

# HotTimes

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

JUNE/JULY 2003

ISSUE 4

VOLUME 2

Here Comes Summer...  
and Patio Season!

## Patio Heaters - Gas or Electric It's Your Choice!

by Dan Cook

Northwest Stoves provides both the Sunglo and the Sunpak gas (and propane) patio heaters from Infrared Dynamics. The original Sunglo patio heater was designed in 1961 by Edwin Cowan, an infrared heating appliance engineer and the father of Bob Cowan the owner of Infrared Dynamics. Mr Cowan pioneered the circular radiant heater concept primarily for use in restaurants, hotels, and country clubs. If you travel to southern California, it is hard to ignore the thousands of round patio heaters reflectors that dot the landscape. The Sunglo heater is now found on patios world wide.

Many of you have asked for a less confusing price list, and we are working on that for the future. At this point I would like to clarify some Sunglo terminology.

**MANUAL OR BASIC** - Refers to lighting the pilot with a match or gas match. Turn the unit on at the valve located on the head.

**DSI** - Means "direct spark ignition". This battery ignitor allows you to light the pilot without using a match or a gas match.

**24 VOLT** - A step down transformer is wired-in allowing the operator to turn the unit on and off, from a remote location, when the pilot is lit.

**"E" SERIES** - Also uses a 24 volt transformer, but lights the burner and senses the flame without the need of a pilot light. (No control of the heat output)

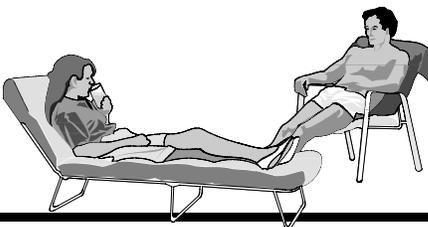
The "E" head is a relatively new product for Sunglo and they are the only manufacturer to offer this 100% electronic ignition system. It is ideal for suspended type applications where the easy lighting control is essential. The 24 volt system is also available for this purpose, but remember that the pilot light must always be lit for the switch to activate the unit. With the "E" series, the burner is lit without the need for a lit standing pilot.

The Sunpak patio heater also uses this electronic ignition system and

its slim shape, fits into many architectural designs. The unit is available in both natural gas and propane, and in stainless steel or black finish. The unit is durable in the outdoors and can be mounted facing straight down or up to a 30 degree angle.

We also carry the Infratube quartz-tube electric patio heaters by Infratech. These heaters also use infrared energy to provide heat virtually anywhere. There is no worry about running a gas line with these units; they just need an electrical connection. And with no open flames or exhaust, the unit only requires 6 inches of clearance above to combustibles, and is made to fit many locations where other models won't.

The Infratube heaters can be used both indoors and out. They provide spot heat to any cool area, and can be easily adjusted for precise heat control with an optional input regulator. These heaters add beauty to any patio with their low-profile design and stainless steel finish. Contact Northwest Stoves today if you have any questions on these units.



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### IN THIS ISSUE...

**PAGE 1**  
Patio Heaters -  
Gas or Electric

**PAGE 2**  
Patio Heaters -  
Layout and Design

ECOFAN

**PAGE 3**  
Heartland-  
Large Ovens Are On  
The Way

What You Need To  
Know About Radiant  
Heat

**PAGE 4**  
Comox Fireplace  
and Patio Destroyed  
by Fire

Our Staff

**Convair Parts are still available!**

Even though we are no longer distributing Convair Coolers, we do have a large supply of parts available to service the product line. Please give us a call for availability and pricing on parts. At Northwest Stoves, we will continue to supply our past customers with Convair parts for service, for as long as it is practical.

**ON NOW!!  
Ecofan Special**

Show a working Ecofan all year long!

ENDS: June 29th.  
Net 30 terms.

A) Buy a mix of 6 Ecofans and receive a "Superior" hot plate and special steel adapter plate for: **\$20.00 Net**

B) Buy a mix of 9 Ecofans and receive a "Superior" hot plate and special steel adapter plate for: **FREE**

Having the Ecofan sitting on the special plate, over the hot plate, is a great way to display the unit all year long. Due to the heat from the hot plate, we recommend that you keep this out of reach to eliminate liability. Should a child or someone accidentally touch the hot surface, they could injure themselves.

**Patio Heaters - Layout and Design** by Dan Cook

When planning efficient heating for an outdoor patio it is important to know how many patio heaters are needed, and where to position them. You can always phone us for help with these questions, but before you call, gather the facts so we can help you with your layout and design: Here are a few questions:

- How large is the area to be heated (width by length)?
- When is the patio to be used – year-round or just summer evenings?
- How warm/cold is the climate?
- Does wind affect the patio area to be heated? Windbreaks can be extremely effective in increasing comfort and reducing heating costs.
- What type of heater is requested? If directional heaters are to be used they are best placed facing in from the "cold side" to the "warm side" to keep the heat in.

A common question is whether a "tube" style heater would be best for a particular patio. We have heard a number of complaints about using this type of heater in patio installations. Tube heaters tend to be hi-intensity and were originally designed to be mounted high above a warehouse floor. We have them in our warehouse and they work great - but that's 30 feet up!

The tube-style units have real heat variability from the burner end where it can be a lot hotter than the exhaust end. There is no control over areas as you would enjoy with individual heaters. Another complaint is that they are noisy. They are also typically not efficient in their operation. It should be noted that many tube heaters are not "approved" for outdoor installations, so check the labels.

Another common question is price. Why do our heaters cost

more compared to those available at local mass merchant and discount stores. It's true that you can buy 2 or even three of these cheapie units for the price of one of ours. The reason? We do not compete with this sector of the market. These inferior units are not long lasting and are designed for low end, residential use. Our products serve the commercial market (restaurants, pubs, etc.) These businesses need units that perform well, hour after hour; day after day. They also need a product that is supported with a warranty (one year) and parts to service them. The heaters we offer your customers, can be used for hours on end, and are easily serviced. At Northwest Stoves, we stock a multitude of parts. Some of the units being serviced in Vancouver date back almost twenty years. Over time, your customers up front investment in quality, will save money.

As I write this we have good stocking levels of our patio heaters and parts, but as always, call us for our current stock situation. (Northwest Stoves only distributes the Sunglo and Sunpak products in BC and the Yukon. Call our friends at Qualitec for sales on the Prairies. We distribute the Infratech electric heaters in Western Canada.)

**ECOFAN**

The Ecofan is a heat powered fan designed to increase your stove's efficiency by circulating warm air directly into the living area. This self powered fan does not use batteries or electricity. It utilizes a thermoelectric module that acts as a small generator to power the fan's motor.

When this generator module experiences a heat differential between its top and bottom surfaces, it pumps out electricity. The bottom surface of the module is heated by the base, while the top of the module is kept cooler by the fan's top cooling fins. The Ecofan is designed to be used on freestanding woodstoves with normal surface temperatures of 200 – 370 C (400 - 700 F). Note: Stove-top surface temperatures must not exceed 370 C (700 F) degrees or the generator module will be damaged. The fan will operate at its best efficiency when placed on the back corners of the stove top and NOT in front of the stove pipe.

The Ecofan starts automatically and adjusts its speed with the stove temperature. As the stove heats up, the Ecofan runs faster to move more warm air into the room. As the stove burns down and cools, the Ecofan automati-



**Patio Heaters**

Turn your outdoor entertainment areas into year round profit with the Sun Glo natural gas or propane heaters.

Each Sun Glo heater provides a 12 to 15 foot umbrella of warmth for your guests' dining, dancing, or lounging pleasure.

**Call or write for a free brochure**



5505-268 St. Langley, BC V4W 3W1  
1-800-663-0462 or  
604-857-8816 Fax: 604-857-8963  
www.northweststoves.ca

**'ECOFAN' CONTINUED**

cally shuts off. Warm air is circulated directly into the living area rather than having most of the stove's heat rise immediately to the ceiling. This increases the heating effectiveness of the stove. Improved warm air circulation results in greater comfort and less fuel consumption.

The Ecofan's unique anodized brass coloured blade has been specifically designed to deliver a very broad cross section of gentle air movement instead of a small cone of concentrated air.

- The 2-blade 800 model generates up to 100 CFM without any electricity.
- The 3-blade 802 model generates up to 150 CFM without any electricity.
- The Ecofan is made of anodized aluminum which will not rust or corrode.
- The Bi-metal strip in the Ecofan base helps prevent the fan from overheating.
- The Ecofan comes with a One Year Warranty.

## Heartland - Large Ovens Are On The Way

by Mike Harstone & Dan Cook

Heartland's new larger oven for their Classic model is now available for order. To see this new product, check their website: [www.heartlandapp.com](http://www.heartlandapp.com). This new large oven is available in the 30" and 48" Classic electric ovens. Each unit now boasts a 4 cu. ft. oven which puts an end to all complaints about size. There is also a dual temperature warming drawer below the oven, true element convection, and the 48" range also incorporates a new storage system.

It should be noted that not all-gas units are changing, and neither is the wall oven. Of course this change does not affect the wood burning units.

Heartland has had extensive cooking tests done by home economists using different styles of cooking, and the new ovens passed with flying colours.



THE NEW HEARTLAND CLASSIC

We will have new pricing on the Classic units. As I write this we do not yet have the new pricing, but expect increases from 8 to 20%. There will also be a price increase on the Metro/Legacy series this summer. **Dealers:** Order display units now to replace the existing Classic displays. Current phase out of the old Classic ranges is estimated to be August 1st, and Heartland will give us 30 days notice. By Dec 1st any dealers without the new-style product on display will not be considered a displaying dealer.

Coming this August is the new clock for the Metro and Legacy series. The new clock is a nice integrated design with buttons. It eliminates some of the black boxy look of the old style clock and is a huge improvement. The new clock also incorporates "Sabbath" mode.



METRO

LEGACY

### COLOUR TRENDS - 2002

#### Classic

White .....26%  
Almond .....20%  
Black .....15%  
Blue .....14%  
Green .....8%  
Red\* .....8%  
Stainless .....4%  
Teal .....2%  
Yellow .....2%

#### Legacy

White .....33%  
Black .....23%  
Sand .....17%  
Almond .....16%  
Blue\*\* .....9%

\* The Classic red was only available for the last half of 2002.

\*\* The Legacy blue changed to the more popular Classic blue in 2002.

## What You Need To Know About Radiant Heat

The heating concept behind patio heaters is radiant heat. The easiest way for people to understand this, is that radiant heat works the same way as the sun. When the sun shines you can feel the heat and when it disappears, you feel noticeably cooler.

The infrared heat rays do not heat the air but are absorbed by any objects in their path. As the object increases in temperature, the air in contact with the object will be heated by convection. The design of the Sunglo patio heaters allows people at a further distance from the heater to receive more of the less-intense rays while a person sitting closer receives less of the more-intense rays. This allows more people to be comfortable at one time.

For more on radiant heat, check out: [www.infradyne.com/idweb/radheat.html](http://www.infradyne.com/idweb/radheat.html)

## Birth News

Congratulations! Dan and Cathy Cook welcomed their third child into the world at 4:45am on May 24, 2003. Preston Jeremy Cook weighed in at 9 lbs.-5 oz. Preston is the new brother to Cook twins, Mitchell and Travis.

# PATIO HEAT SOLUTIONS

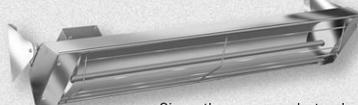
Infratech electric infrared patio heaters offer the most options to comfortably heat outdoor dining areas year round.

Infratech heaters are cost effective, and low maintenance fixtures with no tanks to store or fill. The tubular quartz heating element has a rated life over 5000 hours and will typically provide years of trouble free operation.

Since there are no hot exhaust gases, mounting clearance requirements are minimal. Infratube fixtures can be installed at lower mounting heights, under canvas, wood awnings, eaves and in interior locations. Short stand off allow the sleek fixtures to seamlessly blend in with any restaurant or patio décor.

Attractive pole mounts and flush mount frames open up floor space and provide additional installation options. Low cost regulators and multi-zone controls, easily adjust heat output to suit customer preferences and create pleasant, inviting atmosphere.






Proudly made in U.S.A. 

Local Sale & Service contact:

**NORTHWEST STOVES LTD.** Tel: (800) 663-0462  
Fax: (800) 667-6162

5505 - 268th Street, Langley, BC V4W 3W1, Canada

Infratube fixtures are available in a brushed stainless steel or powder coated beige finish.



## Important Dates!

### Cariboo Stove Exchange Program

Ends June 7th  
Deadline for Submissions  
June 17th

### Interior Provincial Exhibition

Aug 27th – 31st  
Armstrong, BC

### BC Fall Home Show

Oct 16th – 19th  
BC Place Stadium

### Hospitality Trade Expo

Nov 3rd – 4th  
Vancouver Trade & Exhibition Centre

## Quick Facts

### MOISTURE METERS

We have two moisture meters available. The analog meter, DZ-MT270, has a dealer net price of \$88.00 and the digital meter, DZ-MT700, has a dealer net of \$159.00. If you sell, install, or service wood-burning units you need one of these. Everybody says that they are burning good seasoned wood, but practical experience shows that they often don't. These meters will put that argument to rest.

### WIND CAPS

The wind directional cap by Mark Stevens Industries is made of 304 grade stainless steel. It turns with the direction of the wind allowing the chimney to vent. The 6" size is on sale for 55% off of suggested retail while stock lasts. The code is DW-WCCA6 and it can be found on page 19 in the blue section of our catalogue.

# Comox Fireplace and Patio Destroyed by Fire

by Dan Cook



We were shocked to receive a call from Graeme Lister on Thursday April 17th informing us that his store was burning down in front of his eyes. The good news is everyone escaped without injury.

The investigators are still unsure of the exact cause, but it appears to be an electrical problem that sparked the fire. The fire was a major blaze. Graeme had expanded to sell spas and hot tubs and the fire crews were concerned about the chemicals on site and the potentially harmful vapours.

Graeme and his staff have moved quickly, and have already started setting up in temporary quarters in an old Sears store in downtown Courteney. There are a few important lessons that we can all learn from this experience:

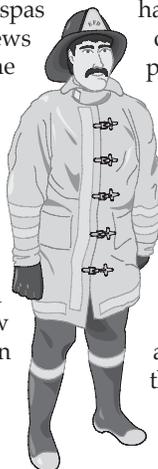
1. Graeme had good insurance coverage and is being well looked after at this time. The company regularly sent in an inventory form and insurance covered the maximum inventory in stock. It should be noted that Comox Fireplaces had a huge amount of inventory and in addition to the hot tubs, they had stocked up with BBQs and patio furniture and had received their early buy orders of stove/fireplace products.

2. Business Interruption insurance is covering loss of wages and lost profit while his company is not up and operating after the fire. It pays him the same profit as he had historically made for a year. It also covers the cost to set up the new location. This is extra coverage which he is glad he paid for. Without

this coverage, many companies have no cash-flow and are virtually bankrupt, receiving only compensation for in stock inventory.

3. The staff always made computer back ups and stored them off-site. They were able to retrieve all the data without problems. Particularly important was current A/R amounts.

4. The computer back up was also invaluable in providing the insurance company with a listing of the inventory on hand the day of the fire. This is a good lesson for everyone that still does not have their inventory on their computer. Ultimately, being able to provide the insurance company with current information and lots of backup paperwork has been a real key.



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To leave a voice mail, call and enter the extension of the person you are trying to reach and you will be automatically directed to that person's line. We will take your call promptly, or you can leave a voice mail for a quick call back. No time to talk? Then just send us an email.

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