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WOODBURNING FIREPLACES

2026 RETAIL Price Book

Effective Date 06/02/2026

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Now
Available



FOCUS 3600 INSERT
RE-CERTIFIED MODEL

Now
Available



PEARL 3600 FIREPLACE
RE-CERTIFIED MODEL

Now
Available



FOCUS 3600 FIREPLACE
RE-CERTIFIED MODEL

Prices and terms subject to change without notice.



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In Effect: June 2nd, 2026

Last Edited: May 27th, 2026

RSF PRODUCTS PRICE LIST



Focus 3600i Fireplace Insert

2.04 Cubic foot firebox ~ Heats up to 1,500 square feet ~ **EPA certified at 1.7 g/h** ~ Detachable flue collar w/pull handle ~ Optional heat activated blower and oversize backing plate ~ Uses 6" stainless liner ~ Will fit masonry fireplaces less than 28"W ~ Tapered firebox design

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFGF3600BIN	Focus 3600i Fireplace Insert NEW!	340 lbs.	\$ 4,470.00	Y

Blowers and Heating Options

RFFOHB1	Blower - Insert	N/A	\$ 471.00	Y
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Other Options

RFFOF3600INBP	Oversize Backing Plate 42" x 30 5/8"	N/A	\$ 272.00	Y
RFFOF3600INBP2	Deep Backing Plate 42" (L) x 30 5/8" (H) x 1 1/2" (D)	10 lbs.	\$ 331.00	Y
RFFOF3600INFS	Firescreen	N/A	\$ 515.00	Y
RFFOGRK8	Gasket Replacement Kit 5/8"	N/A	\$ 93.00	Y

Liner Components

ICLM6LAF	Flex Liner Adapter	N/A	\$ 94.00	Y
ICLM6LAF5	Appliance Adapter - 6" Flue to 5" Flex	N/A	\$ 94.00	N
ICLM6LAF55	Appliance Adapter - 6" Flue to 5.5" Flex	N/A	\$ 94.00	Y
ICLMLR65	Reduce 6" to 5" ExcelLiner Rigid Liner	N/A	\$ 122.00	Y
ICLMLR655	Reduce 6" to 5.5" ExcelLiner Rigid Liner	N/A	\$ 122.00	N
ICLM6LAF90	90 Degree Adjustable Flex Adapter	N/A	\$ 205.00	Y
ICLM6FOB	Offset Box with Cleanout	N/A	\$ 370.00	N



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Focus 3600 Fireplace

2.04 Cubic foot firebox ~ Heats up to 1,500 square feet ~ **EPA certified at 1.7 g/h** ~ Optimal efficiency 75.3% ~
Uses 6" Excel Chimney **NOTE: Most installations require vented flashing, see manual.**

For a complete unit, order a body and a choice of trim

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFFF3600B	Focus 3600 Fireplace - Requires Choice of Trim NEW!	398 lbs.	\$ 4,837.00	Y
Trim Options (One Required)				
RFFOF3600ST	Straight Trim - for Heavier Masonry	#N/A	\$ 308.00	N
RFFOF3600FT	Frame Trim - for Tile or Cement Board Finish	#N/A	\$ 440.00	N
Gravity Vents				
RFFOV3	Gravity Vent Kit - Rectangular	9 lbs.	\$ 381.00	Y
RFFOV2	Gravity Vent Kit	11 lbs.	\$ 426.00	Y
RFFODUCT5	Insulated Duct 5 feet	12 lbs.	\$ 163.00	Y
RFFOVGC	Contemporary Gravity Vent Grill	3.2 lbs.	\$ 100.00	Y
Blowers and Heating Options				
RFFOHB9	Blower - Internal	#N/A	\$ 639.00	Y
RFFOHD	Heat Dump	11 lbs.	\$ 698.00	Y
Other Options				
RFFOF3600FS	Firescreen	#N/A	\$ 515.00	N
RFFOFDM6	Brick Chimney Adapter - 6"	1 lbs.	\$ 127.00	N
RFFOINT	Outside Air Kit - 4" Diameter	5 lbs.	\$ 184.00	Y
RFFOGRK8	Gasket Replacement Kit (5/8" dia.)	1 lbs.	\$ 93.00	Y



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Pearl 3600 Fireplace

Heats up to 1,500 ft² ~ **EPA certified at 1.7 g/hr** ~ Non-catalytic, fully adjustable fire ~ Optimal efficiency 75.3% ~ 2.04 Cubic foot firebox ~ Takes 18" logs in front (16" in back) ~ Uses 6" excel chimney ~ Glass viewing area 20 1/4" x 11 1/4" + arch

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFFPRL3600B	Pearl 3600 Fireplace w/Black Door & Decorative Faceplate NEW!	430 lbs.	\$ 6,107.00	Y
Options				
RFFOV3	Gravity Vent Kit (Rectangular)	9 lbs.	\$ 381.00	Y
RFFOV2	Gravity Vent Kit	11 lbs.	\$ 426.00	Y
RFFODUCT5	Insulated Duct 5'	12 lbs.	\$ 163.00	Y
RFFOVGC	Contemporary Gravity Vent Grill	3.2 lbs.	\$ 100.00	Y
RFFOHB9	Internal Blower Kit - Includes Variable Speed Switch, Snap Disc, Three Prong Plug and Fork Connectors	6.4 lbs.	\$ 639.00	Y
RFFOHD	Heat Dump	11 lbs.	\$ 698.00	Y
RFFOPRLFS	Firescreen - Safety Tested and Certified for the Pearl 3600 Only	13 lbs.	\$ 501.00	N
RFFOFDM6	Brick Chimney Adapter - 6"	N/A	\$ 127.00	N
RFFOINT	Outside Air Kit - 4" Diameter	5 lbs.	\$ 184.00	Y
RFFOGRK8	Gasket Replacement Kit (5/8" dia.)	1 lbs.	\$ 93.00	Y



Focus SBR Fireplace

Smart Burn Rate technology ~ Fully automatic air control system ~ 10,000-50,000 BTU's ~ 2.6 cubic foot firebox ~ Up to 2,000 ft² heating capacity ~ EPA certified with an emissions rate of 1.4 g/hr ~ realistic firebrick lining ~ can be connected to a central heating system ~ 22" maximum firewood length ~ Can be installed into a masonry chimney using an RSF adapter and a UL/ULC listed stainless steel chimney liner ~ Uses Forreast Paint Metallic Black touchup paint ~ Uses 7" Excel Chimney **NOTE: Most installations require vented flashing, see manual.**

For a complete unit, order a body and either louvers or clean face kit with two gravity vents

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFFF320SBR	Focus SBR Fireplace	562 lbs.	\$ 5,455.00	Y

Louvers or Clean Face (One Required)

RFFOF320SBRLB	Louver Assembly - Black	7 lbs.	\$ 543.00	Y
RFFOF2	Clean Face Kit - Requires Two Gravity Vents	23 lbs.	\$ 435.00	Y

Gravity Vent Options

RFFOV3	Gravity Vent Kit Rectangular	9 lbs.	\$ 381.00	Y
RFFOV2	Gravity Vent Kit	11 lbs.	\$ 426.00	Y
RFFODUCT5	Insulated Duct 5 feet	12 lbs.	\$ 163.00	Y
RFFOVGC	Contemporary Gravity Vent Grill	3.2 lbs.	\$ 100.00	Y

Blowers and Heating Options

RFFOHB9	Internal Blower Kit - Includes Variable Speed Switch, Snap Disc, Three Prong Plug and Fork Connectors	6.4 lbs.	\$ 639.00	Y
RFFOHD	Heat Dump	11 lbs.	\$ 698.00	Y
RFFOFDHB61	Blower - Central Heating	30 lbs.	\$ 1,385.00	Y
RFFOFDHC6	Central Heating Control	10 lbs.	\$ 462.00	Y
RFFOFDHC61	Back Draft Damper - for Rough-in of Central Heat Ducting	3 lbs.	\$ 209.00	Y
RFFOFDHCZ1	Zone Heating Control	10 lbs.	\$ 733.00	N
RFFOFDHCZ2	Zone Definition Kit	10 lbs.	\$ 733.00	N
RFFOT	Central Heating Tee Option	10 lbs.	\$ 127.00	Y
RFFOCIF	Inline Fan	2.35 lbs.	\$ 290.00	Y

Accessories

RFFOF320SBRFS	Firescreen	13 lbs.	\$ 543.00	Y
RFFOA	Andiron LIMITED TO STOCK ON HAND	5 lbs.	\$ 152.00	Y
RFFOFDM7	Brick Chimney Adapter - 7"	1 lbs.	\$ 136.00	Y
RFFOKFSBR	Rock Retainer Kit	17 lbs.	\$ 480.00	Y
RFFOINT	Outside Air Kit - 4" Diameter	5 lbs.	\$ 184.00	Y
RFFOGRK8	Gasket Replacement Kit	1 lbs.	\$ 93.00	Y



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Opel Keystone

BTU output 10,000 to 70,000 ~ Heating capacity 3,000 ft² ~ 3.6 Cubic foot firebox ~ EPA certified to comply with 2020 particulate emission standards at 0.7 grams per hour (with 635cfm central heating blower) ~ Semi clean face option (requires two gravity vents for heat output) Comes with black door ~ 36 7/8"W X 52 1/4"H X 24"D ~ 7"

Excel chimney **NOTE: Most installations require vented flashing, see manual.**

For a complete unit, order a body and Keystone louver or 2x RFFOV2/V3

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFFOPPK	Opel Keystone Catalytic Fireplace	615 lbs.	\$ 6,348.00	Y

Louver and Venting Options (Either Keystone Louver or 2x RFFOV2/V3 Required)

RFFOOLPK	Opel Keystone Louver - Black	25 lbs.	\$ 960.00	Y
RFFOV2	Gravity Vent Kit	11 lbs.	\$ 426.00	Y
RFFOV3	Gravity Vent Kit - Rectangular	9 lbs.	\$ 381.00	Y
RFFOVGC	Contemporary Gravity Vent Grill - for RFFOV2	3.2 lbs.	\$ 100.00	Y

Central Heat Options

RFFOT	Central Heating Tee Option	10 lbs.	\$ 127.00	Y
RFFOHB9	Internal Blower Kit - Includes Variable Speed Switch, Snap Disc, Three Prong Plug and Fork Connectors	6.4 lbs.	\$ 639.00	Y
RFFOFDHB61	Blower - Central Heating	30 lbs.	\$ 1,385.00	Y
RFFOFDHC6	Central Heating Control	10 lbs.	\$ 462.00	Y
RFFOFDHC61	Back Draft Damper	3 lbs.	\$ 209.00	Y
RFFOFDHCZ1	Zone Heating Control	10 lbs.	\$ 733.00	N
RFFOFDHCZ2	Zone Definition Kit	10 lbs.	\$ 733.00	N
RFFOHD	Heat Dump	11 lbs.	\$ 698.00	Y

Options, Accessories and Gasket

RFFOGRK4	Gasket Replacement Kit	1 lbs.	\$ 111.00	Y
RFFOKK	Rock Retainer Kit	15 lbs.	\$ 480.00	Y
RFFOINT	Outside Air Kit - 4" diameter	5 lbs.	\$ 184.00	Y
RFFOFDM7	Brick Chimney Adapter - 7"	1 lbs.	\$ 136.00	Y
RFFODUCT5	Gravity Vent Extension - 5 feet	12 lbs.	\$ 163.00	Y
RFFOBRE	Bypass Rod Extension	0.02 lbs.	\$ 46.00	Y
RFFODTD	Digital Temperature Display	0.03 lbs.	\$ 100.00	Y
RFFOA	Andirons LIMITED TO STOCK ON HAND	5 lbs.	\$ 152.00	Y
RFFOAP	Ash Pan	8 lbs.	\$ 245.00	Y



Opel2C Plus & Opel3C Plus High Efficiency Fireplaces

10,000-70,000 BTU's ~ 3.6 cubic foot firebox ~ 36"W x 48"H x 24"D ~ 1,500 to 3,000 ft2 heating capacity ~ Beautifully sculptured, hand made firebrick lining ~ **EPA certified to comply with 2020 particulate emission standards at 0.7 g/hr** Optional fire screen enables the Opel2C to be burned with the glass doors open (not included) ~ Specially designed airwash system keeps glass clean under proper burning conditions ~ Can be connected to a central heating system ~ 18" maximum firewood length ~ Can be installed into a masonry chimney using an RSF adapter and a UL/ULC listed stainless steel chimney liner ~ Uses Forrester Paint Metallic Black touchup paint ~ Uses 7" Excel Chimney ~ **NOTE: Most installations require vented flashing, see manual.**

For a complete unit, order a body and louver assembly OR facing.

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFFOPP3C	Opel 3 Plus Catalytic Fireplace - Black Single Door	578 lbs.	\$ 6,017.00	Y
RFFFOPP2C	Opel 2 Plus Catalytic Fireplace - Black Doors	554 lbs.	\$ 6,017.00	Y

Decorative Louvers & Facing (A Louver Set or Face Option is Required)

RFFOOLB	Black Louver Assembly (Set)	5 lbs.	\$ 390.00	Y
RFFOOLC	Classic Black Decorative Cast Iron Grill (Set)	11 lbs.	\$ 435.00	Y
RFFOF3	Clean Face Kit – Opel2C & Opel3C	23 lbs.	\$ 498.00	Y

Rock Retainer Kits (One Required When Applying a Decorative Masonry Face)

RFFOKP3	Rock Retainer Kit (Fits All Opels and All Face Options)	15 lbs.	\$ 480.00	Y
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Options, Accessories, & Gasket

RFFOBRE	Bypass Rod Extension - 1"	0.02 lbs.	\$ 46.00	Y
RFFODTD	Digital Temperature Display	0.03 lbs.	\$ 100.00	Y
RFFOAP	Ash Pan for Opel2 & Opel3 (Not For Use with Clean Facing Option)	8 lbs.	\$ 245.00	Y
RFFOFDM7	Brick Chimney Adapter, 7"	1 lbs.	\$ 136.00	Y
RFFOFDGRK2	Door Gasket Replacement Kit (Opel 2& 2C)	1 lbs.	\$ 101.00	Y
RFFOGRK4	Door Gasket Replacement Kit (Opel 3& 3C)	1 lbs.	\$ 111.00	Y
RFFOINT	Outside Air Kit (4" x 10' Insulated Flex and Outside Air Hood)	5 lbs.	\$ 184.00	Y
RFFOA	Andiron LIMITED TO STOCK ON HAND	5 lbs.	\$ 152.00	Y
RFFOFDFS	Opel Firescreen - For Use to Burn with Door Open - Decorative Use Only, Voids EPA Certification While in Use	5 lbs.	\$ 426.00	Y
RFFOPDTG	Gold Plated Decorative Door Trim for Opel3	4 lbs.	\$ 258.00	N
RFFOPDTP	Pewter Plated Decorative Door Trim for Opel3	3.5 lbs.	\$ 258.00	Y
RFFOPDTB	Painted Black Decorative Door Trim for Opel3	4 lbs.	\$ 218.00	N



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Opel2C Plus & Opel3C Plus High Efficiency Fireplaces

Heat Venting Components

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFOHB9	Internal Blower Kit - Includes Variable Speed Switch, Snap Disc, Three Prong Plug and Fork Connectors	6.4 lbs.	\$ 639.00	Y
RFFOFDHB61	Blower - Central Heating	30 lbs.	\$ 1,385.00	Y
RFFOFDHCZ1	Zone Heat Control Kit (Includes Thermal Assembly and Zone Controller)	10 lbs.	\$ 733.00	N
RFFOFDHCZ2	Zone Damper Kit (Electric) - Includes Zone Damper and	10 lbs.	\$ 733.00	N
RFFOFDHC61	Back Draft Damper	3 lbs.	\$ 209.00	Y
RFFOV2	Gravity Vent Kit (Includes 5' Flex Duct)	11 lbs.	\$ 426.00	Y
RFFOV3	Gravity Vent Kit - Rectangular	9 lbs.	\$ 381.00	Y
RFFODUCT5	Flex Insulated 5' Duct (For Use with Gravity Vent Kit)	12 lbs.	\$ 163.00	Y
RFFOD	Gravity Vent Damper (Allows you to add some control to the Gravity Vent Kit.)	3 lbs.	\$ 73.00	Y
RFFOVGC	Contemporary Gravity Vent Grill	3.2 lbs.	\$ 100.00	Y
RFFOHD	Heat Dump (Allows you to circulate a moderate amount of heat to another room.)	11 lbs.	\$ 698.00	Y



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Focus See Thru Fireplace

10,000-50,000 BTU's ~ 4.1 cubic foot firebox ~ 45"W x 37"H x 22"D ~ Up to 1,000 ft2 heating capacity ~ EPA exempt Realistic firebrick lining ~ 20" maximum firewood length ~ Can be installed into a masonry chimney using an RSF adapter and a UL/ULC listed stainless steel chimney liner ~ Uses Forrester Paint Metallic Black touchup paint ~ Uses 8" Excel Chimney **NOTE: Most installations require vented flashing, see manual.**

For a complete unit, order a body.

Item Code	Item Name	Ship Weight	Retail Price	Stocked
RFFFFST	Focus See-Thru Fireplace w/Doors & Louvers	550 lbs.	\$ 7,917.00	Y

Rock Retainer Kits (One Required When Applying a Decorative Masonry Face)

RFFOKR	Rock Retainer Kit (Order 2 to Complete Both Sides of Unit)	15 lbs.	\$ 308.00	N
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Options, Accessories, & Gasket

RFFOFDM8	Brick Chimney Adapter, 8"	1 lbs.	\$ 154.00	N
RFFOGRK4	Gasket Replacement Kit (2 Required for ST) 3/4" Round x 90" Long	1 lbs.	\$ 111.00	N
RFFOINT	Outside Air Kit (4" x 10' Insulated Flex and Outside Air Hood)	5 lbs.	\$ 184.00	Y
RFFOA	Andiron LIMITED TO STOCK ON HAND	5 lbs.	\$ 152.00	Y

Heat Venting Components

RFFOV2	Gravity Vent Kit	11 lbs.	\$ 426.00	Y
RFFODUCT5	Flex Insulated 5' Duct (For Use with Gravity Vent Kit)	12 lbs.	\$ 163.00	Y
RFFOVGC	Contemporary Gravity Vent Grill	3.2 lbs.	\$ 100.00	Y

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Showroom Display Materials Order Form

Item No.	Description	Retail
ZZRFBROCAT	RSF Full Line Catalog	N/C
TBD	Selling Wood Fireplace (Selling RSF Guide)	N/C
RFZPOPADRSFSI GN	RSF 47" Fireplace Steel Sign	\$ 49.00

	Focus 3600	Pearl 3600	Focus SBR	Opel 2 & 3 Plus	Opel Keystone	Focus ST
Outside Dimensions (W x H x D)	34 7/16" x 40 13/16" x 22 ½"	36 5/8" x 38 11/16" x 24 1/8"	45" x 44 ¼" x 24"	37" x 52 ¼" x 24"	37" x 52 ¼" x 24"	37 ¼" x 45 ¼" x 21 ¾"
Crated Weight	398 lb	455 lb	562 lb	553 lb	605 lb	600 lb
EPA Firewood Length	Tested with 12" and 16" logs	Tested with 12" and 16" logs	Tested with 14" logs	Tested with 15.75" logs	Tested with 15.75" logs	EPA not applicable ¹¹
Maximum Firewood Length	Can accept up to 18" logs	Can accept up to 18" logs	Can accept up to 22" logs	Can accept up to 18" logs	Can accept up to 18" logs	Can accept up to 20" logs
Firebox Size¹	2.1 cubic feet	2.1 cubic feet	2.6 cubic feet	3.6 cubic feet	3.6 cubic feet	4.1 cubic feet
BTU Output²	44,135 BTU/h	44,135 BTU/h	22,563 BTU/h	27,034 BTU/h	27,034 BTU/h	N/A
BTU Maximum³	50,000 BTU/h	50,000 BTU/h	50,000 BTU/h	70,000 BTU/h	70,000 BTU/h	50,000 BTU/h
Heating Capacity⁴	1500 ft²	1500 ft²	1,000 to 2,000 ft²	1,500 to 3,000 ft²	1,500 to 3,000 ft²	1,000 ft²
EPA Certification	1.49 g/hr	1.49 g/hr	1.4 g/hr	0.7 g/hr	0.7 g/hr	EPA not applicable ¹¹
Optimal Efficiency⁵	79% (LHV)	79% (LHV)	75% (LHV)	80% (LHV)	80% (LHV)	N/A
EPA Average Efficiency⁶	74% (HHV)	74% (HHV)	66% (HHV)	70% (HHV)	70% (HHV)	EPA not applicable ¹¹
EPA Average CO⁷	1.29 g/min	1.29 g/min	1.5 g/min	0.58 g/min	0.58 g/min	EPA not applicable ¹¹
Chimney	6" Excel	6" Excel	7" Excel	7" Excel	7" Excel	8" Excel
Door Finish	Metallic Black	Metallic Black	Metallic Black	Metallic Black	Metallic Black	Metallic Black
Decorative Trims	Straight trim: FO-F3600ST Frame trim: FO-F3600FT	N/A	N/A	Opel2: N/A Opel3: PDTB, PDTG, PDTP	N/A	N/A
Louver or Grill Options	N/A	Black Decorative Faceplate included	Black Louvers (FO-F320SBRLB) Not included	Black, Pewter or Gold Plated Louvers or Decorative Grills ¹¹	Top Keystone Louver - FO-OPLK	Black Louvers included
Ash Pan	N/A	N/A	N/A	FO-AP ¹⁰	FO-AP ¹⁰	N/A
Gravity Vent Kit	FO-V2	FO-V2	FO-V2	FO-V2	FO-V2	FO-V2
Rectangular Gravity Vent Kit	FO-V3	FO-V3	FO-V3	FO-V3	FO-V3	FO-V3
Gravity Vent Damper	N/A	N/A	N/A	FO-D ¹⁰	N/A	N/A
Contemporary Grill	FO-VGC	FO-VGC	FO-VGC	FO-VGC	FO-VGC	FO-VGC
Heat Dump	FO-HD	FO-HD	FO-HD	FO-HD	FO-HD	N/A
Internal Blower	FO-HB9	FO-HB9	FO-HB9 ¹⁰	FO-HB9 ¹⁰	FO-HB9	N/A
Central Heating Blower 635cfm	N/A	N/A	FO-FDHB6-1	FO-FDHB6-1	FO-FDHB6-1	N/A
Central Heating Control	N/A	N/A	FO-FDHC6	FO-FDHC6	FO-FDHC6	N/A
Central Heating Tee	N/A	N/A	FO-T	FO-T	FO-T	N/A
Zone Heating Option	N/A	N/A	FO-FDHCZ1 & FO-FDHCZ2	FO-FDHCZ1 & FO-FDHCZ2	FO-FDHCZ1 & FO-FDHCZ2	N/A
Rock Retainer Kit	N/A	N/A	FO-KN	FO-KP3	FO-KK	FO-KR
Clean Facing	N/A	N/A	FO-F2 + FO-V2/V3 (2X)	FO-F3 + FO-V2/V3 (2X)	N/A	N/A
Inline Fan	N/A	N/A	FO-CIF	N/A	N/A	N/A
Gas Log Provision⁸	N/A	N/A	N/A	YES	YES	YES
Masonry Chimney Option	FO-FDM6	FO-FDM6	FO-FDM7	FO-FDM7	FO-FDM7	FO-FDM8
Outside Air⁹	4", meets R2000	4", meets R2000	4", meets R2000	4", meets R2000	4", meets R2000	4", meets R2000
Mobile Home Approved	YES	YES	YES	NO	NO	NO

- note 1: Based on overall firebox dimensions, EPA official firebox dimensions are smaller.
- note 2: Based on EPA certification testing using crib wood and calculations from CSA B415.1-10.
- note 3: Based on engineering calculations using firebox volume, efficiency, loading density (12lb/cu ft for hardwood), average humidity, reloading interval, type of installation, etc.
- note 4: Depends primarily on wood quality, ambient air temperature and building heat loss.
- note 5: Low Heating Value (LHV) using CSA B415.1 calculations.
- note 6: High Heating Value (HHV) using CSA B415.1 calculations.
- note 7: Carbon monoxide (CO), using data generated under the best circumstances and CSA B415.1-10 calculations.

- note 8: These fireplaces may be drilled out to accept an after market gas log assembly. You may not install a gas lighter in any RSF fireplace because the high firebox temperatures will burn out the log lighter very quickly.
- note 9: All RSF models come equipped to accept a 4" outside air duct, a 5" can also be used. All models can also be installed to operate using room air.
- note 10: N/A on fireplaces installed with the Clean Face Option.
- note 11: The Focus ST can be sold in Canada and the USA as per Subpart AAA of the 2015 EPA Standards of Performance for New Residential Wood Heaters Vol. 80, No. 50.

Note: All information and dimensions provided in this brochure are for general information purposes only. You must follow the installation instructions which accompany each fireplace to ensure your particular installation is done safely and correctly. These dimensions are modified from time to time so please confirm them with the current installation instructions before construction.



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.

