




PRESIDENT'S MESSAGE

by Michael Hopsicker, President & CEO

The rustling of fallen leaves, dropping temperatures and footballs flying through the air, mean that fall is in full swing. Whether you are a propane marketer or fireplace retailer, this is the heart of our busy season. Business has settled down from the pandemic-fueled mayhem of the past few years and that has provided space for the industry to catch its collective breath and refocus.



The pandemic slowed the roll-out of new products and now we are seeing some of those delayed innovations and product improvements make their way to market. We've highlighted a few of them for you in this newsletter.

As we gather around the hearth with loved ones to celebrate the season of gratitude, we want to take a moment to express our heartfelt thanks to you, our valued customers. This Thanksgiving, we are especially grateful for the opportunity to work alongside companies like yours. Your commitment to providing top-notch solutions to your customers has been instrumental in our success, and we are truly thankful for your unwavering support.

We extend our warmest wishes to you and your team this Thanksgiving. May the holiday season bring you joy, peace, and prosperity. We look forward to continued collaboration and growth in the coming year.



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Upcoming Events

- 12/6 - 12/8: MAHTS, Atlantic City
- 2/13 - 2/15: HPBExpo, Nashville
- 2/27 - 2/29: IBS, Las Vegas



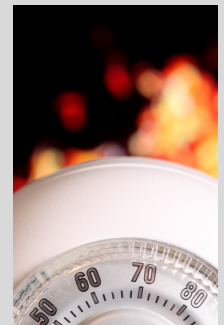
Did You Know?

RMI stocks a wide range of gas-fired space heating & water heating appliances for both residential and commercial applications. Contact us for more info.

Including:

- Empire
- Enerco
- Hearthrite
- Heat Star
- LB White
- Modine/Hot Dawg
- Mr. Heater
- Navien
- Red Dragon
- Rinnai

... AND MORE! 



INTRODUCING ALTA GRILLS



ALTA series grills are part of our NOVO family of grill and outdoor kitchen products. Available in popular 32" & 40" sizes. ALTA series grills offer fully loaded features & premium performance at a fantastic price, starting at \$2,299. Please contact your RMI sales representative to discuss dealer opportunities and visit our website at www.novogrills.com to learn more.





TECHNICIAN'S CORNER

by Keith Szczepanski, RMI Technical Support

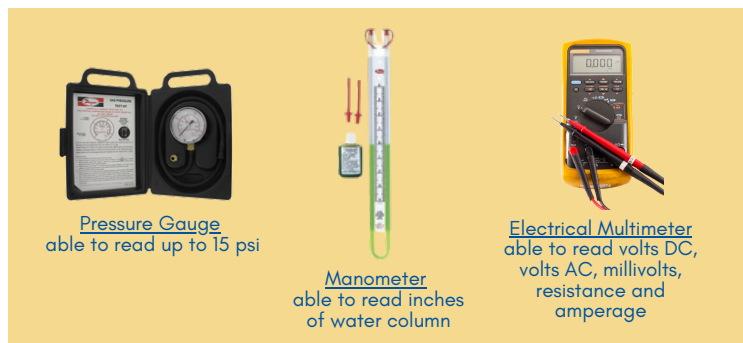
TOOLS OF THE TRADE

When you call RMI Tech for assistance in troubleshooting, you will speak to an experienced technician who has performed installations and service on the types of equipment that we sell.

We will ask you the same questions that we would ask ourselves if we were in your position - *in front of the appliance*. Certain measurements may need to be taken to diagnose a problem, including gas pressures and electrical readings.

When entering any appliance service call, several measuring instruments should be brought with you along with your hand tools.

The most common diagnostic instruments for gas service:



There are many models and styles of each instrument. We cannot know what type you may use so it's important that YOU are familiar with YOUR own test gauges and meters and can provide the correct readings that we ask you to perform in order to help us diagnose the problem.

To best help diagnose a situation we will ask you to confirm certain measurements so please be prepared with the following:



- Inlet gas pressure (inches of water column)
- Manifold pressure (inches of water column)
- Burner orifice sizes
- Burner orifice locations
- Burner alignment to venturi

We are here to you help, but we also need your help in the field to provide the accurate measurements needed to troubleshoot.

RMI's can help train your new or existing employees on the proper use of diagnostic instruments. Just ask us!!



Employee Spotlight

Debbie Brazie celebrated her 30 year anniversary with RMI's Customer Service Team in August. Deb's wealth of product knowledge and ability to anticipate customer's needs make her a huge asset to RMI. In addition to all that she does at RMI, she is a devoted Grandmother of 5, and loves spending time at the beach in Maine.

Fran Zerbato celebrated 20 years with RMI in October. After spending over 18 years assisting customers in our Customer Service Team, Fran is using her vast product knowledge along with her problem solving skills in her new role as Warranty Returns Specialist. Since taking on this role Fran has been able to make many improvements to RMI's customer return experience. When she's not handling claims, she can be found decorating the Lee office for every holiday.



Turn Back the Clock



Joe Burke and Bob Tenbroeck pumping gas!

RMI has been at the forefront of clean and efficient propane autogas since the beginning.

This photo was taken at an RMI event in Lee, MA. Judging by the vehicles (and footwear!) this was sometime in the early to mid 90's. Where you there??



HURRICANE PREPAREDNESS

by Nick Ide, Product Manager – LP, P&I, Heating

With hurricane season still upon us and large-scale flooding events growing more common, it is important to brush up on safety procedures pertaining to propane distribution systems. We've compiled some tips and best practices to help you prepare for storm season.

Tank Anchoring: You may have seen the viral videos of tanks zooming down the river propelled by open valves. The easiest way to prevent this is by anchoring your tanks in advance. In fact, in some areas this is even required. In flood zone areas, the NFPA requires that large above-ground and underground propane tanks be anchored securely to avoid potentially dangerous situations.

▶▶▶ RMI carries the full line of **Minute Man** Tank Anchoring products. Made in the USA, Minute Man's G-115 anchoring systems for vertical and horizontal tanks are an easy and inexpensive one-time solution.

Submerged Equipment: Following a major storm or flooding event, propane marketers should instruct their customers to visually inspect any equipment that may have been affected and call their propane supplier if anything has been flooded, damaged, or looks out of place. If equipment has been submerged in water, it may not function properly.


Regulators: Fisher requires that any regulator that shows signs of water in the spring case due to flooding, water table rise, or weather events should be replaced, as operation could result in personal injury or property damage. Internal damage will not be noticeable by looking at the exterior of the regulator. Therefore it is safest to replace the regulator.

Gas Lines: When replacing regulators, the gas lines should be thoroughly cleaned and blown out to ensure that any water and contaminants do not enter the regulator and customer appliance controls.


Appliances: It is important to inspect chimneys, flue pipes and vent connectors for damage, blockage or debris before startup.

▶▶▶ **MOVEIT PRODUCTS ARE NOW AVAILABLE FROM RMI**


Made in the USA, Moveit's products are designed to make the tank-setting process safer, easier, and more efficient.




Moto Max Tank Mover – Effortlessly lift and move any size tank up to 2,400 lbs with the Moto Max system. Dual-speed forward drive and reverse mode.



YankATank – for moving tanks up to 330 gallons.



YankABigTank – for 500 & 1,000 gallon tanks. Comes with a specialized lifting jack and dual-wheel dollies.




Bromic Heating

From humble beginnings in Australia more than 45 years ago, Bromic is now an international provider of world-leading product solutions to trade customers and end-users in over 50 countries worldwide.

Quietly, behind the scenes, Bromic's range of products enhance the lives millions of people – in their homes, at work, at leisure and where they gather. Bromic delivers smart heating solutions that bring warmth to people's lives. Working alongside our customers, partners and suppliers, we never stop looking for ways to make people's lives better.

New to the Bromic line is the revolutionary Eclipse series which combines state-of-the-art heating capabilities with mood enhancing lighting to deliver the perfect outdoor ambiance.



▶▶▶ NEW INCEPTION by SimpliFire

Game-Changing Electric Fireplace The Inception from SimpliFire® is the first traditional electric fireplace that brings true-to-life flame experience to your home. Simple to install almost anywhere, it creates a safe and relaxing retreat with flickering flames, hand-painted logs and glowing LED embers.

- featuring:
- **DIGITAL SPARK TECHNOLOGY** Creates a true-to-life experience you'd expect from a fireplace with the convenience of electric.
 - **INTELLIFIRE APP** Control your fireplace with IntelliFire App, Smart Speaker, or remote control.
 - **ADJUSTABLE HEAT** Enjoy year-round with or without heat.





IMPORTANT RMI CONTACTS

Customer Service

For product info, to place orders, check order status, file warranty claims and other general inquires.

7am - 5pm EST, M-F

1-800-628-5044

Orders: orders@raymurray.com

Warranty: warranty@raymurray.com

Technical Support

RMI's Technical Support is available as a value added resource for our customers.

8am - 5pm EST, M-F

1-800-628-5044

technical@raymurray.com

Online - www.raymurray.com

Conveniently check inventory & place orders 24/7 @ www.raymurray.com

Click "Sign In" on top right of homepage to begin shopping.

- To register for access follow prompts to "Register" for new account. You must have an account number to register.



WHAT'S WRONG WITH THIS PICTURE?

by Chris Wolfe, Manager of Technical Support & Training



Q What's wrong with this picture?

A In this installation the gas control valve has been removed from the burner and relocated on the hearth outside the firebox.

Why did the installer or service technician do this?

In this case it appears that the complete log set (with valve assembly) was too large for the firebox and the installer or tech removed the valve to make it fit. This is an example of how to problem solve to make it work, but unfortunately it is not correct. The control valve is installed by the manufacturer and approved through a testing agency and cannot be altered.

The gas log manufacturer will provide minimum dimensions of the firebox for a safe log set installation. If the firebox does not meet these dimensions then it should not be installed. These minimum dimensions are crucial to the safety & operation of the appliance. Adherence to these specifications ensures there is adequate airflow so the appliance doesn't overheat and limits the possibility of sooting and carbon monoxide for safe and reliable operation.



Have you seen a funky install that doesn't look quite right?

Email a picture to cwolfe@raymurray.com and if we use it in a future newsletter you'll get a \$150 credit to your account.

