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Frequent Shopper Dividends
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Saturday, February 26
Friday, February 25 at Cole Fox Hardware

COLE HARDWARE'S *Hardware Hotline*

February 2011

NEWS AND VIEWS FROM AROUND THE STORES



Gift Registry
Now at **COLE HARDWARE!**



We Thank You 385,000 Times for Shopping at COLE HARDWARE!

It was \$215,000 for 2006... \$256,000 for 2007... \$295,000 for 2008... \$349,000 for 2009. My heart skipped a beat when I read the amount we are giving back to our Frequent Shoppers as a reward for shopping with us in 2010: \$385,498.80. (Please don't come in and spend it all at once!) Nearly 25,000 loyal COLE HARDWARE customers are going to get a piece of this pie, which represents a 5% cash dividend on purchases made last year.

We try hard to do whatever it takes to earn your loyalty: thousands of people walking through our doors, countless questions answered, transactions processed, deliveries made, problems solved, tradespeople referred... and friendships earned. We'll do just about anything to fulfill our simple mission numerous times, all of the time, every day of the year: "Our commitment to you: Your satisfaction guaranteed. Period." And ultimately, for our most loyal customers—members of COLE HARDWARE Rewards—we literally

continued on page 2...

Meet Commercial Supply

Many of our store shoppers probably don't realize that COLE HARDWARE also has a Commercial Supply division that operates out of an office and warehouse on Caesar Chavez Street. Started over 20 years ago in what is now our housewares back-stock closet at the Cole Street location, Commercial Supply has become an integral part of our business.

Specializing in creating low-cost, customer-friendly programs tailored to some of the largest businesses in the San Francisco Bay Area, Commercial Supply's customers include property management companies, 30 city and county departments, hotels, senior retirement communities and many others. Additionally, they are

experts in locating those hard-to-find items.

Commercial clientele can now look for a special each month in the *Hardware Hotline*, too. Let our Commercial Supply team help your business! Call **415/647-1800** for a free consultation.



Joe, Damion, Rodney, Liz and Larry can help with all your commercial needs.

"Our commitment to you: Your satisfaction guaranteed. Period."

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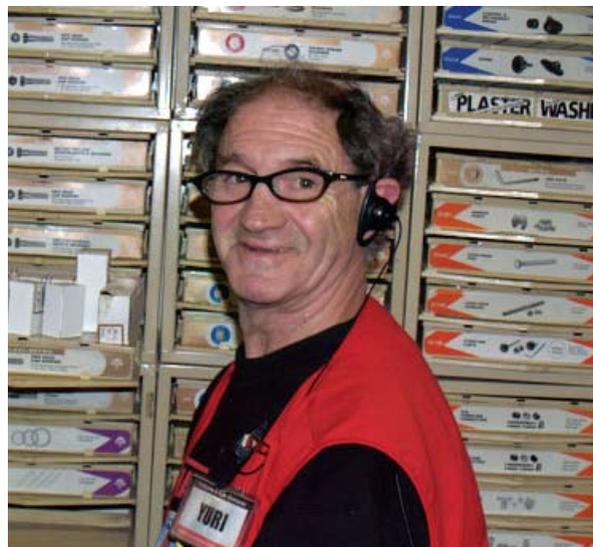
Show Us Your COLE HARDWARE T-shirt!

Possibly the coolest photo of a COLE HARDWARE T-shirt we may have received, Rewards customer Paul Griffiths sent this photo of himself with Elvis Costello at the Hardly Strictly Bluegrass music festival in Golden Gate Park. Send us a photo of you, your friends or family with Elvis Presley or an Elvis impersonator, and we'll send you a \$5 gift card. T-shirts are available in men's, women's and children's sizes. (\$9.99)

In Memory of Yuri

The COLE HARDWARE family suffered another loss in January when our longtime friend and crew member Yuri passed away. Regular *Hardware Hotline* readers will probably remember that Yuri had just announced his retirement in October after a career in plumbing and hardware that spanned over 40 years! Our Cole Street frequent shoppers and fellow crew members will surely miss Yuri's knowledge and helpfulness they had come to know over the years.

Yuri was one of our most colorful colleagues, as well as our most multilingual crew member.



Born in the Ukraine, Yuri spoke Russian, Polish and Ukrainian in addition to English! He leaves behind his wife and two daughters and two sons, who will be in our thoughts and prayers. We will all miss Yuri's friendship.

When I was a young man getting started in the handyman business, Yuri taught me most of my plumbing knowledge when I would come into COLE HARDWARE looking for specific parts and help with my projects.

—Mark, Repair Referral Service Handyman

COLE HARDWARE Rewards



How points are earned:

- For every \$1 spent, one point is earned.
- Points are converted to dollar value in increments of 100 points converting to \$5 posted to your Rewards card quarterly. Leftover points remain in place.
- Points are calculated daily and shown on receipts.
- Dividends for 5% of purchases made in 2010 will be transferred to your new Rewards gift card when you come in to redeem after February 1, 2011.
- For us to track your Rewards points, please identify yourself as a Rewards member each time you shop.

Rewards Member Benefits:

- Membership is free, and you'll receive the *Hardware Hotline*, our monthly newsletter full of valuable information and promotions.
- Free weekend delivery in San Francisco.
- New members receive an instant 5% discount on their first purchase for joining and a \$5 coupon toward their subsequent purchase of \$25.
- Attach your Rewards key fob to your key ring—if you lose your keys, they'll come to us in the mail, and we will notify you.
- Lifetime warranty on most products purchased at COLE HARDWARE.
- Receive a birthday discount equal to 50% of your age, up to a \$100 discount.
- We don't sell our customer list, and all information is kept confidential.

For more information, visit
www.colehardware.com/rewards
 or e-mail service@colehardware.com.

We Thank You 385,000 Times for Shopping at COLE HARDWARE!

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pay you to shop with us! How brazen is that??

COLE HARDWARE Rewards? That's right. Our decades-old Frequent Shoppers Club is morphing into COLE HARDWARE Rewards. The benefits are only enhanced as we continually strive to make shopping at COLE HARDWARE more and more meaningful to your lives.

Your 2010 rewards will be available for you in our stores starting February 1. Ask our customer service folks to provide it to you. We will look up the amount and create a brand-new COLE HARDWARE Rewards card for you. Don't lose it! It will serve as a permanent debit-style card for your rewards. Quarterly, in five-dollar increments, we will post your earned rewards throughout the year instead of giving them to you annually. And they will never expire!

See www.colehardware.com/rewards on our website to view the amount of your dividend earned. Remember, the dividend represents 5% of your total purchases in 2010!

Our new COLE HARDWARE Rewards program is just another tangible benefit to shopping at COLE HARDWARE and a way we can show our appreciation and thank you for your loyalty and patronage. In order to insure that your annual dividend is as large as possible, please be sure to identify yourself to our cashiers each time you shop at our stores. Let them know you

are a member of COLE HARDWARE Rewards. We'll scan your card, or you can give us your account number, name or phone number. Our cashiers will find you in the computer and post your transaction accordingly.

COLE HARDWARE Rewards are important to everyone affiliated with COLE HARDWARE as they are a concrete measurement of how well we deliver the very best customer service we can. Our excellent staff members continuously challenge themselves to fulfill your needs efficiently, professionally, memorably and with a smile. I firmly believe those who serve you at COLE HARDWARE are among the best in any retail business anywhere in the country.

Enjoy spending your dividend! If you weren't already enrolled as a Frequent Shopper, you can become a Rewards member by visiting www.colehardware.com/rewards. Just click on the sign-up link, or you may sign up at any of our stores. It's easy and free!

Needless to say, you can shop anywhere you like. Your presence in our stores and your willingness to make COLE HARDWARE part of your lives is very much appreciated by all. Like always, in 2011 we'll continue to do whatever we can to innovate, serve, earn and reward your patronage.

Thank you for your loyalty to COLE HARDWARE.

—Rick

In Memory of Tom

In December COLE HARDWARE lost a dear friend and crew member. Longtime Mission Street shoppers will probably remember Tom helping them at one time or another. Mild mannered and soft spoken, Tom was well liked by his teammates, and fellow crew member LauRose shared these thoughts of Tom with us.

Tom was a real inspiration to me—the consummate customer service professional. For instance, as we know, sometimes customers' questions and descriptions of their repair problems are less than clear. Tom displayed exemplary patience with customers. In a soft and kind voice, Tom would puzzle through what was actually going on. Then he would use his excellent knowledge

of hardware products, tools and applications and go to any lengths to help customers find what they needed. It was a point of pride to him to give nothing less than excellent service.

Tom was also a lovely person to work with, a great coworker. He never failed to help me find the answer to any question I had, also with patience and diligence. He had a delightful wit, and he would sacrifice a "healthy lunch" rather than commit the sin of letting Mitchell's perfectly good ice cream cake go to waste. He would crack me up.

Tom was a real gentleman, and we truly miss him. I, for one, will always feel his enchanted presence whenever I hear a jingle bell ring. And I will think of him with love.

—LauRose



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We invite you to join SFLOMA. Membership is just \$25 per year, you receive one free ad in the *Hardware Hotline*,

and you are eligible to advertise with us very inexpensively. Visit **www.sfloma.org** for information on how to join.

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WHAT'S UNIQUE?

SoSafe™ Graffiti Remover



Unfortunately, graffiti is part of City living that we all have to deal with, whether we appreciate the artistic value or not. San Francisco law requires private property owners to

remove graffiti within 30 days of receiving a notice from the Department of Public Works (DPW) or paying DPW a fine to clean it up.

SoSafe, a product powered by Surface Active Technology, removes deep stains from most substrates previously thought to be irremovable. SoSafe products have been designed to suit industry-specific requirements for schools and transportation systems. SoSafe products have a lot of advantages over harsher graffiti-removing products. These water-soluble products contain low volatile organic compounds, have no phosphates, and are biodegradable, pH neutral, nonflammable and noncorrosive. The solutions are nonaerosol and have a sweet, light citrus scent.



SoSafe Yellow: The gentlest graffiti remover in the line, SoSafe Yellow works well on traffic signs, painted surfaces and plastics. Specifically designed to work more slowly than some of the other formulations, SoSafe Yellow will allow the removal of graffiti from sensitive surfaces such as Perspex® and fiberglass layer by layer, without damaging the surface. (Sku 141141, **HOT DEAL \$14.99** Regular price \$19.99)

SoSafe Blue: This formulation is suitable for use on most varieties of porous surfaces, including concrete, brick and raw metals. SoSafe Blue will attack the graffiti until neutralized by water. (Sku 141142, **HOT DEAL \$14.99** Regular price \$19.99)

SoSafe Vanilla Fresh: This scientifically proven odor neutralizer and surface sanitizer works by leaving a light vanilla scent that temporarily masks the smell while the exclusive surface active residual technology goes to work killing all smell-producing bacteria at the source and residually preventing new bacteria growth for up to the two weeks. Ideal for restaurants, bars and public restrooms. (Sku 141144, **HOT DEAL \$18.99** Regular price \$24.99)

Stop by any of our stores to check out the new SoSafe product line. Also available: SoSafe Spray Away Kit. (Sku 141143, **HOT DEAL \$39.99** Regular price \$52.99)

Nut Lok® Wrench Cards

We all have nuts and bolts in our lives, and it seems more often than not we are caught unprepared to deal with them when we most need to. Nut Lok Wrench Cards can help you be ready without the inconvenience of having to lug a bulky toolbox around. The uses for Nut Lok are endless.

The Wrench Card is a stainless steel, credit card-shaped multitool comprising 10 of the most common nut, bolt and wrench size openings in either SAE (standard) or metric dimensions, in both an "open" and "closed" (boxed) configuration that can literally fit in a wallet or card case. There are four



unique tools in all. Choose from a pair of open and closed SAE or metric Wrench Cards.

Gauge, hold, tighten, loosen, be ready with Nut Lok. (Skus 253253-4, \$14.99)

(Ladies: Don't read this article.)

Guys: A Cool Valentine's Day Suggestion—Go, Zip and Flick

Flowers... candy... romantic dinner... Guys, if you really want to get a little... um, appreciation this Valentine's Day, put the toilet seat down.

I know it's hard to break old habits, and of course the incongruity aside of having to put the seat down when they aren't ever expected to put it up—your mate will smile upon you for the extra thought. At COLE HARDWARE, we pride ourselves in looking after the needs of our customers and especially in bringing good karma into



the household. The answer to your dreams, or at least something to help you get closer to fulfilling them, just might be a self-closing toilet seat!

They are simple to install and really easy to use. Just go, zip (or not) and give a little flick to the toilet seat before you depart. You're long gone when the toilet seat softly rests in place, ready to put a smile on you-know-who's face. Need I say more?

Well just a little. We have white in stock, both round and elongated. (Round: Sku 4296232, \$31.99; Elongated: Sku 4296240, \$39.99) We can get any color for you and match any specific toilet brand (Kohler, Toto, Americian Standard, and others) if that's important.

Imagine the appreciation when taking your mate into the bathroom to show her that new toilet seat resplendently awaiting her with big red bow on it! Good luck.

—Rick

Note: Although Rick is excited about this product, the women who have read this article have suggested that this gift will go perfectly with flowers, candy, and/or a romantic dinner. ☺

FROM THE GARDEN CENTER

VISIT OUR GARDEN CENTERS AT COLE AND POLK STREET STORES AND EL JARDIN AT MISSION STREET



In the Garden with Rick

February Garden Tasks

February can sometimes be a difficult month to actually be in the garden, as the weather may still be cold and wet in the Bay Area. At least it is a short month! There are, however, some essential tasks that should not be ignored. And don't forget Valentine's Day! Our garden centers have an abundance of blooming plants, including begonias, cyclamens, carnations, pansies and gerbera daisies in 4" starter pots for \$3.99 each—an ideal gift to show your affection year-round!

✓ Prune winter-flowering shrubs and vines just after blooming. Prune your summer-flowering shrubs, but be aware that spring bloomers already produced their buds last fall, and pruning them now will result in the loss of flowers. Deciduous trees should be pruned, too.

✓ Mid- to late-February is the time to fertilize shrubs and evergreens. Use an acid-type fertilizer to feed evergreens, conifers, broadleaf evergreens, rhododendrons, azaleas and camellias. Use an all-purpose fertilizer to feed roses and other deciduous trees and shrubs. Apply dormant spray (horticultural oil) to fruit trees to kill overwintering insect eggs.

✓ Keep after snails and slugs with Sluggo®, which is safe to use around pets and wildlife. Available in assorted sizes including 1 pound (Sku 7117120, \$10.49) and 2½ pounds (Sku 7096258, \$18.99).



✓ House plants may notice the longer days and begin growing. You can begin feeding them again, but dilute your fertilizer mix by 50% until the growth is robust.

✓ Feed the birds so that they can help control insects once the weather warms up.

✓ Winter weeds should be pulled as they emerge. Oxalis and nutsedge should be dug out to remove their underground bulbs.

✓ Cymbidiums will be blooming now. Feed those that have *not* bloomed yet. Do not feed those currently blooming. Divide them after they have bloomed.

✓ Repot cacti and succulents (if they seem too big for their pots) once they have finished blooming.

✓ Daffodils will be blooming. Remember not to cut off the tall green leaves from the bulb. These are needed to provide nutrients to next year's blooms.

✓ Fertilize bulbs just as their foliage begins to emerge. Bulbs blooming soon include tulips, daffodils, hyacinths and narcissus.

✓ Plant this month:

- Bare-root roses and fruit trees can still be planted.
- Sow seeds for hardy spring-blooming annuals outdoors.
- Warm-season annuals and vegetables and tender perennials can be sown indoors.
- Sow seeds and plant seedlings of cool-season or winter vegetables, including rhubarb, asparagus and artichokes.



- Gladiolas for spring or fall blooms can be planted now. Don't forget that gladiolas like rich, fast-draining (sandy) soil and lots of sun.
- Strawberries can be planted this month, too.

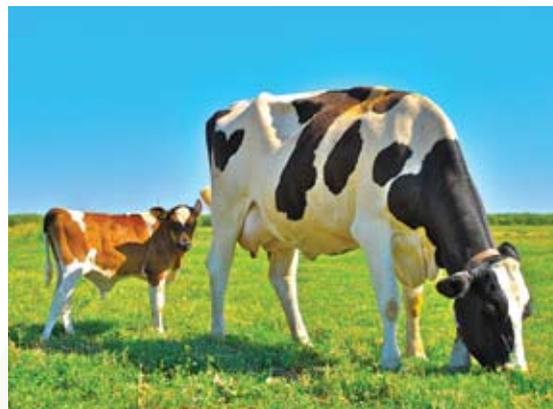
See you in the garden!



Malibu Compost Bu's Brew™ Compost Teabags

We're pleased to announce that the Malibu Compost spokesperson, Bu, became a mother recently. You might recall that Bu was set to "go to beef" at an auction, but fortunately no one bought her—until Denise Ritchie and her husband rescued Bu. These days, Bu lives on 800 acres of organic pasture with her new calf, Sir Valentine, new friends, new family and her spokesperson gig for Bu's Brew Compost Teabags.

A certified Biodynamic® liquid foliar (just add water!), Bu's Brew is chock-full of microbial activity for all your flowers, vegetables, shrubs, trees and grasses. Derived from the best recipe known to humans to restore a plant's vitality, this tea makes plants grow like crazy. Each teabag contains rich dairy cow manure compost, vineyard chips and trace amounts of dandelion, chamomile, stinging nettle, yarrow, oak bark, and valerian, and it makes



Bu and Sir Valentine enjoy the California sunshine.

between one and two gallons of tea compost.

Biodynamics is an advanced organic farming system dating back to 1924 and is one of the precursors to organized organic farming worldwide. Biodynamic agriculture treats the soil as a living organism that can respond to active methods of healing. By enhancing the vitality of soil life, the resulting humus content positively affects the quality and health of your plants.

Malibu Compost not only believes in the sustainability of the soil of this planet, but also of its inhabitants. For every bag sold, they donate a percentage to the Chez Panisse Foundation, whose school garden projects are planting the seeds for the future.

Each package contains four teabags. (Sku 746004, \$9.99)



Upgrading Your Home's Flooring

Besides a new paint job that will allow a homeowner to inexpensively "remodel" a room, a flooring upgrade is another way to achieve dramatic results without a major remodel. Our Repair Referral Service is pleased to have Andy, a hardwood flooring specialist, in our service.

Located in San Francisco, Andy specializes in hardwood flooring, extremely popular in the City for its character and classic elegance. His business has been family owned and operated for the past 12 years.

Andy and his family believe in the fine art of living. That's why they stay at the forefront of superior installation, design and quality products. With a comprehensive selection of products and services, Andy can cover your entire floor with every species of hardwood possible or can provide any other flooring options at your request.

As a family-owned business, all aspects of a project are kept in house. Andy actively supervises and participates in each project, and everyone on the staff is a full-time, trained employee. The result is a more-controlled process you can feel good about. It's the peace of mind experience they strive to achieve.

Flooring Options

Homeowners have many options of flooring to select from these days. Choose the option that works best for your home. If you have questions and would like Andy's expert opinion, please call 415/753-2653 ext. 3, or email homerepair@colehardware.com.

Hardwood Flooring

Prized for its timeless elegance and style, warm and welcoming hardwood adds real value to your home. Hardwood lasts up to 100 years with its natural beauty enhanced with age. Hardwood flooring comes in several forms:

- **Engineered wood.** Made like plywood, several thin sheets of wood are glued together in a crisscross formation, topped with a hardwood veneer that can usually be refinished at least one to three times. So stable, you can install it virtually anywhere. Great for condominiums or

anywhere with excessive moisture concerns.

- **Prefinished wood.** Ready-to-install solid wood strips that come sanded, stained and finished from the factory. Available in $\frac{3}{4}$ " solid wood and almost every species and color imaginable.

- **Unfinished solid wood.** Cut from solid pieces of wood and milled into planks, finishing is done in your home, allowing for handcrafted artistry. Choose custom-mixed colors or upscale patterns like parquet, medallions and borders. The possibilities are endless.

Laminate Flooring

Get the same chic look of hardwood at a more affordable price. This durable composite offers stronger resistance against scratches, dents and moisture. Laminate flooring is extremely impact and scratch resistant, but it is not real wood. Although extremely tough, laminates can be scratched by big dogs or dragging heavy objects across the floor. Extremely stain resistant, these floors will not fade from ultraviolet sunlight.

Laminate flooring comes in three types:

- **Glued floating floors.** Special glue is applied manually to the tongue and grooves of each plank.

- **Glueless floating floors.** No glue needed—planks are designed to snap together, locking them in place.

- **Preglued floating floors.** The glue is applied at the factory. Just moisten the plank tongue and insert into adjacent plank.

Trims and moldings are available for laminate floors. Moldings are laminated over a fiber core so they match the floor, or the moldings can also be made from real wood and color coordinate with the flooring.

Most laminate floors can be used anywhere within the home, including wet areas such as in a bathroom or kitchens. Laminate floors do not need a wax or polish. Most laminate floors



can be used over radiant heated concrete slabs.

Carpeting

For comfort, warmth and value, nothing feels softer or plusher on bare feet than a carpet. With a wide range of colors, thicknesses and textures available, carpeting is very easy to care for and is exceptionally durable, lasting a long time.

Vinyl

Spill-proof, maintenance-free and affordable, no other floor covering category offers the variety of colors

and patterns that vinyl flooring has to offer. Thanks to some great advancements in styling and technology, today's vinyl floors are easy to clean and stay looking brand new for many years. Most vinyl flooring will resist staining from normal household products, does not show scratches easily and is resistant to tearing, gouging, ripping and indentations.

The unique manufacturing processes used today can replicate the look and textures of real ceramic tile, stone and wood grains. Vinyl floors are manufactured in both sheet and tile. The vinyl sheet floors are offered in both 6-foot and 12-foot widths, and the vinyl tiles come in various sizes and thicknesses. Both types of vinyl flooring come in a wide array of patterns and colors.

The wear layer (the top layer) is critical to the performance of a vinyl floor. The thickness of the wear layer varies with each manufacturer's collection, or series, and is generally measured in mils. The thickness of a mil is about the same as a page in your telephone book. So a 10-mil wear layer would be comparable in thickness to about 10 pages.



New flooring can transform a room or home.



Let Andy help you select the best flooring option for your home.

Frank the Plumber

This year marks our Re-COLE-mend Repair Referral's 17th year of service. We now have over 100 tradespeople offering every kind of service imaginable! One of our favorite contractors who has been working for us since our service started over 17 years ago is Frank the plumber.



Let our experienced plumber Frank help with all your plumbing needs and problems.

Born in San Francisco, Frank grew up learning the plumbing trade from his uncles before becoming a professional plumber. Frank spent over 10 years as a union plumber, which included 5 years as an apprentice and an additional 5 years as a journeyman plumber. Now with over 40 years of plumbing experience, he can answer or solve most of your plumbing problems.

If you want a new toilet, water heater, garbage disposal, faucet or to re-copper your home, Frank is your man! An expert at repairing sewer problems, Frank even has the latest video camera along with a 120-foot cable to make sure that the main sewer is clear before he leaves the job. Most sewer problems occur due to broken pipes from tree roots or ground movement. For the most reasonable price to repair or replace any broken or rooted pipe above or below ground, Frank is your man!

Are you curious about water and energy conservation? Frank can assist you in choosing and installing the most energy-efficient toilet or water heater to save both energy and money. Frank feels that educating customers is part of his job, too, and enjoys being able to solve a problem for a lot less than other plumbers might quote.

Extremely customer service oriented and friendly, Frank is passionate about his work and has built his business on trust. If your home or business has a plumbing issue that you would like Frank to take a look at, please call our Repair Referral Service at **415/753-2653 ext. 3**, or **e-mail homerepair@colehardware.com**.

—Rick Karp, President, aka Keeper of the Karma

Repair Referral Service

COLE HARDWARE's Repair Referral Service was created to introduce our customers to the finest contractors and tradespeople we know. We have formed alliances with independent businesspeople in order to provide you with the very best in home repair, maintenance and remodeling. Some jobs may even be performed by qualified members of our staff.

We provide referrals for:

- Air Conditioning
- Alarms/Security Systems/ Access Control
- Antique Restoration
- **Appliance Repair and Installation**
- Arborist
- Architectural Planning
- Asbestos Removal
- Bath Resurface
- Brick and Stone Masonry
- Cabinetmaking
- **Carpentry**
- Carpet and Linoleum Installation
- Carpet Cleaning
- Chimney Sweep and Repair
- Commercial Kitchen Installation
- Computer Data Cabling
- Computer Grounding
- Computer Repair and Tutoring
- Custom Closets, Pantries and Storage Solutions
- Decks New/Stain
- Design + Build
- Disaster Cleanup and Restoration (Flood/Fire/Sewage)
- Door Refinishing
- Drain Cleaning
- Drywall / Lath
- Duct and Dryer Vent Cleaning
- **Electrical 24/7**
- Emergency Locksmith
- Emergency Power Restoration
- Faucet Repair and Installation
- Fences
- Furnace Repair and Installation
- Furniture Refinishing and Repair
- Furniture Upholstering
- Garage Door Repair/Installation
- Gardening/Pruning/Tree Trimming
- General Contractors
- Glass Installation
- **Handyman Services**
- Hardwood Floors New/Refinish
- Hauling
- Home and Office Organizing
- Home Entertainment Systems
- Insulation Installation
- Intercom Systems
- Interior Design, Staging and Color Consultation
- Interior Wood Refinishing and Restoration
- Iron and Metal Works/Gates
- Kitchen and Bath Remodeling
- Landscaping
- Lead Inspection and Abatement
- Leak Diagnosis/ Waterproofing
- Lock Installation
- **Locksmith Service 24/7**
- Mold Remediation
- Moving
- New Construction
- Painting Interior/Exterior
- **Plumbing 24/7**
- Powerwashing, Commercial and Residential Cleaning
- **Remodeling / Major Remodeling**
- Roofs New/Repair
- Room Additions
- Safes
- Security Evaluation / Consultation
- Seismic Upgrading
- Sheet Metal Work
- Shutter Installation
- Skylights
- Solar Energy Installation
- Stained Glass Creation and Repair
- Stucco Work
- Telephone System Installation
- Tile Installation
- Wallpaper Application
- Water Heater Installation
- Welding
- Window Cleaning/ Repair
- Windows and Doors

Contact us at www.colehardware.com/homerepair

COLE HARDWARE is a licensed California General Contractor, license number 709403.

Re-COLE-mend...

COLE HARDWARE REPAIR REFERRAL SERVICE

Independent contractors and tradespeople for...

- home, business, and property repairs
- maintenance
- remodeling/room additions

Contact us at 415/753-2653 ext. 3 or e-mail homerepair@colehardware.com

All of the vendors and trades people in our Home Repair Referral Service have been pre-screened and carefully selected. Your satisfaction is 100% guaranteed. Period.
* If you aren't 100% satisfied, we will work as your advocate until you are.

Got Crew? Get carhartt

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\$33⁹⁹ reg. \$37.99

CALL US TODAY AND START SAVING!

(415) 647-1800 **COMMERCIAL SUPPLY**

SPECIAL PRICING GOOD THROUGH FEBRUARY 28TH, 2011

COLE HARDWARE Commercial Supply offers competitive pricing and incomparable service to property managers, contractors, municipalities, and anyone else needing project quantities. With our expert research team, hassle-free online ordering and free delivery throughout the Bay Area on most items, we give you personal, customized, on-site service and because we're COLE HARDWARE: Your satisfaction guaranteed. Period.

PRODUCT KNOWLEDGE

Miele® Vacuums and Accessories

Miele vacuum cleaners are the Mercedes-Benz of vacuums, known for their superb quality and craftsmanship. Designed to trap and retain virtually all the dangerous particles other vacuums let back into the air you breathe, Miele vacuums are built using only the very best materials to ensure the highest indoor air quality. Miele's Sealed System design offers a unique, electrostatically charged filtering dust bag with a spring-loaded collar that traps debris and a selection of high-quality filter cartridges, including a certified HEPA filter. All of our stores offer an assortment of Miele vacuums and accessories.

Upright Vacuums

- **Twist S7210:** The patented SwivelNeck™ is so maneuverable that the Twist can be steered in all directions and can even be laid flat to the floor, which makes getting under beds and other low furnishings easier than ever before. The other key to nimbleness is smooth-running front caster wheels that rotate 360° and have nonmarring rubber wheels that protect hard, smooth surfaces like tile and wood flooring. Moving from hard flooring to carpeting? No problem. The floor switch raises the electrobrush, making it smooth to jump from one surface to another. (Sku 123007, \$429.99)

- **Cat & Dog S7260:** For pet lovers, this upright is designed specifically to remove pet hair and absorb carpet odors with its charcoal filter, while collecting dust and pet dander that can trigger allergies and asthma. It easily adjusts when moving from high-pile carpeting to hardwood floor surfaces. A Mini-Turbo brush is included to groom stairs and upholstery. (Sku 123000, \$599.99)
NOTE: Available at our Mission Street location only.



Accessories

These specialty accessories provide even more cleaning action.

- **Universal Brush:** Made from a blend of natural bristles and polyamide, the Universal Brush is ideal for dusting bookshelves, large vertical surfaces, textile wall coverings, ceiling fans and the like. Two swivel joints provide 360° rotation. (Sku 155003, \$39.99)

- **Extended Flexible Crevice Tool:** Offering 22 inches of flexible length, the Extended Flexible Crevice Tool is ideal for cleaning hard-to-reach nooks and crannies. (Sku 155002, \$29.99)

- **Extra-Wide Upholstery Tool:** Equipped with four thread catchers and a flexible suction opening, which adapts to various pile lengths, the Extra-Wide Upholstery Tool offers fast and thorough cleaning of upholstery and mattresses. (Sku 155000, \$29.99)



Canister Vacuums

All Miele canister vacuums feature a powerful 1,200-watt Miele-made Vortex Motor System, a 29½ foot overall cleaning radius, automatic cord rewind and six-stage suction-control rotary dial. All of these canister models can be used for medium- to high-pile carpeting, area rugs and all smooth flooring.

- **Titan S2180:** Features a standard HEPA filter and two floor tools. (Sku 123005, \$599.99)

- **Neptune S4212:** Reinforced ergonomic handles for easy operation and carrying. (Sku 123013, \$499.99)

- **Olympus S2120:** Extremely well-priced, lightweight vacuum with a combination carpet/smooth floor tool. (Sku 123001, \$299.99)



PRODUCT KNOWLEDGE

Clean Green!

In the past few years, one of the largest growth categories in consumer products has been earth-friendly cleaning solutions. Savvy consumers realize that it is not necessary to use caustic cleaning products to have a clean home. The choices of products and brands has grown exponentially in recent years to the point where environmentally friendly cleaning products now eclipse traditional products at our stores, and our expansive product offering in the earth-friendly cleaning category illustrates this trend.

Terms to Know

When shopping for or using cleaning products in your living space, keep these terms in mind:

- **Green:** "Green" is a marketing term used by manufacturers, not a scientific term. Responsible manufacturers test their products extensively and comprehensively.

When in doubt, your

best bet is to

choose a trusted

brand such

as Seventh

Generation®

or Ecover®. You

can also look for the

Earth Friendly logo on

products on our shelves.

- **Natural:** Consumers should be leery of a "natural" claim on any product. Cyanide is natural, but you wouldn't want to use it in your home probably. This term is not regulated, except by the USDA for meat and poultry.

- **Organic:** "Organic" refers to any product that was grown or created without the use of chemical pesticides, fertilizer, hormones, antibiotics, or artificially derived chemical additives. Organic plant products do not allow for genetic engineering or the use of radiation.

- **Disinfectant:** The use of the term "disinfectant" is regulated by the EPA, and any products with this label must have undergone extensive testing of its germicidal properties.

Proper Disposal

It makes the most environmental and economical sense to use a product as it was intended. Products designed to be used with water are designed to go down the drain. Leftover hazardous products such as oven cleaners and caustic drain openers should be disposed of properly at the City's Tunnel Avenue

disposal site.* Phone 415/330-1300 for more information or to schedule a pickup.

Product Ingredients

Look and look out for these common household cleaner ingredients when considering your purchase of a particular cleaning solution.

Look out for:

- **Sodium laureth sulfate:** Common in dish soaps, laundry detergents and many personal care products, this synthetic compound may contain 1,4-dioxane, a known carcinogen.

- **Boric acid:** Canada and Japan have banned

this for use in cosmetics,

but it can be found in

many U.S. liquid laundry

detergents. Scientific

studies have shown that

long-term exposure may

disrupt the endocrine and

reproductive systems.

Look for:

- **Glycerin:** A natural alcohol derived from sugar and also known as glycerol, glycerin naturally removes clothing stains and functions as a humectant for skin.

- **Thymol:** A natural

crystalline compound made from thyme oil, the antifungal and antiseptic properties make this a great earth-friendly germ killer.

- **Calcium chloride:** Often added to fabric softeners, this type of salt is derived from limestone and acts as a safe, natural drying agent.

**NOTE: Due to City and state regulations, our stores are unable to accept these products as part of our City-regulated recycling program, and it is illegal to abandon them at a business doorstep.*



CleanWell™ Hand Sanitizers

During cold and flu season, we tend to use more hand sanitizers. Traditional sanitizers made with alcohol can make your hands feel dry and cracked. CleanWell is a proprietary formulation of essential plant oils proven to kill 99.99% of germs, including staph, salmonella and *E. coli*. Because CleanWell uses no harsh chemicals, their products are safe for children and leave hands soft.

CleanWell products harness the antiseptic properties of thyme, which grows in various regions around the world without the use of pesticides. A quick-growing and hardy plant, thyme has been used to ward off sickness and as an antiseptic for centuries in Roman and



Greek medicine. We offer CleanWell sanitizing wipes in a 40-count package in two scents, original and orange vanilla. (Skus 807006–7, \$4.99) Antibacterial foaming hand soap is available in lavender or spearmint lime. (Skus 807008–9, \$5.99)

PRODUCT KNOWLEDGE

Don't Let the Bedbugs Bite!

Just like bell-bottoms, bedbugs have made a comeback and have been prevalent in the news due to increased infestations. Widespread use of DDT in the 1940s and 1950s has unfortunately allowed bedbugs to become resistant to many pesticides, and even exterminators often must make multiple trips to a residence to rid them of the critters. In the United States alone, infestations have increased by 71% since 2001, according to the National Pest Management Association.

Bedbugs don't discriminate based on location or socioeconomic status, with infestations reported in large urban areas and small rural towns.

Protect-A-Bed® Kits

To help prevent bedbugs from infesting and ruining a mattress, it's a good idea to invest in mattress and box spring encasements like those offered by Protect-A-Bed, especially if you travel regularly or live in a high-risk area. Encasements are different from mattress protectors or pads in that they fully surround the mattress and include a zipper and seal. An encasement protects new and old bedding and aids in the early detection of bedbugs. And, should bedbugs be detected, encasements will assist in managing the infestation.

So, how do mattress and box spring encasements help with a bedbug infestation? Bedbug-proof encasements make the telltale signs of bedbugs—fecal spotting and blood spots—readily identifiable. The signs appear on the white fabric of the encasement, which allows you to easily spot them and quickly alert a pest-control professional. By identifying the signs of bedbug activity as soon as possible, it allows the infestation to be addressed and eliminated before it gets out of hand.

In order for an encasement to be effective and considered bedbug-proof, it must be both bite-proof (meaning that the bugs cannot feed through the material) and entry- and escape-proof (meaning that the bugs cannot get in or out of the encasement after it has been installed). Unless the encasements have been specifically designed for bedbugs, it is very unlikely that they will work effectively.



Protect-A-Bed offers Bed Bug Protection Kits that have everything customers need to proactively manage their bedbug infestation risk. Each Bed Bug Protection Kit includes the following:

- 1 Allerzip® 6-Sided Mattress Encasement
- 1 Bed Bug Proof Box Spring Encasement
- 2 Allerzip Pillow Protectors



In addition to providing cover against bedbugs, these protection kits are useful for allergy sufferers who might be allergic to the materials used in bed pillows. Available in complete kits for twin-, double-, queen- and king-size beds. (Skus 750754–7, \$159.99–\$239.99) Zip-up mattress covers for each of the sizes listed are sold individually. (Skus 750758–61, \$89.99–\$139.99)

Avenger Organics® Bed Bug Killer

Proven to eliminate bedbugs, Avenger products are 100% natural and do not contain harsh pesticides found in many traditional treatment methods. Avenger Bed Bug Killer is applied by spraying onto any suspected bedbug surfaces, including cracks, the entire bed frame, underneath the bed, any suspected wood surfaces and even on the baseboard of the bedroom.

Should you find bedbugs, thoroughly clean the area, including stripping all beds. Bedding, sheets, comforters and pillow cases should be washed in very hot water—at least 120°F—to kill the bedbugs. Vacuum every surface in affected rooms, including the inside of dresser drawers, walls and closets. Immediately throw away the vacuum bag. After vacuuming, use a steam machine to get in all of the cracks, crevices, furniture and mattresses—anywhere the bugs may be hiding.

Treat the bed and all areas with a light application of Avenger Organics Bed Bug Killer by applying the spray on the tufts, folds and seams of the mattress. Spray the underside of the box spring as well. Apply Avenger to all furniture cracks and crevices. Inspect the treated room in two weeks and repeat the process if necessary; continually treat any area where bedbugs are persistent.

Avenger Organics Bed Bug Killer is available in two spray sizes (24 oz.: Sku 750763, \$21.99; 3 oz.: Sku 750762, \$9.99) and in a food-grade diatomaceous earth dust. (Sku 750764, \$12.99)





ENVIRONMENTAL INFO

GOOD FOR THE EARTH — WE TAKE ACTION FOR THE ENVIRONMENT!

Lowering Our Carbon Footprint with Renewable Energy

COLE HARDWARE has committed to balancing our environmental footprint through a purchase of renewable energy certificates (RECs) once again for the next year to offset 100% of the electricity used by our business. Along with our Green Business recognition from the City and our expanding recycling services, we have joined with the Environmental Protection Agency's Green Power Partnership, a voluntary program that supports the organizational procurement of green power.



Electricity production is the leading cause of greenhouse gas emissions that contribute to global climate change. With this commitment to renewable energy, COLE HARDWARE is proudly sharing a message with our crew members, our customers and the community at large that we support the development of clean, renewable energy resources and value a reduction of greenhouse gas emissions. Green power is electricity produced from a subset of renewable resources, such as solar, wind, geothermal, biomass and low-impact hydro.

A REC purchased by COLE HARDWARE represents one megawatt-hour (MWh) of renewable

electricity generated and delivered to the power grid. This energy will displace the generation of conventional electricity throughout the power system and reduce emissions into the atmosphere. We use approximately 415,000 kilowatt-hours of electricity per year in our business, and we will purchase the same amount of electricity derived from 100% wind power to offset our usage.

Along with our many other environmental efforts, we felt that purchasing renewable energy credits was a natural fit for us.



Recycle at COLE HARDWARE!



Bring to any of our four stores:

CELL PHONES:

Personal cell phones—batteries and chargers not required. PLEASE, no cordless home phones, car phones, walkie-talkies, pagers or two-way radios.

BATTERIES:

Rechargeable (NiCad, NiMH) and household (alkaline and carbon).



OLD LATEX PAINT:

- Recycle dry, clean, empty metal paint cans through your regular trash pickup. The latex paint containers you bring us should have paint in them!
- The ORIGINAL label on each can must CLEARLY state "latex," "acrylic," or "water-based" paint. No handwritten labels will be accepted.
- Be sure that lids are SEALED ON TIGHT and containers are rust-free and don't leak.
- You must not be a commercial paint user.
- Please limit your drop-offs to no more than 10 gallon-size containers (or 40 quart-size containers or a combination of both) at a time. Containers are counted by size, not by the volume of paint they contain.
- Take paint to the customer service desk.
- PLEASE, no brushes or rags!



PROPANE TANKS:

Small (14 or 16.9 oz.), empty, nonrefillable propane cylinders only. Household only. Limit 5 per visit.



SPENT FLUORESCENT BULBS:

CFLs, tubes up to 8 feet, U- and D-shaped tubes. Drop-off limit is 10 bulbs.



SCRAP METAL:

Copper and brass.

EXPIRED PRINTER CARTRIDGES:

Must be in plastic bags to avoid leakage.

SOFT PLASTIC RECYCLING:

Clean plastic only. Households only. One basketball-size amount per visit please.

For Bay Area recycling resources, visit www.colehardware.com/recycle.htm

WANTED



ALL Brides AND Grooms

Distinguishing Characteristics:

Engagement Ring, Pre-Wedding Jitters, That ol' "I'm a-gettin' hitched" Glow

WANTED FOR URBAN GIFT REGISTRY



REWARD

\$25 PER VALID REFERRAL

Cole Hardware * Gift@ColeHardware.com

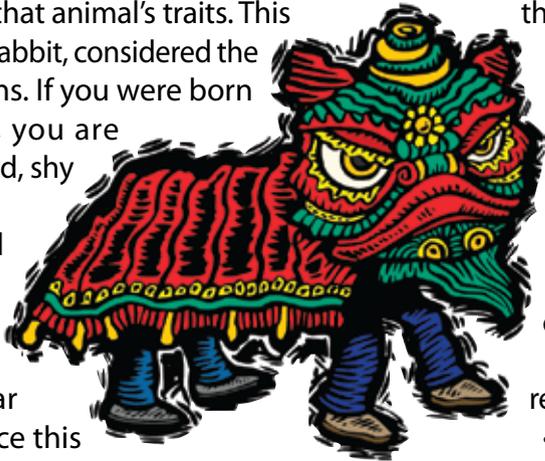
WHAT'S IN SEASON

Gung Hay Fat Choy! Happy New Year to Our Chinese Community!

The Chinese New Year 4709 begins on Thursday, February 3. Legend has it that Buddha asked all animals to meet him on Chinese New Year and a year was named after each animal that came. Persons born in that animal's year are said to possess some of that animal's traits. This is the year of the Rabbit, considered the luckiest of all signs. If you were born under this sign, you are articulate, talented, shy and affectionate.

Chinatown will be buzzing with festivities, and San Francisco's Chinese New Year parade takes place this year on Saturday, February 19.

Some traditions and superstitions to be aware of for New Year's Day:



- Don't clean or dust, or good fortune might be swept away.
- Open all doors and windows at the stroke of midnight to send out the old year.
- Wear red clothing, considered a bright, happy color that will bring a sunny and bright future.
- Don't refer to the past or use negative language.
- Spread good fortune by giving a crisp dollar bill in a red envelope to children and friends.
- Live blooming plants symbolize rebirth and new growth.
- Oranges and tangerines are symbols of abundant happiness.
- Firecrackers are believed to drive away evil spirits.



Chinese Sausage Rice Dressing

Yield: 9 cups or 9–11 servings

Preparation and cooking time: 1 hour

- ¾ cup long-grain white rice
- ¾ cup medium-grain white (pearl) rice
- ¼ cup butter or margarine (⅛ lb.)
- 1 onion, peeled and chopped
- 1 cup chopped celery
- ½ cup chopped fresh cilantro
- 1 pound lop chong (Chinese) sausage cut into ¼-inch cubes
- 2 cans (8 oz. ea.) sliced water chestnuts, drained and chopped
- 1 cup chicken broth, fat-skimmed
- Salt and pepper

1. In a 2–3 quart pan, combine 2¼ cups water and both rice varieties. Bring to boil over high heat. Reduce heat to low; cover and simmer until rice is tender to bite, about 20 minutes. Fluff with a fork.

2. Meanwhile, in a 10–12 inch frying pan, over medium heat, cook butter, onion and celery, stirring often, until vegetables are limp, about 5 minutes.

3. In a large bowl, combine rice, onion mixture, sausage, water chestnuts and broth. Mix well and add salt and pepper to taste. Spoon into a shallow 2–3 quart casserole and cover tightly. (Chill if making one day ahead.)

4. Bake in 350°F oven until at least 150°F in center, 35–40 minutes or 55 minutes if chilled.

Submitted by Cole Fox customer Linda Gillette, who shares: "This is a favorite holiday family recipe. My mother, Ruby Gillette, who is from China, always made this dish at Thanksgiving (it can be used as a turkey stuffing), but it's a great side dish at any meal. Among my siblings, it was one of our favorites! To this day, we fight for the chair next to the dressing and have found that we have to make extra so that everyone can take some home!"

M Brace™ Your Garden

COLE HARDWARE is pleased to announce the arrival of the M Brace, the first product of its kind for the construction of raised garden beds **using no tools!** Made in the United States from RECYCLED steel, the M Brace is both durable and earth friendly. The inner brace allows boards to simply slide into place, while the outer brace provides beauty and style in a variety of laser-cut designs to complement any garden.

The M Brace is at home in a variety of settings, from City rooftops and



balconies to backyard vegetable gardens. Portable, adaptable and adjustable, the M Brace will hold planks of up to 12 feet on any side. Families enjoy the easy set up, while landscape designers appreciate the M Brace for its style and sophistication in a variety of landscapes. The M Brace will rust, so just let it patina gracefully over time or spray paint to customize.

Stop by one of our locations to see the M Brace set up, and then start a garden with style, function, versatility and little effort! A set of four M Braces are available in assorted designs. (\$139.99)



CUSTOMER SERVICES

THE EVER-GROWING LIST OF EVERYTHING WE DO FOR YOU

ACE® Hardware: Our affiliation with ACE allows us to get quality products quickly and opens doors of the world's manufacturers, so we can get you what you need. ACE's buying power enables us to sell to you at the right price, too!

ATM and Credit Cards: We'll accept your ATM cards for payment. You can get cash back, too. We also accept VISA, MasterCard, Discover and American Express credit cards.

Balloons: We have free COLE HARDWARE helium balloons for the kids. Helium is available to inflate your party balloons for fifty cents per balloon.

Bridal and Gift Registry: We'll load your name and list of everything you wish to register in our computer. Your friends and family can then call us to place gift orders. Recipients receive a gift card equal to 10% of the total value of all gifts purchased. E-mail Julia@colehardware.com.

Business-2-Business: Members of the program receive free delivery, special pricing and personal service. Call our Cole Fox location at 415/777-4400.

Carry-Out Service: We'll be happy to load your purchases into your car. Just let the cashier know, and we'll take care of you.

Charge Accounts: For your convenience, we have in-house charge accounts for businesses. Stop by and fill out the simple application, and we'll open one for you.

Chauffeur Service for Senior Citizens: If you need help getting to our stores and you live in San Francisco, call us to arrange a mutually convenient time to pick you up.

Color Matching: We have terrific paint matching computers. Bring in a swatch of fabric or quarter-size paint chip and the staff can match just about any color.

Commercial Supply: We have an entire division devoted to servicing the needs of commercial and industrial customers throughout the Bay Area and beyond. We offer charge accounts, on-site account specialists, free delivery and the personal services of Joe, Damion, Melinda, and Rodney. Give them a call at 415/647-1800 or e-mail colesupply@colehardware.com

Community Savings Days: One day a month, we offer a 20% discount to students, seniors, school district employees and active members of the military or veterans. The promotion cannot be applied to Rewards accounts and is not valid on gift cards, Muni or special orders.

Coupons: We honor all manufacturers' coupons. If we carry the product, we'll honor any other store's coupons as well.

Delivery in San Francisco: Free delivery for Rewards members on weekends. For non-Rewards shoppers, delivery is free for purchases of \$100 or more, \$10 for purchases with total pretax amount under \$100, and \$5 for the elderly or disabled.

Digital Camera: Have a problem that you can't describe? We'll lend you a digital camera to take a photo of the problem so that we can better help you. (Note: Credit card required for camera loan.)

Discounts:

Birthday Discount: Come in on your birthday, show your I.D. and we'll give you a percent discount amounting to half your age. Must be a Rewards member. Discount is available only on your actual birthday and cannot be applied to sale/promotional merchandise, power tools, household appliances, water heaters, special orders or Muni. Discount applies to purchase for the personal use of recipient only. Maximum discount \$100.

Disabled Customer Discount: Sign up for our Rewards program, show your Medi-Cal card or other proof of disability, and get 10% off all discountable merchandise in our stores.

Senior Citizen Discount (age 65 or older): 10% off all purchases of nonsale merchandise.

Student Discount: Show us your student I.D. and receive a 5% immediate discount, plus 5% annual rebate, custom key tag, use of our fax machines and more!

Electrician: Call our Repair Referral Service at 415/753-2653 ext. 3 Monday through Friday 8:00 am–5:00 pm and after store hours for emergency referrals 24/7. On weekends and during store hours, dial 415/753-2653 and press 3 for a direct referral.

eLine: The COLE HARDWARE eLine is delivered free, direct to your desktop. The eLine contains information on new products, practical tips and more (or less!). Sign up at www.colehardware.com.

e-mail: Write us at service@colehardware.com—any time!

Fax Service: Our fax machines are for your personal use. We do charge for our fax service—please ask for rates. Fax numbers: Cole Street: 415/753-0957, Mission Street: 415/647-6554, Cole Fox: 415/777-4453, Polk Street: 415/674-8917.

Gift Cards: We offer COLE HARDWARE gift cards and ACE Hardware gift cards in almost any denomination.

Glass Cut to Size: Plexi, single and double-strength glass cut while you wait. We can also special order curved, tempered, laminate and obscure glass, as well as mirrors and tabletops.

Hardware Hotline: We publish our newsletter every month of the year. See the online version at www.colehardware.com. It's homegrown and filled with interesting articles about hardware, our community and, of course, COLE HARDWARE.

Hours of Operation: We're open every single day of the year including every holiday.

Cole Street: weekdays 7 am–7:30 pm, weekends 8 am–7 pm
Cole Fox: weekdays 8 am–7:30 pm, weekends 9 am–5:30 pm
Mission Street: weekdays 7 am–7:30 pm, weekends 8 am–7 pm

Polk Street: weekdays 8 am–8 pm, weekends 9 am–7 pm

Lamps Rewired: We offer rewiring services for table and floor lamps. Contact our stores for information and pricing.

Lifetime Warranty: Your "complete satisfaction" dictates that we offer a lifetime warranty on just about everything we sell.

Locksmith Service and Key Cutting: We cut keys at all our stores including hard-to-find computer chip keys for automobiles. We have an expert locksmith on duty Monday to Friday at our Cole Fox store downtown (415/777-4400). We can also send a locksmith to your home or business 24/7. Call 415/753-2653 ext. 3 Monday to Friday 8:00 am to 5:00 pm, or after store hours, dial 415/753-2653 and press 3 for a direct referral.

Low Price Guarantee: Just bring in another store's ad and we will honor the lower price.

Muni: We sell monthly Adult, Youth and Senior Fast Passes, monthly Disabled Stickers, 1-Day, 3-Day and 7-Day Passports and Parking Meter Cards in \$20 and \$50 denominations.

Pipe: We cut and thread galvanized and black pipe, your pipe or ours. (Note: Cole Fox can't thread.)

Plumbing Service: Call our Repair Referral Service at 415/753-2653 ext. 3 Monday through Friday 8:00 am to 5:00 pm and after store hours for emergency referrals 24/7. On weekends and during store hours, dial 415/753-2653 and press 3 for a direct referral.

Recycling: Bring your old latex paint (S.F. residents only; liquid paint only—put dried paint cans into your own recycle bin, lids off!), used rechargeable batteries (nickel-cadmium), used household batteries (alkaline and regular), copper and brass scrap metal (such as keys, bathroom and plumbing fixtures), cell phones, expired printer cartridges and spent fluorescent bulbs into any of our four stores, and we will send them off to be recycled into new products. See page 11 for details.

Repair Referral Service: Our alliances with competent, honest, quality tradespeople assure you excellent work on your home, property or office. We are a licensed contractor (#708403). Call 415/753-2653 ext. 3 or go to www.colehardware.com/homerepair.

Repotting Service: Pick out the plant and the pot, and our Cole, Mission or Polk Street Nursery staff will repot your plant for free.

Return Policy: We accept returns on just about anything. (Power tools, appliances, etc., may only be returned subject to manufacturer's warranty. Hand tools exchanged for defective replacement only.)

Rewards Program: Earn an annual 5% dividend on purchases and much more. Membership is quick and free. Sign up today!

Room Painting Software: All of our paint departments are equipped with room painting software. Simply bring in your camera's memory chip, upload your image and choose paint colors to review.

Rug Cleaners Rented: We have steam carpet and upholstery cleaners available for rent at each store.

School and Community Assistance Partnership Program: Nonprofit organizations whose mission is to improve the lives of those around us, either directly or through cultural enrichment, can join a special program of discounts and donations. COLE HARDWARE donates 10% of all purchases made by your organization's community. Go to our COLE HARDWARE Community Partners page for information and a list of partners (page 15). Also, be sure to check out www.colehardware.com/partners.

Sharpening Service: Knives and scissors sharpened while you wait or same day service at our Cole, Mission and Fox stores (Note: Fox doesn't sharpen scissors, just knives).

Speakers Bureau: Topics range from home repair, to gardening, to security, to small business, marketing and more. If you need a speaker for your organization, call 415/753-2653 ext. 5.

Special Orders: If we don't have what you need in stock, we'll do our best to obtain it as quickly as possible.

Tool Rental: We rent floor sanders, many hand and power tools, and garden tools, too. Contact our stores for availability. (Note: Floor sanders not available at Cole Fox or Polk Street stores.)

UPS Shipping Service: We ship packages all over the country for our Rewards members via United Parcel Service.

Website: Visit www.colehardware.com.

Windows, Doors and Window Screens: Window and screen repairs are available at our Cole Street and Mission Street stores. Contact these stores for information and pricing.

By the way, we sell hardware, too.



COMMUNITY CONNECTIONS

BAY AREA BUSINESSES

Attorney: Practicing 25 years in San Francisco and offering personalized, attentive service, reasonable fees. Advice and representation in residential and commercial tenancy matters—leases, notices, eviction, Rent Board petitions and hearings; drafting/enforcing contracts; formations of business entities—partnerships, limited liability companies, corporations. Free consultation. John R. Weinstein, Attorney-at-Law. Telephone 415/863-5896.

Bed and Breakfast Hosting: If you have an extra bedroom, with or without a private bath, that you would like to rent out on a nightly basis, let us know. Additional income—meet guests from all over the world. Phone: 415/899-0060, e-mail: reservations@bbsf.com, website: www.bbsf.com. Bed & Breakfast San Francisco—since 1977.

Driver: I CAN DRIVE YOU! Retired businessman can drive you to doctor appointments, grocery shopping or on other local errands. 10+ years experience with outstanding references. Friendly and dependable service. \$20 per hour with a 2-hr. minimum. (Out-of-San Francisco trips are negotiable.) Call Bill: 415/826-3613 or e-mail to: bill311@att.net.

Financial Services: Bookkeeping, payroll, budgeting, financial reports, cash management, QuickBooks setup, reconciliations, A/P, A/R and much more. 15 years experience in bookkeeping/accounting. All companies—big and small. schwartzconsulting@gmail.com.

Legal Services: Established San Francisco attorney emphasizing Wills and Trusts (including LIVING TRUSTS and irrevocable trusts) and representation of small businesses (formation of corporations and limited liability companies; drafting of confidentiality and trade secret agreements, buy-sell agreements; and copyright matters). Reasonable rates (set fees for trusts). Call 415/221-3000 for appointment. See www.thelawcounselor.com for info.

Music Lessons: David Manley Music Studio offers piano lessons, guitar lessons, and vocal coaching for beginners & intermediate students—at the studio or in your home. Located in the Cole Valley

area. Free introductory session. For more information please visit my website at www.speakeasy.org/~dmanley. Phone: 415/759-8324, e-mail: dmanley@speakeasy.net.

Orange Dog Manor: Cole Valley Vacation Rental is perfect for housing visiting grandparents or out-of-town friends. Fully furnished studio apartment includes kitchen and private bath. Special discount for weeklong rentals. Visit our website at www.orangedogmanor.com or call 415/753-6886.

Organize Your Home/Home Office/Finances: And feel calmed, inspired, productive. Working together we can bring your space, clutter, paper and/or finances to order. Member NAPO. Rates sensitive to economic times. Phone for no-obligation consultation, Linda James, at 415/285-3266.

Organizing/Relocating: Overwhelmed by clutter or relocating? As featured on KPIX and NPR, SHIPSHAPE has expertly helped overworked professionals, frazzled moms and harassed homeowners cut through clutter and restore simplicity and peace of mind to their busy lives. Homes, offices, closets, packing and more. Free phone consultation. Call 415/550-0658 or visit www.ShipShape.com.

Printing: We print business cards, office stationery and company brochures using the latest technology. Free consultations, easy e-mail prices and friendly service. Delivery right to you. Call or e-mail On The Mark for graphics, print and mailing services. References available. Call or e-mail: 415/621-2312 or Sam@printotm.com.

Proofreading: Lurilla has an English degree, a journalism background and was a member of the International Typographical Union for 40 years. She is an excellent proofreader (editing service also). Reasonable rates—unreasonable pickiness! First page free, then hourly rates apply. References available. Call 415/648-1868.

Real Estate: Welcome to the New Year! Are you STILL renting and missing out on low interest rates, mortgage interest deductions, the control of owning your own home? Check out the values offered just a bit north of the City. Sonoma County offers outstanding home values. See for yourself

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Alice Fong Yu Alternative School (*1541)
Alvarado After-School (*503)
Alvarado Elementary School (*825)
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Aptos Middle School (10594)
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ASL Early Childhood Education Center (1660)
Before/After-School Immersion Care (*505)
Benchmark Institute (21216)
Brandeis Hillel Day School (*655)
Bret Harte Elementary (21314)
Buen Diam Nursery School (*88)
Buena Vista Alternative School (*24)
C5 Children's School (455)
Cathedral School for Boys (*1275)
Cntr. for Learning in Retirement U.C. Ext. (425)
Chibi Chan Preschool (21325)
Children's Day School (*334)
Chinese American International School (150)
Chinese Immersion School at DeAvila PTA (21352)
City College John Adams Campus (*1860)
City College Mission Campus (*67)
City College of S.F. Downtown Campus (21312)
Claire Lilienthal Elementary School (*33)
Clarendon Elementary School (*80)
Clarendon JBBP Auction (5008)
Clarendon 2nd Community Program (*5007)

Cleveland Elementary School (2455)
Commodore Sloat School PCO (51)
Cong. Sherith Israel Religious School (2266)
Convent & Stuart Hall (21249)
Creative Arts Charter School (*1515)
Daniel Webster Elementary (21383)
Dianne Feinstein School (21211)
Dr. Charles Drew School (*47)
Dr. Geo. Washington Carver Elementary (658)
Dr. William L. Cobb School (21263)
E. R. Taylor Elementary School (*423)
Ecole Notre Dame des Victoires (5669)
Edison Elementary School (*3531)
Enterprise for High School Students (21202)
Everett Middle School (21317)
Everyday Magic Child Devel. Center (2002)
Fairmount Elementary School (365)
Families of Sunset PTA (19204)
Francis Scott Key (21320)
Francisco Middle School (21242)
Frank McCoppin Child Devel. Center (*651)
French-American International School (*44)
Friends of Potrero Nursery Hill School (21240)
Friends of Saint Francis Childcare Center (500)
Galileo Academy PTSA (1110)
Gates and Bridges Preschool (282)
Gateway High School (2931)
George Peabody Elementary School (2516)
German School of San Francisco (2913)
Glenridge Coop. Nursery School (1113)
Grattan Child Development Center (21332)

Grattan Elementary School (*35)
Growth & Learning Opportunity (*500)
Haight Ashbury Psychological Services (21384)
Haight-
Ashbury Coop Nursery School (*22)
Hamlin School Parents Association (212)
Harvey Milk Civil Rights Academy (523)
Healthy Environments Daycare (*95)
Herbert Hoover Middle School (2290)
Horace Mann Middle School (*56)
Infant Development Center (*46)
Institute of Classical Homoeopathy (21306)
International Christian School (*42)
International Studies Academy (*693)
Iyengar Yoga Institute (*108)
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James Lick Middle School (*34)
Jewish Community H.S. of the Bay (1835)
John A. O'Connell H.S. of Technology (*1920)
Jose Ortega Elementary School (21347)
Jordan School for Equity (21323)
The Junior League of San Francisco, Inc. (21314)
Junipero Serra Elementary (21431)
Katherine Michiels School (1335)
The Kid's Co-op Inc. (21264)
KIPP Bayview Academy (888)
KIPP San Francisco Bay Academy (902)
Lafayette School (2545)
Lakeshore Elementary School (424)
Lakeside Presbyterian Cntr. for Children (201)
Laurel Hill Nursery School (*40)
The Laurel School (*350)

Lawton Alternative School (*57)
Leadership High School (21255)
Leonard R. Flynn Elementary School (3128)
Lick Wilmerding Library (*755)
Little People's Workshop (*4166)
Live Oak School (*99)
Longfellow Elementary School (*7555)
Lowell High School (21278)
Lowell High School German Club (*92)
Lycée Français La Pérouse (1330)
Malcolm X Academy (21410)
Marilyn Reed Lucia Child Center (*610)
Marshall Elementary School (3575)
McKinley Elementary School (*1025)
Miraloma Elementary School PTA (2175)
Miraloma Nursery School (*85)
Mission Dolores School (21239)
Mission Graduates (*1661)
Mission High School (*3750)
Mission Learning Center (21343)
Mission Kids Co-op (21201)
Monroe Elementary School (*216)
Montessori Children's House (21204)
New Traditions Alternative School (*2049)
Nihonmachi Little Friends (*2031)
Noe Valley Nursery School (*55)
Oakes Children's Center (*1348)
One Fifty Parker Avenue School (91165)
Out of Site Center for Arts Education (302)
Pacific Hill Nursery School (*1500)
Parents for Public Schools (906)

Paul Revere Elementary School (*555)
Phoebe A. Hearst Preschool (*1315)
Playmates Coop. Nursery School (*2340)
Presidio Hill School (*77)
Presidio Middle School (21259)
Raoul Wallenberg High School (*43)
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Rocky Mountain Nursery School (*58)
Rooftop Alternative School (*68)
Roosevelt Middle School (*460)
Rosa Parks Elementary School (21213)
Sacred Heart Cathedral Preparatory (1055)
Saint Anne's School (21251)
Saint Anthony Immaculate Conception (399)
Saint Brendan School (21253)
Saint Brigid School (3256)
Saint Cecilia School (*660)
Saint Dominic School (*2445)
Saint Elizabeth School (21266)
Saint Finn Barr School (415)
Saint Gabriel School (355)
St. Ignatius College Preparatory (21241)
Saint James' Preschool (21261)
Saint James School (521)
Saint John Elementary School (9259)
St. Mary's Chinese Day School (21238)
St. Monica School (21322)
Saint Paul's Elementary School (*180)
Saint Paul's Little Angel Pre-School (*221)
Saint Philip School (6665)
Saint Thomas More School Parents' Club (900)

San Francisco Community School (325)
San Francisco Day School (3509)
San Francisco Educational Services (*66)
San Francisco Friends School (8503)
San Francisco Jr. Adventist Academy (*48)
San Francisco School (*300)
San Francisco School of Circus Arts (*55)
School for Integrated Academics and Technologies
SIATECH— (21313)
School of the Arts High School (*45)
2nd Community Prog. at Clarendon (*8500)
Sherman Elementary School (1654)
South San Francisco High School (40094)
Star of the Sea School (21319)
Stepping Stones Preschool (329)
Sterne School (2690)
Stuart Hall High School (*1715)
Sunnyside ES School (6550)
Sunset Cooperative Nursery School (*4245)
Sunset Elementary (21395)
Sutro Elementary School (1235)
Synergy School (*91)
Tamalpais-Strawberry Preschools, Inc. (1009)
Thurgood Marshall Academic High School (21316)
Tule Elk Park Child Development (21315)
Urban School (*1563)
Wah Mei School (889)
Waldorf School (*999)
Washington High School (2291)
West Portal Parents Club (*5941)
Yick Wo School PTO (*2245)

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7th Avenue Senior Center (21289)
30th Street Senior Center (21296)
Accion Latina (21304)
AcroSports (*639)
ADDIS Light (21386)
AIDS Benefits Counselors (*470)
AIDS Emergency Fund (*1540)
AIDS Housing Alliance of S.F. (*427)
AIDS Legal Referral Panel (*114)
AIDS Memorial Grove (*8560)
AIDS Walk San Francisco (1939)
Alexander Hamilton Post 448 (411)
Altered Barbie (21425)
American Cancer Society (21237)
American Youth Hostels (*426)
AORN (21409)
Arab Cultural & Community Center (21350)
The Arc San Francisco (3535)
Arriba Juntos (21367)
Art of the Matter (3288)
Arts Expression Society (21267)
ArtSpan (934)
Asian Neighborhood Design (21212)
Asian/Pacific Islander Am. Health Forum (450)
Asian/Pacific Islander Legal Outreach (21287)
Asian/Pacific Islander Wellness Center (*786)
Asian Women's Shelter (21393)
At the Crossroads (21371)
Auxiliary of Little Sisters (892)
Baiboa Alumni Association (*1100)
Bay Area Attachment Parenting (211)
Bay Area Rainbow Symphony (21338)
Bay Area Ridge Trail Council
Bay Area Wilderness Training (302)
Bay Area Young Survivors (21282)
Bay Area Youth Fund for Education (29415)
Bazaar Bizarre San Francisco (21359)
Bernal Hgths. Neighborhood Center (*515)
BCOA: Black Coalition on AIDS (504)
Big Brothers Big Sisters of the Bay Area (887)
The Big Rumble (21394)
Black Rock Arts Foundation (1900)
Blind Babies Foundation (5016)
Booker T. Washington Community Center (21398)
Boys and Girls Club of S.F. (21430)
Breast Cancer Emergency Fund (21331)
Breast Cancer Fund (21405)
Buddhist Church of San Francisco (21346)
California Jug Band Association (21293)
California Native Plant Society (*1424)
California Reinvestment Coalition (21329)
California Revels (*337)
CAL-PEP (510)
Cameron House (21208)
Castro Lions Club (*2584)
Central American Resource Center (21362)
Centro Latino de San Francisco (*1656)
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Círculo de Vida (21399)
City Car Share (21284)
Clinic by the Bay (21402)
Cole Valley Imporvement Association (21369)
Coleman Advocates for Children/Youth (*2602)
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Community Educational Services (21223)
Community Housing Partnership (935)
Community Living Campaign (21404)
Community Sherith Israel (2266)
Company Chaddick (656)
Compass Community Services (9995)
Conard House (*149)
Congregation Beth Israel Judea (21400)
Congregation Beth Shalom (*130)
Congregation Sha'ar Zahaz (*1290)
Conservatory of Flowers (21401)
Crohn's & Colitis Foundation of America (21233)
CUESA (21418)
Cultural Integration Fellowship (8502)
Curry School Center [formerly North of Market Senior Services — acct 333] (21235)
Daily Acts (21224)
Department of Environment (21365)
Discovery Community, Inc. (21229)
Dolores Street Community Services (*938)
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Embarcadero YMCA (2169)
Energy Service Corp (21423)
Family House (502)
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Florence Crittenton Services of S.F. (*291)
Flowers Heritage Foundation (21375)
Fort Mason Community Garden (21279)
Friends of Camp Mather (21368)
Friends of San Francisco City Planning (21205)
Friends of Sharon Art Studio (*1033)
Friends of the S.F. Public Library (*14)
Friends of the Urban Forest (1070)
Friends of Walter Haas Park (140)
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Grattan Child Development Center (21332)
Great Gorilla Run (21217)
Groceries for Seniors (21307)
Groundworks Opportunities (21392)
Habitat for Humanity (*4319)

Haight Ashbury Food Program (*1252)
Haight Ashbury Free Medical Clinic (*333)
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Health Champions (7999)
Hearing and Speech Center of No. Cal. (21200)
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H.O.M.E.Y. (21286)
Horses in California, Inc. (21228)
Huck Cancer Ultimate Frisbee Tournament (21373)
Huckleberry Youth Programs (279)
Congregation Beth Israel Judea (21400)
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Insight Meditation Community of S.F. (4755)
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Jack and Jill of America, Inc., San Francisco (21349)
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Jewish Family/Children Services (*1600)
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Jon Sims Center (1519)
Jones Memorial United Methodist Church (21280)
Josie's Place for Bereaved Youth and Families (21308)
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Kid Stock, Inc. (21214)
Kids in Parks (886)
KUSF 90.3 FM (21309)
La Casa de las Madres (833)
The LAB (the-art-re-grüp, inc.) (2949)
Lamplighters Music Theater (21428)
Larkin Street Youth Services (2506)
Leadership High School (21255)
Leap (21218)
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Legal Services for Prisoners with Children (21303)
Lesbian/Gay Chorus of San Francisco (*151)
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Liberty Numismatic Society (*813)
Lincoln Child Center (*4368)
LINES Dance Center (21424)
Literacy for Environmental Justice (21269)
Little Brothers - Friends of the Elderly (909)
Love Every Animal (21403)
Lyon Martin Women's Health Services (1748)
Lyric-Lavender Youth Rec. & Info. Center (*127)
Maitri (*61)
Make-A-Wish Foundation (*785)
Mama Hope (21410)
Manilatown Heritage Foundation (21262)
Market Street Railway (*870)
The Mary Elizabeth Inn (21374)
Meals on Wheels of San Francisco, Inc. (2375)
Mental Health Association of S.F. (871)
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Metropolitan Community Church of S.F. (155)
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Mujeres Unidas Y Activas (21416)
Museum of Craft & Folk Art (21427)
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National Marfan Foundation (5829)
National Multiple Sclerosis Society (21351)
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Neighborhood Parks Council (783)
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Nort California Supplier Development Council (21260)
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PACT—Plan of Action for Challenging Times (21330)
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Planet Drum Foundation (*312)
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Precita Eyes Mural Art Center (*348)
Precita Valley Center (21294)
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Public Glass (1750)
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Purple Moon Dance Project (*3543)
Quan Yin Healing Arts Center (*1748)
Randall Museum Friends (199)
Rebirth and Development, Inc. (5145)
Rebuilding Together San Francisco (328)
Richmond District Neighborhood Center (21268)
Richmond District YMCA (21396)
Rockwood Leadership Program (2649)
Ronald McDonald House of S.F. (1640)
Rose Resnick Lighthouse for the Blind (*214)
Rotary Club of Fisherman's Wharf (21382)
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Russian Hill Neighbors (1822)
Sacred Heart Cathedral Preparatory (21295)
SAGE Project (901)
Saint Anthony Foundation (8500)
Saint Francis Foundation (21342)
Saint Francis Living Room Project Foundation, Inc. (21414)
Saint Luke's Hospital Foundation (*3555)
Saint Vincent De Paul Society (28050)
Sts. Peter & Paul Church and School (6609)
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San Francisco Architectural Heritage (21265)
San Francisco Arts Education Project (136)
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San Francisco CASA (833)
San Francisco Children's Art Center (*1231)
San Francisco Circus Center (21340)
San Francisco Conservation Corps (*102)
S.F. Depressive/Manic Depressive Assn. (*900)
San Francisco Dyke March (21288)
San Francisco Education Fund (21378)
San Francisco Experience Corps (3930)
San Francisco Food Bank (*901)
San Francisco Frontrunners (891)
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S.F. General Hospital Foundation (*89)
San Francisco Hep B Free (21419)
S.F. Lesbian/Gay Freedom Band (585)
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San Francisco Lyric Chorus (21321)
S.F. Merionettes (21422)
San Francisco Museum of Craft & Design (21210)
San Francisco Organizing Project (21250)
San Francisco Parks Trust (5011)
S.F. Planning & Urban Research (21301)
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S.F. Recreation and Park Department (21248)
San Francisco Senior Center (21207)
San Francisco Shakespeare Festival (662)
San Francisco SPCA (2503)
San Francisco Suicide Prevention (*1913)
S.F. Urban (21397)
San Francisco Urban Service Project (*1406)
San Francisco Vikings Soccer Club, Inc. (2521)
San Francisco Women Against Rape (3543)
S.F. Women's Rehabilitation Found, Inc. (21232)
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Save Japan Dolphins (21388)
SaveNature.org (21203)
Scottish Rite Language Center (21246)
SFGRO (1705)
ShadowLight Productions (*223)
Shalom Bayit Bay Area Jewish Women Working to End Domestic Violence (10102)
Shanti (*1546)
Shih Yu-Lang Central YMCA (234)
Shippard Artists (884)
Slow Food Nation (21292)
SoMa Community Action Network (965)
Southern Exposure (21274)
SPARK Program (21426)
Spinsters of San Francisco (21363)
Starr King Openspace (21385)
The Stepping Stone (21387)
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Streetside Stories (209)
Sunrise Community Pantry (21324)
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Talkline (*1757)
Tea Party (21421)
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Tenderloin Housing Clinic (21283)
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TFW Children's Fund (21348)
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Under One Roof (21243)
UNIFEM (21381)
United Cerebral Palsy of San Francisco (*627)
United Irish Cultural Center, Inc. (21379)
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Urban Services YMCA of San Francisco (21273)
Urban Solutions (21258)
Victory Outreach San Francisco (21345)
Vietnamese Youth Development Center (21407)
Villa Sinfonia Foundation (21247)
Visitation Valley Community Center (*50)
Visual Aid, Artists for AIDS Relief (*720)
Walden House (520)
Wallenberg Community Found (21245)
Woman, Inc. (*1537)
Women's Cancer Resource Center (3023)
Women's Community Clinic (21252)
World Bridges (1205)
Wu Yee Children's Services (21277)
Youth Life San Francisco (5222)
Zeum (*111)
Zoo II (21276)

The COLE HARDWARE Calendar - February

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|--|-------------------------------|---|---|-------------------------------------|--|
| | | 1 | 2  Groundhog Day | 3 CHINESE NEW YEAR! | 4 | 5 |
| 6  Super Bowl | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14  Valentine's Day | 15 | 16 | 17 COMMUNITY SAVINGS DAYS Special Community Members SAVE 20% see page 13 for more details | 18 | 19 |
| 20 | 21  Presidents' Day | 22 Teacher Tuesday | 23 Senior Wednesday | 24 Military Thursday | 25 BAGSALE at Cole Fox | 26 BAGSALE 20% Off ALMOST EVERYTHING! |
| 27 | 28 Student Monday | COMMUNITY SAVINGS DAYS | | | | |



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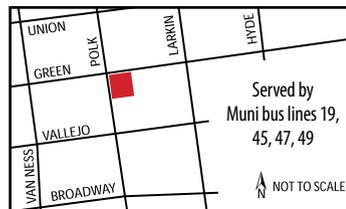
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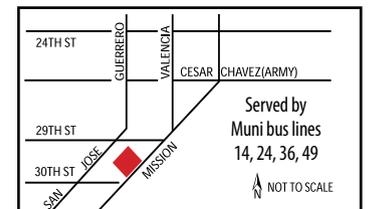
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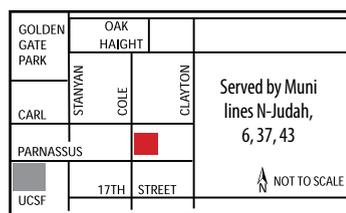
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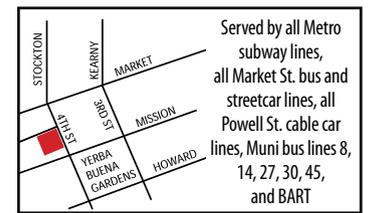
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San Francisco, CA 94109-1820
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