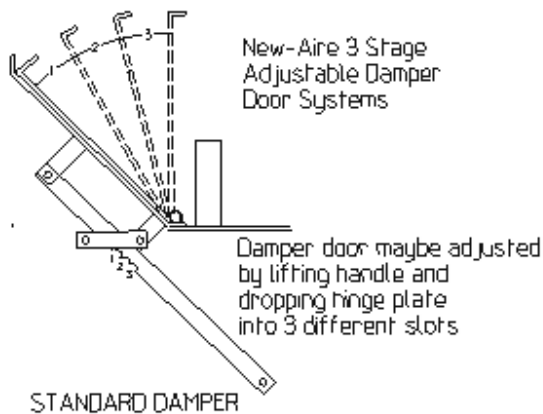
OPERATION

Please read the following tips to operate your New-Aire Unit at its maximum efficiency.

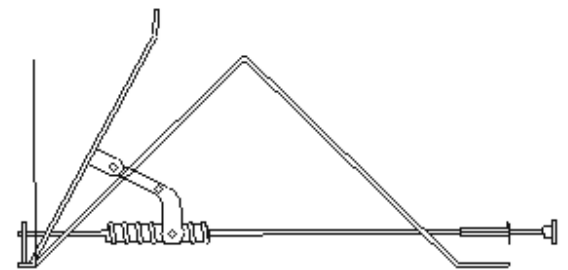
1. Your motors have two oil holes. Your motors should be oiled at least once each heating season. Two or three drops of 20W oil is sufficient.
2. While you are operating your fireplace keep at least one inch (1") layer of ashes in the bottom of your firebox. This serves two purposes: first, it helps to protect the grates and floor of your firebox by insulating them: secondly, this bed of ashes will help your fire last longer.
3. When an excessive amount of ashes has built up in the firebox (ashes higher than the grates) remove them through the tilt ash dump in the firebox floor, or using a shovel for fireplace use, leaving approximately 1" – 2" layer of ashes.
4. The damper door and handle system of your New-Aire Fireplace System is designed to be adjustable. The standard three stage slot system or optional rotary control damper allows you to adjust the damper door in any desired position. See Figure No. 7 below.
NOTE: When a fire is started it should have all the air possible, your spin draft knobs, airtight(s), and the damper door(s) should be opened.

FIGURE NO. 7, DAMPER CONTROL

STANDARD DAMPER



ROTARY CONTROL DAMPER



OPTIONAL ROTARY CONTROL DAMPER

5. **NEVER:** Use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, engine oil or similar liquids to start or freshen up a fire. Always keep all such flammable liquids away and at a safe distance from the fireplace . Keep all combustibles away from the fireplace opening. Store your kindling and wood at least three (3) feet away.
6. Use only dry kindling, all-natural, newspaper, or organic fire starters.
7. Your New-Aire Fireplace burns **WOOD ONLY. DO NOT** use any other combustibles.
8. Burn only dry, split, well-seasoned wood. Hardwoods are recommended, softwoods tend to burn very quickly. Do not burn wet or green wood(unseasoned).
9. Do not burn treated wood, charcoal, coal, trash, cardboard, driftwood, wood products with synthetic binders, such as, plywood. Plywood, lumber and other materials can produce abnormally high temperatures, sputtering and smoking fires and may contain hazardous chemicals.
10. Burning unapproved fuels can produce excessive temperatures beyond the design capabilities of the fireplace and may produce excess sparks.
11. **DO NOT OVERFIRE.** The unit requires much less wood than typical fireplaces to reach operating temperatures. To reduce the heat output:
 - a. Turn the wall thermostat to the highest setting.
 - b. Turn the blowers to high speed to afford more cooling air movement through the fireplace
 - c. Reduce the draft/air into the firebox
 - d. Spread the wood out in the firebox.
 - e. Open some doors and windows if the house is uncomfortable.
 - f. The next time – DO NOT put as much wood in the fireplace – your supply will last longer.
12. The flue or chimney on a wood burning appliance needs to be periodically cleaned by a CSIA certified professional chimney sweep. Plan to do this seasonally.
13. Flue fires are the result of a dirty flue. The primary cause of a dirty flue is CREOSOTE. When wood is burned slowly, it produces tar and other organic vapors which will combine with expelled moisture to form creosote. These creosote vapors can and will condense on the relatively cool chimney flue of a slow burning fire and accumulate. If/when ignited, this creosote makes an extremely hot fire. Examine your flue monthly for creosote buildup and remove as necessary.

NEW-AIRE FIREPLACE SYSTEMS, LLC LIMITED WARRANTY

New-Aire Fireplace Systems, LLC (NAFS) extends the following warranty for all fireplace units and wood fired ovens purchased from NAFS and NAFS authorized dealers. This warranty is in effect on all products sold after 10/31/2016 and supersedes any and all warranties currently in existence. Please keep a copy of this warranty for your personal records or in the event of a claim.

The NAFS of Carl Junction, Missouri, because of its unique design and its heavy steel construction, will have limited warranty on the firebox, including the log grates, for a period of fifteen (15) years. The electrical components, including motors, have limited warranty for one (1) year. There are exclusions and limitations to the limited warranty as described herein.

This warranty only covers NAFS units that were purchased from NAFS or NAFS authorized dealers or distributors and is not transferable without written consent from NAFS. The warranty is only valid while the NAFS unit remains at the site of original installation. NAFS units purchased through auctions/on-line auction, etc. or sold "as is" is not covered by the warranty, nor does it cover replacement of missing components for any package purchase from auction or "as is".

The warranty coverage begins on the date of original purchase. You must have registered this warranty within 30 days of purchase by completing warranty card and survey. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the unit by an NAFS dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months.

The installation, venting, removal or reinstallation costs are not covered by this warranty.

This warranty does not cover the following:

- Does not extend to any damage that may occur in shipment (must be reported to the freight provider).
- The installation of the unit were damage resulted from, failure to install the unit in accordance with the installation manual and instructions, failure to install the unit to local or national building codes.
- No warranty on parts due to normal wear and tear, such as, gaskets, glass tape, door latches, paint, or discoloration of glass.
- Changes in surface finishes as the result of normal wear and tear, some color changes may occur. This is not a flaw and is not covered under the warranty.
- Any damages to surface finish caused by accidents, misuse, scratches, melted items, fingerprints, residues from use of abrasive cleaners or polishers mishandling, or miss-storage.
- The improper operations, misuse and continue operation with damaged or failed components.
- Not responsible for inadequate mechanical ventilation systems, fireplace draft caused by air conditioning and heating systems, or general construction conditions which may generate negative air pressure.
- Insufficient make-up air supply (airalators and outside hood installed), or chimney installation, such as, heights and clearances, adjoining tress or building, adverse wind conditions, or unusual environmental factors.
- The use of fuels other than wood.
- Modifications or installation of non-supplied components to the unit not expressly authorized and approved by NAFS in writing.

- Any electrical power supply interruptions or fluctuations (power surge).
- Damages caused by over-firing.

This warranty is void:

- The unit has been over-fired.
- Improper installation of chimney prolong periods of dampness or water damage from water leaks from chimney.
- The use of unapproved fuel.
- Failure to provide proper maintenance and service in accordance with the instruction manual.
- NAFS shall have no warranty obligation if the warranty is not timely registered, for claims which are not submitted through the selling NAFS or NAFS dealer/distributor, or claims submitted verbally or without the required information and documentation.

Limitation on liability

It is expressly agreed and understood that NAFS's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort, or otherwise, shall be limited to replacement repair, or refund, as specified herein.

Claim Investigation

NAFS reserves the right to investigate any and all claims against the warranty and to decide, in its sole discretion, upon the method of settlement. If the inspection reveals that the failure is due to defective material or workmanship and the part is covered under this warranty, NAFS will, at its option, repair the defective part/unit. The purchaser shall assume all costs related to shipping to the factory for repairs. If it is determined that the defect was caused by NAFS, NAFS will cover the costs of shipping.

Register a Claim

In order for any claim under this warranty to be valid, you must contact the NAFS or NAFS dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify NAFS in writing. The defect must be claimed in writing within 90 days of failure.

Include the following information:

Name, address, telephone number, email address, place of business where unit was purchased, date of purchase model number and any digital pictures.

FIREPLACE REGISTRATION CARD

DATE _____

OWNER'S NAME _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

WARRANTY VALID ONLY IF COMPLETED AND RETURNED WITHIN THIRTY (30) DAYS AFTER UNIT IS PURCHASED

DATE OF INSTALLATION:

MONTH _____ DAY _____ YEAR _____

MODAL NO. _____ SERIAL NO. _____

MY NEW0AIRE WAS PURCHASED FROM:

CONTRACTOR _____ MASON _____ DEALER _____

NAME _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PLEASE COMPLETE THE SURVEY ON THE BACK SIDE OF THIS PAGE

To help us to do a better job of understanding the expectations and needs of our customer, we would appreciate your answers to the following questions. This information is NOT used outside of our company and is strictly confidential.

Is this fireplace unit for new construction or a remodeling project?

_____ New Construction

_____ Remodeling

Where is your fireplace installed?

_____ Living room

_____ Kitchen

_____ Bath

_____ Basement

_____ Family room

_____ Outdoors

_____ Bedroom

_____ Sunroom

_____ Den/office

Why did you purchase our unit versus another brand? (Check all that apply)

_____ Builder Choice

_____ Brand Name

_____ Efficiency

_____ Aesthetics

_____ Convenience

_____ Price

_____ Referral

_____ Salesperson Recommendation

_____ No other fireplace like it

Who was the primary decision maker in purchasing this unit?

_____ Male

_____ Female

_____ Both

_____ Builder

What is the approximate square footage of your home?

_____ Under 2,000

_____ 2,000-2,999

_____ 3,000-3,999

_____ 4,000+

How many fireplaces do you have in this home?

_____ One

_____ Two

_____ Three

_____ Four or more