

HotTimes

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

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VOLUME 3

On the Road with Northwest Stoves and Reid's Trailer



REID PROUDLY STANDS IN FRONT OF "REID'S TRAILER".

The actual history of a mobile stove display in a truck or trailer goes a long way back with Northwest Stoves. I remember having an old International one ton in Powell River and driving up to Port Hardy and Gold River and burning a Fisher Stove in the back of the truck. We even had fake brick (yes wood panels!) for the décor. We showed the "locals" the new double door Grandma Bear and we sold a lot of stoves!

In the early eighties my brother, and his friend Bruce, re-furbished a construction trailer and installed a Goldilocks Fisher Stove and we showed it at the Pacific National Exhibition. Bruce now has a very successful movie construction design

company in Calgary and does huge movie sets for folks like Stephen Spielberg.

In the mid-eighties we bought Ken and Maureen Blanchard's trailer from Red Deer. Ken had built a steel trailer in which he displayed a Kent Stove from New Zealand and took it to the country fairs in central Alberta. I remember driving in the prairie winds up to Lloydminster to do a show.

Moving to the late nineties, Reid Harvey really wanted a show trailer. After looking at all the trailers at the HPA shows, and the local competition, we had one built. Reid over-saw the construction and the trailer now includes Pacific Energy on one side and Jotul, HearthStone,

and RSF Energy on the other side. We call it "Reid's Trailer" because it really is. This is what Reid would rather do than anything else!? This year he has been, or will be, in Prince George, Cranbrook, Armstrong (for the IPE), Penticton, Salmon Arm, Creston, Quesnel, Kamloops, etc.

- BY WAYNE ROURKE

Look for Reid and
"Reid's Trailer"
driving through your
community this fall!

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Our Staff

Wood Burning Problem Solving

Part 3 in a series

Quick Facts

HEARTLAND'S WEBSITE
Heartland has recently spent a lot of time and money updating their website. Please have a look at www.heartlandapp.com then keep coming back for updates and to see more new additions, in the months to come. There is a ton of product information to help you sell more. As always, Heartland welcomes any feedback or comments.

TOPAZ DECORATIVE HEARTH EXTENSION
This part is most often used where the Topaz is raised, but the hearth is not - see the photo of the Topaz raised above a stone floor in the brochure. They are in stock and have a code of: CR-FDDHE and a retail of \$95.

EXCEL ROOF BRACE
The Roof Brace Kit (ERB) is now being produced with roof brackets for an easier installation.

"It is not the employer who pays the wages - he only handles the money. It is the product that pays the wages."

- Henry Ford (1863-1947)

We often receive calls asking questions about a wood burning installation that is giving the owner problems. This is the third in a series explaining some of the situations that can contribute to problems with a wood stove installation.

4. Elbows & Horizontal Chimney Runs:

If the stove is to be connected to an outside chimney try to avoid 90 degree elbows and horizontal runs. Chimney height is crucial to performance and with each 90 degree elbow, two more feet of vertical chimney height is needed. Also, each foot of horizontal run requires another 2 feet of vertical chimney height.

Every manufacturer has a minimum chimney height requirement - IN A STRAIGHT VERTICAL RUN. Often these requirements are greater than the minimum required by code, so even though the chimney could be legal as far as the building code is concerned, it may not be tall enough to meet the manufacturer's specifications.

A Reminder; the building code requires certain chimney heights for ember and smoke protection and has little to do with draft. If the install has not met the manufacturer's required chimney requirements and does not work properly - don't blame the stove.

5. "My New Stove Doesn't Work Like My Old Stove."

Here is a typical Consumer Comment: "My old stove worked fine in this exact installation, but this new 'fangled' thing smokes. It must be defective and I want a warranty replacement." I'm sure we have all heard this comment, at one time or another. The fact is, older stoves allowed 55% (or more) of the heat to go up the chimney, and since it is the heat in the chimney that creates the draft, draft was never a problem.

However, today's clean burning stoves are so much more efficient that they allow approximately 25% of the heat up the chimney. That's less than half the heat loss of old stoves! The resulting lower flue temperature does not create as much draft. The best time to inform the cus-

tomers about this, is before the installation. This is the time to deal with whether the chimney is inside the house envelope, or not, the height of the chimney, the diameter of the chimney, etc.

If a stove smokes or back puffs, it is usually a draft related (chimney) problem, not a stove problem. In other situations, the problem arises because of negative pressure. This happens most often in basement installations.

Advising the consumer of these possibilities at the time of the sale can avoid problems later on. For more information on chimneys and the questions listed above, phone Northwest Stoves and ask Grant Biech to send you copies of our Wood Burning and Troubleshooting Guide.

- BY REID HARVEY



NEW VISTA CLASSIC

How to Maximize Employee Productivity

Encourage Employee Input and Risk Taking

Never assume that your employees will voluntarily express their concerns. Instead, actively seek comments, observations, and suggestions. To do this, you'll have to do more than install a "suggestion box." Be sure you maintain an "open-door" policy that makes it easy for employees to talk to you. And always try to address employees' concerns immediately. Remember to reward risk-taking as well as results. Show employees that you value smart risk-taking and that you expect them to make mistakes, occasionally. Give your employees enough latitude to achieve their full potential.

- ROBERT HALF INTERNATIONAL INC.

Congratulations to Infrared Dynamics

Northwest Stoves congratulates Infrared Dynamics for having their Sunglo A270 patio heater picked as a **NUMBER ONE BEST BUY** by Consumers Digest, for Infrared Patio Heaters – Premium Category.

Here are some excerpts from the article in Consumer's Digest:

"Infrared Dynamics invented this type of radiant heater, and Sunglo has long been the standard for quality and durability. If you've been warmed by a radiant heater at Disneyland, it was probably a Sunglo. According to retailers and industry observers, 30-year-old units are still in service, so Sunglo's reputation is apparently well-deserved."



Look for the complete article in the August issue of Consumers Digest.

"The problem is almost never the valve."

- Mark Lewis, Jotul

Quick Facts

HEARTH CLASSICS SIGNATURE SERIES

The new Signature series from Hearth Classics is now available and Northwest Stoves has them in stock. These pads have a powder-coated extruded aluminum frame around the perimeter of the pad. Take a look at your new brochure to see what they look like. Only the Classic Profile is available currently. The Contemporary Profile is not yet available from Hearth Classics.

NEW CATALOGUES

The New 2004 Northwest Stove's Catalogue has been sent out by mail or courier and some have been hand delivered by your rep. Please ensure that you are referring to the new catalogue and that you are using the 2004 price pages. If you need a catalogue, please contact us, and we will look after you!

SKYTECH REMOTES – TECH. TIP

When it is time to replace the batteries in the hand-held remote, ensure that you replace the batteries in the receiver, and the remote, at the same time. Both sets of batteries must be replaced to ensure proper operation. Most people remember to change the batteries in the hand-held remote, but often forget the receiver. "Out-of-sight, out-of-mind", could result in a failing remote.

Congratulations to our Dealers!

Congratulations go out to the winners of the

• **2004 Orion Awards** presented by the **BSDA**

(Building Supply Dealers Association)

Runner-up!

Retail store under 5,000 sq.ft.
Parkland Building Supplies

Winner!!

Retail store under 5,000 sq.ft.
Princeton Builders Mart

Winner!!

Retail store between 5,000 & 10,000 sq.ft.
Terrace Builders

Pacific Energy Discovers Fusion

The Fusion is a new European inspired, North American priced wood stove from Pacific Energy. Bigger than its European cousins, the Fusion delivers easier loading, clean, efficient heat and longer burn times from Pacific Energy's proven Hi-Tech firebox.

Standing taller than most wood stoves, the Fusion has room for a wood storage chamber below the firebox and gives you a greater view of the fire through its low-glare glass.

The Fusion is available in two finishes: brushed nickel for a clean, bright, and fresh look on woodstoves and Mocha, a rich porcelain enamel perfectly suited to today's palette of warm interior colours.



Northwest Stoves is now stocking the Fusion, order yours now.

Northwest Stove Staff Update

Goodbye Todd Hello Garry



“You can close more business in two months by becoming interested in other people than you can in two years by trying to get people interested in you.”

Dale Carnegie

It is with mixed emotions that we say goodbye to Todd Ayley, our warehouse manager for the past eight years. While we are happy to see Todd move on to better opportunities we will all miss him and his wonderful wife Heather, and Alexandra, their sweet little girl.

As we reminisce about Todd's time here we think about his efficiency and dedication. With a chuckle, I remember the screwed up orders to Jerry at Quality Stoves, the damage to the products sent to Joe at OK Falls, and the (YIKES!) 12 foot fall off the order picker onto his head. (OUCH!) And then there was that embarrassing moment in Pacific Energy's warehouse...

Todd worked hard for us, and I will miss him. I am sure all of our dealers have become used to Northwest Stoves' quick turn-around and order processing. This is due, in large part, to Todd, who worked hard to ship as much as he could everyday, with as few errors as possible. Thank you Todd for your efforts and the time we spent working together. We wish you lots of success at your new job.

With Todd's departure, it was tough to find a replacement, but we were successful and hired Garry Johnson. Garry comes to us after a number of years working in Port Hardy in the farmed salmon industry. We figured that if he could deal with all those stinky fish he could handle us!

Garry lives in Mission with Chantal and their three daughters. Garry is the strong silent type, so we don't know him very well, yet. We do know, that so far, he has done a great job learning our systems and familiarizing himself with all of our products. I am sure most of our customers have not noticed any difference in service. At the same time, go easy on him, he's new and he will make the odd mistake – we all do. If you have a spare minute, give Garry a call and say hi.

Once again, Garry, welcome aboard!

- BY DAN COOK



FAREWELL TODD



GARRY JOHNSON

Mark Your Calendars

Interior Provincial Exhibition

September 1st - 5th
Armstrong, BC

Terassen Upgrade Program Ends September 15th

Vancouver Home & Interior Design Show
October 14th - 17th
BC Place Stadium

“Customers are the most important visitors on our premises. They are not dependent on us – we are dependent on them. They are not outsiders in our business – they are a part of it. We are not doing them a favor by serving them – they are doing us a favor by giving us the opportunity to do so.”

Author Unknown

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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.

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