

# HotTimes

A NEWSLETTER ON WHAT'S HOT AND WHAT'S NOT

APRIL 2002

ISSUE 2

VOLUME 1

## Hot Flashes...

- According to recent CMHC figures, home improvement spending in BC will increase by 15% in 2002, up to \$42 billion in renovation/home improvement spending.

### PACIFIC ENERGY

- Pacific Energy awarded registration to ISO 9001:2000. ISO 9001 is an international management system of standards that provides one of the strongest assurances of quality and customer service available. Paul Erickson, president of Pacific Energy, says "We are particularly proud to be registered to the 2000 standard, in that, this latest version emphasizes not only quality processes, continual improvement, and customer service, but also includes the design process which had been optional in earlier versions." Way-to-go Pacific Energy!

## Wood is Back!!

With all the renewed interest in wood stoves, we are getting new customers buying their first wood stove and chimney system, as well as those interested in replacing old worn out units. Both types of customers need to be informed before they buy. Even if they have been "burning wood before you were born", we need to ask the same questions we do a first time buyer.

With product improvements and each customer bringing his/her own unique situation: Ask before you sell.

Understand the customer, their situation, and sell a solution to their problem. We are in the warm home, safe environment business: Know more about your customer, and then suggest the best product and solution for the situation.

Here are some questions:

**Q: What size area are you trying to heat?**

A: An uninformed customer will probably buy the biggest stove possible, because they are unaware of new stove efficiencies.



**Q: How old is your house?**

A: This will also help you size the unit. An older house may not have as much insulation.

**Q: What size chimney are you working with?**

A: The new high tech stoves need to run on a certain size flue, usually 6".

**Q: How high is the chimney?**

A: If the chimney is too low, the stove may not draft properly. If the chimney is too high, the stove may draft too much.

**Q: What type of wood will you be burning?**

A: The energy content in dry wood per kilogram is similar regardless of species, it is the density that makes the difference. The denser the wood the hotter or longer lasting the fire.



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## Great Okanagan Wood Stove Exchange Program

By Reid Harvey



### Mark your calendars UPCOMING EVENTS:

HearthStone Training:  
Northwest Stoves office  
June 14th, 2002

Rick Vlahos, from the factory, will be coming out to do a sales and technical training session on HearthStone product. Phone Dawne to confirm your participation.

March 18, 2002 marked the end of the second annual Great Okanagan Wood Stove Exchange Program. While not quite as successful as the 2001 program, 112 old "smokey" wood stoves were still changed out over the six-week program. Between both years' programs, we were able to replace nearly 300 belching, polluting stoves with new clean burning appliances.

What makes it exciting from a participant's point of view is that on a per capita basis the 2001 program, which did 174 stoves over six weeks, was the most successful stove change out program ever held in North America. The timing for the second program was about a month earlier, and we were not right on the heels of a BC Gas price increase, so 112 is still a very significant number. Some of you may remember a



provincial program in 1995 where we did 256 stoves throughout the whole of BC., so to do these numbers in a small area like the Okanagan Valley shows great support.

Environment Canada, Natural Resources Canada, the Hearth Patio & Barbeque Association of Canada, and several other small

'districts' have noticed the success of this program. As a result, we are about to launch the first annual wood stove exchange program in the Cariboo, and we are getting enquires from the Kootenays, the Shuswap, the Island, and Northern B.C.

This year's program was helped along with some funding from Natural Resources

Canada, which enabled us to add more features to the program. The most significant, and popular addition this year was 11 wood stove workshops. Three of these were daytime workshops geared to building inspectors, fire marshals, fire inspectors, and insurance industry people.

The other eight were evening consumer workshops, which consisted of verbal and slide presentations by Tex MacLeod and Zigi Gadomski. A burn trailer on site showed an older, polluting wood stove alongside an EPA clean burning wood stove, and a pellet stove. The trailer was towed to the site, set up and operated by Alan Renaud and Reid Harvey. The workshops were held in the three main cities in the Valley, and several smaller communities from Armstrong to Oliver, and were attended by a total of 371 people. The interest in these workshops was excellent. Local dealers and chimney sweeps also attended, and several donated door prizes of service, or stove related products.

The success of the wood Stove Exchange Programs was due largely to very strong support from the hearth manufacturers,

distributors, and participating Okanagan hearth retailers.

Corey Davis, a City of Kelowna Environmental Technician was the co-ordinator and administrator for the program. He arranged funding from various

local governments, health boards, and regions, the B.C. Lung Association, HPBAC, WHPA, WETBC and Natural Resources Canada, as well

as organizing the media launches, the advertising, the meeting rooms for workshops, and inviting the appropriate people. A huge "hats off" to Corey for all his hard work over the last two years on this program!

As one of the organizers for these two programs, I would like to extend my personal thanks to the manufacturers, the distributors, the participating retailers, Tex MacLeod, HPBAC, Zigi Gadomski, WETBC, John Johnson, WHPA, Corey Davis, Alan Renaud, Wayne Rourke, and the nearly 300 consumers that contributed to the success of the programs while improving the air quality in the Okanagan Valley.

(Reid Harvey can be reached at 1-800-663-0462)

*The interest in these workshops was excellent. Local dealers and chimney sweeps also attended, and several donated door prizes of service, or stove related products.*

## Product Update:

### FLEX LINER

The minimum length of stainless steel flex that can be special ordered is 10'.

### FRESH AIR KITS

We have in stock 4" fresh air kits that consist of 5' of insulated single ply aluminum flex, a hooded fresh air intake box (galvanized), and 2 flex clamps. Retail is \$35 for the kit (Code: BP-4FAKIT).



The Hearthstone Homestead, showing an incredible secondary burn.

### HEARTHSTONE

Note: this is not listed in the current catalogue.

As most of our orders for Homesteads have been of the free standing variety, we will stock the complete unit in the free standing configuration only. We will stock the 4" leg kits, as accessories, so the unit can be converted to a hearth mount.

Matte: AH-955270010 @ \$96 retail  
Navy: AH-955270066 @ \$129 retail

## Hot Flashes...

Did you know that 90% of wood stove problems are the result of the chimney not drafting properly? It's pointless to troubleshoot problems without first checking the draft. Be Prepared. We have a draft gauge available as shown in our current catalogue, on page 67 - \$49.00 dealer net.

**HearthStone** has a new Limited Lifetime Warranty. Call Northwest Stoves for details or check out their website at: [www.hearthstonestoves.com](http://www.hearthstonestoves.com)

**Orbis Mark II** heaters are On Sale Now! Dealer cost is 50% of current list prices. While supplies last - call for availability. As of this writing we have only NG in stock.



(Wood is back!! con't)

### Q: Is your wood seasoned?

A: Wood must be air dried for at least 6 months to a year with a moisture content of no more than 20%.

### Q: Do you know the proper burn techniques?

A: Go over proper burn techniques from lighting to proper shut down. New stoves do operate differently than your old Fisher.

### Q: Where is the house located?

A: On the side of a mountain, in a valley, near tall trees? These all can effect draft.

### Q: What type of chimney do you have?

A: A metal chimney is better than most masonry flues.

### Q: What do you expect to get out of your new stove?

A: Heat? Aesthetics?

If we ask these simple questions and explain details to customers, we will have happier customers. Knowing more about each installation will protect you from customer complaints and future problems.

## Shipping Shorts

UPDATE:

Re:



Now HearthStone and Pacific Energy, both crate their stoves for shipping. This means that the stoves are in wooden crates and wrapped in clear plastic. The style and colour of each stove is easily visible, which makes it easy to spot any damage to the outer part of the shipment.

Shipping (and Receiving) Tips:

**When you receive a shipment:** Immediately inspect the stove(s) upon receipt BEFORE signing the driver's waybill. If you see, or even suspect that there is minor damage, sign the waybill with either the phrase "WITH EXCEPTIONS" or "SUBJECT TO INSPECTION". Call Northwest Stoves to report the damage, and for instructions on how to start your claim. Chances are, we can order and deliver parts faster and cheaper, than if we re-order the entire stove.

Once the costs for repairs and re-shipments are completed, file all costs with the shipping company for credit.

### Multi Stove Orders:

If you find major damage to one or two units in the shipment, you CAN refuse the damaged portion of the shipment, and keep the remainder of the order.

Do NOT let the driver tell you that you cannot do this. But remember, please mark any concerns you have on the waybill. This makes it easier to make a claim.

At Northwest Stoves our goal is to minimize damage at all levels. With any luck, this little "Shipping Short" will make things just a little bit easier.

Any Questions? Call the Shipping Dept at Northwest Stoves!

## Our Staff



### Tips: FROM THE ORDER DESK

1. Please read your order confirmations. Not only do they confirm that we have received your order, it will show back ordered items, and any notes that we may add for your information.
2. When calling to track your order, please have our order number or your PO number available.
3. We always attempt to ship the same day, or next day if your order comes to us in the afternoon. In the busy season we sometimes experience a 2-day turnaround. Call us for current shipping times.

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To leave a voice mail, call and enter the extension of the person you are trying to reach and you will be automatically directed to that person's line. We will take your call promptly, or you can leave a voice mail for a quick call back. No time to talk? Then just send us an email.

**Our email:**  
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Please note the change of our email addresses to ".ca" from ".bc.ca". Please update your records if you have not already done so.

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