

Training for Business Owners, Staff, Technicians & Building Officials

****Educate your Customers!****



◆ **Become NFI Certified!** Order your **Gas, Pellet or Woodburning HEARTH Systems Reference Manuals** now to start studying for upcoming sessions. Price of manual will be deducted from course total.
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Woodburning, Gas and Pellet - Study Guide/Practice Exam/Practice Exam Answer Sheet on all three fuel types.
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◆ **The Real Wood Fire**

Designed for the "Feel Good, Choose Wood" project, this four-color piece is designed to present the public with accurate, positive information about the merits of wood heating.

\$20/each for bundles of 100

◆ **Buying A New Stove or Fireplace?**

This color tri-fold brochure highlights choosing the right product, the right fuel, etc. and emphasizes how a hearth product makes a house feel like a home.

\$20/each for bundles of 100



◆ **Pellet Heat Saves**

Produced by the Pellet Fuels Institute, this brochure gives a good overview of the advantages of pellet stoves and fuel and includes photos of several stoves on the market.

\$20/each for bundles of 100



◆ **Efficient Ways To Zone Heat Your Home**

This color tri-fold brochure highlights a variety of gas hearth appliances—stoves, logs, fireplaces and inserts.

\$20/each for bundles of 100



◆ **Burn It Smart**

Consumer information on the benefits of EPA-certified wood stoves and responsible wood burning.

\$20/each for bundles of 100



◆ **Fireplace & Stove Glass Safety**

Safety tips to minimize the chance of burn injuries from hot glass on hearth products.

\$20/each for bundles of 100



◆ **Using Hearth 101 for Sales and Customer Service**

Provides fundamental product knowledge and technical information about all major categories of hearth appliances and venting systems. New and intermediate level sales and customer service personnel gain confidence and effectiveness in communication.

Member Only Price \$69/manual; \$99 w/online class; \$125/manual set
Non-Members \$105/manual; \$150 w/online class; \$190 manual set

◆ **Show Me the Money!**

Financial overview of Business Challenges; Profit Planning and Cash Management; Balance Sheet Management; Dealing with Banks and other Creditors; Providing for the Transition to new Management or Sale of Your Business.

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Non-Members \$105/manual or \$150 w/online class



◆ **Hiring and Retaining Exceptional Employees**

The two "must haves" in any business are (1) customers and (2) employees to service the customer. This focuses on hiring and retaining employees starting with the key elements of a job description and takes you through selection, orientation and training. This updated workbook comes with new industry survey results, best practice tips and a CD ROM of forms.

Member Only Price \$69/manual or \$99 manual w/online class
Non-Members \$105/manual or \$150 manual w/online class



◆ **Professional Service is Profitable**

Running a profitable service department is much different than selling product. This guidebook serves as a reference tool to assist hearth professionals in creating a service department, or better managing this essential activity within the business. The workbook provides solid insight for developing business plans, managing service department finances (including the "real costs" of service), overseeing installation and service personnel, writing service contracts, and other crucial installation and service topics. An appendix of sample service forms and checklists is included.

Member Only Price \$69/manual only or \$99/online class only
Non-Members \$105/manual only or \$150/online class only



◆ **Hearth Handbook for Building Officials - Gas and/or Solid Fuel**

Every hearth industry retailer should have a set in their shop; reps should have them too! What better way to "bridge the communication gap" than to order a set to give to your local building official?

One Price Available to All: \$69/each or \$119/set



**See Order Form on Back
Or visit mahpba.org**

Product Order Form

<p>Bill to:</p> <p>Name: _____</p> <p>Company: _____</p> <p>Please charge my order to: <input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Discover</p> <p>Card: _____</p> <p>Exp Date: ____ / ____</p> <p>Signature: _____</p>	<p>Ship to:</p> <p>Name: _____</p> <p>Company: _____</p> <p>Shipping Address: _____</p> <p>City/State/Zip: _____</p> <p>Phone: _____ Fax: _____</p> <p>Email: _____</p>
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Description	Unit	Qty	Member	Non-Member	Total
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WOOD NFI Hearth Systems Reference Manual Print or PDF (circle one)	1 each		\$139	\$349	
NFI Certification Exam Preparation: Practice Exams (Gas, Pellet & Wood)	1 each		\$20	\$30	
Hearth Handbook for Building Officials— Gas Hearth Systems	1 each		\$69	\$69	
Hearth Handbook for Building Officials— Solid Fuel Systems	1 each		\$69	\$69	
Hearth Handbook for Building Officials Set (Gas & Solid Fuel Systems)	1 set		\$119	\$119	
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Consumer Education Flyers					
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Pellet Heat Saves (bundles of 100 each)	1 bundle		\$20	N/A	
Gas Products: Efficient Ways to Zone Heat Your Home (bundles of 100 each)	1 bundle		\$20	N/A	
Buying a New Stove or Fireplace (bundles of 100 each)	1 bundle		\$20	N/A	
Fireplace and Stove Glass Safety (bundles of 100 each)	1 bundle		\$20	N/A	
Burn it Smart! (bundles of 100 each)	1 bundle		\$20	N/A	

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