



# UPDATE

## Hearthside update

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

### Calendar of Events

**June 21, 2003**

**MAHPBA Golf Outing**

Turf Valley Resort & Conference Ctr.  
Ellicott City, MD

**June 22-23, 2003**

**MAHPBA Annual Meeting**

Turf Valley Resort & Conference Ctr.  
Ellicott City, MD

**June 24, 2003**

**Certification Review and Test  
NFI Certified Gas Specialist  
NFI Certified Woodburning  
Specialist**

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.



## MAHPBA 2003 Annual Meeting

**G**ear up for great food, great networking and great educational opportunities at the 2003 MAHPBA Annual Meeting! Scheduled for June 22-23 at the Turf Valley Resort & Conference Center, this year's meeting features a host of educational sessions, boundless networking opportunities, a spectacular welcome reception and a barbecue demonstration which will have your mouth watering. MAHPBA will also award thousands of dollars worth of door prizes at the conclusion of the meeting. There is no better opportunity for learning and networking than the MAHPBA Annual Meeting. Here are some of the highlights.

### State Laws Challenge Our Right to Install Hearth Products

HPBA Director of Public Affairs John Crouch will discuss how the increased activism of plumbing and heating contractors threatens our ability to install products, both in the Mid-Atlantic region and around the country. State and local licensing schemes are popping up everywhere and, in most cases, they don't recognize your years of experience. You'll learn how this problem threatens your business and how you can fight back.

### Houses, Hot Air Balloons and Hearth Products

Paul Stegmeir will talk about keeping your customers happy, healthy and hearth wise. He will focus on modern home construction issues, how houses work and how hearth products fit in. Stegmeir will

explore special issues concerning how to qualify hearth product customers and help them evaluate the best choices for their conditions.

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

Organizing wizard Janet Hall will reveal several highly-acclaimed techniques and systems that will help you eliminate the clutter from your desk and keep it off. She will reveal her "magic potion" for quicker decision-making, clearing your desk, and becoming more focused.

### Tantalize the Taste Buds: Barbecue Dinner & Demonstration

There's just something about the aroma of food sizzling on the grill. MAHPBA will tantalize your taste buds as we turn up the heat and

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June 22-23, 2003



### MAHPBA 3rd Annual Meeting

June 22-23, 2003

Turf Valley Resort & Conference Ctr.  
Ellicott City, Md.





## 2003 Board of Directors

### President

#### J. Patrick Ryan

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### Vice President

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# MAHPBA 2003 Annual Meeting

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cook you a backyard barbecue feast with all of your favorite fixin's.

Major manufacturers will have you compare the flavors of steak and chicken cooked on charcoal, gas convection and infrared grills to liven up your taste buds. Savor all of the flavors of a traditional barbecue when they show off with additional foods and flavors that will make you want to come back for more. Take a load off and let us prepare you a barbecue the innovative MAHPBA way.

### A Complaint is a Gift

Suzanne Gust of Not-So-Basic Training and Consulting will discuss why people behave the way they do when they give a complaint, and how to accept the complaint as a gift, even if it comes in a different package. You'll discover why people don't complain, how to prevent complaints from happening, and words to say and avoid.

### Projecting a Positive Image on the Phone

Two-thirds of our business is done on the phone. Suzanne Gust will offer a second session on the

challenges that presents in determining the needs of the customer and how can you project a professional image on the phone. She will provide specific skills for communicating over the telephone including active listening, proper greetings, telephone etiquette, and serving the customer over the telephone.

### How to Register

If you haven't registered for MAHPBA's 2003 Annual Meeting, it's not too late. Contact Tammy Marsh at MAHPBA Headquarters at 410-931-8100 ext. 133 or tammyh@clemonsmgmt.com.

### Door Prize Drawings

This year, meeting attendees will be eligible to win thousands of dollars worth of prizes provided by our sponsoring companies. Prizes will be awarded during the grand drawing at the conclusion of the annual meeting. You must be present to win.

## MAHPBA to Launch Mystery Shopper Program

**M**AHPBA is launching a mystery shopper program for its members in July. Members can participate free of charge and have unidentified shoppers come into their businesses. The shoppers will observe the store and interact with the staff. After the visit, the business will receive a detailed evaluation on topics ranging from cleanliness to customer service.

"This is a wonderful opportunity for MAHPBA members to receive

some impartial feedback on how their businesses are perceived by prospective customers," says Bill Miller, CAE, MAHPBA's executive director. "Participation is voluntary and is completely funded by MAHPBA. It won't cost our members a cent."

Look for more details shortly on this program. If you have any questions contact Bill Miller at MAHPBA headquarters, bmiller@clemonsmgmt.com, 410-931-8100 ext. 119.

# Get Certified with NFI/MAHPBA

**M**AHPBA is offering an intensive, day-long certification program on June 24 at the Turf Valley Resort & Conference Center. Attendees will have the opportunity to review and sit for either the NFI Certified Gas Specialist or NFI Certified Woodburning Specialist Exams.

## Gas Certification

Professionals who install or plan gas hearth appliance systems are tested on the fundamental knowledge they need for their job. The exam

covers core knowledge (such as combustion and safety principles) and installation knowledge specific to gas appliances and venting. This includes regulations and instructions, fuel characteristics and delivery, appliance requirements, venting and ventilation, and troubleshooting all valves, ignition, and venting types. The reference manual for this certification is the HEARTH Reference Manual: *Gas Hearth Systems*.

## Woodburning Certification

The woodburning exam covers industry-identified information

needed in planning and installing. This certification now includes both solid fuel factory-built fireplaces and all types of wood stoves, including freestanding, inserts, and manufactured high efficiency fireplaces. In addition to core knowledge pertaining to woodburning appliances, the exam also tests for installation and planning knowledge of solid fuel appliance regulations and instructions, appliances, venting and ventilation, and troubleshooting. The reference manual for this certification is the HEARTH Reference Manual: *Woodburning Hearth Systems*.

## MAHPBA to Fund Consumer Study

**M**AHPBA will fund a regional study of consumer attitudes toward barbecue products later this year. In conjunction with HPBA and other affiliate organizations, MAHPBA will take national data and break it down regionally so it has more significance for dealers in the Mid-Atlantic. The results will be distributed free of charge to MAHPBA members.

The study, conducted by the National Family Opinion consumer panel, will be conducted in two phases and will monitor:

- Barbecue grill ownership
- Types of grills owned
- Type of grills bought
- Age of grill

- Frequency of grill usage
- Usage of fuel types
- Household member who grills most
- Price Paid
- Outlet where grill purchased
- Who made the decision to buy the grill
- Frequency of usage
- Use of charcoal
- Types of gas used
- Barbecue utensils/accessories
- Barbecue sauces
- Foods and nutrition
- Wood smoking

This HPBA study started in 1977 and has been a highly successful and valued member benefit.

## MAHPBA Staff

### Executive Director

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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.

### Hearthside Update Editor

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## MAHPBA Sponsors

Thanks to the following companies for sponsoring MAHPBA's 2003 events.  
(Sponsor list current as of May 23, 2003.)

**QUADRA-FIRE**  
NOTHING BURNS LIKE A QUAD

hearth products controls co  
the macbox company

**REGENCY**  
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**SIMPSON**  
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HEARTH PRODUCTS

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No one builds a better fire

**HEARTH CLASSICS**  
WATERFORD  
IRISH STOVES

**Summit Fyreside**

## 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

Byler's Store Inc., Dover  
Country Stoves & Fireplace Inc., Bear  
Del-Mar Fireplaces, Dover  
Hearth & Home Distributors of Delaware,  
Bridgeville  
R & S Industry dba Home Comfort Store, Bear  
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  
Blake and Wilcox, Germantown  
Chester River Hearth & Home, Inc., Chestertown  
Cornburners, Inc., Mt. Airy  
Courtland Inc., Fallston  
Day or Night Plumbing & Gas Log, Gambrills  
Fiber Flame Technologies, Columbia  
Fireworks Inc., Westminster  
Glyndon Gardens LLC, Reisterstown  
Jiffy Plumbing & Heating, Hyattsville  
M & G Gas Services, Damascus  
Mace Energy Supply, Smithsburg  
Maise 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  
Bowden's Fireside Hearth & Home, Trenton  
D & W Chimney & Fireplace Shop,  
Whitehouse Station  
East Coast Energy Products Inc.,  
West Long Branch  
East Coast Fireplace, Manalapan  
Fireplace People, West Berlin  
Fireplace Place, Fairfield  
Fireplaces Plus Inc., Manahawkin  
Fireplaces Unlimited, Toms River

JB Fireplaces, Ramsey  
Marvin Earle Co., LLC t/a Hearth & Home Bldg,  
Ledgewood  
Masda Corporation, Whippany  
Mendham Fireplace Center, Inc., Chester  
Modern Propane, Lodi  
Patio World Fireplace & Hearth, Trenton  
Rettinger Fireplace Systems, Inc., Voorhees  
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  
Timberline Specialty Products, Kenvil  
Walter F. Muni, Wyckoff

### New York

JMS Marketing, Romulus

### 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  
Anderson's Chimney Sweeps, Inc., New  
Cumberland  
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  
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 - Prebuilt Fireplaces, Philadelphia  
Dussinger's Quality Stoves, Smoketown  
Ed Goodman's Chimney SRV, Coatesville  
Energy Dealers Services, Pipersville  
Fehl's Home & Garden, Temple  
Ferrier's True Value Hardware, Erie  
Firelight Complete Chimney, Dover  
Fireplace City, York  
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, Zeligonpe  
Hearthstone Fireplace, Inc., Stockertown  
Heating World, Inc., Loretto  
Heller's Gas, Inc., Bloomsburg  
Hinton & Sons/Cozy Barn, Wind Gap  
House To Home, Monroeville  
Howell Craft, Inc., Elizabeth  
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  
Limeklin Supply Company, Warrington  
Martin Sales & Service Inc., Butler  
Menear, Inc., Jeannette  
MidLantic Marketing Group, Green Lane  
Mr. Fireplace, Inc., Pittsburgh  
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., Perkasie  
Ryan's Services, King Of Prussia  
S & T Coombe Inc., Blakeslee  
Salter's Fireplace & Stove, Inc., Eagleville  
Schaaf Hardware, Erie  
Seasonal Sales, Inc., Quakertown  
Short's Stoves, Chimneys & Fireplaces, Reading  
Smiling Chimney Sweeps, Mc Kees Rocks  
Solanco Propane and Heating Inc., Peach Bottom  
Stermer Brothers Stoves & Spas, Inc.,  
East Petersburg  
Stoves & Such & So Much More, Inc., Erie  
Stoves 'N Stuff, Ltd., Tamaqua  
Tall Pines Farm - Stoves & Fireplaces, Kingsley  
TG Miller Stoves, Sigel  
The Bierly Group Incorporated, Millheim  
The Blazing Hearth, Inc., Bensalem  
The Fireplace and Patio Place, Pittsburgh  
The Fireplace Shop Showrooms, Inc., Hawley  
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  
Tolino's Fuel Service, Inc., Flicksville  
UGI Utilities Inc., Reading  
Wells & Sons Chimney Service, Inc., Gilbertsville  
Wess Energy Saving Systems, Summerhill  
Wood Energy Concepts, York  
Woody's Fireplace, Inc., Plymouth

### Virginia

Woodburners Two, Falls Church

