



UPDATE

Hearthside update

March 2003

Serving Hearth, Patio and Barbecue Professionals in the Mid-Atlantic

Calendar of Events

March 5, 2003

MAHPBA Member Reception
Hearth Patio & Barbecue EXPO
Nashville, TN

March 5-8, 2003

Hearth Patio & Barbecue EXPO
Opryland Resort
Nashville, TN

June 22-23, 2003

MAHPBA Annual Meeting
Turf Valley Resort & Conference Ctr.
Ellicott City, MD

June 24, 2003

MAHPBA NFI Gas Certification Test
Turf Valley Resort & Conference Ctr.
Ellicott City, MD

The MAHPBA Mission

The Mid-Atlantic Hearth, Patio & Barbecue Association was formed to further the interests of those regional members involved in the hearth industry.

MAHPBA will provide a forum for discussion of local, regional, national and international issues. The MAHPBA will serve as an educational resource by developing programs.

MAHPBA will prepare and initiate local promotions to advance the industry and interests.

Above all, the association will support regional and national initiatives to promote and benefit the industry.



HPBA Heads to Nashville: MAHPBA Attendance Up 125%

MAHPBA member attendance at the Hearth, Patio and Barbecue EXPO 2003 is up 125 percent over 2002. If you're in the hearth, barbecue and outdoor products industry, this is the one event you can't afford to miss. Attending the HPBA Expo is the best way to see the latest and greatest industry products.

The HPBA Expo is the premiere annual trade show in North America for the hearth, barbecue and outdoor products industries. It is the marketplace for the latest products and technology, and the annual gathering for trade buyers and sellers. The 2003 event will take place March 5-8 at the Gaylord Opryland Resort & Convention Center in Nashville, Tenn.

In addition to the exposition, the HPBA Expo offers exceptional education sessions on sales and marketing, business management



and technical applications, as well as hearth industry certification programs.

There are 400 companies exhibiting both indoors and outdoors. For more information and to register online, visit www.hpba.org.

Delaware Licensing Requirements for Hearth Products Installers

by Bob Harper

A contractor installed a fireplace that had a problem. When the homeowner tried to seek remediation, the contractor was gone. The homeowner then turned to New Castle County for assistance. In researching the matter, Assistant County Attorney Mary A. Jacobson discovered a provision in the county ordinance Chapter 6, section 6.03.008(A)(1) requiring licensure of anyone installing fireplaces.

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You're Cordially Invited

MAHPBA is hosting a reception for all of its members attending the Hearth, Patio & Barbecue Expo. Please join us.

March 5, 2003
Opryland Resort
7 p.m. - 9 p.m.



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MAHPBA Annual Meeting Set for June at Turf Valley

MAHPBA's 2003 Annual Meeting is scheduled for June 22-23 at the Turf Valley Resort & Conference Center in Ellicott City, Maryland. Rona Kelley and the planning committee are developing a top-quality agenda which includes the return of MAHPBA's popular barbecue dinner and possibly a golf tournament.

The committee has also lined up some top-notch educational sessions.

Excellent Customer Service

When someone receives bad customer service, chances are he or she tells 10 friends. When that same person receives good service, he or she tells a few people.

"Excellent customer service is expected — and necessary — for survival in today's market," says Suzanne Gust, founder and president of Not So Basic Training & Consulting. "Very few organizations devote adequate training to this critical area."

Gust will provide MAHPBA members with economical and effective training on the best possible customer service. Whether you have had customer service training or not, you will walk away from her presentation with new ideas to enhance your business and motivation to implement those ideas.

Piles, Files & Lists: Organizational Skills to Help You Succeed

Would you like to have the ability to make quick decisions on things that magically appear on your desk? Are you tired of hearing yourself say, "Now where did I put that?"

Join the organizing wizard, Janet L. Hall at MAHPBA's Annual Meeting. Janet will reveal the *Sentinel of Paper* so you never have piles on your desk again.

Janet has developed several highly-acclaimed techniques and systems that will *quickly and effectively* help you eliminate the junk and clutter on your desk and keep it

off. She will reveal her magic potion for quicker decision-making and clearing your desk, and Presto, you'll be more focused. She will teach you her magic formula for sorting through your stuff and give you the magic key to freedom from your paper dungeons.

Houses, Hot Air Balloons and Hearth Products

Keeping your customers happy, healthy and hearth wise is what this presentation is all about. The program will focus on modern home construction issues, how houses work and how hearth products fit in.

Special issues concerning how to qualify hearth product customers, and helping them evaluate the best choices for their conditions will be explored. Topics concerning all product types will be covered.

Stegmeir was formerly a faculty member at the University of Minnesota Agricultural Extension Service where he directed the Minnesota State Fire School. He administered, conducted and taught courses in Energy Management, Fire Safety, Environmental Education, Forest Resources Development and Management and Forest Products Utilization. He has also served as vice president and director of technical operations of a major Midwestern alternate energy products distributor and retailer.

Turf Valley

Turf Valley attributes its warmth and charm to being family-owned and operated. Originally a lush, green horse farm, Nick and Mary Mangione purchased Turf Valley Country Club in 1978. Today, as the Northeast's premier resort-conference center and spa, Turf Valley is certain to delight and dazzle you.

For more information, visit www.turfvalley.com. Don't forget to mark your calendars today for MAHPBA's 2003 Annual Meeting.

Delaware Licensing Requirements (continued from page 1)

On June 24, 2002, Ms. Jacobson sent a letter to Joe Roberto, the Assistant Land Use Administrator in effect instructing him to stop all fireplace installations in the County.

Discussion

Hearth dealers were invited to attend a meeting at the Land Use office in New Castle, Delaware July 30, 2002. After much heated debate, it became apparent that the hearth industry would have to take charge of the situation and develop a solution that was mutually agreeable.

The solution recommended was based upon the County adopting certification by the National Fireplace Institute for the type of appliance being installed—gas or wood burning. A set of manuals was provided to the County free of charge along with a copy of the HumRRO report, upon which the certification was based.

Root of the problem

The County had several criteria that needed to be met to fulfill their requirements for licensing. The main concerns were credentials and accountability. If a fireplace had a problem, the County wanted to know who installed it. They wanted permits pulled so they could inspect what was being done and the credentials of the installer.

The County Requirements

To be licensed, a contractor had to:

- have a State of Delaware Business License
- pay an annual fee to register with the County
- possess current copies of the applicable International Codes
- post a surety bond naming the County as beneficiary so they could correct a problem should the installing contractor go out of business
- provide proof of adequate insurance
- be in good standing with the County insofar as monies owed to the County or outstanding violations
- verify proof of identity, and
- meet the requirements in their specialty for training, education, and experience plus testing.

The debate centered on the issue of credentials.

NFI

We received excellent technical support from HEARTH Ed. on the NFI program right from the start. In the end, NFI certification was recommended to the County and a draft resolution was adopted.

Conclusion

The hearth dealers won the County over by agreeing on the need for licensing and pulling permits. By showing our resolve to weed out fly-by-night operators and leading the charge to promote professionalism within the industry, they found they could work with and not against us.

All hearth dealers should investigate their local and state ordinances so they know exactly where they stand. Be prepared to defend your right to earn a living.

Bob Harper is Regional Quality Assurance Manager for Hearth and Home Technologies, Inc. (formerly Hearth Technologies, Inc.) For complete details on this article, contact Bill Miller, CAE at MAHPBA headquarters, 410-931-8100 ext. 119, bmiller@clemonsmgmt.com.

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The *Hearthside Update* is the quarterly publication of the Mid-Atlantic Hearth, Patio & Barbecue Association. Please direct suggestions to Bill Miller at the address above.

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MAHPBA Sponsors

Thanks to the following companies for sponsoring MAHPBA's 2003 events. (Sponsor list current as of February 15, 2003.)



Leaders in the Mid Atlantic Hearth, Patio and Barbecue Industry

These are the companies whose commitment to growth, learning and quality is evident by membership in MAHPBA. If you would like to be listed here, contact Tammy Marsh, 410-931-8100 ext. 133, tammyh@clemonsmgmt.com.

Delaware

Boulden Home & Hearth, Newark
Byler's Store Inc., Dover
Casual Creations Patio & Hearth Inc., Lewes
Country Stoves & Fireplace Inc., Bear
Del-Mar Fireplaces, Dover
Hearth & Home Distributors of Delaware, Bridgeville
Schagrin Gas Company, Hockessin
The Fireplace Shoppe, Wilmington

Maryland

3-D Showplace, Forestville
Ace Hardware and Hearth, Glen Burnie
Ace of Diamonds Chimney Sweeps, Inc., Baltimore
American Hardware, Waldorf
A-One Air Inc., Temple Hills
Atlantic Regional Building Services Inc., Baltimore
AVA - Hearth, Inc., Westminster
Backyard Billy's, Grasonville
Baumgardner's, Westminster
Chester River Hearth & Home, Inc., Chestertown
Cornburners, Inc., Mt. Airy
Courtland Inc., Fallston
Elliott's Hardware, Ocean City
Fiber Flame Technologies, Columbia
Fireside Stone & Patio, Inc., Clarksville
Fireworks Inc., Westminster
Glyndon Gardens LLC, Reisterstown
Holabird Pools & Supplies, Inc., Baltimore
Jiffy Plumbing & Heating, Hyattsville
Long's Pool, Spa & Hearth Center, Thurmont
M & G Gas Services, Damascus
Mace Energy Supply, Smithsburg
Maisel Bros. Inc., Glen Burnie
Melroy P & H, Inc., Baltimore
Offenbacher Pool 'N Patio, Rockville
Pikesville Hardware, Baltimore
Pools, Patios, and Porches, LLC, Frederick
R & D Cross Inc., Brandywine
Survival Products, Inc., Salisbury
The Fireplace Shop, Gaithersburg

Thompson's Gas & Electric Service, Inc., Boonsboro
Tri County Hearth & Patio Center, Waldorf
W.A. Tolbard Gas Fireplace Showroom, Frederick
Warner's, Inc., Cumberland

New Jersey

21st Century Stoves, Inc. dba Home Energy Conservation, Plainfield
A.W.G. Appliance Corp., Freehold
Absolute Gas Service Inc., Montville
Alber's Incorporated, Bridgewater
All Season's Pool and Spa, Cherry Hill
Alternative Heat, Paramus
Bob's Fireside Shop, Woodbury
Bowden's Fireside Hearth & Home, Trenton
CJ's Home Decor & Fireplaces, Hillsborough
D & W Chimney & Fireplace Shop, Whitehouse Stn.
D E Harris & Company Inc., Salem
East Coast Energy Products Inc., West Long Branch

East Coast Fireplace, Manalapan
Firefox Energy Concepts LLC., Newton
Fireplace People, West Berlin
Fireplace Place, Fairfield
Fireplaces Plus Inc., Manahawkin
Fireplaces Unlimited, Toms River
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JB Fireplaces, Ramsey
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Reiner and Co., Inc., Fair Lawn
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S.O.S. Stove & Fireplace Shop, Port Murray
Stoveworks Inc., Medford
Surefyre Stove Installations Inc., Asbury
Tarantin Tank & Equipment Co., Inc., Freehold
The Firebox, Mays Landing
The Fireplace Place, Fairfield
The Wood Stove & Fireplace Center, Oakhurst
Timberline Specialty Products, Kenvil
Walter F. Muni, Wyckoff

Pennsylvania

A. Duchini, Inc. Ace Hardware, Erie
AES Hearthplace, Newville
Allegheny Alternative Energy Systems, South Fork
Alternative Fireplace Source LLC, Felton
Ambler Fireplace & Patio, Colmar
American Hearth, Gettysburg
Best Pools, Spas & Stoves Inc., Reading
Bowman's Stove & Patio Inc., Ephrata
Buck Stove of Beaver Valley, Monaca
Carl's Pool & Stove, Sciota
Chadds Ford Fireside Shop, Chadds Ford
Chimney Charm, Inc., Scranton
Comfort One Systems, Inc., Glen Mills
Continent Supply Co. Inc., Philadelphia
CTR Supply, Inc., Duncansville
Dave Hoff Associates Inc., Factoryville
Deitrich's Fireplaces N More, Marysville
DeLeur's Back to Basics, Inc., Dallas
DeYoung Associates, Inc., Newtown Square
DeYoung's Fireside Shoppe, Newton Square
Dreifuss - Prebilt Fireplaces, Philadelphia
Dussinger's Quality Stoves, Smoketown
E.F. Laudenslager, Inc., Orefield
Ed's Woodshed Inc., Bridgeville
Energy Dealers Services, Pipersville
Fehl's Home & Garden, Temple
Ferrier's True Value Hardware, Erie
Firelight Complete Chimney, Dover
Fireplace Concepts, Inc., Jeanette
Fireplace Creations, Inc., Duncansville
Fireplace Supply Wholesalers, Lancaster
Firespaces - Landscape II, LLC, Mechanicsburg
Gas Products Installations, Inc., King Of Prussia
Gas Works, Inc., Malvern

Glick Associates Inc., Shamokin Dam
Glick's Woodstoves, Paradise
Grates and Grills, Inc., Dublin
Greg Bryan Remodeling, West Sudberry
Hadesty Hardware Co. Inc., Pottsville
Hearth & Home Furnishings, Zelenople
Hearthstone Fireplace, Inc., Stockertown
Heating Headquarters, Sayre
Heating World, Inc., Loretto
Heller's Gas, Inc., Bloomsburg
Hinton & Sons/Cozy Barn, Wind Gap
House To Home, Monroeville
Howell Craft, Inc., Elizabeth
Indiana Pools & Stoves, Indiana
J & O Distributing, Duncansville
Jones Ace Hardware and Home Centers, Herndon
K.C. Coal and Heating Inc., Alburtis
Kegerreis Stoves, Womelsdorf
Kennedy's Country Heating Inc., East Smithfield
Killian Fireplace Centre, Camp Hill
Kring's Stoves & Fireplaces, Boyertown
L & S Fireplace Shoppe, Chambersburg
Leacock Coleman Center, Ronks
Limeklin Supply Company, Warrington
March Company, Royersford
Martin Sales & Service Inc., Butler
Menear, Inc., Jeannette
MidLantic Marketing Group, Green Lane
Mr. Fireplace, Inc., Pittsburgh
Nocera Art Tile Company, Milanville
North Forge Home Heating, Palmyra
Peachey Stove Shop, Mill Creek
Peirce-Phelps, Inc., Philadelphia
Pennwood Corporation, Bellefonte
Pre-fab Fireplaces, Inc., Havertown
PVC Patio & Hearth Shoppes, Fairless Hills
R.E. Smith Company, Williamsport
Reading Casual Patio & Fireplace, Leesport
Road Warriors, Inc., Perkasia
Roy Ressler and Son Inc., Mountville
Ryan's Services, King Of Prussia
S & T Coombe Inc., Blakeslee
Salter's Fireplace & Stove, Inc., Eagleville
Schaaf Hardware, Erie
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The Fireplace and Patio Place, Pittsburgh
The Fireplace Shop Showrooms, Inc., Hawley
The Old Chimney Sweep/Grate Fireplaces, Woodstoves & Accessories, West Chester
The Stove Shop, Phoenixville
The Village Chimney Sweeps, Inc., York
The Warm-Up Shop, Inc., Williamsport
The Woodburners, Hatfield
Todays Home & Leisure Products Inc., Mechanicsburg
UGI Utilities Inc., Reading
Village Fireplace, Danville
W.L. Sterner, Inc., Hanover
Wells & Sons Chimney Service, Inc., Gilbertsville
Wess Energy Saving Systems, Summerhill
Wood Energy Concepts, York
Wood Heat, Quakertown
Woody's Fireplace, Inc., Plymouth