

DECEMBER 2010



Wrapping Up 2010

To: Our Valued FMI Customers

From: Glenn Thomson, Sr. Vice President Sales & Marketing

A New Name in Customer Support FMI is serious about providing exceptional customer care, so we have added another valuable asset to our Customer Service team. Charlie Krosp will be taking on a new role as the Director of Customer Support. Charlie's history includes Engineering, Field and Technical Service, and National Training Director. Most recently, Charlie held the position of National Sales Manager for our OEM customers. His wealth of product knowledge and extensive experience working with customers make him the perfect fit for FMI to lead the way in Customer Service excellence. We encourage you to give us your feedback; your comments create our opportunities.

Trade Show Spring is on the horizon, and we have already begun preparations for next year's trade shows. We will be featuring many new and cutting-edge products that you will want to see firsthand at both the HPBExpo, March 3-5 and the NPGA Expo, April 16-18. We hope that you will be able to join us in Salt Lake City or Atlanta next year. These events are always a great way for us to get to know you better, and for you to get to know our products better.

Connect with Us In an effort to keep you informed, we have added many helpful support videos to our website and our recently created YouTube site. As we burn through the season, these videos have proven to be an asset to our customers and the end user. To see our latest technical support videos, visit us at www.fmiproducts.com or www.youtube.com/fmiproducts.

Holiday Schedule Last month, we posted our Holiday Schedule. Just as a reminder... both of our locations will be closed December 23rd, 24th, 30th and 31st. Thank you for your understanding.

'Tis the Season As 2010 comes to a close, we reflect back on the many accomplishments of the year with pride. We introduced some valuable product additions, made some significant advancements in fireplace engineering, and we redesigned our award winning Mosaic Masonry™ product line to ease installation using your feedback. Our deepest gratitude to all our outstanding customers for making us a success. We are looking forward to all the new and exciting developments 2011 will bring. As always, thank you for your loyalty and commitment.

As you enjoy family traditions 'round the fire, Happy Holidays and may your New Year be rich and warm!