



**URBANA**  
LUXURY FIREPLACES

**2026 RETAIL Price Book**

**Urbana Linear Gas Fireplaces**

<i>U30 Screened</i>	<i>3-4</i>
<i>U30</i>	<i>5-6</i>
<i>U30 Tall</i>	<i>7-8</i>
<i>U50 Screened</i>	<i>9</i>
<i>U50</i>	<i>10-11</i>
<i>U50 Tall</i>	<i>12-13</i>
<b>NEW</b> <i>U50 Tall Ultra (Fire-in-Log)</i>	<i>14-15</i>
<i>U70 Screened</i>	<i>16</i>
<i>U70</i>	<i>17-18</i>
<i>U70 Tall</i>	<i>19-20</i>
<b>NEW</b> <i>U70 Tall Ultra (Fire-in-Log)</i>	<i>21-22</i>

**Urbana Traditional Gas Fireplaces**

<i>U33</i>	<i>23</i>
<i>U33 Tall</i>	<i>24</i>
<i>U37</i>	<i>25</i>
<i>U44</i>	<i>26</i>
<i>U55</i>	<i>27</i>

**Urbana Outdoor Gas Fireplaces**

<i>U44 Outdoor</i>	<i>28</i>
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**Venting and Other**

<i>8x11 Metal Fab Venting (for U37/44/55 Only)</i>	<i>29</i>
<i>Dealer Service Support Policy</i>	<i>End</i>

**NEW**



**U70 Tall Ultra  
(Flame-in-Log)**



# URBANA

LINEAR



U30 SCREENED



U50 SCREENED



U70 SCREENED



U30



U50



U70



U30 TALL



U50 TALL



U70 TALL



U50 TALL ULTRA



U70 TALL ULTRA



U33



U33 TALL



U37



U44



U55

TRADITIONAL



U44 OUTDOOR



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Urbana Effective Date: March 3rd, 2026  
Urbana Last Updated: February 25th, 2026

Metal-Fab Effective Date: March 3rd, 2026  
Metal-Fab Last Updated: February 25th, 2026



## Gas Appliances - U30 SCREENED

22,500 BTU's ~ 65.9% Efficiency ~ Inner glass panes plus outer safety screen ~ Painted steel liner, steel bezel and vermiculite ~ Top lighting, remote and cool surface system ~ Glass size 30"W x 20"H

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U30 Screened Unit Body - BAY</b>				
URU30IS	U30 <b>Screened</b> Bay Gas Fireplace IPI NG w/Steel Liner, Steel Bezel, & Vermiculite	-	\$ 8,349.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U30 Screened Fireplace + Left-Closed Corner Kit (Must Order URU30IS & UR504287)	-	\$ 8,776.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U30 Screened Fireplace + Right-Closed Corner Kit (Must Order URU30IS & UR504288)	-	\$ 8,776.00	Y
<b>Single Sided</b>				
-	U30 Screened Fireplace + Left-Closed Corner Kit + Right-Closed Corner Kit (Must Order URU30IS, UR504287 & UR504288)	-	\$ 9,203.00	Y
<b>U30 Screened Liners (Optional)</b>				
UR503810	Fluted Liner	-	\$ 569.00	Y
UR503811	Infinity Glass Liner - Black	-	\$ 846.00	Y
<b>U30 Screened Burner Accessories (Optional)</b>				
UR503801	Driftwood Log Set w/Rocks	10 lbs.	\$ 809.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 1 for U30	8 lbs.	\$ 748.00	Y
UR503857	Diamond Glass Media - Black	7 lbs.	\$ 396.00	Y
UR503851	Shale Media	1 lbs.	\$ 108.00	Y
UR503812	Infinity Glass Bezel - Black	-	\$ 968.00	Y
<b>U30 Screened Venting (Optional)</b>				
UR503813	Chase Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
UR503965	Front Vent Kit (output)	-	\$ 357.00	Y
UR503950	Side Vent Kit - L & R (output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y



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## Gas Appliances - U30 *SCREENED*

### U30 *Screened* Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR503807	Floating Wall Bracket Kit - Order 1 for U30	14 lbs.	\$ 194.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504002	Flush Framing Base Kit	-	\$ 495.00	Y
UR504287	Screened Corner Kit - Left (Front-Left Side Closed Off)	-	\$ 427.00	Y
UR504288	Screened Corner Kit - Right (Front-Right Side Closed Off)	-	\$ 427.00	Y

### U30 *Screened* Accessories (Optional)

UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503958	NG to LP Conversion Kit	-	\$ 273.00	Y



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## Gas Appliances - U30

22,500 BTU's ~ Glass size 1,140 in<sup>2</sup> ~ Top lighting kit, painted liner, remote and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Glass dimensions front 19"h x 30"w ~ Glass dimensions side 19"h x 15"w ~ Uses 4" x 6 5/8" venting ~ Mobile app capabilities

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U30 Unit Body - BAY</b>				
URU30ING2	U30 Bay Urbana Gas Fireplace IPI NG w/Painted Liner, Steel Bezel, & Vermiculite	255 lbs.	\$ 9,049.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U30 Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU30ING & UR503806)	255 lbs.	\$ 9,424.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U30 Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU30ING & UR503860)	255 lbs.	\$ 9,424.00	Y
<b>Single Sided</b>				
-	U30 Fireplace + <b>Left-Closed</b> Corner Kit + <b>Right-Closed</b> Corner Kit (Must Order URU30ING, UR503806 & UR503860)	255 lbs.	\$ 9,799.00	Y
<b>U30 Unit Body - BAY LED</b>				
URU30INGLED	(URU30INGLED2) U30 Bay Urbana Gas Fireplace IPI NG w/Color LED Kit, Painted Liner & Clear Glass Media	255 lbs.	\$ 9,849.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U30 LED Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU30INGLED & UR503806)	255 lbs.	\$ 10,224.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U30 LED Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU30INGLED & UR503860)	255 lbs.	\$ 10,224.00	Y
<b>Single Sided</b>				
-	U30 LED Fireplace + <b>Left-Closed</b> Corner Kit + <b>Right-Closed</b> Corner Kit (Must Order URU30ING, UR503806 & UR503860)	255 lbs.	\$ 10,599.00	Y
<b>U30 Liners (Optional)</b>				
UR503810	Fluted Liner	8 lbs.	\$ 569.00	Y
UR503811	Infinity Glass Liner	16 lbs.	\$ 846.00	Y
<b>U30 Burner Accessories (Optional)</b>				
UR503801	Driftwood Log Set w/Rocks	10 lbs.	\$ 809.00	Y
UR503800	Traditional Split Log Set <b>LIMITED TO STOCK ON HAND</b>	5 lbs.	\$ 808.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 1 for U30	8 lbs.	\$ 748.00	Y
UR503857	Diamond Glass Media - Black	7 lbs.	\$ 396.00	Y
UR503851	(SI503851) Shale Media - Order 1 for U30	1 lbs.	\$ 108.00	Y
UR503812	Infinity Glass Bezel - Covers LED Kit	-	\$ 968.00	Y
UR503847	Steel Bezel - Antique Rust - Covers LED Kit	-	\$ 250.00	Y



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## Gas Appliances - U30

### U30 Venting (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503965	Front Vent Kit (Output)	-	\$ 357.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y

### U30 Framing (Optional)

UR503807	Urbana Floating Wall Bracket Kit - Order 1 for U30	14 lbs.	\$ 194.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504002	Flush Framing Base Kit	-	\$ 495.00	Y
UR503806	(UR504038) Urbana Corner Install Kit - Left (Front-Left Side Closed Off)	17 lbs.	\$ 375.00	Y
UR503860	(UR504039) Urbana Corner Install Kit - Right (Front-Right Side Closed Off)	17 lbs.	\$ 375.00	Y

### U30 Additional Accessories (Optional)

UR503805	Urbana WiFi Kit	1 lbs.	\$ 320.00	Y
UR503837	(SI503837) Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503958	NG to LP Conversion Kit	-	\$ 569.00	Y



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## Gas Appliances - U30 Tall

22,500 BTU's ~ Glass size 1,582 in<sup>2</sup> ~ Top lighting kit, painted liner, remote and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Glass dimensions front 26 3/8" h x 30" w ~ Glass dimension sides 26 3/8" h x 15" w ~ Uses 4" x 6 5/8" venting ~ Mobile app capabilities

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U30 TALL Unit Body - BAY</b>				
	<b>LED</b>			
URU30ITLED	U30 TALL Bay Urbana Gas Fireplace IPI NG w/Color LED, Painted Liner & Clear Glass Media	255 lbs.	\$ 12,799.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U30 TALL LED Fireplace + Left-Closed Corner Kit (Must Order URU30ITLED & UR504000)	255 lbs.	\$ 13,426.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U30 TALL LED Fireplace + Right-Closed Corner Kit (Must Order URU30ITLED & UR504001)	255 lbs.	\$ 13,426.00	Y
<b>Single Sided</b>				
-	U30 TALL LED Fireplace + Left-Closed Corner Kit + Right-Closed Corner Kit (Must Order URU30ITLED, UR504000 & UR504001)	255 lbs.	\$ 14,053.00	Y
<b>U30 TALL Liners (Optional)</b>				
UR503998	Tall Fluted Liner	-	\$ 758.00	Y
UR503999	Tall Infinity Glass Liner - Black	-	\$ 1,110.00	Y
<b>U30 TALL Burner Accessories (Optional)</b>				
UR503801	Driftwood Log Set w/Rocks	10 lbs.	\$ 809.00	Y
UR503800	Traditional Split Log Set <b>LIMITED TO STOCK ON HAND</b>	5 lbs.	\$ 808.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 1 for U30 Tall	8 lbs.	\$ 748.00	Y
UR503857	Diamond Glass Media - Black	7 lbs.	\$ 396.00	Y
UR503851	(SI503851) Shale Media - Order 1 for U30 Tall	1 lbs.	\$ 108.00	Y
UR503812	Infinity Glass Bezel - Black	-	\$ 968.00	Y
UR503847	Steel Bezel - Antique Rust	-	\$ 250.00	Y
<b>U30 TALL Venting (Optional)</b>				
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
UR503948	Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503965	Front Vent Kit (Output)	-	\$ 357.00	Y
UR503950	Side Vent Kit - L & R (output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y



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## Gas Appliances - U30 Tall

### U30 TALL Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR504000	Tall Corner Install Kit - Left	-	\$ 627.00	Y
UR504001	Tall Corner Install Kit - Right	-	\$ 627.00	Y
UR503807	Floating Wall Bracket Kit - Order 2 for U30	14 lbs.	\$ 194.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504002	Flush Framing Base Kit	-	\$ 495.00	Y

### U30 TALL Additional Accessories (Optional)

UR503805	Urbana WiFi Kit	1 lbs.	\$ 320.00	Y
UR503837	(SI503837) Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503958	NG to LP Conversion Kit	-	\$ 273.00	Y



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## Gas Appliances - U50 SCREENED

38,000 BTU's ~ 67.7% Efficiency ~ Inner glass panes plus outer safety screen ~ Painted steel liner, steel bezel and vermiculite ~ Top lighting, remote and cool surface system ~ Glass size 50"W x 20"H

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U50 Screened Unit Body - BAY</b>				
URU50IS	U50 <b>Screened Bay</b> Gas Fireplace IPI NG w/Steel Liner, Steel Bezel, & Vermiculite	-	\$ 10,199.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U50 Screened Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU50IS & UR504287)	-	\$ 10,626.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U50 Screened Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU50IS & UR504288)	-	\$ 10,626.00	Y
<b>Single Sided</b>				
-	U50 Screened Fireplace + <b>Left-Closed</b> Corner Kit + <b>Right-Closed</b> Corner Kit (Must Order URU50IS, UR504287 & UR504288)	-	\$ 11,053.00	Y
<b>U50 Screened Liners (Optional)</b>				
UR503818	Fluted Liner	-	\$ 1,144.00	Y
UR503819	Infinity Glass Liner - Black	30 lbs.	\$ 1,573.00	Y
<b>U50 Screened Burner Accessories (Optional)</b>				
SI503209	Driftwood Log Set w/Rocks	12 lbs.	\$ 915.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 1 for U50	8 lbs.	\$ 748.00	Y
UR503858	Diamond Glass Media - Black	11 lbs.	\$ 616.00	Y
UR503851	Shale Media - Order 2 for U50	1 lbs.	\$ 108.00	Y
UR503820	Infinity Glass Bezel - Black	-	\$ 1,110.00	Y
<b>U50 Screened Venting (Optional)</b>				
UR503813	Chase Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	-	\$ 302.00	Y
UR503966	Front Vent Kit (output)	-	\$ 440.00	Y
UR503950	Side Vent Kit - L & R (output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter In increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter In increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y
<b>U50 Screened Framing (Optional)</b>				
UR504287	Screened Corner Kit - Left (Front-Left Side Closed Off)	-	\$ 427.00	Y
UR504288	Screened Corner Kit - Right (Front-Right Side Closed Off)	-	\$ 427.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504008	Flush Framing Base Kit	-	\$ 593.00	Y
<b>U50 Screened Accessories (Optional)</b>				
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503960	NG to LP Conversion Kit	-	\$ 506.00	Y



## Gas Appliances - U50

38,000 BTU's ~ Glass size 1,520 in<sup>2</sup> ~ Top lighting kit, painted liner, remote and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Glass dimensions front 19"h x 50"w ~ Glass dimensions side 19"h x 15"w ~ Uses 5" x 8" venting ~ Mobile app capabilities

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U50 Unit Body - BAY</b>				
URU50ING2	U50 Bay Urbana Gas Fireplace IPI NG w/Painted Liner, Steel Bezel, & Vermiculite	355 lbs.	\$ 11,349.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U50 Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU50ING2 & UR503861)	355 lbs.	\$ 11,811.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U50 Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU50ING2 & UR503862)	355 lbs.	\$ 11,811.00	Y
<b>Single Sided</b>				
-	U50 Fireplace + <b>Single Sided</b> Kit (Must Order URU50ING2 & UR504043)	355 lbs.	\$ 11,891.00	Y
<b>U50 Unit Body - BAY LED</b>				
URU50INGLED2	U50 Urbana Bay Gas Fireplace IPI NG w/Color LED Kit, Painted Liner & Clear Glass	355 lbs.	\$ 12,399.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U50 LED Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU50INGLED2 & UR503861)	355 lbs.	\$ 12,861.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U50 LED Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU50INGLED2 & UR503862)	355 lbs.	\$ 12,861.00	Y
<b>Single Sided</b>				
-	U50 LED Fireplace + <b>Single Sided</b> Kit (Must Order URU50INGLED2 & UR504043)	355 lbs.	\$ 12,941.00	Y
<b>U50 Liners (Optional)</b>				
UR503818	Fluted Liner	-	\$ 1,144.00	Y
UR503819	Infinity Glass Liner	30 lbs.	\$ 1,573.00	Y
<b>U50 Burner Accessories (Optional)</b>				
SI503209	Driftwood Log Set	12 lbs.	\$ 915.00	Y
UR503814	Traditional Split Log Set <b>LIMITED TO STOCK ON HAND</b>	11 lbs.	\$ 926.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 2 for U50	8 lbs.	\$ 748.00	Y
UR503858	Diamond Glass Media - Black	11 lbs.	\$ 616.00	Y
UR503851	(SI503851) Shale Media - Order 2 for U50	1 lbs.	\$ 108.00	Y
UR503820	Infinity Glass Bezel - Covers LED Kit	7 lbs.	\$ 1,110.00	Y
UR503848	Steel Bezel - Antique Rust - Covers LED Kit	16 lbs.	\$ 396.00	Y
<b>U50 Venting (Optional)</b>				
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	2 lbs.	\$ 302.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503966	Front Vent Kit (Output)	-	\$ 440.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Inceaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Inceaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y



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## Gas Appliances - U50

### U50 Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR503861	(UR504041) Urbana Corner Install Kit - Left (Front-Left Side Closed Off)	-	\$ 462.00	Y
UR503862	(UR504042) Urbana Corner Install Kit - Right (Front-Right Side Closed Off)	17 lbs.	\$ 462.00	Y
UR504043	Single Sided Installation Kit	-	\$ 542.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504008	Flush Framing Base Kit	-	\$ 593.00	Y

### U50 Additional Accessories (Optional)

UR503805	Urbana WiFi Kit	1 lbs.	\$ 320.00	Y
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503960	NG to LP Conversion Kit	-	\$ 506.00	Y



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## Gas Appliances - U50 TALL

38,000 BTU's ~ Glass size 2,110 in<sup>2</sup> ~ Top lighting kit, painted liner, remote and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Glass dimensions front 26 3/8" h x 50" w ~ Glass dimensions side 26 3/8" h x 15" w ~ Uses 5" x 8" venting ~ Mobile app capabilities

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U50 TALL Unit Body - BAY</b>				
	<b>LED</b>			
URU50ITLED	U50 Tall <b>Bay</b> Urbana Gas Fireplace IPI NG w/Color <b>LED</b> , Painted Liner & Clear Glass Media	355 lbs.	\$ 15,749.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U50 TALL <b>LED</b> Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU50ITLED & UR504005)	355 lbs.	\$ 16,463.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U50 TALL <b>LED</b> Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU50ITLED & UR504006)	355 lbs.	\$ 16,463.00	Y
<b>Single Sided</b>				
-	U50 TALL <b>LED</b> Fireplace + <b>Single Sided</b> Kit (Must Order URU50ITLED & UR504007)	355 lbs.	\$ 16,726.00	Y
<b>U50 TALL Liners (Optional)</b>				
UR504003	Tall Fluted Liner	-	\$ 1,532.00	Y
UR504004	Tall Infinity Glass Liner - Black	-	\$ 2,052.00	Y
<b>U50 TALL Burner Accessories (Optional)</b>				
SI503209	Driftwood Log Set	12 lbs.	\$ 915.00	Y
UR503814	Traditional Split Log Set <b>LIMITED TO STOCK ON HAND</b>	11 lbs.	\$ 926.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 1 for U50 Tall	8 lbs.	\$ 748.00	Y
UR503858	Diamond Glass Media - Black	11 lbs.	\$ 616.00	Y
UR503851	(SI503851) Shale Media - Order 2 for U50 Tall	1 lbs.	\$ 108.00	Y
UR503820	Infinity Glass Bezel - Black	7 lbs.	\$ 1,110.00	Y
UR503848	Steel Bezel - Antique Rust	16 lbs.	\$ 396.00	Y
<b>U50 TALL Venting (Optional)</b>				
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	2 lbs.	\$ 302.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503966	Front Vent Kit (Output)	-	\$ 440.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y



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## Gas Appliances - U50 TALL

### U50 TALL Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR504005	Tall Corner Install Kit - Left (Front-Left Side Closed Off)	-	\$ 714.00	Y
UR504006	Tall Corner Install Kit - Right (Front-Right Side Closed Off)	-	\$ 714.00	Y
UR504007	Tall Single Sided Installation Kit	-	\$ 977.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504008	Flush Framing Base Kit	-	\$ 593.00	Y

### U50 TALL Additional Accessories (Optional)

UR503805	Urbana WiFi Kit	1 lbs.	\$ 320.00	Y
UR503837	(SI503837) Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503960	NG to LP Conversion Kit	-	\$ 506.00	Y



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## Gas Appliances - U50 TALL ULTRA (Fire-in-Log)

38,000 BTU's ~ Glass size 2,110 in<sup>2</sup> ~ Steel fluted liner, remote, cool surface system (CSS) and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Ships as 3-sided, for single/corner must order "kit" ~ Glass dimensions front 26 3/8"h x 50"w ~ Glass dimensions side 26 3/8"h x 15"w ~ **Uses 4" X 6 5/8" power venting (only) ~ Includes vent reducer SI502321**

Complete Packages	Retail Price
<b>U50 Tall Ultra Bay w/Shale Media (x3), Log &amp; <u>Horizontal</u> Power Vent (URU50ITULTRA, UR503851 (x3), UR504721 &amp; UR503883)</b>	<b>\$ 22,500.00</b>
<b>U50 Tall Ultra Bay w/Shale Media (x3), Log &amp; <u>Vertical</u> Power Vent (URU50ITULTRA, UR503851 (x3), UR504721 &amp; SI504375)</b>	<b>\$ 22,196.00</b>

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U50 TALL ULTRA Unit Body - BAY</b>				
URU50ITULTRA	U50 Tall Ultra <b>Bay</b> Urbana Gas Fireplace ( <i>Fire-in-Log</i> ) IPI NG w/Steel Fluted Liner, Remote, CSS and Vent Reducer - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i> <b>NEW</b>	-	\$ 19,049.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U50 TALL ULTRA Fireplace + <b>Left-Closed</b> Corner Kit (URU50ITULTRA & UR504005) - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i>	-	\$ 19,763.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U50 TALL ULTRA Fireplace + <b>Right-Closed</b> Corner Kit (URU50ITULTRA & UR504006) - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i>	-	\$ 19,763.00	Y
<b>Single Sided</b>				
-	U50 TALL ULTRA Fireplace + <b>Single Sided</b> Kit (URU50ITULTRA & UR504007) - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i>	-	\$ 20,026.00	Y
<b>Burner Media (Required)</b>				
UR503851	Shale Media ( <i>Must Order x3 for U50 Tall Ultra</i> )	-	\$ 108.00	Y
<b>Log Set (Required)</b>				
UR504721	U50 Fire-In-Log Traditional Split Log Set ( <i>only compatible with URU50ITULTRA</i> ) <b>NEW</b>	-	\$ 915.00	Y
<b>Power Vent (Required, Choose Horizontal or Vertical)</b>				
UR503883	Urbana 4" x 6 5/8" <b>Horizontal</b> Power Vent Kit w/110 Ft Wiring	-	\$ 2,212.00	Y
SI504375	Urbana 4" x 6 5/8" <b>Vertical</b> Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
<b>Additional Venting (Optional)</b>				
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8" <b>INCLUDED WITH UNIT</b>	2 lbs.	\$ 302.00	Y
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503966	Front Vent Kit (Output)	-	\$ 440.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
<b>Liners (Optional)</b>				
UR504003	Tall Fluted Liner	-	\$ 1,532.00	Y
UR504004	Tall Infinity Glass Liner - Black	-	\$ 2,052.00	Y



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## Gas Appliances - U50 TALL ULTRA (Fire-in-Log)

### Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR504005	Tall Corner Install Kit - Left (Front-Left Side Closed Off)	-	\$ 714.00	Y
UR504006	Tall Corner Install Kit - Right (Front-Right Side Closed Off)	-	\$ 714.00	Y
UR504007	Tall Single Sided Installation Kit	-	\$ 977.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504008	Flush Framing Base Kit	-	\$ 593.00	Y

### Accessories (Optional)

UR504727	Urbana Wall Touchscreen Control Kit <i>(replaces standard remote control and/or wifi kit)</i> - Includes 30ft Wiring Harness, SIT Dongle and 24V DC Transformer - <i>(only compatible w/Ultra Series models)</i> <b>NEW</b>	-	\$ 1,385.00	Y
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
SI503753	SIT IPI LP Conversion Kit (Stepper Motor Only)	-	\$ 207.00	Y



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## Gas Appliances - U70 SCREENED

52,500 BTU's ~ 59.2% Efficiency ~ Inner glass panes plus outer safety screen ~ Painted steel liner, steel bezel and vermiculite ~ Top lighting, remote and cool surface system ~ Glass size 70"W x 20"H

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U70 Screened Unit Body - BAY</b>				
URU70IS	U70 <b>Screened Bay</b> Gas Fireplace IPI NG w/Steel Liner, Steel Bezel, & Vermiculite	-	\$ 13,949.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U70 Screened Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU70IS & UR504287)	-	\$ 14,376.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U70 Screened Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU70IS & UR504288)	-	\$ 14,376.00	Y
<b>Single Sided</b>				
-	U70 Screened Fireplace + <b>Left-Closed</b> Corner Kit + <b>Right-Closed</b> Corner Kit (Must Order URU70IS, UR504287 & UR504288)	-	\$ 14,803.00	Y
<b>U70 Screened Liners (Optional)</b>				
UR503825	Fluted Liner	-	\$ 1,509.00	Y
UR503826	Infinity Glass Liner - Black	30 lbs.	\$ 2,350.00	Y
<b>U70 Screened Burner Accessories (Optional)</b>				
SI503347	Driftwood Log Set w/Rocks	15 lbs.	\$ 1,165.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 2 for U70	8 lbs.	\$ 748.00	Y
UR503859	Diamond Glass Media - Black	17 lbs.	\$ 714.00	Y
UR503851	Shale Media - Order 3 for U70	1 lbs.	\$ 108.00	Y
UR503827	Infinity Glass Bezel - Black	8 lbs.	\$ 1,344.00	Y
<b>U70 Screened Venting (Optional)</b>				
UR503813	Chase Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	2 lbs.	\$ 302.00	Y
UR503967	Front Vent Kit (Output)	-	\$ 530.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y
<b>U70 Screened Framing (Optional)</b>				
UR504287	Screened Corner Kit - Left (Front-Left Side Closed Off)	-	\$ 427.00	Y
UR504288	Screened Corner Kit - Right (Front-Right Side Closed Off)	-	\$ 427.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504031	Flush Framing Base Kit	-	\$ 739.00	Y
<b>U70 Screened Accessories (Optional)</b>				
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503962	NG to LP Conversion Kit	-	\$ 527.00	Y



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## Gas Appliances - U70

52,500 BTU's ~ Glass size 1,900 in<sup>2</sup> ~ Top lighting kit, painted liner, remote and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Glass dimensions front 19"h x 70"w ~ Glass dimensions side 19"h x 15"w ~ Uses 5" x 8" venting ~ Mobile app capabilities

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U70 Unit Body - BAY</b>				
URU70ING2	U70 Bay Urbana Gas Fireplace IPI NG w/Painted Liner, Steel Bezel, & Vermiculite	500 lbs.	\$ 15,399.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U70 Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU70ING2 & UR503863)	500 lbs.	\$ 15,888.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U70 Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU70ING2 & UR503864)	500 lbs.	\$ 15,888.00	Y
<b>Single Sided</b>				
-	U70 Fireplace + <b>Single Sided</b> Kit (Must Order URU70ING2 & UR504046)	500 lbs.	\$ 15,992.00	Y
<b>U70 Unit Body - BAY LED</b>				
URU70INGLED2	U70 Bay Urbana Gas Fireplace IPI NG w/Color <b>LED</b> Kit, Painted Liner & Clear Glass Media	500 lbs.	\$ 16,449.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U70 <b>LED</b> Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU70INGLED2 & UR503863)	500 lbs.	\$ 16,938.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U70 <b>LED</b> Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU70INGLED2 & UR503864)	500 lbs.	\$ 16,938.00	Y
<b>Single Sided</b>				
-	U70 <b>LED</b> Fireplace + <b>Single Sided</b> Kit (Must Order URU70INGLED2 & UR504046)	500 lbs.	\$ 17,042.00	Y
<b>U70 Liners (Optional)</b>				
UR503825	Fluted Liner	-	\$ 1,509.00	Y
UR503826	Infinity Glass Liner	30 lbs.	\$ 2,350.00	Y
<b>U70 Burner Accessories (Optional)</b>				
SI503347	Driftwood Log Set w/Rocks	15 lbs.	\$ 1,165.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 2 for U70	8 lbs.	\$ 748.00	Y
UR503859	Diamond Glass Media - Black	17 lbs.	\$ 714.00	Y
UR503851	(SI503851) Shale Media - Order 3 for U70	1 lbs.	\$ 108.00	Y
UR503827	Infinity Glass Bezel - Covers LED Kit	8 lbs.	\$ 1,344.00	Y
UR503849	Steel Bezel - Antique Rust - Covers LED Kit	-	\$ 549.00	Y
<b>U70 Venting (Optional)</b>				
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	2 lbs.	\$ 302.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503967	Front Vent Kit (Output)	-	\$ 530.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y



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## Gas Appliances - U70

### U70 Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR503863	(UR504044) Urbana Corner Install Kit - Left (Front-Left Side Closed Off)	10 lbs.	\$ 489.00	Y
UR503864	(UR504045) Urbana Corner Install Kit - Right (Front-Right Side Closed Off)	14 lbs.	\$ 489.00	Y
UR504046	Single Sided Installation Kit	-	\$ 593.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504031	Flush Framing Base Kit	-	\$ 739.00	Y

### U70 Additional Accessories (Optional)

UR503805	Urbana WiFi Kit	1 lbs.	\$ 320.00	Y
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503962	NG to LP Conversion Kit	-	\$ 527.00	Y



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## Gas Appliances - U70 Tall

52,500 BTU's ~ Glass size 2,637 in<sup>2</sup> ~ Top lighting kit, painted liner, remote and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Glass dimensions front 26 3/8" h x 70" w ~ Glass dimensions side 26 3/8" h x 15" w ~ Uses 5" x 8" venting ~ Mobile app capabilities

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U70 TALL Unit Body - BAY</b>				
	<b>LED</b>			
URU70ITLED	U70 Tall <b>Bay</b> Urbana Gas Fireplace IPI NG w/Color <b>LEDs</b> Painted Liner & Clear Glass Media	500 lbs.	\$ 21,399.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U70 TALL <b>LED</b> Fireplace + <b>Left-Closed</b> Corner Kit (Must Order URU70ITLED & UR504011)	500 lbs.	\$ 22,142.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U70 TALL <b>LED</b> Fireplace + <b>Right-Closed</b> Corner Kit (Must Order URU70ITLED & UR504012)	500 lbs.	\$ 22,142.00	Y
<b>Single Sided</b>				
-	U70 TALL <b>LED</b> Fireplace + <b>Single Sided</b> Kit (Must Order URU70ITLED & UR504013)	500 lbs.	\$ 22,411.00	Y
<b>U70 TALL Liners (Optional)</b>				
UR504009	Tall Fluted Liner	-	\$ 2,014.00	Y
UR504010	Tall Infinity Glass Liner - Black	-	\$ 2,448.00	Y
<b>U70 TALL Burner Accessories (Optional)</b>				
SI503347	Driftwood Log Set w/Rocks	15 lbs.	\$ 1,165.00	Y
SI504293	Signature Traditional Log Set	-	\$ 755.00	Y
SI504294	Signature Birch Log Set	-	\$ 1,060.00	Y
SI503838	River Rock Set w/Twigs - Order 2 for U70 Tall	8 lbs.	\$ 748.00	Y
UR503859	Diamond Glass Media - Black	17 lbs.	\$ 714.00	Y
UR503851	(SI503851) Shale Media - Order 3 for U70 Tall	1 lbs.	\$ 108.00	Y
UR503827	Infinity Glass Bezel - Black	8 lbs.	\$ 1,344.00	Y
UR503849	Steel Bezel - Antique Rust	-	\$ 549.00	Y
<b>U70 TALL Venting (Optional)</b>				
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	2 lbs.	\$ 302.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503967	U70 Front Vent Kit (Output)	-	\$ 530.00	Y
UR503950	Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
SD35CVSX46DVA	3X5 Diameter Increaser 4X6 DVA	7.72 lbs.	\$ 176.51	Y
SD35CVSX58DVA	3X5 Diameter Increaser 5X8 DVA	7.72 lbs.	\$ 190.63	Y
SD46DVAX35CVS	4X6 Diameter Reducer 3X5 CVS	-	\$ 172.98	Y
SD58DVAX35CVS	5X8 Diameter Reducer 3X5 CVS	45 lbs.	\$ 190.63	Y
ICTM4CFA	Enviro Coaxial Flex Adapter - (4x7) Flex Not Included	1.25 lbs.	\$ 275.00	Y
ICTM5CFA	Enviro Coaxial Flex Adapter - (5x8) Flex Not Included	1.25 lbs.	\$ 292.00	Y



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## Gas Appliances - U70 Tall

### U70 TALL Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR504011	U70 Tall Corner Install Kit - Left	-	\$ 743.00	Y
UR504012	U70 Tall Corner Install Kit - Right	-	\$ 743.00	Y
UR504013	U70 Tall Single Sided Installation Kit	-	\$ 1,012.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504031	U70 Flush Framing Base Kit	-	\$ 739.00	Y

### U70 TALL Additional Accessories (Optional)

UR503805	Urbana WiFi Kit	1 lbs.	\$ 320.00	Y
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
UR503962	NG to LP Conversion Kit	-	\$ 527.00	Y



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## Gas Appliances - U70 TALL ULTRA (Fire-in-Log)

52,500 BTU's ~ Glass size 2,637 in<sup>2</sup> ~ Steel fluted liner, remote, cool surface system (CSS) and outer trim kit included ~ Double glass safety ~ No steel pillars ~ No gaps in glass ~ Ships as 3-sided, for single/corner must order "kit" ~ Glass dimensions front 26 3/8"h x 70"w ~ Glass dimensions side 26 3/8"h x 15"w ~ **Uses 5/8" high output power venting (only)**

Basic Packages	Retail Price
<b>U70 Tall Ultra Bay w/Shale Media (x4), Log &amp; <u>Horizontal</u> Power Vent (URU70ITULTRA, UR503851 (x4), UR504722 and UR504333)</b>	<b>\$ 31,443.00</b>
<b>U70 Tall Ultra Bay w/Shale Media (x4), Log &amp; <u>Vertical</u> Power Vent (URU70ITULTRA, UR503851 (x4), UR504722 and UR504729)</b>	<b>\$ 31,379.00</b>

Item Code	Item Name	Ship Weight	Retail Price	Stocked
<b>U70 TALL ULTRA Unit Body - BAY</b>				
URU70ITULTRA	U70 Tall Ultra <b>Bay</b> Urbana Gas Fireplace ( <i>Fire-in-Log</i> ) IPI NG w/Steel Fluted Liner, Remote and CSS - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i> <b>NEW</b>	-	\$ 26,349.00	Y
<b>Corner - LEFT CLOSED (right open)</b>				
-	U70 TALL ULTRA Fireplace + <b>Left-Closed</b> Corner Kit (URU70ITULTRA & UR504011) - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i>	-	\$ 27,092.00	Y
<b>Corner - RIGHT CLOSED (left open)</b>				
-	U70 TALL ULTRA Fireplace + <b>Right-Closed</b> Corner Kit (URU70ITULTRA & UR504012) - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i>	-	\$ 27,092.00	Y
<b>Single Sided</b>				
-	U70 TALL ULTRA Fireplace + <b>Single Sided</b> Kit (URU70ITULTRA & UR504013) - <i>Must Order Burner Media, Log Set and Choice of Power Vent Kit to Complete Unit</i>	-	\$ 27,361.00	Y
<b>Burner Media (Required)</b>				
UR503851	Shale Media ( <i>Must Order x4 for U70 Tall Ultra</i> )	-	\$ 108.00	Y
<b>Log Set (Required)</b>				
UR504722	U70 Fire-In-Log Traditional Split Log Set ( <i>only compatible with URU70ITULTRA</i> ) <b>NEW</b>	-	\$ 1,865.00	Y
<b>Power Vent (Required, Choose Horizontal or Vertical)</b>				
UR504333	High Output 5/8" <b>Horizontal</b> Power Vent Kit	-	\$ 2,797.00	Y
UR504729	High Output 5/8" <b>Vertical</b> Power Vent Kit <b>NEW</b>	-	\$ 2,733.00	Y
<b>Additional Venting (Optional)</b>				
UR503813	Urbana Comfort Kit	-	\$ 1,214.00	Y
UR503948	Urbana Floor Vent Kit - L & R Sides (Intake)	-	\$ 339.00	Y
UR503967	U70 Front Vent Kit (Output)	-	\$ 530.00	Y
UR503950	Urbana Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
<b>Liners (Optional)</b>				
UR504009	Tall Fluted Liner	-	\$ 2,014.00	Y
UR504010	Tall Infinity Glass Liner - Black	-	\$ 2,448.00	Y



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## Gas Appliances - U70 TALL ULTRA (Fire-in-Log)

### Framing (Optional)

Item Code	Item Name	Ship Weight	Retail Price	Stocked
UR504011	U70 Tall Corner Install Kit - Left (Front-Left Side Closed Off)	-	\$ 743.00	Y
UR504012	U70 Tall Corner Install Kit - Right (Front-Right Side Closed Off)	-	\$ 743.00	Y
UR504013	U70 Tall Single Sided Installation Kit	-	\$ 1,012.00	Y
UR503824	Steel Framing Base Kit	55 lbs.	\$ 912.00	Y
UR504031	U70 Flush Framing Base Kit	-	\$ 739.00	Y

### Accessories (Optional)

UR504727	Urbana Wall Touchscreen Control Kit <i>(replaces standard remote control and/or wifi kit)</i> - Includes 30ft Wiring Harness, SIT Dongle and 24V DC Transformer - <i>(only compatible w/Ultra Series models)</i> <b>NEW</b>	-	\$ 1,385.00	Y
UR503837	Glass Carrier - Suction Handle (1 pc)	-	\$ 185.00	Y
SI503753	SIT IPI LP Conversion Kit (Stepper Motor Only)	-	\$ 207.00	Y



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## Gas Appliances - U33 Traditional

45,000 BTU's ~ Efficiency TBD ~ Glass dimensions 35" W x 34" H ~ 3D stainless burner ~ Includes fluted liner, remote and top lighting ~ Must order log set to complete unit ~ Uses 5/8 venting

Item Code	Item Name	Ship Weight	Retail Price	Stocked
URU33I	U33 Gas Fireplace IPI w/Fluted Liner & Remote - Must Order Log Set to Complete Unit	200 lbs.	\$ 8,599.00	Y
URU33IST	U33 <b>See-Thru</b> Gas Fireplace IPI w/Fluted Liner & Remote - Must Order Log Set to Complete Unit <b>WILL NOT SHIP UNTIL UR504167 SEE-THRU KIT STOCK DEPLETED</b>	200 lbs.	\$ 10,849.00	Y
<b>U33 Log Sets (Choose One)</b>				
UR504162	U33 Traditional Split Log Set	-	\$ 830.00	Y
UR504163	U33 Birch Split Log Set	-	\$ 1,110.00	Y
<b>U33 Power Vent (Optional)</b>				
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
<b>U33 Liners (Optional)</b>				
UR504249	U33 Brick Liner	-	\$ 830.00	Y
UR504165	U33 Black Glass Liner	-	\$ 3,240.00	Y
<b>Additional Accessories (Optional)</b>				
UR504167	U33 See Through Kit (Liner Compatible) <b>LIMITED TO STOCK ON HAND - ONCE DEPLETED, MUST BUY SEE-THRU UNIT (NOT SEE-THRU KIT)</b>	-	\$ 2,416.00	Y
SI503753	SIT IPI LP Conversion Kit (Stepper Motor Only)	-	\$ 207.00	Y



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## Gas Appliances - U33 TALL

59,000 BTU's ~ Efficiency 56% ~ Glass dimensions 35" W x 60" H ~ 3D stainless burner ~ Includes fluted liner and remote ~ Must order log set and power vent to complete unit ~ Uses 5/8 venting

Item Code	Item Name	Ship Weight	Retail Price	Stocked
URU33IT	U33 Tall Gas Fireplace IPI w/Fluted Liner & Remote - Must Order Log Set and Power Vent to Complete Unit <b>NEW</b>	300 lbs.	\$ 14,149.00	Y
URU33ITST	U33 Tall <b>See-Thru</b> Gas Fireplace IPI w/Fluted Liner & Remote - Must Order Log Set and Power Vent to Complete Unit <b>WILL NOT SHIP UNTIL UR504170 SEE-THRU KIT STOCK DEPLETED</b>	300 lbs.	\$ 17,199.00	Y
<b>U33 Tall Log Sets (Choose One)</b>				
UR504162	U33 Traditional Split Log Set	-	\$ 830.00	Y
UR504163	U33 Birch Split Log Set	-	\$ 1,110.00	Y
<b>Power Vent (Choose One)</b>				
UR503883	Urbana Horizontal Power Vent Kit w/110ft Wiring - <b>Required for U33 Tall Installation, or use SI504375 - Vent Reducer Required for Power Vent SI502321</b>	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors - <b>Required for U33 Tall Installation, or use UR503883 - Vent Reducer Required for Power Vent SI502321</b>	-	\$ 1,908.00	Y
SI502321	Vent Reducer - <b>Required for Power Vent UR503883/SI504375</b>	-	\$ 302.00	Y
<b>U33 Tall Liners (Optional)</b>				
UR504168	U33 Tall Black Glass Liner	-	\$ 4,629.00	Y
<b>Additional Accessories (Optional)</b>				
UR504170	U33 Tall See Through Kit (Liner Compatible) <b>LIMITED TO STOCK ON HAND - ONCE DEPLETED, MUST BUY SEE-THRU UNIT (NOT SEE-THRU KIT)</b>	-	\$ 5,292.00	Y
SI503753	SIT IPI LP Conversion Kit (Stepper Motor Only)	-	\$ 207.00	Y



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## Gas Appliances - U37 Traditional

47,000 BTU's ~ 36.6% Efficiency ~ Glass dimensions 35" W x 30" H ~ 3D stainless burner ~ Available in 11" or 8" venting ~ Top lighting kit

**FOR 8X11 VENTING SEE METAL FAB AT THE END OF THE URBANA PRICE PAGES**

Item Code	Item Name	Ship Weight	Retail Price	Stocked
URU37I	U37 Gas Fireplace IPI w/Painted Liner & Remote	-	\$ 9,049.00	Y
URU37IA	U37 Arch Gas Fireplace IPI w/Painted Liner & Remote	-	\$ 9,049.00	Y
URU37GI	U37 Gas Fireplace IPI w/ Glass Burner, Enameled Liner & Remote	-	\$ 11,049.00	Y
<b>U37 Log Sets (Must Choose for Log Model)</b>				
UR504014	U37 Traditional Split Log Set	-	\$ 896.00	Y
UR504015	U37 Birch Split Log Set	-	\$ 896.00	Y
<b>U37 Liners (Optional)</b>				
UR504017	U37 Brick Liner - Rustic Brown	-	\$ 764.00	Y
UR504018	U37 Ledgestone Liner	-	\$ 764.00	Y
UR504019	U37 Herringbone Liner - Dark Umber	-	\$ 764.00	Y
UR504077	U37 Herringbone Liner - Sandstone	-	\$ 764.00	Y
UR504020	U37 Black Enameled Liner	-	\$ 1,345.00	Y
UR504121	U37 Black Glass Liner	-	\$ 3,537.00	Y
<b>U37 Surround Panels (Not Compatible w/Arch Model)</b>				
UR504092	U37 Forgeworks Face - Midnight Bronze	-	\$ 1,249.00	Y
<b>U37 Venting (Optional)</b>				
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
UR504022	Vent Reducer 11" to 8"	-	\$ 408.00	Y
UR503813	Chase Comfort Kit	-	\$ 1,214.00	Y
UR504175	Clean Finish Chase Comfort Kit	-	\$ 1,782.00	Y
UR503950	Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
UR504640	Front Vent Trim Bezel	-	\$ 57.00	Y
<b>Additional Accessories (Optional)</b>				
SI503575	Driftwood Log Set (Glass Burner Only)	-	\$ 927.00	Y
SI503838	River Rock Set w/Twigs - Glass Burner (URU37GI only)	-	\$ 748.00	Y
SI503753	IPI NG to LP Conversion Kit	-	\$ 207.00	Y



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## Gas Appliances - U44 Traditional

63,000 BTU's ~ 37.6% Efficiency ~ Glass dimensions 42" W x 36" H ~ 3D stainless burner ~ Available in 11" or 8" venting ~ Top lighting kit

**FOR 8X11 VENTING SEE METAL FAB AT THE END OF THE URBANA PRICE PAGES**

Item Code	Item Name	Ship Weight	Retail Price	Stocked
URU44I	U44 Gas Fireplace IPI w/Painted Liner & Remote	-	\$ 9,149.00	Y
URU44IA	U44 Arch Gas Fireplace IPI w/Painted Liner & Remote	-	\$ 9,149.00	Y
URU44GI	U44 Gas Fireplace IPI w/ Glass Burner, Black Enameled Liner & Remote	-	\$ 11,799.00	Y
<b>U44 Log Sets (Must Choose for Log Model)</b>				
UR504023	U44 Traditional Split Log Set	-	\$ 1,167.00	Y
UR504024	U44 Birch Split Log Set	-	\$ 1,283.00	Y
<b>U44 Liners (Optional)</b>				
UR504026	U44 Brick Liner - Rustic Brown	-	\$ 962.00	Y
UR504027	U44 Ledgestone Liner	-	\$ 962.00	Y
UR504028	U44 Herringbone Liner - Dark Umber	-	\$ 962.00	Y
UR504068	U44 Herringbone Liner - Sandstone	-	\$ 962.00	Y
UR504029	U44 Black Enameled Liner	-	\$ 1,403.00	Y
UR504122	U44 Black Glass Liner	-	\$ 5,092.00	Y
<b>U44 Surround Panels (Not Compatible w/Arch Model)</b>				
UR504094	U44 Forgeworks Face - Midnight Bronze	-	\$ 1,403.00	Y
<b>U44 Venting (Optional)</b>				
UR503813	Chase Comfort Kit	-	\$ 1,214.00	Y
UR504175	Clean Finish Chase Comfort Kit	-	\$ 1,782.00	Y
UR503883	Urbana Horizontal Power Vent Kit w/110 Ft Wiring - See Manual for Required Adapters	-	\$ 2,212.00	Y
SI504375	Urbana Vertical Power Vent Kit w/Wiring, Rheostat and Restrictors	-	\$ 1,908.00	Y
UR504022	Vent Reducer 11" to 8"	-	\$ 408.00	Y
SI502321	(UR502321) Vent Reducer 5" x 8" to 4" x 6 5/8"	2 lbs.	\$ 302.00	Y
UR503950	Side Vent Kit - L & R (Output)	-	\$ 339.00	Y
UR504640	Front Vent Trim Bezel	-	\$ 57.00	Y
<b>Additional Accessories (Optional)</b>				
SI503611	Driftwood Log Set - Glass Burner (URU44GI only)	-	\$ 1,111.00	Y
SI503838	River Rock Set w/Twigs - Glass Burner (URU44GI only)	-	\$ 748.00	Y
SI503753	IPI NG to LP Conversion Kit	-	\$ 207.00	Y



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## Gas Appliances - U55 Traditional

75,000 BTU's ~ 39% Efficiency ~ Glass dimensions 52" W x 42" H ~ 3D stainless burner ~ 8"x11" Venting or 5"x8" power vent ~ Top lighting kit

**FOR 8X11 VENTING SEE METAL FAB AT THE END OF THE URBANA PRICE PAGES**

Item Code	Item Name	Ship Weight	Retail Price	Stocked
URU55I	U55 Gas Fireplace IPI w/Painted Liner & Remote	-	\$ 13,349.00	Y
<b>U55 Log Sets (Must Choose for Log Model)</b>				
UR504326	U55 Traditional Split Log Set	-	\$ 1,318.00	Y
UR504327	U55 Birch Split Log Set	-	\$ 1,440.00	Y
<b>U55 Liners (Optional)</b>				
UR504328	U55 Brick Liner	-	\$ 1,297.00	Y
UR504329	U55 Herringbone Liner - Sandstone	-	\$ 1,297.00	Y
UR504330	U55 Herringbone Liner - Dark Umber	-	\$ 1,297.00	Y
UR504331	U55 Black Glass Liner	-	\$ 6,350.00	Y
UR504332	U55 Black Enameled Liner	-	\$ 2,202.00	Y
<b>U55 Venting (Optional)</b>				
UR504175	Clean Finish Chase Comfort Kit	-	\$ 1,782.00	Y
UR504333	High Output Horizontal Power Vent Kit	-	\$ 2,797.00	Y
UR504022	Vent Reducer 11" to 8"	-	\$ 408.00	Y
<b>Additional Accessories (Optional)</b>				
SI503753	IPI NG to LP Conversion Kit	-	\$ 207.00	Y



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## Gas Appliances - U44 Outdoor

63,000 BTU's ~ Glass dimensions 41" W x 36" H ~ 3D stainless burner ~ No venting or glass door required ~ Clean face (no louvers) ~ Steel weather cover included ~ Wall switch control included (no remote) ~ Must order unit body, log set and liner to complete unit

Item Code	Item Name	Ship Weight	Retail Price	Stocked
URU44IOUT	U44 Outdoor Gas Fireplace IPI w/Wall Switch - Must Order Log Set and Liner to Complete Unit	-	\$ 5,649.00	Y
<b>U44 Log Sets (Must Choose)</b>				
UR504023	U44 Traditional Split Log Set	-	\$ 1,167.00	Y
UR504024	U44 Birch Split Log Set	-	\$ 1,283.00	Y
<b>U44 Liners (Must Choose)</b>				
UR504026	U44 Brick Liner - Rustic Brown	-	\$ 962.00	Y
UR504027	U44 Ledgestone Liner	-	\$ 962.00	Y
UR504028	U44 Herringbone Liner - Dark Umber	-	\$ 962.00	Y
UR504068	U44 Herringbone Liner - Sandstone	-	\$ 962.00	Y
UR504342	U44 Outdoor Stainless Steel Liner	-	\$ 729.00	Y
UR504029	U44 Black Enameled Liner	-	\$ 1,403.00	Y
<b>Additional Accessories (Optional)</b>				
UR504339	U44 Outdoor Safety Screen	-	\$ 809.00	Y
UR504340	LP Conversion Kit (Set Rate)	-	\$ 96.00	Y



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## Metal Fab 8x11 Venting

For use with Traditional Urbana Models ONLY (U37/44/55)

### Lengths

Item Code	Item Name	Ship Weight	Retail Price	Stocked
MB8DV6	6" Straight Length	-	\$ 93.90	Y
MB8DV12	12" Straight Length	-	\$ 100.10	Y
MB8DV24	24" Straight Length	-	\$ 135.19	Y
MB8DV36	36" Straight Length	-	\$ 189.98	Y
MB8DV48	48" Straight Length	-	\$ 226.20	Y
MB8DVAL	3-10" Adjustable Straight Length	-	\$ 105.42	Y
MB8DV5A	8" to 5" Reducer Adapter	-	\$ 384.94	N

### Elbows and Support

MB8DV45L	45 Degree Swivel Elbow	-	\$ 150.47	Y
MB8DV90L	90 Degree Swivel Elbow	-	\$ 221.83	Y
MB8DVSS	Support Strap	-	\$ 69.39	Y
MB8DVSP	Support Plate	-	\$ 86.02	Y

### Thimbles, Firestops & Insulation Shield

MB8DWTSH	Wall Thimble	-	\$ 312.22	Y
MB8DVFSH	Horizontal Firestop	-	\$ 66.76	Y
MB8DVFSV	Vertical Firestop	-	\$ 56.84	Y
MB8DVIS	8" Insulated Shield	-	\$ 162.72	Y

### Terminations, Flashings & Storm Collars

MB8DVHT	Horizontal Termination - High Wind	-	\$ 461.24	Y
MB8DVVT	Vertical Termination - High Wind	-	\$ 294.87	Y
MB8DVF	Flashing 1/12 - 5/12	-	\$ 99.56	Y
MB8DVF12	Flashing 6/12 - 12/12	-	\$ 207.89	Y
MB8DVSC	Storm Collar	-	\$ 29.70	Y
MB8DVCB	Collector Box 8x11 - Provides Additional Intake Air for Aiding Combustion	-	\$ 343.71	Y

## 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.

### **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.

