



NORTHEAST HEARTH, PATIO & BARBECUE ASSOCIATION

The Holiday Inn Albany on Wolf Road

Located in the heart of the Wolf Road Shopping District, conveniently located on Wolf Road, their newly renovated lobby, business center and health club are the jewels in this beautifully appointed hotel. Complimentary shuttle service to Albany International Airport is only five minutes away!

If a relaxing time with friends or family is what you desire, then you have certainly come to the right place. The heated indoor pool and seasonal outdoor pool, sauna, whirlpool, 'round the clock fitness center, and e-space arcade may sound like enough, but add on The Grille restaurant, where kids eat free (12 & under), and the Capital Region's premier martini bar, "205 on Wolf" and then you find yourself asking, "Why would I stay anywhere else?"

Their well-appointed 312 hotel guest rooms feature complimentary high-speed Wi-Fi wireless internet access, refrigerators, in-room safes, coffee makers, hair dryers, irons and ironing boards, and 27" flat screen TV's with pay-per-view movies. The beds are accompanied with plush duvet covers, triple sheeting, and even a pillow "menu" which enables you to choose a synthetic or feather pillow with your choice of firmness, as well as a neck pillow.

Local attractions include the Albany Institute of History and Art, New York State Museum, New York State Capitol and The Corning Tower. Travel a bit further to the Baseball Hall of Fame or Howe Caverns. The Capital Region has much to offer in theater, music and dance as well!

NEHPBA's 2009 Annual Meeting May 31 & June 1, 2009 Holiday Inn on Wolf Road, Albany, NY

NEHPBA is happy to expand on the success of 2008 by offering another 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.

Product Showcase – We've brought together companies who offer products, technology, tools and supplies that serve our industries. They're all in one place to help you view new products from trusted partners in your business, look at new products to help you improve your business, and connect with the people who support your business. **A full showcase is a new feature for this year and should be a huge success!**

"Grills In Action" has been a wonderful addition to our program over the last few years. 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 for your consumption! An addition to our program this year will be a grill display time with an opportunity to see the grills up close and personal before they're put into action. All retailers taking advantage of this portion of the program will be entered to win a Vermont Castings 4028P grill!

NFI Course & Testing – An overwhelming success last year, this is a great opportunity to get employees certified as we are holding Wood, Gas & Pellet certification reviews & exams on Monday!

Reception, Dinner & "Hearth Jam 4" – Our faithful Sponsors help us offer you a fun reception (where you can walk around to the "Product Showcase" & "Grills In Action"), a delicious dinner and the ever-popular Kirk Meloney-led "HearthJam 4" where members play instruments for our listening pleasure. And look for the new annual "NEHPBA Song"!

FABULOUS Prizes! – As an extra incentive to register early, this year we have a long list of great items donated by generous companies!

Conference Schedule

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

Sunday, May 31, 2009

1:00pm – 1:45pm – Opening Remarks

1:45pm – 3:00pm - “Product Showcase” – Cold Grills Presentation

3:00pm – 4:00pm

S – “Effectively Selling BBQ’s & the Outdoor Room” (1 CEU)

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 – “Gas 101 For Hearth Shops” (1 CEU)

How to check gas pressure and where, learn about lp gas regulators, tank and line sizing and how it effects fireplace performance and more!

B – “Hiring & Retaining Exceptional Employees” (1 CEU)

The two “must haves” in any business are (1) customers and (2) employees to service the customer. This session will focus on hiring and retaining employees starting with the key elements of a job description through selection, orientation and training. The HPB Education Foundation has completely revised and repackaged its popular handbook, *Hiring and Retaining Employees*, to include the latest industry trends and the current best practices for HPBExpo 2009. The updated workbook comes with new industry survey results, best-practice tips and a CD-ROM of forms and fact sheets. Now you can print applications, performance evaluations, I-9 forms and you can customize them for your own business. Participants will learn interviewing do’s and don’ts, new search methods for locating the perfect employee, compensation package ideas, how to properly write an offer letter, etc.

4:00pm – 5:00pm

Cocktail Reception – “Grills in Action” & “Product Showcase”

5:00pm – 6:00pm

T – Rick Vlahos, “Hearth Feud !” (1 CEU)

Teams compete against each other to answer questions about wood, pellet or gas appliance installation techniques, tools of the trade, principles of chimney physics and more. This requires a team effort based on the format of the long standing TV show “Family Feud”. It is a challenge for the teams and the audience to try and get the right answers. It is a great, fun way to learn.

6:00PM – 7:00pm

Cocktail Reception & “Product Showcase” continued - Room Check-in

7:00pm – 8:30pm – Dinner

8:30pm – 10:00pm – “Hearth Jam 4”

Monday, June 1, 2009

The following sessions count as one (1) CEU in each.

8:00am – 9:00am

S – “Selling Manufactured Chimney”

Increase profitability by providing your customer with a greater perceived value!

T – “Chimney Inspections”

A basic primer for what hearth retailers and sales people need to know about chimneys prior to installing a new appliance into an existing chimney. Topics will include: what constitutes a safe chimney, the three levels of inspection required by NFPA and potential liability.

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!

9:00am – 9:30am - Break – “Product Showcase”

9:30am – 10:30am

S – “Selling Woodstoves Today”

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.

T – “Hearth Electronics”

In today’s hearth industry, electronics plays a continually greater role. Whether installing or servicing hearth appliances, a proper understanding of electrical systems is crucial. This course will give you a technical understanding of how electronics relates to the various types of hearth appliances: whether pellet, gas or even woodburning appliances with blowers. You will learn troubleshooting techniques and the equipment that is necessary to test and diagnose problems.

B – “Staying Out of Trouble With The Fire Marshall”

As an installing contractor, do you often leave many decisions to the customer? Do you find it hard to follow all the codes down to the letter? Who even writes these codes anyway? Attend this high-energy, interactive, fun and fast-paced session to learn the answer to these and more questions!

10:30am – 11:00am – Break – “Product Showcase”

11:00am – 12:00pm

S – “The Art of Selling”

Is selling an art? If so what kind of paints and brushes should we use while creating our masterpiece? This class will have a moderator and feature a panel of retailers that feel they have some valuable selling skills to share. It will also be an open forum so that participants who feel so moved can share their secrets. A wise man once said we are not as much competing against other hearth retailers, as we are against other retailers that want our customers to spend money on other product categories in their stores!

T – “Your Inner Valve”

Everything you ever wanted to know about millivolt (standing pilot) and intermittent pilot ignition (non-standing pilot) control system operation!

B – “Connecting Vendors & Dealers Over the Internet”

In today’s world of connectivity, customers expect easy access to information when and where they want it. As we travel further along the information highway, customers expectations continue to increase.

12:00pm – 1:00pm - Lunch – Prize Drawings

1:00pm – 2:00pm

S – “Phone Troubleshooting For Sales People”

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 – “Pellet Troubleshooting”

Explore the issues concerning problem areas surrounding Granular Bio Mass Fuels and the Appliances that burn the fuels.

B – “How To Keep More of the Money You Make”

Making sure you take care of the simple things that make a difference in your profitability. Open forum on how to control waste in your operation.

2:00pm – 2:30pm - Break – “Product Showcase”

2:30pm – 3:30pm

S – “Selling The Complete Hearth System”

What IS the complete hearth? Why is it important to sell the complete hearth? Why is it important to YOU to sell the complete hearth? Where are we going and why should we expect different results? Get the answers to all these questions and more!

T – “Troubleshooting Wood Fired Systems”

Learn the basics and some SCIENCE to help you cure nagging woodstove issues like: “Why is my stove smoking?”, “Why am I not getting any heat?”, “Of course my draft is fine!” and more. Bring your Sherlock Holmes hat and magnifying glass and we will logically deduce the solutions for common problems!

B – “Computerizing Your Business”

Learn how to use information technology to make your business more profitable and efficient. What to look for in business software (information sheet provided), inventory and it’s impact on your bottom line, operational efficiency (or lack thereof) and importance of an integrated GL are all subjects to be covered. Handouts available.

Annual Meeting Sponsors

(as of 04/15/09)

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.

Financial Sponsors

A.J. Manufacturing, LLC

Thompson, CT • 860/963-7622
www.ajhearthoriginals.com

CDB Hearth Sales, LLC

Gilmanton, NH • 603/528-3321
cmbllc@metrocast.net

David S. Lapine Inc.

Stamford, CT • 203/327-9099
www.lapineinc.com

Empire Distributing

Arcade, NY • 585/492-2780
www.empiredistributing.net

Hearth & Home Technologies

Lakeville, MN • 952/985-6000
www.hearthnhome.com

Hearthlink International

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

Hearthstone Quality Home Heating Products

Morrisville, VT • 802/888-5232
www.hearthstonestoves.com

Hitzer Stove, Inc.

Berne, IN • 260/589-8536
www.hitzer.com

JMS Marketing

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

Jotul North America

Gorham, ME • 207/591-6601
www.jotul.us

Northeast Distribution LTD

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

Olympia Chimney Supply, Inc.

Scranton, PA • 570/504-7103
www.olympiachimney.com

Regency Fireplace Products

Delta, BC • 604/946-5155
www.regency-fire.com

Selkirk Corp.

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

Simpson DuraVent

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

Travis Industries

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

Village Products

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

Wolf Steel Ltd.

Barrie, ON • 705/721-1212
www.napoleonfireplaces.com

Woodman's Parts Plus

E. Wakefield, NH • 603/522-8216
www.woodmanspartsplus.com

Product Sponsors

Accent Sales & Marketing

Kidco Hearthgate
Loveless Ashvac

Bernard Dalsin

Stainless Steel Liner Kit

Condar

Backsaver Tote

David S. Lapine Inc.

Weber Electric Grill
Garmin Nuvi GPS

Empire Distributing

"10 Minute Chase"

J.M.S. Marketing

Electric Fireplace & Cabinet

Jotul North America

Glass Hearth Pad

Minuteman International

Toolset

National Chimney Supply

Stainless Steel Liner Kit

Northeast Distribution

VCS4028P Green Barbecue (for Grill Prize)

PelletSales.Com

A Ton of Pellets – Delivered!

Ray Murray, Inc.

Cadac Gas Grill

Simpson Dura-Vent

Stainless Steel Liner Kit

Village Products, Inc.

Fireplace Tool Set & Screen

Woodman's Parts Plus

Caframo Ecofan

And More!!!

NEHPBA

Annual Meeting

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EN-R-GY SAVER, INC.
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Josh Mormile, Sacandaga Stove & Chimney

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NEHPBA Administrator

Holly Hamel
Email: holly@nehpbpa.com



General Conference Information

Hotel Information

Hotel Reservation Deadline: May 8, 2009

Holiday Inn Albany on Wolf Road
205 Wolf Road
Albany, NY 12205
Phone: 518/458-7250
Website: www.hialbanywolf.com

The Holiday Inn Albany on Wolf Road, located off I-87 just minutes from the Albany International Airport. NEHPBA has negotiated a great rate of \$109 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 4:00PM and check-out time is 12:00PM.

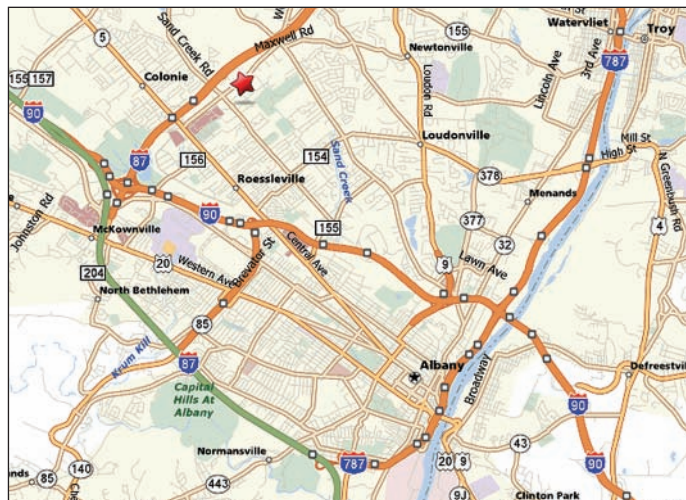
Registration

Conference Registration Deadline: May 22, 2009

Registration Fees:

NEHPBA/HPBAup to \$79
Non-Memberup to \$179
Spouse/Guest for Reception/Dinner Only\$35

Registration Fees Include: All CEU classes, Sunday Meeting, Reception, Dinner & "HearthJam 4", 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, Gas and Pellet must be studied from Version 3.

Product Showcase

New This Year!

We've brought together companies doing business in the Northeast to showcase their products as never before at an annual meeting! You'll see stoves, venting, hearth accessories, grills, barbecue accessories, computer systems and more! See the newest product offerings from all of your business partners all in one place! Featuring almost 7,000 sq. ft. of display space, this showcase will be your best chance to catch up on new products, product changes, new sales opportunities, new accessories and "bottom line" enhancements. Didn't travel to Reno? Don't miss this! Did you travel to Reno? Good for you, refresh your memory!

See you in Albany!

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 1st.



The NFI Certification Package includes: the current reference manual for the course (Version 3 for Wood & Gas & 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 • holly@nehpbpa.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: holly@nehpba.com

Deadline for hotel registration at special rate of \$109 single/double: May 8, 2009 – Call 518/458-7250 & ask for the "NEHPBA BLOCK"
 Deadline for meeting registration: May 22, 2009

Company: _____

Attendee Names: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email: _____

REGISTRATION TYPE

<u>Company Registrants</u>	<u># of People</u>	<u>Members</u>	<u>Non-Members</u>	<u>Sub-Total</u>
Early Registration (before May 8, 2009)				
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	\$ _____
Late Registration Fee (after May 8, 2009)	_____	\$25	\$25	\$ _____
TOTAL \$				_____

All RETAIL members registering BEFORE 5/8/09 and attending will be entered to win one of several FABULOUS PRIZES! listed on our Sponsors Page with MORE TO COME!

CEU Session Registration (please indicate the NUMBER of people from your company who will attend EACH session):

<u>Sales Track</u>	<u>Technical Track</u>	<u>Business Track</u>
____ Selling BBQ's & the Outdoor Room	____ Gas 101 For Hearth Shops	____ Hiring & Retaining Exceptional Employees
____ Selling Manufactured Chimney	____ Chimney Inspections	____ Managing The Details To Improve Sales
____ Selling Woodstoves Today	____ Hearth Electronics	____ Staying Our of Trouble w/the Fire Marshall
____ The Art of Selling	____ "Your Inner Valve"	____ Connecting Vendor & Dealer via Internet
____ Phone Troubleshooting for Sales	____ Pellet Troubleshooting	____ Keep More of the Money You Make
____ Selling The Complete Hearth System	____ Troubleshooting Wood Fired Systems	____ Computerizing Your Business

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 22, 2009 will receive a full program refund. Cancellations received after Friday, May 22, 2009 are not eligible for a refund. Telephone reservations are considered confirmed and will be billed in the event of a "no show". Early Registration Prize winners require attendance to win.



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



**NEHPBA's 2009 Annual Meeting
May 31 & June 1, 2009
Holiday Inn on Wolf Road, Albany, New York**

**Learn How To Survive & Thrive
In These Tough Economic Times**

Would you like to:

- Learn new ways to better run your business?
- Have your employees be more industry educated?
- Get needed CEU's to keep your NFI certification current without retesting?
- Learn about the best grills in the industry "in action"?
- Attend a "Hearth Jam" that is unparalleled?
- Relax a little, catch up with your vendors, and see old friends????
- And MORE!???



THEN REGISTER TODAY!!!!

(Early Registration Deadline for discounts is May 8th)