

# ISNEWS1 THE CHIMNEY SWEEP NEWS



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# ISNEWS THE CHIMNEY SWEEP NEWS

*Voice of the Sweep since 1979*

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ON THE COVER  
Red, white and blue house with river rock  
chimney in Smithfield Township, Pennsylvania  
Photo by Lynn Padwee

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# 2018 National Chimney Sweep Convention

## *Writing the Script for Success*

Article and photos by Jim Gillam

"You are the producer. Dress rehearsal is over. It's showtime!" declared television producer Bill Stainton, quoting Jerry Seinfeld, in his keynote address at the National Chimney Sweep Guild convention in Portland, Oregon, April 18-21. A cast of 642 characters assembled at the DoubleTree Hotel to soak up inspiration and information from twenty-two different speakers and each other.

NCSG's first convention in the western states since 2008 attracted a record 142 first-time attendees.

"It was the top!" exclaimed first-time attendee Frank Ayres (Ayres Ashes Away, Chiloquin, OR). "Seminars were all good. I appreciated the prayers that opened the convention and the banquet. I got a 50-inch TV in the silent auction so my wife was pretty happy!" he added.

### **You Are the One Responsible**

"The producer answers three questions," said Emmy Award winning producer Bill Stainton in his keynote

address. "What is the show? Who is the cast? What is the script?"

Bill was executive producer for *Almost Live!*, a comedy show in Seattle, for fifteen years. He has worked with notable personalities such as Jay Leno, Ellen DeGeneres and Jerry Seinfeld, and launched Bill Nye into his Science Guy persona.

"If you don't know what the show



**Former CSIA/NCSG Educational Director Ashley Eldridge was honored for his lifetime achievement.**



**"When you are the leader, you must be excited about your show!" exclaimed television producer Bill Stainton. "You need to communicate your excitement."**

is, how can you produce a good show?" he asked. He illustrated his point with clips from the TV show *Cop Rock*, a 1990 musical drama about police work. The show's confused identity led to its ranking as "the eighth worst television program of all time according to TV Guide," Bill said. "In order to produce a great result, you must define it."



**640 people attended the NCSG convention in Portland, Oregon — the first in the western states in ten years.**

## FROM THE EDITOR



### Dear Readers,

We congratulate the National Chimney Sweep Guild on its successful convention in Portland, Oregon. We thank NCSG Region 6 Director Bob Ferrari (White Glove Chimney & Duct, Redding, CA) and others who worked tirelessly to bring the convention to Portland and put the West back on NCSG's map.

It was good to see many of you there!

Many people at the convention asked if we are having any success in trying to sell *The Chimney Sweep News*. For starters, we are glad that the little ad we have been running in the Unclassified section on page 30 is getting noticed!

Yes, Harriet & I would like to sell *The Chimney Sweep News*. We hope someone else can carry this useful publication into the future in some form. We are asking \$60,000 cash. We have had serious discussions with some potential buyers, but so far, no one has stepped up with an offer.

When we bought the magazine 19+ years ago from Jay and Tim Hensley, a mention by Jay in her editor's column is what alerted us that it was for sale. Maybe YOU will be similarly inspired! Let's talk!

*Chimney Jim*



Mark and Katie Maynard receiving the NCSG President's Award from NCSG President Jasper Dregler.

The cast is crucial to a good show. "Success is rarely solo," Bill observed. "And why would you not join your professional organization?" he queried. "This trade is unlike any I have ever seen before!" he exclaimed.

"Be intentional about your cast," he advised. "If you leave your cast to chance, you leave your show to chance."

Five types of people should be in your cast, Bill suggested.

- Smart person who disagrees with you. Mr. Spock to Captain Kirk. "Many leaders have a problem with this," Bill noted. "Smart people like to be right. In the absence of another smart person they will defend bad ideas."
- Butt-kicker. Captain Kirk himself. "The universe rewards action," Bill mused.
- Veteran. Someone who has been there before. "We are all veterans for someone else," Bill observed.
- The guy who knows a guy. The networker. Radar O'Reilly — "the human shortcut," Bill quipped — the person who knows just who to call to make things happen.
- The wacky neighbor, the unconventional thinker.

"We are all producing multiple shows all the time," Bill said, "with different cast members for each show."

The script is your plan for producing the show. "The quality of the script determines the quality of the show," Bill stated. Break your script into "acts and scenes," he suggested, "small, easy to accomplish steps that you can put on a calendar." Be clear on the next action.

During his talk, Bill Stainton referred several times to articles in recent issues of *The Chimney Sweep News*. Those unfortunates in the audience who do not subscribe did not know what they are missing!

## Sweeps and Air Quality

Speakers John Crouch of the Hearth, Patio and Barbecue Association and Larry Brockman from the U.S. Environmental Protection Agency both emphasized the role chimney sweeps can play in helping to improve air quality. Chimney service technicians are ideally positioned to encourage homeowners to learn to burn cleaner and upgrade their hearth appliances.

Larry explained how EPA's Burn



Jamming in the hotel lobby after hours. Dan Carpentier (Alpha Omega Ventures Inc, Burns, OR) and Tedd Cuttitta (NY Fireplace Designs Inc, West Nyack, NY) listen while Frank Ayres and Lorris Smith (Chimney Doctors LLC, Bailey, CO) play.

*continued on page 6*



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National Chimney commissioned artist Gavin Goode from Louisville, KY to paint this commemorative piece for the CSIA auction.

Wise program supports chimney professionals by providing extensive information on cleaner residential wood heat-

ing. EPA's recommendations include:

- "Have your chimney annually cleaned by a certified chimney sweep. Nearly 7 percent of home fires are caused by creosote buildup in the chimney."
- "A properly installed and maintained wood-burning appliance burns more efficiently."
- "If you smell smoke in your home, something is wrong. Shut down the appliance and call a certified chimney sweep to inspect the unit."


EPA provides pamphlets and posters, available in print or PDF, on topics such as using dry firewood, burning technique and building a woodshed. EPA offers free packets of reminder postcards for chimney sweeps to send to their customers.

Programs to replace uncertified



Blume (The Merry Sweep, Greenville, SC) is the NCSG's official convention photographer.

woodstoves with EPA certified models, known as changeouts, have resulted in dramatic local improvements in



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air quality, including indoors. In Libby, Montana, where HPBA, EPA and other agencies cooperated in 2005-2006 to replace 1130 uncertified woodstoves, levels of fine particulates in outdoor air were reduced by almost 30%. Indoor air quality improved by approximately 70%



**Larry Brockman from the U.S. Environmental Protection Agency described the resources EPA makes available to assist your clients in burning cleaner.**

in the houses where certified stoves replaced uncertified stoves, according to a study by the University of Montana. "Changeouts are the only effective way to reduce smoke from hearth appliances," John Crouch declared.

John reported breaking news that EPA had announced that it would consider changing the rule that mandates lower particulate emissions for woodstoves beginning in 2020 [see the Jan-Feb 2017 issue]. He said that in his personal opinion he doubts that EPA will change the 2.0 grams per hour threshold for heater certification, but the agency may postpone the rule's implementation. HPBA has requested a three-year delay in implementation of the rule to allow retailers to sell through their inventories of woodstoves certified to the current standard.

## CSIA Leadership Challenged

The convention began on a discordant note with a special CSIA informational meeting. Several sweeps took the CSIA leadership to task for perceived conflicts of interest and lack of communication. Joe Sauter (Your Chimney Sweep Inc, Indianapolis, IN) declared that he had come prepared "to ask for the resignation of the entire board."

CSIA Directors were quick to assure Joe and the assembled sweeps that they heard their concerns. CSIA President Chuck Hall (Winston's Chimney Service, Fairfax, VA) acknowledged the need to improve transparency. "We did not do a good job of telling you what's going on," he said.

Mark Stoner (Ashbusters Chimney Service, Smyrna, TN) addressed questions about CSIA's adoption of the SureFire Training platform. Mark is past-president of CSIA and one of the principals in the SureFire Training company. He touted the benefits of the SureFire platform as a medium to deliver CSIA education. He said

*continued on page 10*

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# People Are Your Greatest Asset

By Jim Gillam

"People are your greatest asset," declared Gene Marks, addressing the general membership at the NCSG convention in Portland, Oregon.

Gene Marks owns and operates the Marks Group PC, a successful ten-person firm that provides technology and consulting services to small and medium sized businesses. He writes about concerns of small and medium sized businesses in his daily column in *The Washington Post* and regular columns in magazines including *Forbes* and *Inc.* He has written six books on business management topics.

"I'm certainly not in the chimney sweeping business," he acknowledged, "but we have similar issues. The number one issue that I see in 2018 when I talk to business owners and managers across the country is finding good people.

"Not only that, but we are faced with a changing generation of people that are looking for work and are our customers as well."

## The Millennial Generation

"The Millennial Generation (18-36) makes up 50% of the work force today," Gene noted. Meanwhile, the average age of business owners is about 53. "The smartest business owners that I meet do not whine about the Millennial Gen-

eration," he observed. "They recognize these people as a hugely important asset to their businesses, and *they* change their businesses to accommodate them."

Millennials, in general, have some different priorities than the people who preceded them. "Millennials want flexibility," Gene emphasized. They like to see a sense of corporate purpose, transparent senior leadership, opportunities for advancement and team building activities. They appreciate regular feedback.

Millennials "are the most tech savvy generation ever," he said. "If you are still running your business like your dad or grandparents did, it is just a turnoff when you are trying to attract people to your company."

Additionally, the millennial generation contains the highest percentage of immigrants since the early 20th century. "We have to accept that fact and figure out how to address their needs," Gene declared.

## Finding People

Services such as Monster.com, Indeed, and Zip Recruiter may be helpful for locating good people. "Monster.com is the number one database for searching for employees online," Gene said. "Zip Recruiter is a mash-up" of



Gene Marks

employee search sites, he explained.

The help wanted post should use keywords that make it searchable and consist of 400 to 800 words. "Keep it conversational," Gene advised. Be specific about the job requirements and compensation. "Ask for a cover letter," he suggested. "It will show writing skills and sales skills."

## Benefits

Health insurance and paid time off are the most requested employee benefits. Affordable Care Act plans "will go up a lot next year," Gene cautioned.



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“Stick with high deductible plans combined with health savings accounts,” he advised.

To make your company an attractive place to work, Gene suggested offering innovative benefits such as:

- Paid volunteer time off
- Sabbatical
- “Unsick” days for health checkups
- Contribute toward student loan dept
- Parental leave
- Onsite car wash, car repairs, etc.
- Contribute toward self-improvement outside of work.

“Pick a few benefits that larger corporations offer,” Gene suggested, “and tailor them to your company.”

## Employee Manual

Companies may need to revise their employee manuals to address changing conditions in the workplace, Gene noted. Employees should understand company policies regarding:

- Background checks

- Mobile devices in vehicles and other use throughout the workday
- Social media
- Disability training
- Gender discrimination
- Anti-retaliation
- Dating within the company
- Drug testing

“More companies are foregoing drug testing,” Gene observed; however, he recommended that chimney service companies retain it.

## Human Resources Platforms

“If you have more than five employees, strongly consider implementing an HR (human resources) program in your business,” Gene advised. Functions of cloud-based HR platforms include management of health insurance, payroll, benefits, paid time off days, etc. Firms that offer HR platforms include Zenefits, Paychex, ADP, Gusto, and SuccessFactors. “An employee with the mobile app can check what’s going on with their

paycheck or benefits, check the schedule or change their 401K contribution,” Gene said.

## Performance Reviews

“We suck at performance reviews!” Gene exclaimed. “We don’t give enough feedback. We don’t give it often enough. The information we give makes people uneasy.

“This generation wants feedback,” he continued. Apps such as Saba Software, Trakstar, and Reviewsnap can help build relationships with employees. Features include feedback, reminders, workflows and personality testing. “Employees, through their mobile devices, can keep a journal and track their progress toward goals,” Gene noted. “People love that stuff nowadays!”

## Think Ahead and Invest

“Great leaders are always thinking ahead,” Gene said. “You need to be making these investments now because they will pay off in the years to come.”



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Dave Laverdiere - Owner of Boston Brick & Stone - Pasadena California

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he abstained from all votes pertaining to SureFire.

Andy Mudd (ProVac Chimney Sweeps, Bozeman, MT) said CSIA should “keep products out of education.” NCSG President Jasper Drenkler (Chimney Mechanix, Shawano, WI) countered, “It cannot be done. The industry is too small.”

## NCSG General Meeting

NCSG Treasurer Ron Rust (Top Hat Chimney Sweep, Columbia, SC) reported that the Guild is “very financially stable” with over \$1 million in assets and \$500,000 in reserves and savings. “The Board of Directors and staff work very hard to be as frugal with money as we can be,” Ron said.

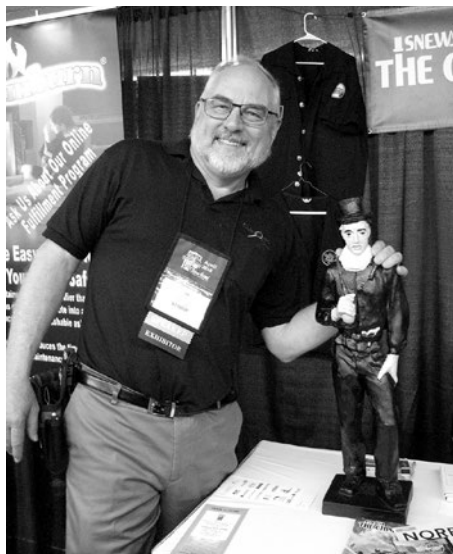
As usual at every convention, legal counsel Art Garrett reminded attendees to refrain from discussing or exchanging price information due to anti-trust concerns. In a first for a NCSG convention, At-Large Director Jeff Peterson (Potomac Services, Loudon, VA) reminded conventioners that consuming cannabis in public areas remains illegal in Oregon.

Sweeps paid tribute to colleagues who departed this life in the past year, including Jim Robinson, Tom Albrecht, Hans Marsen, Dave Galucci and Ted Cuttitta (Tedd Cuttitta’s father).



**DoubleTree Hotel and Convention Center in Portland, Oregon, site of the 2018 NCSG convention.**

Kevin Russell (New Buck Chimney Services LLC, Shreveport, LA) urged the assembled sweeps to focus on “what we are doing right. This industry is changing the world for the good!” he exclaimed.



**Jim Ferguson (Ferguson’s Fireside, Canton, OH) spoke about using drones and other high-tech tools in your business.**

## Recognition

CSIA President Chuck Hall awarded the Don Leavitt Education Award to Rich Rua (A Traditional Sweep LLC, Portsmouth, RI) for his excellence in teaching CSIA courses. It was Rich’s second Education Award. Chuck presented the Unsung Hero Award to Joe Sauter, in a curious bookend with the CSIA meeting that opened the convention. Chuck insisted that he had planned to recognize Joe Sauter for his beyond the call volunteering well before the controversy that erupted in the CSIA meeting.

Ashley Eldridge, who resigned his long held positions as CSIA and NCSG Education Director at the end of 2017, was honored for his Lifetime Achievement. NCSG President Jasper Drenkler presented Ashley with a special bonus along with his Lifetime Achievement



**John Cline (Mr. Chimney Cricket, Menlo Park, CA) is a charter member of the NCSG.**

Award — a trip for two to the Spaz-zacamino Festival in Italy.

Brandi Biswell (Fluesbrothers Chimney & Fireplace Service, Kansas City, KS) received the Roger Charron Friendship Award.

Jasper presented the President’s Award to Mark and Katie Maynard (The Chimney Guy LLC, Menasha, WI). Jasper recognized their dedication to the mission of the National Chimney Sweep Guild, while noting that Mark and Katie have been immensely helpful to his own business. “I’m truly blessed to call you role models, friends, and my favorite competition,” Jasper said. Mark accepted the honor while in a wheelchair. He has since had surgery to implant a spinal stimulator.

## Next Year

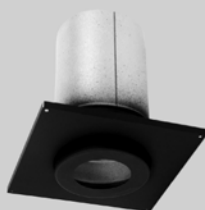
Members of the National Chimney Sweep Guild plan to meet again April 17-20 next year in Norfolk, Virginia.







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# Chimney Expo Attracts 250

*By Marshall Peters  
Certified Chimney Professionals*

This year's Chimney Expo was both a jammed packed event and one filled with genuine excitement, brotherhood, intimacy and fun!

250 sweeps came through the door to meet with vendors and attend classes. They traveled from as far as Montana, Colorado and Florida as well as from the Northeast and Mid-Atlantic regions.

The Expo began with 50 sweeps earning their CCP (Certified Chimney Professional) or CCR (Certified Chimney Reliner) certifications.

Well over 100 sweeps attended a four-hour hands-on dryer vent class, led by Tom Doty (Swept Away Inc, Seminole, FL) who taught from his 35+ years of dryer vent cleaning. Dryer vent service training included sweeps practicing with power brushes and different types of air whips for dryer vent cleaning. Sweeps loved running whips and brushes thru the clear plastic 4" vents where they could not only feel the changes and elbows, but see what was



**Tom Doty leads a full house in a dryer vent maintenance class.**

happening at the same time. There were dryers to take apart, stackable unit air movers and more. What a great learning experience. Hats off to Tom for a great class!

Mornings began with classes for both the techs and owners. Many classes were standing room only. I had the privilege of standing in the hallway after each set of classes listening to sweep after sweep pass by in the hall, with many exclaiming the same basic theme of "that was the best class I have ever attended." Sweeps were expressing their amazement at

the quality of the courses and thinking about how they could apply the class as a next step to be better and make more money at the same time.

We scheduled a top-notch trade show between the classes. There were 62 booths to visit comprised of 43 different vendors and everything a sweep needed both old and new. Roof access, safety, software, training, supplies, liners, caps and the works; everything a sweep needed to go to the next level was available, including all the training necessary from world class vendors to the chimney industry.

Credit goes to where it is due and I must thank the many vendors who helped to make this year's Chimney Expo a huge success. Additionally, thanks needs to go to all the amazing speakers. Heartfelt kudos to: Tom Urban, Cliff Budnick, John Parot, Bill Ryan, Jim Ferguson, Jerry Isenhour, Stuart Karanovich, Taylor Hill, and Dale Howard. Know that your time, effort and leadership is truly making a difference in the lives of sweeps everywhere.

I am working to make next year's Chimney Expo in King of Prussia, PA even better, and I am looking forward to seeing you there!



**Dave DeBolt of Sand Hill Wholesale at the trade show.**





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# How to Help Employees Be Good Employees So They Don't Quit or So You Don't Have to Fire Them

## *What you need to know and do to improve the odds 1000%*

*By Dale Howard  
New England Chimney Supply*

We may as well get the bad news on the table right away: If you don't have employees, all the things you fear about employees are real possibilities and a lot of them are real probabilities. And if you do have employees, you are experiencing some of those possibilities and probabilities right now I'll bet.

### Three Things to Know

There are only three things to know and you can act accordingly. Here is the list and I will discuss each one briefly.

1. Most people aren't out to get you, even if they are messed up or were brought up poorly.
2. The employee's reason for coming to work is much different from yours.
3. Many people have complicated lives.

The first item speaks for itself: if you have a stinker rotten egg of a person, unload him now; why in the world is he still there at all? However, most folks are not bad hearted even if they do all kinds of unacceptable things. They act the way they have learned to act or cope, which includes stuff like lying and hiding from work and cutting corners. Some people

are more messed up than others are, but if you differentiate between rotten eggs and those who are not bad hearted, you can work with them. So start by saying, "I will respect you and be interested in your success regardless of all I wish were different about you."

Second, they need a job; they have to work. You started a business because you like it. They can mostly take it or leave it. Fair enough — you hope to make lots of money so you are willing to take risks, put up with lots of things you do not like and work long hours doing it. They are not wired the same way and they are interested in making *their* ends meet, not yours. You work together, yes, but you do not have same the life purposes. So start by saying, "It's perfectly reasonable that you do not see things or care about them the same way I do."

Third, America in general is suffering from a drug problem and all the economic and relationship problems that come with it because people turn to those drugs to address emptiness inside. From there they make bad decisions that take them further and further from suc-



**Dale Howard**

cess, like a whirlpool. As they get more desperate inside they get more disconnected. They are trapped in a cycle of making bad decisions, yet responsible for their actions. It will keep a person's self-image in the toilet and ensure he stays trapped.

My guess? People willing to become chimney sweeps in the first place may have a higher percentage of it; after all, it's a pretty rare one who ever dreamed of sweeping chimneys and couldn't wait to finish school to get his head in the soot. An unpleasant fact: employers often get to choose people who are only marginally employable. While some of



them are great communicators, talented mechanics and just nice people, etc., they may be living very complicated lives.

All of us, regardless of how messed up we are or are not, would like to be better than we are. I'm not saying we are willing to do whatever that would take, but we would rather be better if we could be. The person whose life is generally out of control (or any of us really) wants peace and escape from his complications, and he wouldn't mind being a better person to boot.

## Oasis

Here's where it comes together. You can provide a place of employment that is an oasis for your people. I will give you a short list of what to do at the end, but get the concept now. You want to make work a place they like coming to because they feel secure, needed and respected. A place where their better natures are allowed to come out because they don't have to defend themselves. A place where they want to please you because you will approve of them.

To do this means you have to decide not to react the way they expect you to when they mess up. To make that happen you have to:

- Tell them the behavior is bad but say nothing that sounds remotely like you are judging them personally; they have had plenty of that all their lives.

- Reaffirm that you have confidence in their ability to do better. You have heard all that before in How to Raise Kids. Do the same thing: kill the behavior, build the person.

You have to compliment them on what they do right. That used to be difficult for me because it did not come to me naturally, particularly with people I didn't especially like anyway. But suck it up and do it. You can do it if you tell yourself you will. Nobody ever lost by being generous. If you try to view a person through the lens of only the good stuff about them, you will find it easier to compliment that good stuff.

Keep your expectations in line with reality. A person can do only what he can; if your people are broken don't expect them to act any differently. Yes, they have to be accountable for their actions and yes they have to produce, but in that context, don't expect them to get it together; many people do not even know what having it together looks like. You hired them knowing how it is, so it sort of falls on you now to deal with a certain amount. Might as well make the best of it.

End result? Your life still will be complicated by theirs, but it will be worse, not to mention less profitable, if you do not do these things. People like coming to a place where they are recognized for what is good and are not judged harshly in their lesser moments. They want to

do a good job because they would like to be proud of themselves. The more they try, the more you will appreciate their efforts and the better things can get. Like reversing a whirlpool.

Here's the last word: I remember when I first grasped these principles, sometime back in the 80s; it was about 9:00 or 10:00 one night. I went to work the next morning and started to do these things. By 11:00am, I had shockingly positive results. The reaction from the employees was immediate. It will happen for you too, I promise.

Here is the only trick: it starts with YOU, not them. Go and do it.



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# Prepare for Next Winter Now!

By Karen Foreman

Those of us in the eastern half of North America will long remember the lingering winter of 2017-2018. Snowstorms, ice storms, power outages, extensive rain, cold weather, wind and the misery of being cold for too long.

Did you get stuck with no power and no heat? Were you ready for this type of winter? Or were you satisfied with the precautions you had taken?

Here are some ideas to help you prepare for next winter.

## Lights Please

Can you locate a flashlight in the dark without tripping over everything? I barely managed to locate one the other night when the power went out. There should be flashlights in every room with one right on your child's nightstand, so they can find their way to you in the dark.

Charged lanterns can be a help during mealtime but that's not going to help when the battery dies. The old kerosene lanterns can be used but the smell of kerosene burning can be irritating as can candles.

## I'm Cold!

Heat is important when the electricity is out. It not only keeps you and your family warm, but it can also help prevent your water pipes from freezing. Depending on

what you have to heat with, you may also be able to heat water for washing. There is nothing like being prepared and independent when you are without electricity. Preparedness is the rule.

Having a woodburning fireplace, fireplace insert (stove that fits into a fireplace), or a woodstove can help you maintain the heat you want when there is no electricity. Part of being prepared is making sure your fireplace, woodstove insert, or woodstove and chimney are cleaned and ready to go.

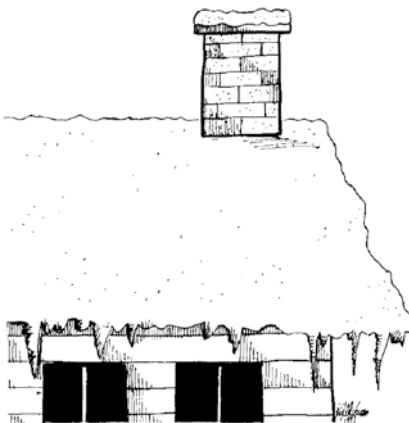


Illustration by Kyle McQueen

With as bad as last winter was, now is the time to get this inspection and maintenance done. I predict sweeps will start being booked early this year and you don't want to have to find out you have to wait six weeks when a bad snow/ice storm is impending.

Another important part of being prepared is having plenty of seasoned firewood ready to burn. You need to make sure

your wood is stored off the ground and that it is stacked so air can pass around it.

It is also important that your stacked wood have a cover. It takes a lot of energy to drive the moisture out before the wood can start to give off coals where the heat comes from.

## Ideas and Information

Your chimney professional is a great resource for advice. Most carry moisture meters on their trucks or can tell just by looking at your wood whether it is ready for burning. They can offer suggestions for making your fireplace or woodstove more efficient. They can talk about saving your "paid heating dollars" by installing a chimney top damper to help hold in the heat.

There are many ways your chimney professional can help you prepare for the next nasty winter. Please call today!

*Karen Foreman, sales account manager at Copperfield Chimney Supply, has worked in technical and sales for 27 years for both Copperfield and Lindemann. She is the author of "Design Ideas for Fireplaces" published by Creative Homeowner Press.*

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# Thermal Expansion of Vitrified Clay Flue Tiles

*By Ray Gessner, P.E.  
A Step in Time Chimney Sweeps  
Virginia Beach, VA*

The vitrified clay flue liner is one of the most commonly used chimney liner materials in the industry; however, past and current construction practices should be modified to provide a safer liner.

To engineer a better liner system, the chimney industry needs to completely understand thermal expansion, determine what happens during this process, realize the defects it produces and finally provide preventive solutions for safer chimneys.

## Engineering Properties

There are many engineering properties of vitrified clay flue tiles, which include:

- 1) Coefficient of thermal expansion
- 2) Modulus of elasticity
- 3) Compressive strength
- 4) Tensile strength.

### **Coefficient of thermal expansion:**

As materials get hotter, they expand and when they become colder, they contract. Some materials expand more when heated than do others.



Flue tiles at the brickyard.

The higher the coefficient of thermal expansion, the more quickly they expand. An example is that aluminum expands twice as fast as steel given the same temperature change. The deformation of the material is the coefficient of thermal expansion multiplied by the temperature change multiplied by the length of the material.

Vitrified clay liners have a thermal expansion coefficient of  $1/K = 5 \times 10^{-6}$  (K = Kelvin). The material will elongate  $(0.000005) \times (\text{change in temperature}) \times (\text{original length})$ . If you want to convert temperature unit to Fahrenheit then divide by 1.8 = 0.0000028

**Modulus of elasticity:** a number that measures a material's resistance to being deformed elastically when a stress is applied. The elastic modulus of an object is defined as the slope of the stress/strain curve in the elastic deformation region. A stiffer material will have a higher elastic modulus and will deform less when forces are applied. The modulus of elasticity for vitrified clay is 7,250,000 psi. An elastic modulus has the equation:

$$E (\text{elastic modulus}) = \text{Stress} / \text{strain}$$

$$\text{Stress} = \text{Force} / \text{Area}$$

$$\text{Strain} = \text{deformation} / \text{unit whole length}$$

Stress is the force causing the deformation divided by the area to which force is applied and strain is the ratio of the change in length caused by the deformation to the original length.

**Compressive strength:** In structural and material engineering, there are many forces imposed on objects including, compression, tension, tor-



Ray Gessner

sion, bending, etc., but fundamentally, materials are pressed or pulled by compression or tension forces.

Compression force is the application pressure or exertion against an object that causes it to become squeezed, squashed, or compacted. Different materials have different compressive strengths. For example, typically steel has a compressive strength of 50,000 pounds per square inch (psi). Compare that to ready mix concrete from your local hardware store that may have a compressive strength between 2500 and 5000 psi. That means that steel is typically 10 times stronger than normal concrete regarding compressive strength. Compressive strength of vitrified clay tile = 23,200 psi.

**Tensile strength:** The opposite of compression is tension. Instead of a material being compressed or squashed, the material is stretched or elongated.

Some materials have nearly equal compressive and tensile strength (steel

is equally strong in compression as tension) and some have a much weaker tensile strength (concrete and masonry). The tensile strength of masonry is approximately 1/8 of the compressive strength. Concrete and masonry are known to be weak in tension.

Tensile strength for vitrified clay flue tiles is in a range of 2175 psi – 5800 psi.

## Thermal Expansion of Flue Liner Systems

When a chimney liner heats, the liner has linear and volumetric expansion. Both IRC and NFPA 211 specifically address this problem; however, masons rarely follow these instructions in actual practice. IRC R1001.3.1 states, “Grout shall be prevented from bonding with the flue liner so that the flue is free to move with thermal expansion.” NFPA 211 7.2.13.4 states the crown, splay or wash shall be constructed to allow for unrestricted vertical movement of the flue lining due to thermal expansion. . .”

Here is what happens when a 20-foot chimney liner heats to a change in temperature of 400 F and then returns to the original temperature. The calculations and equations are listed after the discussion.

In a code compliant, perfectly installed chimney liner, the heated liner heats expands by approximately 0.25 inches (see calculations). That is not much of a change for a 20-foot long flue liner and the only stresses on the system are the self-weight of the tiles stacked on top of each other.

If the liner has a chimney fire (five times temperature change), then that vertical movement goes to five times that length and it moves nearly 1.25 inches — again, not much of a movement in the grand scheme of things. The problem is that when masons grout around the top flue tile of the chimney, then it restricts movement of the flue liner. From the calculation below, the flue tile expansion will provide 270,000 pounds of pressure if no movement occurs at the top or bottom. That is an extreme amount of compression pressure and something will fail.

### Failure point #1: mortar between flue tiles – crushed mortar joints

The compressive strength of the mortar between the flue tiles is 3000 psi verses 22,000 for the flue tile itself. Therefore, we know the grout will crush before the flue tile will fail in axial compression.

### Failure point #2: bed joint below drip edge

Flue tile is trying to lift the chimney crown and the bed

joint below the drip edge is in tension bonding (ASTM requires an intentional bond break below crown) to the lower brick course, and thus preventing the top of chimney from lifting.

The strength of this location = (perimeter of the chimney) x (width of the joint) x (tensile strength of the mortar). With a 24-inch by 30-inch chimney and 3-inch width joint, the strength would be (3 x 108 x 375 psi) = 121,000 pounds. It will likely not fail.

### Failure point #3: bond between flue tile and chimney crown

This is a little tricky because there is not much information available on the bonding strength of concrete and flue tiles. The bond strength of concrete and a steel smooth pipe typically has a value over 125 psi and thus we will choose a value of 100 psi and the bonding area is the surface of the flue tile times the thickness of the crown bonding area x bonding strength. The strength would be 100 psi x 2 in x 52 inch perimeter = 10,400 pounds.

### Failure point # 4: crown fails in bending – cracked crown

This is the weakest location in the system and is where most failures occur. The crown is simply acting as an unreinforced



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mortar beam that spans from one side of the chimney to the other. As the tile pushes up, the beam (crown) bends like a frown and the top of the crown goes into tension and fails. Additionally, the flue tile likely heats and expands volumetrically. The cracked crown breaks the concrete bond between the flue tile and crown. The strength of the crown in bending is extremely weak. Depending on the thickness of the crown, it will likely crack with an upward point load of less than 1000 pounds. This, along



Cracked crown.

with material shrinkage when originally applied, is why crowns crack.

#### Tiles cooling:

After tiles have heated and expanded, a few different occurrences may happen when they cool. We have established that the liner can elongate between 0.25 inches and 1.25 inches. The flue tile joints may have been damaged during the compression process.

When the tiles shrink back to size, friction from side fill and friction from the crown may prevent it from returning to its original position. The tensile strength of mortar between the flue tiles will determine if the tiles will return to the original position or if the bond between the flue tiles will break and cause a gapped mortar joint. The tensile strength between the flue tiles is determined by the perimeter of the tile ( $13 \times 4 = 52$  inches) x thickness of tile

(5/8 inch) x tensile strength (375 psi) = 12,187 pounds. That assumes the tile has perfect coverage and full tensile strength.

Most likely, the mortar would be damaged during compression and tensile strength would be far less because the thickness of the joint is limited to only holding the liner in position (IRC 1003.12.) Dry stacked or improperly bedded joints will have little or no tensile strength.

Therefore, as the liners cool, gaps may occur between flue tiles. This can happen for two reasons. The crown friction between the top liner and crown can hold the top tile in place and will cause a large gap between the first and second flue tile (1.25 inch gap can prove chimney fire occurred and caused this thermal expansion.)



Gap between flue tiles.

Gaps can also occur in lower joints because friction from side fill may keep flue tiles from returning to their original position. This side fill can also cause offset flue tiles. If the side fill is unbalanced, when the gap opens during cooling, pressure from one side of the tile may be added from unevenly distributed side fill and the tile moves from one side to the other. This small amount of movement likely occurs over several heating and cooling cycles. Each time the cooling occurs the tile moves laterally until it touch the lower tile. When it heats dur-

*continued on page 22*

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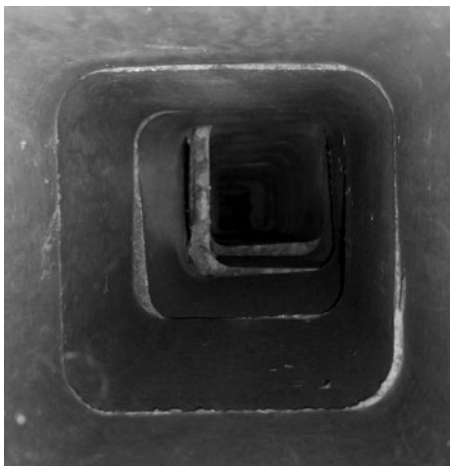
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ing next cycle, it lifts and pushes upward, as it cools, it can move laterally again. One tile may push itself one way and at the same time push the lower tile a different direction. This is the primary reason why we encounter offset flue tiles. There are not enough drunken masons or earthquakes to explain the amount of offset flue tiles we encounter.



Offset flue tiles.

## Thermal Expansion and Force Equations

Calculate the thermal deformation of a 20-foot long 13"x13" chimney liner that has temperature change of 400 degrees Fahrenheit.

$$d = L \times C \times t$$

d = deformation in inches

L = total length of chimney liner in inches

C = coefficient of thermal expansion

t = change in temperature

$$d = (20 \text{ feet} \times (12 \text{ in/foot})) \times (0.0000028/F) \times (400 \text{ F})$$

$$d = .27 \text{ inches}$$

With a 2000 degree change (chimney fire), d = 1.3 inches.

With manipulation of the engineering equations, we can determine forces throughout a chimney system from

thermal expansion of the flue tiles at 400 degree F change. Listed are strengths to use in this calculation.

Compressive strength of mortar at flue tile joints.

Tensile strength of mortar at flue tile joints

Tensile strength of bed mortar below corbelled drip edge near top of chimney. Shear strength of crown/flue tile bonding.

$$E = (F/A) / (d/L)$$

E=modulus of elasticity of vitrified clay flue tile

A=material area of the flue tile (inches<sup>2</sup>)

D=deformation caused by thermal expansion (inches)

L=overall length of flue line (inches)

To determine force, equation manipulation results with

$$F = (E \times d \times A) / L$$

$$E = 7,250,000 \text{ psi}$$

A = area of material of flue tile. ASTM 315 says tile need 5/8 inch thickness. Let's talk about a 13 x 13 flue tile. 4 sides, 5/8 inch thick total A = 4 x 13 x (5/8) = 33 square inches

$$L = 20 \text{ feet} \times 12 \text{ inches/Ft} = 240 \text{ inches}$$

$$d = 0.27 \text{ inches (400 F change)}$$

$$F = (7,250,000 \text{ psi} \times 0.27 \text{ in} \times 33 \text{ in}^2) / 240 \text{ in} = 269,156 \text{ pounds!}$$

Mortar joint compressive

F = compressive strength x area

$$F = 3000 \text{ psi} \times 33 \text{ in}^2 = 99,000 \text{ pounds (for 3000 psi refractory mortar)}$$

## Solutions to a Safer Chimney

One way to improve the safety of vitrified clay lining systems is to apply stainless steel H clips during construction on all four sides of flue tiles, similar to H clips for roof sheathing. This will keep the tiles from walking during the cooling process and help prevent offset flue tiles.



Another way to improve safety issues is to require expansive ceramic joint material between flue tiles, similar to the materials produced to fill existing deteriorated mortar joints. This will allow the joint to stretch during cooling process.

Finally, the industry needs to understand that flue tiles expand and contract due to temperature changes. The existing IRC crown requirement is too difficult to produce in the field. We should consider designing crowns with flexible coverings that will prevent water intrusion. This will allow vertical flue tile movement and prevent water from entering the crown.



# CLOSING COMMANDER CAPTURES PETE LUTER INNOVATION AWARD

Closing Commander from Spark Marketer captured the 2018 Pete Luter Innovation Award at the National Chimney Sweep Guild trade show in Portland, Oregon. Closing Commander is a system that enables a company to follow up more effectively on pending proposals.

*The Chimney Sweep News* sponsors the Pete Luter Innovation Award program to recognize and highlight useful, innovative new products for use by professional chimney service specialists or their customers. The award is named for the late Pete Luter, who was one of our trade's original inventive minds. This was the tenth edition of the award.

Five new products, very different from each other, vied for the award this year:

- ChimFan™ from Duct Cleaners Supply
- Closing Commander from Spark Marketer
- Jeremias Chimney System from Copperfield Chimney Supply
- PterodacTILE Tile Remover/Setter from A.W. Perkins
- SureFire Training Academy

These products were on display at the National Chimney Sweep Guild Trade Show in Portland, OR, April 19-20, where an independent panel of

experienced chimney professionals evaluated them.

The entrants provided these product descriptions.

## ChimFan™ — Duct Cleaners Supply

The ChimFan™ is a tool that can be used for a number of tasks including:

- chimney sweeping
- tile breaking
- smoke chamber work
- flue work
- helping cure materials
- dust control
- ventilation

Placed on top of a flue, the ChimFan™ can provide 250+ cfm of air movement which can assist when sweeping flues for control of soot and ash. It can assist with dust control when breaking out tile or doing masonry work in the firebox or flue. It can help provide airflow for curing masonry materials. It can be secured to the top of the flue to provide a stable source of ventilation. The ChimFan™ is equipped with a 110 volt motor and has a 10-foot cord.

A filtration bag accessory for catching dust is also available.

## Closing Commander — Spark Marketer

Closing Commander: a proven system based on the rule of seven touches.

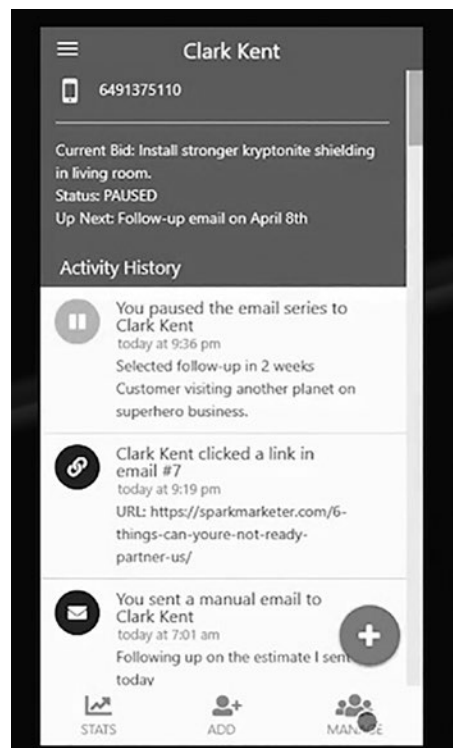
Sales experts know that it takes up to seven communications or “touches” before some customers are ready to take action. Most sales people stop after the first follow-up. Closing Commander applies this time-tested rule with a set of preloaded email templates and outreach schedules (customizable to fit your business's brand) that works to close more of those open estimates you have been



*Chimney Sweep News* publisher Jim Gillam presents the 2018 Pete Luter Innovation Award to Carter Harkins and Taylor Hill of Spark Marketer.

collecting.

With Closing Commander, you are just three easy steps away from closing



Closing Commander app from Spark Marketer, winner of the 2018 Pete Luter Innovation Award, assists in following up on open estimates.



ChimFan from Duct Cleaners Supply





**Jeremias Chimney System from Copperfield Chimney Supply on display at the NCSG trade show.**

more sales: add the customer's contact information, track the conversation, and win the estimate.

## Jeremias Chimney System — Copperfield Chimney Supply

Jeremias 103HT Chimney for North America is adapted from a European product developed by a German chimney sweep, whose family still owns and runs Jeremias International, one of Europe's largest manufacturers of venting products. It is the highest quality product in the marketplace, designed and built for ease of installation and a finished install you can be proud of.

The chimney uses a special design coupled with a unique insulation – rock wool in a rigid form, neither a mat nor a loose fill.

- These allow the vent lengths to have no end caps and no direct connection between the inner and the outer pipes.
- This means there is no direct heat bridge between the flue pipe and the outer pipe, which reduces heat transfer dramatically and eliminates the hot spots that most products have around the joints.

- This also allows the product to be field cut to length as required by the install.
- No adjustable vent lengths, which means you don't have to work around arbitrary lengths for offsets and no fuss with removing or compressing insulation.

Inners and outer are all fully TIG welded.

Standard product uses a 316L inner, which makes it a true "All Fuel" chimney.

Joints between component pieces are a simple slide fit with a 2 ¼" overlap using a strong, simple and good looking locking band creating a very strong joint and a great looking product.

Wall and tee supports are all stainless steel as standard product.

Vent length boxes of heavy corrugated cardboard use foam end caps to deal with UPS shipping.

The product is manufactured in the USA at our production plant in Marietta, GA.

## PterodacTILE Tile Remover/Setter — A.W. Perkins

Patented PterodacTILE Tile Remover/Setter is saving sweeps time on many reline jobs.

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T2 – Small PterodacTILE \$549. Lighter weight cast aluminum for picking up loosened tiles or helping with large tile lifts in concert with a T1. Locking jaw makes tool a big pincer allowing you to pick up a dropped tool, or unlock to flex to grab tile. T2's narrow inner jaw



**Tom Martin of A.W. Perkins demonstrates use of the PterodacTILE tile remover/setter tool.**

allows it to grip round tiles that are difficult to break out.

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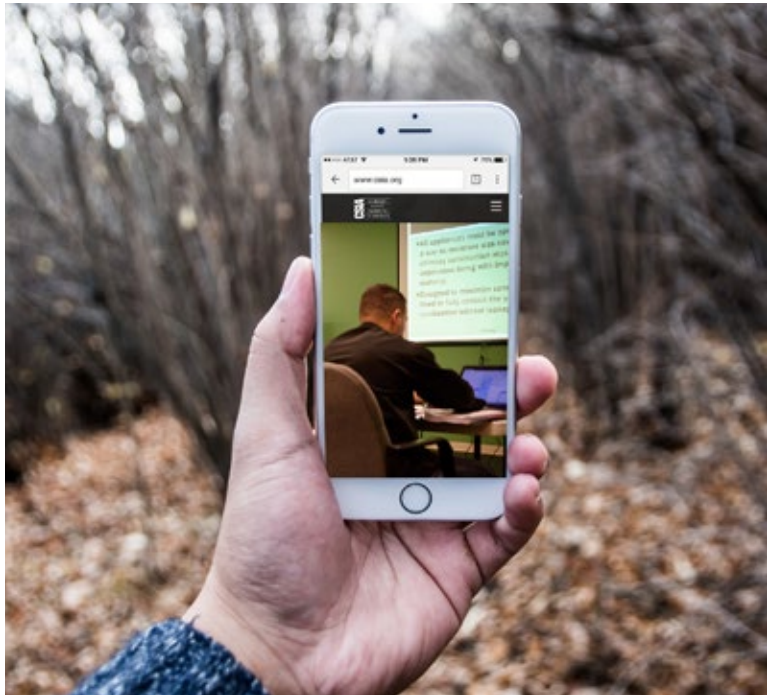
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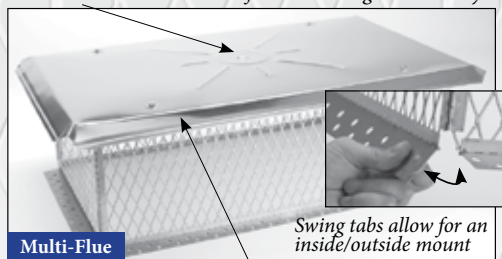


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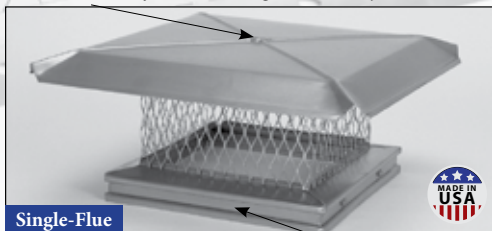
Embossed or cross-braced lid for more strength & stability.



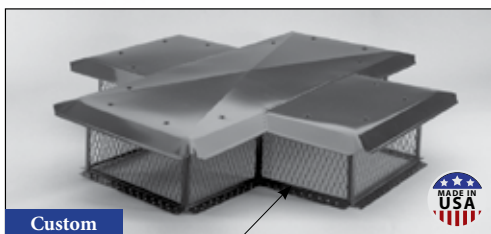
Reinforced & hemmed lid.

- **NEW Reinforced hinges for easier assembly on knock-down versions.**

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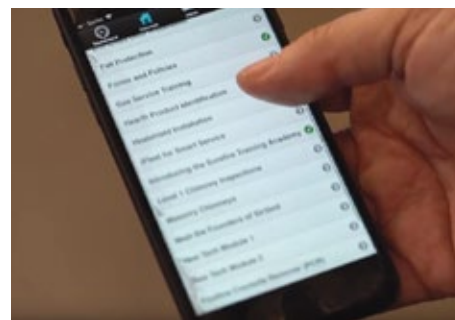


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technicians and office staff. The goal is to provide consistent quality training for all team members. Due to the success those companies experienced by using the platform, it was clear that this could be an asset to the entire industry and a way to pass collective decades of experience on to the next generation of sweeps.



**SureFire Training Academy course viewed on a phone.**

### The Decision

A team of three judges evaluated the entries: Yvette Aube (AIM Chimney Sweep & Hearth, Midland, Ontario), David Kline (Chim-Cheree, The Chimney Specialists, Greer, SC) and Joe Hogrefe (A Kleene Sweep Chimney Service, Redmond, OR). The judges were invited to participate by *Chimney Sweep News* publisher Jim Gillam based on their reputations for integrity and to represent a variety



**Yvette Aube, Joe Hogrefe and David Kline, judges for the 2018 Pete Luter Innovation Award, discuss the merits of the products.**

of experience and geography. Yvette returned for her tenth term as a judge while David and Joe served for the first time. No one associated with *The Chimney Sweep News* (SNEWS) was involved in the judging.

After interrogating the participating vendors about their entries, the judges retreated to a private area to make their decision. With three mechanical products and two information-based products in contention, the judges had a lot to consider. In addition to evaluating the products' utility and degree of innovation, judges were invited to consider quality of construction, safety, marketability and anything else they deemed important.

In the end, they decided that Closing Commander was the most deserving product for its innovation and usefulness to chimney service companies. The lead closing program impressed the judges with its potential to maximize the effectiveness of follow-ups.

Jim Gillam presented the 2018 Pete Luter Innovation Award to Taylor Hill and Carter Harkins of Spark Marketer on Friday morning before the second session of the trade show.





# Well Suited: A Practical Approach to Understanding Personalities

By Kostya Kimlat

We have been dividing people into four personality types, styles, or patterns since the time of Plato. These days, online personality tests are everywhere. After a number of fun questions, you can discover which animal, shape, color or celebrity you are aligned with. Or take a serious personality test to help identify your management, leadership, or communication style.

If you really want to get to know yourself, you can take a more scientific assessment that not only tells you who you are, but what drives you, motivates you and how people can best work with you. You will get 35 pages of autobiographical information, which can help you understand yourself.

And that's great, but when you are meeting someone for the first time — as you're exchanging greetings, smiles or handshakes, paying attention and being present — it is rather difficult to identify them and put them into one of sixteen

categories off the top of your head.

And no one ever brings you their 35-page assessment, hands it to you like a manual, and says, "Here's who I am and how to deal with me."

## Magicians Know

If you are in sales or customer service, reading your audience is critical to your professional success. This ability has long been a secret of the magician's success. Magicians are astutely skilled in the fine art of perception and recognizing the individual personalities that comprise their audience.

Next time you watch a close-up magician, pay attention to the audience members and see how they react. There are generally four types of reactions:

- ♦ There's the excited participant, ready to be blown away by anything.

- ♥ There's the passive viewer, who is enjoying the show, hoping that they don't get picked.

- ♠ There's the take charge A-type that wants to take control of the situation.

- ♣ There's the skeptical know-it-all who has to figure out the secret.

Now think of the four suits in a deck of playing cards and what images they bring to mind:

- ♦ The Diamonds are shiny and exciting; they yearn to be seen and recognized.



Kostya Kimlat

- ♥ The Hearts are compassionate and loving; they wish for everyone to get along.

- ♠ The Spades are quick and strong; they want power and control.

- ♣ The Clubs are very specific; they require attention to detail to be right.

The four suits perfectly align with the Myers-Briggs, DiSC, Merrill-Wilson and the Helen Fisher systems:

- ♦ Diamonds are: Expressive, Explorer, Influence

- ♥ Hearts are: Amiable, Negotiator, Steadiness

- ♠ Spades are: Driver, Director, Dominance

- ♣ Clubs are: Analytical, Builder, Conscientiousness

Once you know which four personality styles align with which suits, you will want an easy system to identify





which person is exhibiting the behaviors of which suit. To do that, you just need to pay attention to a person's speed and temperature.

## The Speed and Temperature of Suits

What is amazing about the four suits of a deck of playing cards is that their color and shape connect to a person's speed or temperature.

First, think of the color of the suits — red or black. When you meet people for the first time, if upon introducing yourself they are open and engaged, they are most likely a red suit — a warm Heart or a Diamond. If they are reserved or withdrawn — acting colder towards you — they are a Spade or Club.

Next, think of the shape of the suits. The Diamonds and Spades have sharp and pointy ends — they move fast and talk fast, just as their edges are fast to draw. They go for the straight line of the situation; they get to the sharp end of the point! So if someone you meet is moving and talking fast, they are a Diamond or a Spade.

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Hearts and Clubs are round suits. These people cannot be rushed or pushed to making a decision. They need time. The best way to remember the Clubs is that this suit is very difficult to draw; it requires attention to detail to do it right. Therefore, people who are critical, detailed



and disciplined — people who require being right — are Clubs.

See how easy it becomes? Just pay attention to how fast/slow and warm/cold someone is. With two questions, you will have a strong sense of which suit best describes the personality.

- Warm and Fast? ♦ Diamond
- Warm and Slow? ♥ Heart
- Cold and Fast? ♠ Spade
- Cold and Slow? ♣ Club

If you have studied other personality evaluation systems, you can overlay the four suits over the terms you already know. The four suits make memory recall easier, helping you speed up the entire identifying process. They are a shortcut for your mind.

Depending on your own personality, you may think that this is amazing ♦, or this is all obvious to you ♣. Maybe you are curious how this will affect others ♥, or maybe you are ready to put thoughts into actions ♠.

## What Hand Were You Dealt? Reacting to the Unique Traits of Suits

If part of your life involves meeting new people, and you want to connect and communicate with them for business or social reasons, there's nothing better than paying attention to people's personalities. It provides the groundwork to approach and understand someone. No matter your type, here is how you can give the people you encounter what they need:

- If you meet a ♦, provide recognition and attention.
- If you meet a ♥, provide support and approval.
- If you meet a ♠, provide opportunities to take charge and make decisions.
- If you meet a ♣, provide opportunities to be "right."

A great magician provides each of the personalities exactly what they need. For example, he allows the ♣ to analyze whether it is a regular deck of cards. He then lets the ♠ decide which card to select by authoritatively shouting, "Stop!"



And he invites the ♦ on-stage to receive the attention and credit for seemingly making the magic happen. All the while, he leaves the ♥ alone to take pleasure in watching others enjoy themselves.

Once you are aware of what each suit needs, you, too, can provide each person the right opportunities to thrive, just like a magician.

## Shuffling It All Together

Many people have taken personality tests to tell them who they are. However,

very few people can instantly assess the personality style of someone they meet. Thanks to this magical system, you are now equipped to do just that.

You don't have to rack your brain to search for the right word to describe someone. The magician's method of four suits is simple to learn and easy to use in the real world. When you are in the trenches of a presentation or negotiation, meeting people and trying to understand them on the fly, utilize the four suits to identify personality types quickly and easily. Then, give them what their suit needs.

The goal is for you eventually to be able to identify the personality styles without even thinking about doing it. Mastering this skill will enable you to be more adaptive to your audience — just like a magician. That will go a long



way to help you build that relationship or close that deal.

*Kostya Kimlat is a keynote speaker and corporate magician who fooled Penn & Teller on their hit TV show, "Fool Us." Kostya speaks to businesses about how to Think Like A Magician™ to improve sales and customer service. For more information about Kostya Kimlat, please visit [www.TheBusinessMagician.com](http://www.TheBusinessMagician.com).*





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## Upcoming Events

*Information subject to change. Please confirm dates and locations of any events!*

**July 10-13: Golden State Chimney Sweep Guild annual convention**, Reno, NV. CircusHotel & Casino, 500 N. Sierra St, 89503. 800-648-5010. For more info, visit [www.cachimneysweepsguild.org](http://www.cachimneysweepsguild.org) or call Michael Dempsey at 559-734-5558.

**July 13-15: Duct Cleaners Network annual conference**, Sioux City, IA. Stoney Creek Hotel & Conference Center, 300 3rd St, 51101. 712-234-1100. For more info visit [www.ductcleanersnetwork.org](http://www.ductcleanersnetwork.org)

**July 17: Olympia Chimney Supply Professional Inspection Delivery seminar**, Manchester, NH. Best Western Plus, 13500 South Willow St, 03103. 603-627-2525. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$139/person, lunch included. Pre-registration required, visit [www.olympiachimney.com/events#OEV](http://www.olympiachimney.com/events#OEV) for more info and to download the registration form.

**July 19: Olympia Chimney Supply Professional Inspection Delivery seminar**, Greenville, SC. Hampton Inn, 15 Park Woodruff Rd, 29607. 864-213-8200. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$139/person, lunch included. Pre-registration required, visit [www.olympiachimney.com/events#OEV](http://www.olympiachimney.com/events#OEV) for more info and to download the registration form.

**July 25: Olympia Chimney Supply Professional Inspection Delivery seminar**, Colorado Springs, CO. Hampton Inn, 1307 Republic Dr, 80921. 719-598-6911. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$139/person, lunch included. Pre-registration required, visit [www.olympiachimney.com/events#OEV](http://www.olympiachimney.com/events#OEV) for more info and to download the registration form.

**July 27-29: New York State Chimney Sweep Guild, Ltd. annual Summer Workshop**, Galway, NY. Chris & Ingrid Prior's hacienda. Hands-on masonry, food, fun, fire, friendship.

**Aug 2-3: Olympia Chimney Supply Chimney Inspection seminar**, Scranton, PA. Hilton Conference Center, 100 Adams Avenue, 18505. 570-343-3000. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$199/person, lunch included. Pre-regis-

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**Aug 6-11: CSIA National Chimney Sweep Training School**, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. Six-day course includes classroom and field instruction. Contact CSIA at [www.csia.org](http://www.csia.org) or call 317-837-5362 for more info.

**Aug 8-9: Olympia Chimney Supply Chimney Inspection seminar**, Madison, WI. Hampton Inn, 483 Commerce Drive, 53719. 608-271-0200. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$199/person, lunch included. Pre-registration required, visit [www.olympiachimney.com/events#OEV](http://www.olympiachimney.com/events#OEV) for more info and to download the registration form.

**Aug 10: CSIA Certified Chimney Sweep Review & Exams**, Sandston (Richmond), VA. Hilton Garden Inn, 441 International Center Dr, 23150. 804-222-3338. Call CSIA at 317-837-5362 or visit [www.csia.org](http://www.csia.org) for more info.

**Aug 13-14: CSIA Masonry Repair for Chimney Professionals course**, Richmond, IN. SaverSystems, 800 S 7th St. Two day course includes classroom and hands-on instruction. Contact CSIA at [www.csia.org](http://www.csia.org) or call 317-837-5362 for more info.

**Aug 15-17: CSIA Advanced Masonry Repair for Chimney Professionals course**, Richmond, IN. SaverSystems, 800 S 7th St. Three-day course includes classroom and hands-on projects. Contact CSIA at [www.csia.org](http://www.csia.org) or call 317-837-5362 for more info.

**Aug 16-17: Olympia Chimney Supply Chimney Inspection seminar**, Olathe, KS. Hampton Inn, 12081 S Strang Line Road, 66062. 608-271-0200. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$199/person, lunch included. Pre-registration required, visit [www.olympiachimney.com/events#OEV](http://www.olympiachimney.com/events#OEV) for more info and to download the registration form.

**Aug 22-23: CSIA Chimney Physics course**, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. Learn to diagnose and resolve chimney performance problems. Contact CSIA at [www.csia.org](http://www.csia.org) or call 317-837-5362 for more info.

**Aug 23-24: Olympia Chimney Supply Chimney Inspection seminar**, Folsom, CA. Hampton Inn, 155 Placerville Road, 95630. 916-235-7744. Mike Segerstrom and Bill Ryan, instructors. CEUs available. \$199/person, lunch included. Pre-registration required, visit [www.olympiachimney.com/events#OEV](http://www.olympiachimney.com/events#OEV) for more info and to download the registration form.

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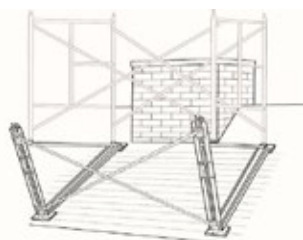
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