



E-Waste Drop-Off
Saturday January 21
 Mission St. Store
see page 3 for details

COUPON

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25% OFF

ANY ONE CRAFTSMAN® HAND OR POWER TOOL

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COUPON

One coupon per customer. May not be combined with any other offer. Expires January 31, 2012.



COLE HARDWARE'S

Hardware Hotline

January 2012

NEWS AND VIEWS FROM AROUND THE STORES

Welcome to 2012

As I write this, the Super Committee in Congress just acknowledged their failed attempt at bipartisan backroom deal making, the police in Davis got carried away with pepper spray, Egypt is in turmoil, and of course nobody seems too anxious to bail out Greece and the other European countries on the edge of financial collapse. And now we head into yet another election year that promises more rancor—what a world we live in.

And yet, here in our bubble (and thank you, whomever, for the bubble in which we live), life is pretty darn good. We just elected a permanent, if not new, mayor, and the City is bustling and robust. And whether we like the individual projects or not, there is construction going on all around us. New businesses are opening (alas, a few have closed, too), restaurants and hotels seem to be filled, the Moscone Center is busy with conventions, people are generally positive, and COLE HARDWARE—well, we're smiling, too.



Throughout the ups and downs, the positives and the less than positives in the world surrounding us, COLE HARDWARE strives to be a consistent beacon of optimism and helpfulness. We know we can't change the world, but we can commit ourselves to making San Francisco and its neighborhoods healthy and happy communities. And that we do. Our credo reflects our commitment to our environment, to our community, and to you.

It is all about trust. Your trust in COLE HARDWARE is what we strive to earn each day. When times are especially difficult, we believe that people patronize businesses that provide the best value, service, resources, price, and helpfulness. In short, they

continued on page 2...

The Hardware Hotline Slims Down!

Just like millions of Americans who resolve to slim down in the new year, the *Hardware Hotline* does so too! With this edition you will notice a few changes. We've cut the number of pages from 16 to 12, but all of the great information you've come to rely on is still here—just in a more compact version.

A few pages that we repeated every month have been eliminated from the print version, but they are easily accessible on our website, www.colehardware.com. Our Customer Services page, a list of the many services COLE HARDWARE provides to our customers, can be accessed from our website under the Our Services tab.

The Community Partners page can also be accessed on our website, through the Community & Environment tab.

This page provides information on the benefits of our Community Partners Assistance Program, including information on donations of our Cutting Edge wine and gift cards for your fund-raisers, our Partners dividend program, and how to set up a wish list registry for your school or nonprofit. This page has also been updated to allow you to request donations for fund-raising events. Visit www.colehardware.com/partners.

Each January, we also update our mailing list. If you've *continued on page 2...*



Rewards Member Dividends

In January 2011 we switched our popular Frequent Shoppers Club to our new Rewards program. Under this program, points accumulate in the account and are converted to a dollar value quarterly, with no expiration date for claiming your dividend. In order to collect your dividend, you must have one of the new Rewards cards (linked to your old Frequent Shoppers account, if you had one).

For every \$1 spent, 1 point is earned. Points are converted in increments of 100, which converts to \$5, and posted to your Rewards card quarterly.

Throughout the year, we've transferred \$120,940 in Rewards dollars to member accounts, including

\$50,000 through the last quarter ending in December. To see if you have any Rewards dollars in your account, just ask the next time you are in or e-mail ar@colehardware.com.

Membership in our Rewards program is free! Benefits include:

- Free delivery in San Francisco with a \$100 purchase
- A birthday discount equal to 50% of your age, up to a \$100 discount
- The *Hardware Hotline*, our monthly newsletter full of valuable information and promotions
- A Rewards key fob for your key ring—your lost keys can be dropped in the mail to us; we'll notify you if we receive them
- An instant 5% discount on new members' first purchase



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For Every New Year's Resolution, There's COLE HARDWARE



Get organized!

InterDesign's Linus drawer organizers are a versatile modular system that allows you to create customized storage in any drawers. Available in assorted sizes to fit any size drawer. (Skus 6110019, 84, \$2.49-\$12.99)



Lose weight!

The Taylor electronic scale features state-of-the-art technology and an extra-long-life lithium battery for accurate readings up to 330 pounds in 0.2-pound increments. Easy-to-see readout. (Sku 6129613, **HOT DEAL \$19.99** Regular price \$49.99)



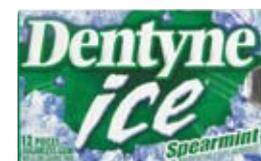
Get out and hike!

Choose from our vast assortment of reusable water bottles to keep well hydrated on your hikes, including our COLE HARDWARE water bottles made of 18/8 food-grade stainless steel. Choose from midnight blue, Bahama blue, and pomegranate. (Skus 871145-8, **HOT DEAL \$4.99** Regular price \$16.99)



Go the gym every morning!

Well, we really can't control if you hit the snooze button continually, but this AM/FM clock radio features an extra-large 1.2" LED display and lets you wake to radio or dual alarms. With the IntelliSet feature, simply select your time zone, and the correct time will be set automatically. Use auxiliary input to connect to an MP3 player or other audio source. Battery backup. (Sku 6166482, \$29.99)



Stop smoking!

Fight the urge with some Dentyne Ice chewing gum—plus your breath will smell nice. (Sku 9025032, \$1.99)



Take my lunch every day!

LunchBots are a healthy alternative to plastic containers for packing lunch to go. Made from the highest quality 18/8 stainless steel, LunchBots do not leach chemicals like plastic does. Eco-friendly and reusable means saving money and the environment. Assorted sizes. (Skus 630002-3, 113-4, \$14.99-\$16.99)



Eat healthy!

Steaming vegetables helps retain nutritional value, color, and flavor that is lost in boiling. Plus, it's quick, and cleanup is a snap with Progressive's steamer that fits most pots and opens up to 9-inch diameter. (Sku 600452, \$8.99)

Fix up my house!

Contact Re-COLE-mend, COLE HARDWARE's Repair Referral Service! 415/753-2653 ext. 3 or homerepair@colehardware.com.



Be prepared for anything!

You'll be prepared for anything with this classic Swiss Army knife featuring seven functions: small pen blade, scissors, key ring, tweezers, toothpick, manicure blade, and screwdriver tip. (Sku 82280, \$16.99)



Welcome to 2012

...continued from page 1

frequent businesses they trust. Our simple mission, "Our commitment to you: Your satisfaction guaranteed. Period," is what we strive to fulfill each day. In 2012, COLE HARDWARE pledges to raise the bar even more in our continued pursuit of your faith and trust in us. We also wish to make shopping at COLE HARDWARE fun and engaging. Our crew members, a marvelous kaleidoscope of cultures and lifestyles, work harmoniously together every day to meet your high expectations. They love what they do, and I'm certain, it shows.

I thank you for your patronage and your contribution in making COLE HARDWARE a small business that supports the individuals on our crew and the community we share. We do appreciate you!

Happy New Year!

—Rick Karp

The Hardware Hotline Slims Down

...continued from page 1

spent \$100 or more at our stores in the last 12 months, you will automatically continue to receive the paper version of the *Hardware Hotline*, unless you tell us otherwise. If you are no longer receiving the paper version, but would like to be back on our mailing list, just let us know. You can also opt out of the snail-mail version and receive an electronic copy via e-mail instead. Just let us know your preference by e-mailing hotline@colehardware.com.

Is this the first impression your units are giving tenants?

Maybe it's time for a refresh.



The most popular styles at guaranteed lowest prices!

SCHLAGE B60PD DEADBOLT

KWIKSET DORIAN

SCHLAGE ORBIT

KWIKSET DELTA

KWIKSET TYLO

CUSTOM KEYING AVAILABLE!

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(415) 647-1800

COMMERCIAL SUPPLY

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.

Chinese New Year—Clean Your House!

Chinese lore says that you must give your home a thorough cleaning for the New Year, to sweep out misfortune and make room for incoming good luck. This year celebrates the dragon. Those born in the

year of the dragon possess charisma, power, luck, and intelligence and are giving, tenacious, influential, and energetic. Whether you are superstitious or not, take advantage of these cleaning specials:

Win a Mrs. Meyer's Clean Day Gift Basket

Win a Mrs. Meyer's Clean Day gift basket. Sweep out the ill fortune with Mrs. Meyer's wonderfully scented cleaning products. Drawing will be held on Monday, January 23.

Entry Blanks

Win a Mrs. Meyer's Clean Day Gift Basket!

Name _____

Phone _____

E-mail _____

*One basket will be given away at each store.
Drawings will be held January 23, 2012.*



See our Hardware Hot Deals insert for our Chinese New Year products feature on page 6.



Gavin, Connie, Alice, and Amy wish you Gung Hay Fat Choy!

Mission Street E-Waste E-Cycle E-Vent and Donation Drop-Off

Our Mission Street store will sponsor a donation drop-off day on Saturday, January 21, from 10:00 am to 2:00 pm with our friends at Goodwill. Besides consumer electronics (working or not), we will accept clothing and accessories, home accessories, kitchenware and small appliances, and bicycles. (Sorry, but we cannot accept large appliances, sofas, mattresses, snow skis, auto parts, or furniture.)

**Saturday January 21
10:00 am–2:00 pm
3312 Mission Street**

Goodwill will take almost anything in good, clean, working condition. As a guideline, if you would give it to a friend or hand it down to a relative, it is perfect for Goodwill. This is a great opportunity to recycle outdated phones, computers, stereos, and televisions properly to keep them out of the landfill. Use this opportunity to clean house before Chinese New Year, and keep the ill fortune at bay!



Free Mrs. Meyer's® Clean Day Product

Spend \$10 with us on Chinese New Year, Monday, January 23, and receive a coupon for a free Mrs. Meyer's Clean Day product to use on your subsequent visit. The coupon is valued up to \$6! Coupons are limited, so shop early.



Me and My Miele® (Rhymes with Sheila)

By Julia, Miele Maven

I will be the first to admit that when we brought in the Miele line of vacuums to COLE HARDWARE, I thought that it was a little questionable to pay \$600 for a vacuum cleaner. One trip to my basement storage area—a graveyard of vacuums past—really got me thinking, though. Like a criminal lineup, there it was right in front of my eyes: canister styles, uprights that I could never find bags for, no-bag models that needed emptying constantly—you get the picture. All that wasted money I could have spent on shoes!

Vacuuming on a daily basis is certainly not my style—I'm far too busy to deal with dust and lucky if I can muster up the energy to eat something other than cereal for dinner after work. My next-door neighbors, on the other hand, vacuum daily—you can set your clock to when they will click on that Hummer that runs through their apartment each night.

But with company on the way, I was in dire need of a new vacuum. I broke down and bought the Olympus model—a well-priced canister sucker-

upper at \$299.99. Now my life is changed forever! I vacuumed my entire apartment with ease—those dust bunnies under the bed had no idea what they were in for! The long arm of this vacuum allowed me to suction under everything without having to move any furniture. The attachments for every nook and cranny performed their magic.

I'm not impressed easily, but I am in awe of my Miele vacuum cleaner. The whisper-hush volume falsely fooled me into thinking it wasn't working, until I realized it was "me." (We've all heard that before, haven't we? But in this case it was true.)

Do I have any regrets? Sure I do. I wish I'd not been so conservative and bought the \$599.99 Titan model with the HEPA filter instead. Now, if I could just get my neat neighbors to invest in a Miele. And unlike an



Julia hopes to have wall-to-wall carpet someday.

unreliable relationship, I know my Miele will be there on Saturday night: they're built to last 20 years! I'll be vacuuming should you need to reach me. But I'll be able to hear the phone ring, thanks to my Miele.

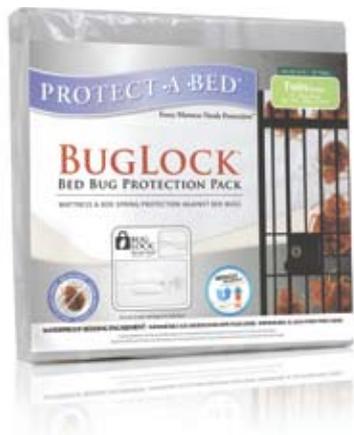
WHAT'S UNIQUE?

Protect-A-Bed BugLock® Bed Bug Protection Pack

Protect-A-Bed's BugLock Bed Bug Protection Pack offers the tools needed to successfully combat and manage bedbug infestations in a convenient pack: one BugLock waterproof mattress encasement and one bedbug-proof box spring encasement. Mattress encasements are recognized by entomologists and pest control professionals as one of the most important parts of a proactive plan to address bedbug infestations. Encasements are also helpful in the early detection of bedbugs because they make the signs of an infestation readily identifiable while protecting the mattress.

Mattress encasements make the telltale signs of bedbug infestation visible, as bedbug fecal spotting appears vividly on the white fabric. Also, mattress encasements eliminate the hiding places bedbugs typically find within the seams of a mattress. In addition to making the signs of an infestation noticeable, a properly installed mattress encasement will prevent the mattress from having to be discarded in the event that bedbugs are found.

Protect-A-Bed's products feature the patented BugLock with Secure Seal® and a three-sided zipper system, which completely locks the encasements in place and makes them bedbug escape proof and entry proof on all sides. The pack also provides a clean and healthy sleeping environment, while also being waterproof and stain proof.



Each kit contains a mattress case and a box spring case. The BugLock Bed Bug Protection Pack is available in twin, full, queen, and king. (Skus 750771-4, \$94.99-\$139.99)



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The BugLock Bed Bug Protection Pack is available in twin, full, queen, and king. (Skus 750771-4, \$94.99-\$139.99)

Scrap Happy

The Scrap Happy collector and freezer compost bin makes counter cleanup easy and allows you to collect compostables even in the smallest apartment without the mess and smell, because you can store your compost in your freezer. Simply hang the wire rim over a drawer, scoop your scraps into the bin, and pop it in the freezer. Scraps will remain frozen until you're ready to toss into your compost pile or City compost collection bin. The bin is easy to empty by simply inverting and pushing on the bottom. The dishwasher safe Scrap Happy features a compact size (8 1/4" x 5 1/2") and is available in orange, green, and brown. (Skus 653632-4, \$14.99)



COLE HARDWARE T-Shirt Hard at Work and Play!

Cole Street store manager Shel shows off his T-shirt in front of the Louvre in Paris. Aaron Lange wears his COLE HARDWARE T-shirt for a day of work at his family's LangeTwins winery in Lodi, California.



Shel sports his T-shirt on his Parisian holiday.



While processing the grapes to the right of him, Aaron takes a moment to pose for a photo.

Send us a photo of you or your loved ones sporting a COLE HARDWARE T-shirt at work or play. We'll send you a \$5 gift card in return and publish your photo in the next edition of the *Hardware Hotline*. Choose from men's, women's, or children's sizes. (\$9.99)

Benjamin Moore® Paint Available at COLE HARDWARE!

The Leader in Paint & Color™

Aura

REGAL

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

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

Rick can be found at our Cole Street nursery or reached at rick@colehardware.com.

January Garden Tasks

January is an excellent time of year to plan what you will grow in the upcoming months. Browse through seed catalogs, gardening books, and magazines for inspiration. November and December were relatively dry months, so hopefully January will bring us some rain to water our gardens.

✓ **Living Christmas trees:** These should be outside by now. Keep them in pots that allow enough room for growth or plant them in the ground. Remember that these trees will get big, so plant them in a space that allows for growth.



✓ **Dwarf citrus trees:** Now is the time to buy and plant fruit trees. All of our garden centers will have an assortment, of citrus trees, including orange, Meyer lemon, and persimmon varieties. We can also special order any trees that we don't stock. Dwarf citrus trees come in 5-gallon pots and are specially priced at \$24.99 this month (regular price \$29.99).



✓ **Bare-root plants:** Buy and plant bare-root plants this month. Soak the roots in a bucket of water for a few hours before planting. Bare-root plants include artichokes, dogwood,

hydrangea, lilac, magnolia, pussy willow, roses, and wisteria.

✓ **Wildflower seed:** If you didn't plant any wildflower seeds in the fall, you can do it now. Simply

remove all weeds and grasses, mix seeds with a bit of sand to help them spread out, and lightly rake them into the soil. Then use a piece of cardboard, or your hands, to press down on them. Finally, apply a light layer of compost and mist with a bit of water, keeping the seeds moistened for at least the first week until they start to germinate. We stock Malibu Compost in a 12-quart bag. (Sku 746746, \$9.99)



✓ **Drainage:** The San Francisco Water Department advises property owners to check for adequate drainage during winter storms to control rot. And make sure your sprinkler system is adjusted or turned off so that there is no overwatering during the rainy season.

✓ **Houseplants:** Check houseplants for indoor heating trauma. Most likely they will need a good watering and misting and possibly a special application of fertilizer. Try Eleanor's VF-11 formula. (Quart: Sku 7168073, \$9.99; Gallon: Sku 7168099, \$19.99)



✓ **Pruning:** Prune fruit trees, roses, and deciduous shrubs now. Prune from the bottom up and from the interior to the exterior.



✓ **Weeds:** As winter weeds emerge and before deep roots can be established, pull them. Bulb-forming weeds such as oxalis and nutsedge should be dug out.

✓ **For the birds:** To bring some liveliness to your garden, put out a bird feeder. Wild birds are extremely beneficial to a garden or yard, as they eat large quantities of bugs and are one of the best natural means of keeping detrimental insects under control.



✓ **Avoid pesticides and chemicals:** During the rainy season, pesticides and granular garden chemicals should be avoided, as they can end up contaminating storm water runoff.

See you in the garden!



Urban Gardening Course

Anyone, with any amount of space, can grow food. Whether you want to start a small herb garden on your fire escape or build raised beds in your backyard, learn how to get the most food possible from your space. Growing food offers a personal joy and skill development. Most basically and importantly, growing food feeds people. Whatever your reasons for wanting to grow food, edible gardening in urban spaces takes skill and knowledge, especially in San Francisco.

Our friends at



Garden for the Environment (GFE) and 18 Reasons are partnering to offer a workshop- and lecture-based introduction to the fundamentals of growing edibles in urban spaces. In this 12-part class, you will develop skills and start building a reservoir of knowledge. The classes and garden days are scheduled to correspond with the growing season. You will learn about garden planning and soil vitality, how to choose varieties and plant them, how to harvest, and how to set up your garden for the next

round of production. The gardening experts will be by your side through your entire first season.

Class dates are:
January 18 and 21
February 15 and 18
March 21 and 24
April 18 and 21
May 16 and 19
June 20 and 23

Garden for the Environment (7th Avenue and Lawton Street) from 10:00 am to 2:00 pm. There will also be small mini-workshops some Saturday afternoons at GFE.

The cost for the 12-part series is on a sliding scale, from \$350 to \$425. For more information and to register, contact info@18reasons.org or phone **415/568-2710**.

Heaters—Choose One That Suits Your Heating Needs

San Franciscans love all the character their old Victorians afford them: high ceilings, spacious flats with long hallways, hardwood floors, sweeping views from big picture windows. Often though, this old-world charm translates into old-world, unreliable heating systems. An alternative to installing an expensive forced air heating system is to use space heaters and heat only the rooms necessary.

Radiant and convection heating are the main types of space heaters, and each has its own benefits for heating a room. COLE HARDWARE offers a variety of heaters, so you can choose one that best suits your needs.

Convection Heaters

Convection heaters directly heat the air. Cool air enters the bottom of the heater, is warmed, and rises out of the top of the heater and to ceiling level. This type of heater will heat a room from the top down, unless a ceiling fan is used to circulate the room air. Convection heaters are best used when you need a good amount of heat in a short time in a well-insulated room.

Ceramic heaters warm air by heating a ceramic element inside the unit and using a fan to either push or pull air over the hot element. Fairly portable because of their light weight, they tend to offer a smaller set of features than fan heaters, but they can heat the air to a higher temperature. (Skus 6087092, \$34.99; 6107072, \$51.99; 6096879, \$89.99)

Fan heaters warm the air by heating an element inside the unit and using a fan to push or pull air over the hot element. Fan-forced convection heaters are very effective as they blow warm air out of the bottom and can usually be moved easily from

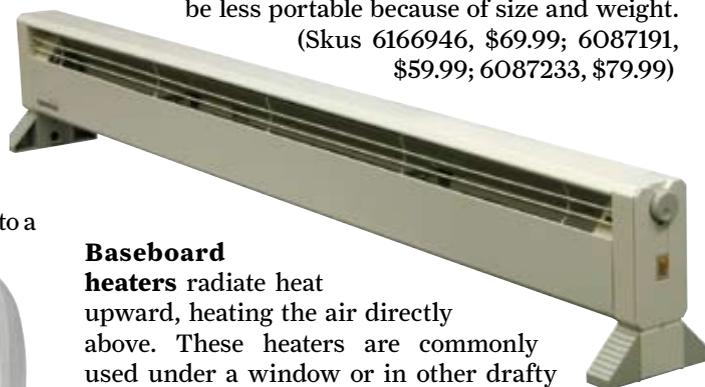


room to room. (Skus 61159, \$24.99; 6087076, \$44.99)

Radiant Heaters

Using infrared radiation, radiant heaters create a region of comfort in front of the heater and do not heat the air directly. Instead, these heaters will warm a room over time. Best used to heat poorly insulated or draughty, high-ceilinged rooms, some radiant heaters have a visible source of heat that glows bright red.

Oil-filled radiators are powered by electricity and are an incredibly economical heater. The element inside the heater heats up sealed thermal oil that never needs to be replaced. The oil heats the radiator fins, which heat the air, and although these heaters take longer to activate, the heat can last longer. These heaters are ideal for rooms that you want to heat for a longer period of time, such as a bedroom, but they can be less portable because of size and weight. (Skus 6166946, \$69.99; 6087191, \$59.99; 6087233, \$79.99)



Baseboard

heaters radiate heat upward, heating the air directly above. These heaters are commonly used under a window or in other drafty areas because they heat the cold air stream entering the room and spread the warm air. Baseboard heaters should never be used near draperies or flammable materials. Because these heaters tend to be 3 to 4 feet in length, the spaces where they can be used might be limiting. (Sku 42788, \$159.99)

Mobile Locksmith Services

24/7 Emergency Services

Master Locksmith with Over 20 Years of Experience

Residential/Commerical Services

- Rekey and Lock Changes
- Installation, Service, Repairs
 - Dead bolts and standard locks
 - Panic hardware
 - High-security locks
 - Electric strikes
 - Keyless-entry locks
 - Mailbox locks
 - Anitque mortise locks
 - Safes
- Design, Customization, and Implementaion
 - Master key systems
 - Access control systems
- Lock Outs (30 minute reentry in most cases)



Automotive Services

- Lock Outs
- Lock Repairs

Contact us at
415/753-2653 ext. 3
or e-mail

homerepair@colehardware.com.

File Retention and Paper Purge 101

It's the beginning of the year, and you are determined to make a dent in your resolution to declutter and get better organized. So how about starting with the files and piles of papers that have been yearning for your attention? By removing what you no longer need now, it will be much easier to file, find, and retrieve what you do need later. A paper purge can provide great relief, and it often turns up a thing or two that you've been looking for!

How to Do a Paper Purge

1. The first step is knowing what papers you need to keep and what can be tossed. The most frequently asked question when it comes to organizing personal papers is "How long do I need to keep this?" The IRS has a page of document retention guidelines for individuals posted on their website: www.irs.gov/publications/p552/ar02.html. If this list leaves you with further questions, it is advisable to ask your tax preparer,



accountant, or attorney. These individuals should be consulted for their professional input based on your specific situation.

2. With your retention guidelines list nearby, place three receptacles before you: one for papers to recycle, one for papers to be shredded, and one for trash. I know what you're thinking: Trash as a destination for paper? Thermal receipts—grocery and other standard cash register receipts—are often coated with a chemical called BPA (a synthetic estrogen) and should be kept out of the recycling stream. See www.ewg.org/bpa-in-store-receipts for more information.

3. Start with any file, box, bag, or pile of papers and go through each piece, one by one, to dispose of the obvious papers that you don't need to keep. For example, you can recycle the packing slip for the camera you ordered last year, but be sure to keep the receipt for insurance and warranty purposes! Be methodical. Go through each pile, one

at a time. If you are purging a filing cabinet, it is recommended that you move from the top drawer to the bottom drawer, from the front to the back of each before moving on to the next.

4. Most consumer shredders can handle small batches of paper before they begin to overheat, thereby turning large do-it-yourself shredding endeavors into time-consuming chores. Who has that kind of time? If you have multiple bags or boxes of paper to be destroyed and recycled, you may consider employing the services of one of the many shredding companies in the immediate Bay Area that can do onsite or offsite shredding in a matter of moments for a competitive rate.

Papers routinely overwhelm and require constant maintenance. But when your paper collection is distilled to the essentials, and you know what you have and where it lives, it can serve you and be there in a time of need.

Contributed by Debra, a professional organizer in our Repair Referral Service. If you'd like to contact Debra, please e-mail homerepair@colehardware.com or phone 415/753-2653 ext. 3.

HOME REPAIR

Doug: Our Specialist in Air Duct Cleaning and HVAC

After 30 years of working for other companies as a mechanical engineer, technician, plumber, and foreman, Doug decided it was time to form his own company to provide customers with a choice for air duct cleaning; installation and repair of heating, air conditioning, and commercial refrigeration systems; geothermal equipment installation; and home energy retrofitting systems (HERS) testing. Unlike other companies that might charge for travel time or diagnostic fees, Doug's team provides free diagnostics and repair estimates.

The team can clean any type of metal, architectural, and flex ducting. They use the Rotobrush® system, which power strips the debris, allergens, and years of hard-packed dirt and lint. All work is guaranteed for 1 year for parts and labor, and they also offer 5- and 10-year warranty packages.



Installation of new heating and air conditioning equipment is warranted for a minimum of 5 years on all parts and labor. As an authorized Trane dealer, Doug gives you access to the latest American-made equipment, comparably the best heating and air conditioning equipment available.

Doug believes in employing green technology and offering customers the latest in new ultra-high-efficiency forced air systems, as well as boilers for radiant heat. Alternative choices such as geothermal, solar-powered heat pump systems and water-cooled air conditioning systems are also available.

To reach Doug and his team, e-mail homerepair@colehardware.com or phone 415/753-2653 ext. 3.

What Is Air Duct Cleaning?

Air duct cleaning generally refers to the cleaning of various heating and cooling system components of forced air systems, including the supply and return air ducts and registers, grilles and diffusers, heat exchangers, heating and cooling coils, condensate drain pans (drip pans), fan motor and fan housing, and the air handling unit housing.

If not properly installed, maintained, and operated, these components may become contaminated with particles of dust, pollen or other debris. If moisture is present, the potential for microbiological growth (such as mold) is increased, and spores from such growth may be released into the home's living space. Some of these contaminants may cause allergic reactions or other symptoms in people if they are exposed to them.

If you decide to have your heating and cooling system cleaned, it is important to make sure the service provider agrees to clean *all* components of the system and is qualified to do so. Failure to clean a component of a contaminated system can result in recontamination of the entire system, thus negating any potential benefits. Methods of duct cleaning vary, although standards have been established by industry associations concerned with air duct cleaning. Typically, a service provider will use specialized tools to dislodge dirt and other debris in ducts and then vacuum them out with a high-powered vacuum cleaner.



You should consider having the air ducts in your home cleaned if:

1. There is substantial visible mold growth inside hard-surface (such as sheet metal) ducts or on other components of your heating and cooling system.



There are several important points to understand concerning mold detection in heating and cooling systems:

- Many sections of your heating and cooling system may not be accessible for a visible inspection, so ask the service provider to show you any mold they say exists.
- Although a substance may look like mold, a positive determination of whether it is mold or not can be made only by an expert and may require laboratory analysis for final confirmation. For about \$50, some microbiology laboratories can tell you whether a sample sent to them on a clear strip of sticky household tape is mold or simply a substance that resembles it.
- If you have insulated air ducts and the insulation gets wet or moldy, it cannot be effectively cleaned and should be removed and replaced.
- If the conditions causing the mold growth in the first place are not corrected, mold growth will recur.

2. Ducts are infested with vermin (such as rodents or insects).

3. Ducts are clogged with excessive amounts of dust and debris and/or particles are actually released into the home from your supply registers.

Information from the Environmental Protection Agency (EPA) website: www.epa.gov.

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 708403.

WHAT'S IN SEASON

Snow Cable Chains

Veteran Tahoe travelers know that tire chains, also known as tire cables, are sometimes necessary when crossing the mountains in winter. These are sold by the pair and help car or truck tires get more traction in conditions where snow and/or ice have accumulated on the road. Four-wheel-drive or all-wheel-drive vehicles with snow tires used to be exempt from chain controls, but no longer. All vehicles must now carry chains to enter a chain control area.



Our Cobra™ cable chains feature tough carbon steel rollers that provide traction and long wear. The low-profile steel rollers allow increased tire-to-road contact, resulting in better stability, plus a considerable reduction in noise and vibration, and they are galvanized for rust prevention.

All COLE HARDWARE locations stock four of the most popular sized cables for cars (Skus 818818-21, \$46.99-\$49.99) and a popular truck size (Sku 818822, \$99.99). Just bring in your specific tire size as set forth by the ISO metric tire code.



Virtually all tires have this information molded into the sidewalls, or you can refer to the factory specs for tires if the tires have not been changed on your car since you purchased it.

How to Read Your Tire Size

The tire code consists of a leading letter and a string of numbers. The leading letter "P" correlates to a passenger car; the leading letters "LT" correlate to a light truck. (Please note that European car models may not have a letter.) After the letter (or lack of letter), there

is a three-digit number (tire width in millimeters), followed by a slash, with an addition, two or three numbers (the aspect ratio or a percentage of the total width of the tire that the sidewall would cover if placed directly over it). There may also be an additional "B," "D," or "R" after the last series of numbers (representing bias belt, diagonal, or radial). Finally, the tire size will terminate with another two-digit number, which is the wheel diameter the tires are designed to fit.

A tire with the code P285/40R15 indicates the following:

- The P means the tire is for a passenger vehicle.
- 285 is the width of the tire in millimeters.
- 40 is the aspect ratio and stands for 40%, or a percentage of the total width of the tire that the sidewall would cover if placed directly over it.
- R means the tire uses a radial fabric construction of the carcass of the tire (radial is the standard tire on most vehicles).
- 15 is the number of inches in the diameter of the wheel the tire is designed to fit.

What If We Don't Carry Your Size?

No worries! We can special order the chains for you. Just come in with your tire size by Monday, and if we don't have the size you need, we'll order them and have them in our store for you by Thursday of that week.

Don't get caught on the mountain pass without snow cable chains!

IMPORTANT!

If you buy a pair of Cobra cable chains, you *must* use a pair of tensioners with them. These are essentially six small rubber bungee-type cords, bound by a circular rubber piece in the center, and come two to a bag. (Sku 818823, \$12.99) This is an integral part of the Cobra system and cannot be omitted.

Rain Boots for the Entire Family

The entire family can puddle stomp together in rain boots for men, women, and children. For men, we offer a 16-inch high, flexible Buffalo boot with a safety-grip cleated outsole. Sizes range from 7 to 12. (Sku 8002875, \$19.99) Women can choose from a fashion-forward assortment of solid, paisley, leopard, or floral prints in sizes 6 to 10. (Sku 760103, \$29.99) Children's boots are also available in two fun patterns in sizes 7/8, 9/10, and 11/12. (Skus 760155-60, \$19.99)



Galleria Fashion Umbrellas

Function meets fashion with these traffic-stopping umbrellas in bold colors and classic Impressionist painting patterns. Styles range from wind-protecting bubble umbrellas to stick or folding sizes. Children's versions are also available. (\$9.99-\$24.99)





ENVIRONMENTAL INFO

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

No More Sweaters and Snuggies

Growing up in the Bay Area, Jaime Cross knew that living in San Francisco meant wearing wool sweaters and several layers. So when he moved to San Francisco and purchased an 1886 Victorian, he knew he would have to make some upgrades to keep his home from feeling like a refrigerator. An obvious



first step seemed to be to replace all the single pane windows. However, the completion of this expensive project did not seem to make any difference.

“With the money I spent on the windows, I could have bought a new car—and it was still freezing in my place,” said Jaime.

Fed up with the cold, he called a local home performance company in June 2010 to do a home energy assessment and was surprised by the findings. He learned his house was losing 40% of the heat through cracks in the walls and floors—made worse by the fact that he had no insulation.

“That was the first time I realized I have to take a ‘whole’ approach to my house instead of one thing at a time. You can drop \$25,000 on one project or another, but I really needed to identify how I could get the most bang for my buck. That is how the contractor helped most,” Jaime said.

When he learned he could receive rebates from the San Francisco Home Improvement & Performance Program (SFHIP)—the local brand of the statewide

Save Money!
Make your house comfortable and use less energy!

Energy Upgrade California program that saves homeowners money, reduces energy use, and supports local jobs—for using a local, certified contractor, Jaime hired a contractor to perform several improvements, including sealing up the air leaks, blowing in insulation, and replacing the boiler with a closed-loop hot water radiator system.

The results were remarkable. Prior to installing these energy-efficiency measures, Jaime used two gas fireplaces constantly, at a cost of \$250 per month—and the home was still cold. After the work was completed, the new hot water radiator system kept the house at 68°F at all times, and his bill was \$99. Jaime expects an even lower energy bill in the future because he recently installed a programmable thermostat.

Through the SFHIP program, Jaime also received a \$6,000 rebate that covered a significant amount of the project. Currently, there are rebates of up to \$11,000 available to homeowners who complete a project by May 2012. Rebates are on a first-come, first-served basis

due to limited funding.

To hear from Jaime or one of the dozens of other homeowners who have utilized the SFHIP program since March 2011, please join them for a workshop at one of these locations close to the Mission Street and Cole Valley stores. Representatives from the City’s program will also be on hand to answer questions.

Rebates up to \$11,000 available!

Tuesday, January 10

7:00 pm–8:00 pm

Bernal Heights Neighborhood Center

515 Cortland Avenue

RSVP at <http://bernalheights-euc.eventbrite.com>

Wednesday, January 11

7:00 pm–8:00 pm

Park Branch Library

1833 Page Street

RSVP at <http://colevalley-euc.eventbrite.com>

You can learn more by visiting www.EnergyUpgradeCA.org or www.sfenvironment.org/sfhip.

Don’t Take the Bait!

COLE HARDWARE is pleased to announce that we are joining the Department of Environment in voluntarily banning the sale of certain mousetraps and rat-control products that the U.S. Environmental Protection Agency (EPA) deems an unreasonable risk to children, pets, and wildlife.

“We are taking action; we’re joining a growing coalition of cities asking merchants to pull these products off their shelves. The level of risk is unacceptable for the safety of our residents and environment,” said Melanie Nutter, director of San Francisco’s Department of Environment.



Supervisor Malia Cohen introduced a resolution before the Board of Supervisors to demand that manufacturers comply with the EPA ban. The Department of Environment’s campaign is part of a larger national effort, with various cities across the country coordinating local outreach urging noncompliant manufacturers to immediately stop the sale and production of products in question.

Further details on this issue and products banned can be found by visiting the EPA website at www.epa.gov/pesticides/mice-and-rats or the Department of Environment website at www.sfenvironment.org/ipm.

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

Please Consider Volunteering with Rebuilding Together San Francisco!

Do you enjoy fixing things? Are you comfortable with a drill? Do you have five hours a month to help seniors or disabled adults age safely in their homes?

As a small nonprofit that has been serving our City's housing needs for over 22 years now, Rebuilding Together San Francisco (RTSF) provides critical safety repairs for those who can't otherwise afford them—from repairing back stairs and fixing a heater to installing handrails, smoke detectors, or grab bars. In addition to their annual renovation program, Rebuilding Day, on Saturday, April 28 this year, their year-round program, Home Safety & Independence, relies on handy volunteers to support the hundreds of seniors and disabled adults who need assistance. Currently, 61% of older adults (65+ years) in San

Francisco do not have enough income to meet their most basic needs, forcing them to make choices that jeopardize their safety or quality of life. Imagine that installing one grab bar could mean that your 89-year-old neighbor can

safely bathe, get her mail, or avoid ending up in a skilled nursing home; you wouldn't hesitate to help, would you?

The supporters of RTSF believe that low-income seniors and people with disabilities should be able to age gracefully in their own homes and that nonprofit facilities and schools should be bright and healthy places to work and learn. And they believe that the resources to make all this happen already exist in our San Francisco community.

This April 28, please join RTSF as they directly improve the quality of life for over 300 low-income residents and 30 nonprofits. They also have ongoing volunteer orientations and dozens

of ways to get directly involved in your community year-round. Contact RTSF at www.rebuildingtogethersf.org or 415/905-1611 for more information or on how you can volunteer.



Hardware Hall of Fame: Captain America

We love receiving photos from our shoppers showing us what they've done or created with products purchased at our stores or that our staff has assisted them with. After Halloween, we received these photos from Rewards member Michael Stoler showing us how he crafted his Captain America costume. You might find it a bit difficult to tell which photo is Michael and which photo is the real Captain America!

To submit a photo, just e-mail hotline@colehardware.com, and we'll do our best to publish it.



Spare Change Donations

In 2011 we began a spare change donation program with change jars at each register that allow anyone to drop in their spare change to benefit the various groups in the City that help to make San Francisco the best place to live. We are pleased to announce that in the first three months since the program's inception, we've raised \$2,700, thanks to you! Below are the totals, and as you can see, we're doing better each month!

| Month | Cause | You've Donated |
|---------------|-----------------------------|----------------|
| August 2011 | Children's Miracle Network | \$577.59 |
| October 2011 | Bay Area Young Survivors | \$842.37 |
| November 2011 | Haight Ashbury Food Program | \$1,280.14 |

Our selected Community Partner for December 2011 was Big Brothers Big Sisters of the Bay Area. We'll let you know in next month's *Hardware Hotline* what our generous community is sending their way.

For the month of January, we will collect spare

change for Friends of the Urban Forest. Probably no one would argue that trees don't enhance the beauty of our neighborhoods. Since 1981, Friends of the Urban Forest has provided financial, technical, and practical assistance to San Franciscans in the care and planting of trees. Friends of the Urban Forest's mission is to promote a larger, healthier urban forest as part of San Francisco's green infrastructure through community planting, tree care, education, and advocacy.

Each year, Friends of the Urban Forest helps communities plant nearly 1,000 trees. Neighbors organize the plantings. Friends of the Urban Forest obtains permits, removes sidewalk concrete, supplies tools and materials, and selects, purchases, and delivers the trees. On planting day, Friends of the Urban Forest

volunteers work side by side with residents. After the work is done, everyone celebrates over a community lunch. At plantings, neighbors meet, often

for the first time, to improve their streetscape. Spirits are high, and everyone has a good time for the common good.

To find out how you can become involved with tree plantings in your neighborhood, visit www.fuf.net or call 415/561-6890. Friends of the

Urban Forest is a member of our Community Partners program (#1070), and you can donate your Rewards dividend to them by mentioning this to the cashier as you are checking out in our stores.

And it's easy to participate in the spare change donation! Just drop your change into the marked jars at the registers at any COLE HARDWARE location, or bring in that old jar of pennies that might be collecting dust on a dresser! All donations collected through the month of January will go to Friends of the Urban Forest.



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.

Caregiver: I am a licensed LVN who does caregiving for seniors, and I'm available during weekdays. I am dependable, experienced, and can provide references. Hours and rates are negotiable. Please call Josephine at 415/745-5175.

Computer Help: Honest Dave's Affordable PC Housecalls travels to your home or office to fix your computer. Viruses removed, computers speeded up to work like new, hardware and software installed, upgrades, training, TiVo, printers, and full support. 10 years full-time experience. Good Yelp (see Honest Dave). Call 415/271-0369.

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.

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 and 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: Simplify. Be free. Make your home beautiful and free your time. Reestablish order, enjoy peace. Imagine the possibilities! Need help packing or unpacking? Want to get organized, but short on time? Want to revitalize or redecorate your living space? Call 415/596-6590 for a free 30-minute consultation or visit www.completewonder.com.

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 415/425-4204 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: ALL YOUR SAN FRANCISCO REAL ESTATE QUESTIONS ARE ANSWERED AT: 415/308-5902. ZIP REALTY 5th largest REAL ESTATE BROKERAGE IN USA. As a *San Francisco Magazine* Top Ten Realtor, I am here to help you as I have helped others since 1978. If you are thinking of selling your home, condo, or income property, I can show you savings of up to \$15,000.00. Any buyer I represent will receive up to \$2,000.00 License 702525 with 512+ SOLD properties.

Stereo Repair/Home Theater Installation: Gene's Sound Service offers expert component-level repair of home audio systems, as well as audio, video, and home-theater installation and system troubleshooting. Specializing in on-site service at your home, office, or shop. Convenient day, evening, or Saturday appointments available. Many local references. Advice on maintaining your system gladly given. "Gene's honest and knows his stuff. Give him a try." Bobby McFerrin. Call Gene at 415/377-1258. More info at www.genessound.com.

Tax Prep and Planning: Tax services for individuals and self-employed persons. Over 20 years experience, especially in dealing with issues of artists, consultants, and nonfilers. Free initial phone consultation. Please contact Alan Steger, Enrolled Agent, at 415/387-3057.

Tax Services for Individuals and Self-Employed Persons: GRETCHEN BECK is an Enrolled Agent, licensed to represent clients before the IRS. Half-hour free consultation. Appointment only. 415/695-9811. wonderwoman2k@juno.com.

Writer/Researcher: Published writer in magazines, newspapers, and a hardcover book; marketing and public relations writing. Twenty plus years experience. Bachelor's degree in English; coursework for master's degree; two copy editing courses at UC Berkeley. Fee based on scope of the project. Contact Michelle at 415/989-0158 or wordwise@inbox.com.

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 accumulated since 2011 will be transferred to your new Rewards card when you come in to redeem your points if you have not yet converted your Frequent Shopper account to a Rewards account.
- ➔ 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 delivery in San Francisco with \$100 purchase.
- ➔ 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 can be dropped in the mail to be returned to us; we'll notify you if we receive them.
- ➔ 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.

COLE HARDWARE proud member of:



Polk Street Merchants District



Russian Hill Neighbors



HANC
Haight
Ashbury
Neighborhood
Council

somba South of Market Business Association

COLE HARDWARE supports organizations working to enhance our great City.

If you'd like us to be part of your membership, please contact julia@colehardware.com.

Tool Rental Reservations
Visit www.bescrappy.com/register.

Follow COLE HARDWARE!

Our New Windows Blog
To sign up for our new blog featuring our award winning windows, visit: <http://colehardwarewindows.posterous.com>.

Urban Gift Registry
For information e-mail gift@colehardware.com.

Digital Hardware Hotline
To sign up for a digital version of the *Hardware Hotline*, visit <http://www.colehardware.com/eline.htm>.

The COLE HARDWARE Calendar - January

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---------------------|----------------------------------|-----------------------|------------------------|-------------------------|--------|---|
| 1 New Year's Day | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 Martin Luther King Jr. Day | 17 | 18 | 19 | 20 | 21 E-Waste and Donation Drop-Off! Mission St. Store 10 am-2 pm see page 2 for details |
| 22 | 23 Chinese New Year | 24 | 25 Senior Wednesday | 26 Military Thursday | 27 | 28 |
| 29 | 30 Student Monday | 31 Teacher Tuesday | | | | |

dollar days
January HOT DEALS
January 1-15
see insert!

COMMUNITY SAVINGS DAYS
Special Community Members
SAVE 20%
see our website for more details

Our founder Dave Karp, Purveyor of Hardware Wisdom

The COLE HARDWARE credo...

- Commitment to savings:** Rewards program members receive a 5% quarterly dividend on purchases.
- Commitment to the community:** We donate 10% of what you spend to local charities (you get to designate one of our school or community partner beneficiaries).
- Commitment to you:** Over 90 years of guaranteed customer satisfaction.
- Commitment to the environment:** Reducing our footprint by implementing environmentally sound practices in our stores.

Four locations serving you every single day of the year!

| | | | |
|--|---|---|--|
| <p>2254 Polk Street San Francisco, CA 94109-1820 (at Green Street on Russian Hill) 415/674-8913 Fax: 674-8917 Weekdays 8:00 am-8:00 pm Weekends 9:00 am-7:00 pm OPEN NEW YEAR'S DAY 9:00 am-5:30 pm</p> | <p>3312 Mission Street San Francisco, CA 94110-5009 (at 29th Street—near Safeway) 415/647-8700 Fax: 647-6554 Every day 8:00 am-8:00 pm OPEN NEW YEAR'S DAY 9:00 am-5:30 pm</p> | <p>956 Cole Street San Francisco, CA 94117-4316 (at Parnassus—near U.C. Medical Center) 415/753-2653 Fax: 753-0957 Weekdays 7:00 am-7:30 pm Weekends 8:00 am-7:00 pm OPEN NEW YEAR'S DAY 9:00 am-5:30 pm</p> | <p>70 4th Street San Francisco, CA 94103-3124 (downtown bet. Market and Mission) 415/777-4400 Fax: 777-4453 Weekdays 8:00 am-7:30 pm Weekends 9:00 am-5:30 pm OPEN NEW YEAR'S DAY 9:00 am-5:30 pm</p> |
|--|---|---|--|

COLE HARDWARE reserves the right to limit quantities to stock on hand and to correct printed errors. Items are similar if not identical to printed illustrations. If an item is out of stock, we can offer a suitable replacement or a "rain check" for the advertised item. We strive for complete customer satisfaction.

Contact the *Hardware Hotline* at 415/753-2653 ext. 5 or e-mail hotline@colehardware.com.

shop here and your money stays here

SFLMA
SAN FRANCISCO LOCALLY OWNED MERCHANTS ALLIANCE
SHOP LOCAL FIRST

Cole. Hardware for the soul.
San Francisco's Favorite Hardware Stores!

web: www.colehardware.com
Contractor's License #708403
service@colehardware.com