



NORTHEAST HEARTH, PATIO & BARBECUE ASSOCIATION

The Crown Plaza in the Heart of Central Connecticut

Come stay where the Hospitality is timeless and experience the comfort and charm of the “Place to Meet”. The Crowne Plaza Cromwell recently completed a \$5 Million renovation to all guest rooms and public spaces. Enjoy their newly renovated, heated solar dome indoor pool and Jacuzzi or take a sauna after working up a sweat in our state-of-the-art fitness center featuring treadmills, stairclimber, weights, rowing machine, and other cardiovascular equipment. Experience The Crown Plaza’s Sleep Advantage Program with their spacious, relaxing guest rooms featuring beds with seven layers of comfort, a sleep amenity package and complimentary high-speed internet access. Dine in Sheffield’s Restaurant offering American cuisine serving breakfast, lunch and dinner and a fabulous Sunday brunch.

Just 12 miles from downtown Hartford, The Crowne Plaza is located off both I-91 and Route 9 with nearby attractions such as Foxwoods Casino, Mohegan Sun Casino, Goodspeed Opera House, Champions Ice Rink, Lake Compounce Theme Park, Six Flags and Kid City Museum.



NEHPBA’s 2008 Annual Meeting June 1 & 2, 2008 Crowne Plaza Hotel Cromwell, Connecticut

NEHPBA is happy to build on the success of 2007 by offering a jam-packed 2-day conference tailored for anyone involved in doing business in the hearth, patio & barbecue industries in the Northeast.

CEU’s – NEHPBA is offering a full array of topics in the Sales, Technical and Business Tracks. Owners – save by bringing your employees to keep them current with the needed CEUs for recertification (they can obtain up to seven at this meeting!), as well as new technology and information in our industries.

“Tools of the Trade” Showcase – We’ve brought together companies who offer supplies or implements that uniquely serve our industries. They’re all in one place to make your life easier to find things like pallet jacks, vacuums, pipe fittings, multimeters, respirators, stone polishing/cleaning products—you get the idea!

“Grills In Action” was a wonderful addition to our program last year. We hope to offer you even more “grills in action” during our Reception, so that you can not only see them work, but taste the scrumptious hors d’oeuvres that are cooked!

NFI Course & Testing – New this year, this is a great opportunity to get employees certified – Wood, Gas & Pellet certification reviews & exams all on Monday!

Reception, Dinner & “Hearth Jam 3” –

Our faithful Sponsors help us offer you a fun reception (where you can walk around to “Tools of the Trade” & “Grills In Action”), a delicious dinner and the ever-popular Kirk Meloney-led “Hearth Jam 3” where members play instruments for our listening pleasure!

Conference Schedule

Key: **S** Sales Track
T Technical Track
B Business Track



Sunday, June 1, 2008

1:00pm – 1:30pm Opening Remarks

1:30pm – 2:30pm

S – “**Spruce Up Your Sales Skills**” (1 CEU)

A refresher course on the basic principles of salesmanship, opening & closing sales, handling objections and, of course, the actual product demonstration. Presentation skills, selling to women, dressing for success and body language will also be covered.

T – “**Venting Issues**” (1CEU)

Topics covered: vent listings, benefits of relining, clearances, construction, available sizes, materials insulation, applications, preparation, typical installations and liner installations.

B – “**Credit Card Systems**” (a non-CEU session)

Learn about the HPBA credit card program. Compare your current company with ours. At the Atlanta EXPO 15 of 17 attendees in the Retailer Caucus switched to Solveras!

2:30pm – 3:30pm

Refreshment Break & “Tools of the Trade”

3:30pm – 4:30pm

T – **Rick Vlahos, “Jeopardy!”** (1 CEU)

A fun way to review technical information, based on common industry knowledge and NFI reference manuals. Plus, a little “NEHPBA Trivia” thrown in!

4:30pm – 5:30pm

Break – Room Check-in – “Tools of the Trade”

5:30pm – 7:00pm

Cocktail Reception – “Grills In Action” & “Tools of the Trade”

7:00pm – 9:00pm Dinner

9:00pm – 10:00pm “Hearth Jam 3”

Monday, June 2, 2008

The following count as one (1) CEU for each session.

8:00am – 9:00am

S – “**Effectively Selling BBQ’s & Outdoor Living Products**”

Learn about what’s going on in the Northeast, specialty retailers vs. “big box”, key selling features, types & price ranges, adding accessories, demos & outdoor displays and more.

T – “**Chimney Degradation**”

Topics include chimney destruction, inspection, tools, technical problems & solutions, risk management, liability, off season, and new directions & guidelines for repairs & installations.

B – “**Showroom Updates**”

Facts about merchandising, manufacturer assistance, theory, terminology, showroom layout and impact, consumer viewpoint, answering objections and utilizing contacts will all be covered.

9:00am – 9:30am Break – “Tools of the Trade”

9:30am – 10:30am

S – “**Chimneys for Salespeople**”

Topics covered include kinds of chimneys, chimney construction, problems & solutions.

T – “**Gas Leaks & Safety**”

Learn about service basics, tools, test procedures and jurisdiction authorities.

B – “**Managing The Details To Improve Sales In Your Store**”

In order to improve sales, owners & managers often need to take a step back and observe their store. Learn practical tips and suggested areas to look at and evaluate, such as store layout & displays, hiring & training new employees, quote books, competition & more.

10:30am – 11:00am

Refreshment Break – “Tools of the Trade”

11:00am – 12:00pm

S – “**Channel Customer Choices**”

Help your customer choose the right product by learning how to ask the right questions, narrow their choices, and close the sale.

T – “**Innovative Techniques for Evaluating Chimney**”

How many times have customers asked, “Is my chimney ok?”? There are many ways to evaluate the integrity of the chimney—this class will teach you several ways.

B – “**Lean Thinking**”

All about how to streamline your business: what is lean thinking, how does it make value flow, continuous improvement philosophies & methods, identifying waste, best practices & getting started.

12:00pm – 1:00pm Lunch

1:00pm – 2:00pm

S – “**Choosing Fuels**”

Informative and interactive class aimed at familiarizing participants with attributes of a variety of heating fuels commonly used in North America.

T – “**Testing & Troubleshooting Gas Appliances**”

Discussion includes subjects on electrical, gas pressure, leak detection, CO detectors, jumper wires, set up and “must have” tools.

B – “**Selling Woodstoves in Today’s Market**”

Are woodstoves still a viable segment of the hearth market today? Take a look at everything from attitude, store displays & how you answer the phone; technical info the salesperson needs to know; info provided in hearth product brochures to see why customers are confused and more.

2:00pm – 2:30pm Refreshment Break – “Tools of the Trade”

2:30pm – 3:30pm

S – “**Telephone Troubleshooting**”

Make the most of your telephone assessment with customers technical questions, covering topics such as: assessing the problem to see if the customer is capable of resolving it, creating or sourcing easy-to-understand instructions a homeowner can follow, and tips on being prepared.

T – “**Why Isn’t My Woodstove Burning?**”

Practical answers to common consumer questions about why a woodstove doesn’t perform properly. Topics include installation hot spots, negative pressure & wind effects, chimneys, draft and basic troubleshooting techniques.

B – “**Computers In Your Store**”

An interactive discussion and exchange of ideas on the computer tools available for hearth businesses. Topics will include point-of-sale programs, fax software, inventory management, computer security, networking, internet marketing, and web site development. A PowerPoint presentation will be made available to all participants.

Annual Meeting Sponsors

(as of 04/15/08)

If your company is not on this list and would like to be, Call the NEHPBA office NOW!

The Northeast Hearth, Patio & Barbecue Association thanks the following companies for their generous sponsorships.

Accent Sales & Marketing, Inc.
Carver, MA • 508/866-4343
accentcrb@comcast.net

BAC Sales, Inc.
Hudson, NY • 518/828-6363
www.bacsales.com

Birnstihl Sales
Manchester, NH • 603/641-2111
birnstihl@msn.com

CDB Hearth Sales, LLC
Gilmanton, NH • 603/528-3321
cmbllc@metrocast.net

CFM Corp.
Mississauga, ON • 905/858-8010
www.cfmcorp.com

Caframo LTD
Warton, ON • 519/534-1080
www.caframo.com

Central Boiler/Central Fireplace
Greenbush, MN • 218/782-2575
www.centralboiler.com

David S. Lapine Inc.
Stamford, CT • 203/327-9099
www.lapineinc.com

Diamond Home Products
Albany, NY • 518/459-6775
www.diamond-w.com

Dry Creek Products, Inc.
Arcade, NY • 585/492-2990
www.drycreekproducts.com

Empire Distributing
Arcade, NY • 585/492-2780
lois@empiredistributing.net

Energex Pellet Fuel, Inc.
Mifflintown, PA • 717/436-0015
www.energex.com

Fireplace Products US, Inc.
Delta, BC • 604/946-5155
www.regency-fire.com

Hamer Pellet Fuel
Kenova, WV • 304/453-6381
www.hamerpellet.com

Hargrove Manufacturing Corp.
Sand Springs, OK • 918/241-4166
www.hargrovegaslogs.com

Hearth & Home Technologies
Lakeville, MN • 952/985-6000
www.hearthnhome.com

Hearthlink International
Randolph, VT • 802/728-9342
www.hearthlink.com

Hearth Products Corporation
Southport, CT • 203/254-2256
demagistris@hearthproductscorp.com

JMS Marketing
Guilford, CT • 203/494-4482
www.jmsmarketing.org

Jotul North America
Gorham, ME • 207/591-6601
www.jotul.com

Mendota Hearth Products
Cedar Rapids, IA • 319/365-5267
www.mendotahearth.com

National Chimney Supply
Williston, VT • 802/658-8898
www.nationalchimneyvt.com

New England Wood Pellet, LLC
Jaffrey, NH • 603/532-9400
www.pelletheat.com

Nordic Stove & Fireplace Center
Stamford, CT • 203/406-9881
www.nordicstoveandfireplace.com

Northeast Distribution LTD
Newington, NH • 603/433-2043
www.ndlhearth.com

Olympia Chimney Supply, Inc.
Scranton, PA • 570/496-8890
www.olympiachimney.com

PelletSales.Com
Manchester, NH • 603/623-1150
www.pelletsales.com

Ray Murray Inc.
Lee, MA • 413/243-2164
www.raymurray.com

Robert H. Peterson Co.
Industry, CA • 626/369-5085
www.rhpeterson.com

Russo Products
Randolph, MA • 781/963-1182
www.fireplaceeast.com

Selkirk Corp.
Richardson, TX • 972/943-6100
www.selkirkcorp.com

Simpson DuraVent
Vacaville, CA • 707/446-1786
www.duravent.com

Sterling Distributors
Uxbridge, MA • 508/278-0220
www.sterlingdistributors.com

Travis Industries
Mukilteo, WA • 425/609-2500
www.travisproducts.com

Tyler Retail Systems
Clearwater, FL • 727/536-5588
www.tylernet.com

Village Products
Goffstown, NH • 603/645-6060
www.villageproducts.com

NEHPBA

Annual Meeting
Barbara Christensen –
Co-Chairwoman
EN-R-GY SAVER, INC.
508/429-2008
barbchr@earthlink.net

Charlene Mazzeo –
Co-Chairwoman
Mazzeo's Chimney & Stove
207/596-6496
mazzeosinc@roadrunner.com

The Executive Board
Larry Miller, President
Heart Line Stove Shop
603/532-4513
heartlinestoves@earthlink.net

Bob Borella, Vice President
Friends of the Sun
802/362-4070
bob@friendsofsun.com

Mike Rupp, Secretary
Empire Distributing
585/492-2780
mike@empiredistributing.net

Steve Dumais, Treasurer
Energysavers, Inc.
603/279-7961
steveenergy@metrocast.net

Ray Mayer, At-Large
HearthStone Quality Home
Heating Products
802/888-5232
rmayer@hearthstoinestoves.com

The Directors
Mark Berns
Palace Aids Fireplace, Pool & Spa
Center
860/489-0300
markberns@aol.com

Dan DeMagistris
Hearth Products Corporation
203/254-2256
demagistris@hearthproductscorp.com

Tim Gerencer
Jotul North America
207/797-5912
tgerencer@jotulnoamer.com

Woody Keeney
New England Wood Pellet, LLC
603/532-9400
keeney@pelletheat.com

Seth Lapine
David S. Lapine Inc.
203/327-9099
slapine@lapineinc.com

Dean Michanczyk
Dean's Stove & Spa, LLC
860/621-4038
sales@deansstove.com

Jack Murdock
Ray Murray Inc.
413/281-9780
jmurdock@raymurray.com

Dennis Worth
Kitchen, Hearth & Spa, Inc.
607/723-8064
dennis@kitchenhearth.com

HBPBA Representative
To The Board
Jim Tully
Woodman's Parts Plus
603/522-8216
jim@woodmanspartsplus.com

Executive Director
Diane Rossi
NEHPBA
904 Hanover Street, Suite #3
Manchester, NH 03104
Phone: 603/669-2740
Fax: 603/669-2741
Email: nehpb@msn.com
Website: www.nehpb.com



General Conference Information

Hotel Information

Hotel Reservation Deadline: May 9, 2008

Crowne Plaza Hotel, 100 Berlin Road
Cromwell, CT 06416

Phone: 860/635-2000 • Fax: 860/635-7768

The Crowne Plaza Cromwell, located off both I-91 and Route 9, is only 12 miles from downtown Hartford. NEHPBA has negotiated a great rate of \$119 per night, single or double occupancy (state and local taxes are additional). Attendees are responsible for making their own reservations. Be sure to identify yourself to ensure that you receive our special rate. Check-in time is 3:00PM and check-out time is 12:00PM.

Registration

Conference Registration Deadline: May 23, 2008

Registration Fees:

NEHPBA/HPBAup to \$79

Non-Memberup to \$179

Spouse/Guest for Reception/Dinner Only\$35

Registration Fees May Include: All CEU classes, Sunday Meeting, Reception, Dinner & "HearthJam 3", Monday Breakfast, Breaks & Lunch and a NEHPBA gift!

NFI Certification

NEHPBA/HPBA Member\$349/session

Non-Member\$599/session

You are encouraged to register as soon as possible so that you will receive the manual to study. Wood and Gas must be studied from Version 3; Pellet from Version 2.

"Tools of the Trade" Showcase Exhibitor Fees

NEHPBA/HPBA Member\$100/table

Non-Member\$200/table

Electrical Costs: Please contact the NEHPBA office and we will send you the form.

Deadline is May 15th; additional table requests will be assigned on May 16th.



"Grills In Action" Exhibitor Fees

There are NO Exhibitor Fees - it's FREE! - and we thank you for providing and preparing your own hors d'oeuvres to serve during the Reception.

"Tools of the Trade"

Does your company offer supplies or an implement that uniquely serves the hearth, patio or barbecue trade? Then NEHPBA invites you to our 2nd Annual "Tools of the Trade" Showcase!

We welcome whatever products you have to offer the hearth, patio and/or barbecue specialty retailer (excluding the traditional appliances and their associates accessories) **that are unique to your business** and would make how they do business better and easier. Products like trailers, scaffolding, pallet jacks, vacuums, stilts, pipe fittings, trade pipe, multimeters, manometers, respirators, diamond blades, stone polishing and cleaning products—you get the idea!

This is not a "mini-trade show". Traditional appliances, venting and stove and fireplace accessories are not included. Merchandise displayed must be available for purchase to all members. "Exclusive Territory" items are not permitted. You may only exhibit those products that have been pre-approved for the Showcase. The Annual Committee Co-Chairs would be happy to discuss with you which of your products would be appropriate. Literature and catalogs may be available (but not displayed!) for handout that showcase your full line.

Attendees - Do you have a vender who should display at "Tools of the Trade"? Let us know!

NFI Certification

NEHPBA is happy to offer NFI Certification Reviews & Exams in all three areas: Wood, Gas and Pellet.

They will be held concurrently on Monday, June 2nd.



The NFI Certification Package includes: the current reference manual for the course (Version 3 for Wood & Gas; Version 2 for Pellet), the six-hour review course taught by an NFI Certified Instructor, the exam, and classroom setup and materials, lunch and two breaks.

Upon completion, and with a passing grade, candidates will receive NFI Certification credentials, including ID cards with photograph, listing on the NFI website, and a press package to promote your certified status. Certificates are good for three years and, with appropriate CEU's earned, can be renewed indefinitely. Candidates who do not earn the required CEU's for renewal have the opportunity to retest at a reduced cost.

PLEASE NOTE: Review of these materials will greatly enhance your chance of passing the exam. The review sessions are planned **only as a review** of the expanded manual content.

Call or email the NEHPBA office for registration applications for these two offerings.
(603) 669-2740 • nehpba@msn.com

Northeast Hearth, Patio & Barbecue Association Annual Meeting

REGISTRATION FORM

Send Your Completed Registration Form To:

Northeast Hearth, Patio & Barbecue Association, 904 Hanover Street, Suite #3, Manchester, NH 03104
 Phone: 603/669-2740 • Fax: 603/669-2741 • Email: nehpba@msn.com

Deadline for hotel registration at special rate of \$119 single/double: May 8, 2008 – Call 860/635-2000
 Deadline for meeting registration: May 23, 2008

Company: _____

Attendee Names: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email: _____

REGISTRATION TYPE

<u>Company Registrants</u>	<u># of People Tables or Grills</u>	<u>Members</u>	<u>Non-Members</u>	<u>Sub-Total</u>
Attendee Early Registration Fees (before 5/9/08)				
Meeting (includes meetings, Monday breakfast, breaks)	_____	\$29	\$79	\$ _____
Sunday Reception/Dinner (includes 2 free drinks)	_____	\$35	\$70	\$ _____
Monday Lunch	_____	\$15	\$30	\$ _____
Spouse/Guest for Reception/Dinner Only	_____	\$35	\$50	\$ _____
Attendee Late Registration Additional Fees (after 5/9/08)				
	_____	\$25	\$25	\$ _____
<u>Vendor Registrants</u>				
“Tools of the Trade” Showcase Exhibitor Fee	_____	\$100	\$200	\$ _____
Electrical Needs Total (include form w/registration)				\$ _____
“Grillers In Action” Exhibitor Fee		FREE	FREE	\$ _____
Sponsorship Fee	_____	\$250	\$350	\$ _____
Sponsors may also donate 250 Items for NEHPBA Giveaway Bags (check here and we'll call you!) _____				
		TOTAL		\$ _____

Enclosed is my check for \$ _____ made payable to NEHPBA.

Please charge my credit card Visa Master Card Discover

Credit Card Number: _____ Expiration Date: _____
Please Print Numbers Clearly

Name Appearing on Card: _____
Please Print Name Clearly

Signature: _____

Cancellations received in writing on or before Friday, May 23, 2008 will receive a full program refund. Cancellations received after Friday, May 23, 2008 are not eligible for a refund. Telephone reservations are considered confirmed and will be billed in the event of a “no show”.



904 Hanover Street, Suite #3
Manchester, NH 03104
Phone: 603/669-2740
Fax: 603/669-2741
Email: nehpbba@msn.com

**Watch for and be a part of
NEHPBA's 1st Regional
Advertising Campaign to be
unveiled at this meeting!**

**NEHPBA's 2008 Annual Meeting • June 1 & 2, 2008
Crowne Plaza Hotel, Cromwell, Connecticut**

Learn How To Improve Your Business In These Tough Economic Times



Would you like to:

- Learn new ways to better run your business?
- Have your employees be more industry educated?
- Explore the best “tools” for our industry in one place?
- Get needed CEU's to keep your NFI certification current without retesting?
- See some of the best grills in the industry “in action”?
- Participate in the world debut of our first industry song, “How Many Times Must We Come To Your House?”
- Relax a little and see old friends?
- And MORE!??



THEN REGISTER TODAY!!!!

(Early Registration Deadline for discounts is May 9th)