

**Free Paint
Saturdays**

August 3 and 10

see page 2 for details



CLARK+
KENSINGTON
PAINT + PRIMER IN ONE



**Hardware
Happy Hour**

Wednesday, August 21

5:00 pm–Closing

see page 2 for details

COUPON

FREE

with \$25 purchase

COLE HARDWARE Knife

(Sku 878006, 400) While supplies last. Valid with coupon through August 31, 2013.

13AUG-CH



COLE HARDWARE'S Hardware Hotline

August 2013

NEWS AND VIEWS FROM AROUND THE STORES

We Speak Hardware

More than 35% of San Francisco's population is made up of people born in another country, and the COLE HARDWARE staff reflects this kaleidoscope of cultures and lifestyles. We are extremely proud that our crew members mirror the diverse City we call home, and we happily celebrate our diversity. Each of our stores has hardware professionals dedicated to solving the myriad challenges that engage our customers daily. They grind keys, match paint, solve plumbing problems, cut glass, rekey locks, and put things back together that never should have been taken apart.

Most important, they share their hardware knowledge with customers and coworkers alike in plumbing, carpentry, electrical, gardening, and much more. Our crew members also speak hardware in a wide array of languages. Tagalog, Russian, Arabic, Afrikaans, and Spanish are just a few of the wondrous blend of languages that can be heard throughout our business. If you shop at our Mission Street store, you probably know that practically the entire crew speaks Spanish. And how many other businesses can boast that they have speakers of Swahili or Kikuyu?



*Cole Street's Florence
can assist you in
Swahili and Kikuyu.*

Daily, we teach, serve, and support our community and do whatever it takes—in many languages—to provide stellar customer service, fulfilling our simple mission: "Our commitment to you: Your satisfaction guaranteed. Period." See page 9 for a photo gallery of our crew members who speak a second language.

Online Account Lookup

In our ongoing efforts to expand and improve the services we offer, we are excited to announce our new online account lookup service. Once registered, you will be able to review your purchase history, should you need that information for any reason. Of course, we're still here to assist you with any questions regarding your account, but you can also access your account whenever it is convenient for you.

Customers with COLE HARDWARE charge accounts can view and print account statements; view, e-mail, and print past sales invoices; view purchasing history; and authorize users to access the charge account for review. Duplicate documents can be printed for accounts payable and approval purposes. COLE HARDWARE Rewards program members (individual use, non-charge accounts) can access their accounts to review purchases, too. Copies of receipts can be printed for tax purposes or work reimbursements, for example.

It's simple to get registered. Just visit colehardware.com, click on the "Account lookup" link on the bottom of the right column. On this page, click on the "Apply for account" link on the left panel, and fill out the form to request an account. Our accounting office will process your request and send you an e-mail confirmation and password. Then you will have unlimited access to review your sales history at your convenience.

Go paperless! We also offer our customers the

option of choosing to receive an e-mail receipt of purchase instead of a paper receipt. E-mail receipts are sent immediately at the time of purchase and can then be reviewed online with our new lookup service. Just send a note to ar@colehardware.com requesting e-mail receipts.



We realize that many folks today prefer less paper in their lives, so we also offer our monthly *Hardware Hotline* and Hardware Hot Deals in digital versions. To request to receive an online version of these, e-mail hotline@colehardware.com with the word "digital" in the subject line. These are just a few ways that we are expanding our online services as we work toward our goal of providing a vibrant, interactive website to serve you.

NEW

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

3312 Mission Street
San Francisco, CA 94110-5009

PRSRT STD
U.S. POSTAGE PAID
SAN FRANCISCO, CA
PERMIT #3137

TIME-SENSITIVE
MATERIAL



Scan to view
our website.



SAN FRANCISCO
**GREEN
BUSINESS**



Hardware Happy Hour Returns!

Wednesday, August 21
5:00 pm–Closing



HAPPY HOUR COUPON

\$10 OFF
ANY \$20+ PURCHASE
DURING HAPPY HOUR

Valid Wednesday, August 21, 5:00 pm–closing. Offer does not apply to gift cards, Muni passes, Clipper cards, meter cards, special orders, or sale merchandise. Not valid with coupons or other offers. Must be a member or join our Rewards program. One redemption per household.

We're happy to announce that our Hardware Happy Hour is back!



Spare Change Collection

Our spare change collection program keeps rolling right along with an impressive grand total of \$14,267 collected through June of this year for the many worthy charitable causes in the City. Our June collection for the Children's Miracle Network raised a total of \$367. July's collection



Our August collection will benefit Rebuilding Together San Francisco (RTSF), which provides free repair and renovation programs for low-income, elderly, and disabled San Franciscans as well as for nonprofit and community facilities. Teams of volunteers are mobilized to help revitalize neighborhoods. By using and reusing available resources, they can



provide these repairs free of charge to homeowners and community groups.

RTSF believes 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. The organization was founded in 1989, just prior to the Loma Prieta earthquake. Known then as Christmas in April, the organization was created through the grassroots collaboration of several business, labor, and community organizations in San Francisco.

Visit www.rebuildingtogethersf.org for more information or to volunteer. Rebuilding Together San Francisco is COLE HARDWARE Community Partner #328.



Wonderdog Rescue

We're pleased to announce that four dogs were adopted at our Mission Street adoption event in May!



Save the date!
September
Dog Adoption Event
Sunday, September 22
12:00 pm–3:00 pm
Cole Street Store

free paint saturday

Receive a FREE Quart on August 3 or 10

Try it.
You'll
love
it.

CLARK+KENSINGTON®
PAINT + PRIMER IN ONE



FREE Quart +
of Clark+Kensington®

Enter for a chance to win 1 of 10 \$1,000 ACE Gift Cards* and a personalized paint color recommendation!



Name:

Home Address:

E-mail:

By providing your email, you authorize Ace to send you emails containing both promotional offers and helpful messages; sweepstakes winners will be notified only via email.

Free Offer Limits: Valid August 3 or 10, 2013, at participating Ace retail stores. Valid on Flat Enamel primary tint bases (SKU #s 1485184, 1485226, 1485242) and includes tinting to most colors. While supplies last. Limit 1 free quart per household per calendar year. Must present coupon to redeem free quart.



Starting at
\$25.99

Clark+Kensington®
paint+primer in one
Interior Flat

Transform your space in half the time. Lifetime warranty. (Sku 1462993)



Designed to save you time and money. Now you can get your painting projects done faster and still have a weekend to enjoy.

- Ultra-smooth finish
- Environmentally smart, low VOC
- Easy to clean, stain resistant

CLARK+KENSINGTON®
PAINT + PRIMER IN ONE

RANKED #1*

BY A LEADING
CONSUMER MAGAZINE.

Exclusively available
at your neighborhood



*In Satin & Semi-Gloss sheens

find your
SOUL PAINT™

Re-COLE-mend: Locksmith, Home Repair, Design + Build, and much more!

Meet Dennis: Master Carpenter

COLE HARDWARE is fortunate to have our master carpenter and general contractor, Dennis, as a 20-year member of our Repair Referral Service. A contractor's job can be one of the most difficult balancing acts. It combines staying focused on the job at hand, finishing up details of previous jobs, and all the while bidding on potential jobs.

From the extensive work that Dennis has done at the home of our founder, Dave Karp, we know firsthand that he is skilled, reliable, respectful, and responsible. In 2003 we needed someone experienced to prepare our Polk Street store for its opening, and of course, we called Dennis. When we needed our Cole Fox location remodeled for our accounting office to move there, we again hired Dennis.



Dennis was born in the town of Poughkeepsie, in upstate New York. He worked as a farmhand while growing up and was able to teach himself a great deal about carpentry. He then went on to a four-year carpentry apprenticeship program in Levittown, New York, on Long Island. As a math lover, Dennis was glad to see that building required an extensive knowledge of geometry. Combining his love of math and working with his hands was the perfect union.

When we asked Dennis what distinguishes him from other carpenters and contractors, he confidently told us, "I have never seen a problem on a job that I could not find a solution to. And if I can't find an immediate solution, I can find somebody who can." When it comes to a large investment such as a major home improvement, many people will be tempted to hire someone based strictly on a low bid. But if they are without the proper permits and inspections, you'll more than likely have to hire another contractor to finish the job correctly. Dennis, on the other hand, believes in doing the job properly in the first place. Dennis has recently started a solar panel installation company and has outfitted the home he shares with his wife and three children with solar energy panels.

To get in touch with Dennis, contact our Repair Referral Service at homerepair@colehardware.com or 415/753-2653 ext. 3.

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
Cleaning/Janitorial
Commercial Kitchen Installation
Computer Data Cabling
Computer Grounding
Computer Repair and Tutoring
Concrete
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
Grout Restoration
Handyman Services
Hardwood Floors New/Refinish
Hauling
Home and Office Organizing
Home Energy Rating Systems (HERS)
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
Pest and Termite Control
Plastering
Plumbing 24/7
Power Washing, 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
Stair Lift Installation
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.

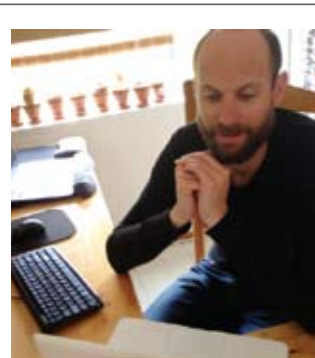
Home Office, Home Computer, Home Network Problems? Call Daniel

How do I know if my router's wireless? What's a router anyway? My SSID? These are examples of some of the confusing questions that all of us face when calling technical support. And to make matters worse, your router's (whatever a router is) manufacturer tells you the problem is with your computer, the computer manufacturer tells you it's a problem with your software, and completing the circle, the software company tells you it's a problem with your router. So where does that leave you? That leaves you playing phone tag with multiple technical support services halfway across the globe. Wouldn't it be easier if you had a next-door neighbor who could help you?

Since 2000 Daniel has worked in the high-tech field. After becoming Cisco certified, confirming his knowledge and competencies with Cisco routers and switches, Daniel worked for a small tech firm in Seattle. After moving to San Francisco, Daniel worked for several years at the Academy of Art as a tech engineer, installing and maintaining wireless networks in their many dormitories throughout the City.

If you're having a home computer, home office, or home network problem, contact our Repair Referral Service at 415/753-2653 ext. 3 or homerepair@colehardware.com and ask to be put in touch with Daniel. He will do his best to solve

your problem, and if he doesn't have the answer, he will do his best to direct you to someone who does. More importantly, he's a neighbor whose advice you can trust!



Call Daniel for all your home IT needs.

WHAT'S UNIQUE?

Duralex Dessert Cups



Create stunning layered desserts and appetizers in these clear dessert cups from Duralex. Made in France, the shock-resistant tempered glass is microwave safe and manufactured to withstand sudden temperature extremes from -4°F to 266°F and is suitable for hot or cold liquids. Measures 3 inches high with a 3-inch diameter. (Sku 628690, \$2.49)



T-fal® Sauté Pans

A versatile sauté pan is one of the most important tools in any kitchen. The new line of sauté pans that we offer from T-fal uses a unique heat indicator to show when your pan is perfectly preheated to seal in the flavor of your food. The nonstick interior is exceptionally durable and scratch resistant—it's even safe to use with metal utensils. The exterior is also nonstick and easy to clean. An ergonomically designed silicone handle allows for a comfortable grip and is oven safe to 450°F . These T-fal sauté pans are constructed with a stainless steel disc over heavy-gauge aluminum, providing superior heat distribution and maximum antiwarping protection. Available in three sizes.

(8-inch: Sku 6092415, \$24.99; 10 $\frac{1}{4}$ -inch: Sku 6092407, \$36.99; 12 $\frac{1}{2}$ -inch: Sku 6092399, \$44.99)

Thermo-Spot Heat Indicator

Lets you know when the pan is perfectly heated to seal in the flavor of your food



DAP® XHOSE™

This new expandable hose is superstrong and durable, yet ultra lightweight. Turn on the water and it automatically expands to nearly three times its original length. Turn off the water and the hose contracts back to its original size. The hose will not twist, tangle, or kink. The XHOSE is ideal for City living where storage space is always an issue. We offer the hose in a 25-foot length (Sku 6229959, \$20.99) and a 50-foot length (Sku 6229967, \$40.99).



Oxygenics® Showerheads

Oxygenics showerheads work in a revolutionary, remarkable way. There is no other showerhead on the market that uses this patented technology. And no other showerhead is able to give you the same results. You are going to love your shower!

The innovative technology behind Oxygenics is based on the Venturi Principle. As water enters the base of the showerhead, it is propelled through an accelerator fin to increase the velocity of the water flow. It is then directed through a channel where oxygen is injected into the water. The result? Phenomenal coverage and a continuous range of sensations—from a soft, relaxing spray to a deep,

therapeutic massage to everything in between. Get ready for a healthy, powerful, oxygenated spray!

Uses
20%–70%
less water



Revolutionary technology,
injects oxygen into water,
creating an amazing
experience!

Thousands of gallons of water can be saved each year, which means significant energy and money savings because Oxygenics showerheads use 20%–70% less water than other industry leading brands. The Oxygenics PowerSpa comes with a lifetime performance warranty against clogging. It is guaranteed not to clog—ever.

The internal components of these showerheads are made of Delrin® (a material similar to Teflon®), which increases durability and eliminates clogging, mineral buildup, and corrosion. No cleaning required—install it and forget it!

COLE HARDWARE offers Oxygenics showerheads in either a three-spray or a five-spray style in both handheld and wall-mount versions. Switching between the sprays is effortless. Simply press lightly on the “Intellever,” and the sprays transition seamlessly into one another for the ultimate shower experience. (Skus 4494506, 5651, 677, 685, 701, 719, 750, 859, \$29.99–\$49.99) Selection varies by store.



Pressure-Boosting Technology

Increases Your Pressure—Saves Water and Energy

Patented tri-fin
accelerator that increases
velocity of water



FROM THE GARDEN CENTER

Visit our garden centers at the Cole Street, Polk Street, and Mission Street stores.



In the Garden August Garden Tasks

Tips from Dennis and Bill



Stop by our Cole Street garden center for all your gardening needs. The advice is free from the Garden Guys, Dennis and Bill. E-mail them with any questions: dennis@colehardware.com or blitz@colehardware.com.

In August your summer garden should be in full swing and taking care of itself for the most part. It's time to enjoy all of the hard work you've put into the garden over the last several months and consider what your fall garden will look like.

✓ Fall mums: For a colorful autumn garden, plant some mums now.

✓ Watering: If you will be on vacation this month, arrange for a trusted neighbor or friend to water your plants, or set up automatic timers. Container gardens should

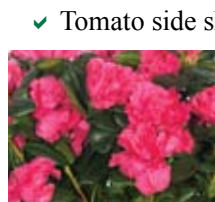


be watered daily. Consider using DriWater® if you don't have someone to water your plants. Simply insert the gel pac or carton into the soil—natural organisms break down the ingredients and water the plants. For up to 30 days of watering, use the gel pac (Sku 707020, \$2.99); for longer periods up to 90 days, use the quart carton (Sku 707015, \$3.99).

✓ Pest control: To avoid using chemicals for snails and slugs, place broken egg shells around plants. Shallow containers of beer will attract these garden pests and kill them off—happily buzzed. Crawling insects, such as ants, earwigs, fleas, and carpet beetles can be controlled with diatomaceous earth. (Sku 7115835, \$12.99)



✓ Deadhead: Perennials and annuals, especially those in containers, should be deadheaded regularly. Summer heat, should we be so lucky, will take a toll on container plants. Heavy bloomers should be fertilized and cut back.



✓ Tomato side shoots: Pinch these off now.

✓ Azaleas, camellias, and roses: Water these plants well this month; otherwise, next year's buds may not properly develop.

✓ Roses: Stop feeding them to discourage soft growth that has little chance to bloom and that will be prone to disease.

✓ Daffodils and tulips: Fertilize in early to mid-August.

✓ Houseplants: Don't neglect indoor houseplants. Repot root-bound plants and give them a vacation outside in the sun.



✓ Dried flowers and herbs: Early morning is the best time to gather flowers and herbs for drying, before the hot sun might cause wilting. Cut in clusters with the stem attached and tie some raffia around them for a beautiful hostess gift.



✓ Fruit trees: Collect fallen fruit to abate rodents, and prop heavily laden branches to avoid breakage.

See you in the garden!



Looking for a Few Lemons!

Just One Tree is a campaign to promote the planting of fruit trees as the most efficient crop for dense cities. This project is an arm of the nonprofit group Urban Resource Systems, established in 1981 to promote greater urban self-reliance through community action.

Do you have a lemon tree?

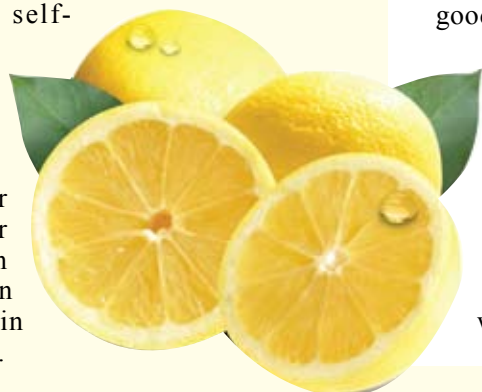
Please register it at JustOneTree.org.



JUSTONETREE

The Department of Public Works estimates that there are between 2,000 and 4,000 lemon trees in the City, and Just One Tree would like all lemon trees registered so that they can work on planting

more in deficient areas to reach the self-sufficiency goal of 12,000 lemon trees. Visit JustOneTree.org to register your new or existing lemon trees. Lemon trees planted in pots count, too.



Caring for Your Lemon Tree

To achieve success with your lemon tree, follow these guidelines as recommended by Just One Tree.

Location: Find a sunny, wind-free location. Six or more hours of sun per day is good. Southern exposure is best.

Transplanting: If you plan to grow your tree in a container, transplant your new tree into a container at least 1 inch larger than the pot you acquired it in from the nursery. Use a high-quality compost for transplanting. We like biodynamically grown Malibu Bu's Blend™. (12-quart: Sku 746746, \$9.99) Combine equal parts compost with an organic potting soil for good drainage. Black Gold®



potting soil is a high-quality soil. Available in bags in assorted sizes from 4 quarts to 1.5 cubic feet. (Skus 7329824, 7265002, \$4.49–\$14.99)

Drainage: To test the drainage of your native soil, if you are planting in the ground, dig a hole 30-inches deep and fill with water to saturate. The next day, refill the hole with water. Drainage is sufficient if water drops 2

inches in two hours. If drainage is poor, plant in a raised bed or a container instead.

Planting: Plant the root ball high. Make sure soil or mulch does not cover the trunk.

Watering: Lemon trees like to dry out between waterings. Water one to two times weekly, about 1 to 5 gallons of water, depending on the size of your tree.

Fertilizer: Citrus needs a balanced fertilizer. If the fertilizer contains trace minerals and has more nitrogen (N) than phosphorus (P) and potassium (K), it will work fine. We like Espoma Organic Citrus-tone® Citrus and Avocado Food. (Sku 7208671, \$9.49)



Suckers: Know where your graft is. Remove any new growth below the graft. Suckers steal nutrients from your tree.

Pruning: Prune any time except winter. Corona® bypass pruners work well. (Sku 71409, \$24.99)



Leggy branches can be snipped back to encourage a rounder shape. Prune branches that are growing toward the trunk to avoid cross-branching. Juvenile sprouts that are vigorous and grow vertically can be snipped back. To discourage rats from visiting your tree, try to prune branches away from structures like fences and gutters.

WHAT'S IN SEASON?



For those avid outdoor cooks, the Weber Summit series is the Cadillac of gas grills. Loaded with features, these grills take barbecuing to a professional level. Available by order at any COLE HARDWARE location, purchasing a Weber Summit is an investment in many savory meals for years to come!

All of the models shown here come in either a liquid propane (LP) or natural gas (NG) version. Natural gas is less expensive than propane and is better for the environment because it burns cleaner. The plumbers in our Repair Referral

Service can install a natural gas line for you if you barbecue often and want to consider this alternative. E-mail homerepair@colehardware.com or phone 415/753-2653 ext. 3 for more information.

These Summit grills all feature stainless steel cooking grates and Flavorizer® bars, which smoke and sizzle when cooking juices drip down, adding flavor to your meal. The stainless shrouds are stunning and will withstand the elements for years to come. The cooking areas and number of burners vary, depending on your needs.



Summit S-670™ Gas Grill

- Total cooking area is 769 square inches
 - 6 stainless steel burners
 - Side burner
 - Rotisserie burner
 - Sear burner
- (LP: Sku 8292997, \$2,499)
(NG: Sku 8292583, \$2,529)

Summit S-620™ Gas Grill

- Total cooking area is 838 square inches
 - 6 stainless steel burners
 - Side burner
- (LP: Sku 8292013, \$1,899)
(NG: Sku 8292575, \$1,929)

Summit S-470™ Gas Grill

- Total cooking area is 580 square inches
 - 4 stainless steel burners
 - Side burner
 - Rotisserie burner
 - Sear burner
- (LP: Sku 8292955, \$1,899)
(NG: Sku 8292989, \$1,929)

Summit S-420™ Gas Grill

- Total cooking area is 650 square inches
 - 4 stainless steel burners
 - Side burner
- (LP: Sku 8292953, \$1,499)
(NG: Sku 8292948, \$1,529)



Lighted Control Knobs



Integrated LED Tank Scale



Flush-Mounted Side Burner



Sear Station® Burner

And don't forget! We can assemble your Summit grill for just \$40. Rewards members also enjoy free weekend delivery of any Summit grill purchase. Covers are also available for these and all of the Weber grills we offer. Order your Summit gas grill today!

Blue Rhino® Propane Tanks

Gas grills are convenient, but often it is a hassle to get the propane tank refilled. You can't purchase full tanks at most stores, and refilling stations are sparse and hard to find. Our Cole Street store sells Blue Rhino 15.5-pound tanks and offers exchanges. Simply bring in your empty tank, and we'll exchange it for a new one. You can:

- Exchange an empty tank for a full one. (Sku 869100, \$24.99)
- Upgrade from an older tank with outdated valves to a tank with newer safety valves. (Sku 869011, \$39.99)
- Buy a full spare tank. (Sku 869102, \$59.99)

All Blue Rhino tanks are inspected, tested, and filled in a controlled manufacturing environment. Each tank contains the industry's latest safety equipment, an overfill protection device (OPD), plus Fuel Check, a handy fuel-level indicator, so you don't have to run out of gas.



COLE HARDWARE Rewards

How points are earned:

For every \$1 spent, one point is earned.

- ⇨ Points are converted in increments of 100 points, which converts to \$5, and posted to your Rewards card monthly. This equates to 5% of your total purchases.
- ⇨ Points are calculated daily and shown on receipts.
- ⇨ 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.

Terms and Conditions: 1. Rewards dollars are cleared after nine months. 2. Points accumulate for one year, with leftover points clearing at the end of the year. 3. Rewards points are not issued for charge accounts or any accounts that receive a discounted selling price under any other program.

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

WHAT'S IN SEASON?

Burning Man

August 26–September 2

From its early days on a small beach in San Francisco, to the city of 55,000+ that it has become today, Burning Man is close to the hearts of San Franciscans. Every year thousands of people in the Bay Area migrate to the Black Rock Desert to create one of the largest cities in Nevada for one week.

The key to enjoying Burning Man is being prepared for the intense environmental conditions you will face there. From the 107°F temperature to the fast-and-furious storms, the Black Rock Desert is an unforgiving place that can send the unprepared home early. COLE HARDWARE has all of your Burning Man and playa needs. Stop by to pick up our Burning Man planning brochure to help you plan a successful adventure. Have a great Burn, and remember to drink lots of water!



Here are some items
you will find in our
stores to make your
adventure more
enjoyable.



Vogmask™

Check out the most beautiful masks for reducing exposure to airborne particles! Vogmasks are the most comfortable and protected way to cycle to work, ride Muni, clean a dusty attic, and more. Available in either a high-filtering microfiber material or 100% organic cotton style, Vogmask's ergonomic

Vogmasks are the perfect must-have accessory for Burning Man!

Vogmasks are the perfect must-have accessory for Burning Man!



design makes it extremely comfortable to wear, with spandex ear loops that provide a good fit and an

aluminum nose band that allows for an effective seal. Assorted styles. (Skus 235028–33, \$19.99)

Be Ready for a Power Outage!

(“Are You Ready” Series, Part 9)

Take steps now to prepare for the next predicted major earthquake or other disaster.

Most of us take electrical power for granted. Yet, as Loma Prieta showed us, electrical power is often disrupted during a disaster. Here are some simple ways you can protect yourself, in and outside of your home, during a power outage.

- Keep flashlights near your front door, in every bedroom, in every car, and at your workplace. There are many inexpensive LED flashlights on the market, such as the Blazing LED mini flashlight that uses AAA batteries. (Sku 3295078, \$4.49)
- Have camping lanterns and stoves handy, with sufficient fuel and extra wicks. When an electrical outage hits during a storm or natural disaster such as an earthquake, new, safer lighting options are readily available. Relying on candles can be dangerous, as gas leaks can also occur. Keep a few LED lights on hand so that you can still function in your home. Here are two options we offer:

Rechargeable LED Lantern: This lantern features 40 bright white



LEDs to provide ample light for up to seven hours. Easily mountable to a wall and maintenance-free, this is a must-have in every emergency kit. (SKU 301012, \$39.99)

Universal Light Stick: Seven LEDs emit a low or high level of light. This light stick can be positioned vertically or horizontally. Ideal for areas in the home that are poorly lighted, such as closets, under cabinets, or in garages. The compact size allows this light to be transported easily in a glove box or toolbox.

(SKU 302302, \$8.99) Requires just three AAA batteries (not included).



- Keep a battery, solar, and/or crank-operated radio at home, so you can stay informed during a power outage. (Sku 3258514, \$44.99)
- Keep batteries with your equipment but not “in circuit” in flashlights or radios. Even though the switches are off, batteries can leak and ruin the equipment. Check batteries once a year.
- Keep enough cash (including small bills) on hand for three to seven days (ATMs need electricity to operate).
- Open refrigerators as little as possible while the



power is off. Frozen food should be safe as long as it still feels cold and hard to the touch.

- To prevent damage to equipment when the power returns, plug all appliances into surge protectors, like the ACE 5-Outlet Surge Suppressor. It has full three-line protection and a \$10,000 connected equipment guarantee. (Sku 3277340, \$14.99)
- Be sure your automobile gas tank is at least half full at all times (to avoid running out of gas when stations are closed due to electrical outages). During an outage, treat every intersection as if it were a four-way stop.



ENVIRONMENTAL INFO

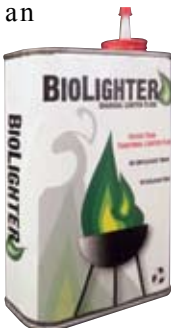
GOOD FOR THE EARTH—WE TAKE ACTION FOR THE ENVIRONMENT!

BioLighter

BioLighter is an eco-friendly, odor-free method for igniting charcoal for grilling. Renewable, sustainable, and petroleum-free, BioLighter works 300% faster than traditional charcoal lighter fluids, which are toxic, smelly, and a hazard to the environment. A food-based, noncarcinogenic oil that imparts no petroleum tastes to food, as the toxic alternatives on the market do, BioLighter is also locally produced by an environmentally conscious company.

Entrepreneurs Brian Deninger and Jolie Ginsburg acquired the San Francisco-based tour bus company Incredible Adventures in 1999. All of the buses the company operates run on biofuels and have offset 65,000 barrels of oil since their conversion from traditional fuel. In 2010 they acquired Dogpatch Biofuels, a provider of biodiesel. Biodiesel is a fuel alternative produced from recycled waste vegetable oil, canola oil, soybean oil, algae, and animal fat. BioLighter is the company's latest venture.

For a tastier, healthier meal cooked on the barbecue, give BioLighter a try. (Sku 870000, \$4.99)



Coshell® Coconut Charcoal Briquets

Made of 100% coconut shells, these briquets are harder than traditional charcoal and burn cleaner, hotter, and longer. No petroleum or harmful ingredients are added to the briquets, allowing you to enjoy better-tasting food. Available in a 9-pound bag. (Sku 878002, \$8.99)

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

Polk Corridor Cleanups

San Francisco is a postcard-perfect city in many ways, but unfortunately, without street cleaning on every street, litter can easily pile up. Trash on streets flows into storm drains, which flow directly to San Francisco Bay. Every year, marine wildlife such as harbor seals, sea birds, and turtles are killed when they eat or are entangled in trash. Polk Gulch is fortunate to have two neighborhood groups sponsoring monthly volunteer street cleanups. All of the equipment is provided by the Department of



Public Works, and they just need some muscle to get the work done.

Besides, sweeping streets is great exercise and a great way to meet your neighbors!

Russian Hill Neighbors

2nd Saturday of each month (August 10)
9:30 am–12:00 pm
Meet at FLIPP
1400 Green Street @ Polk
Info: improvement2009@rhn.org

Middle Polk Neighborhood Association

3rd Saturday of each month (August 17)
9:45 am–12:00 pm
Meet at It's a Grind
1800 Polk Street @ Washington
Info: frank@middlepolk.org

Benjamin Moore® Natura® No-VOC Paint

Natura Waterborne Interior Paint continues Benjamin Moore's commitment to providing the most environmentally friendly paint. Natura Paint emits lower total VOCs than other national zero-VOC products on the market, all without compromise to performance or color selection. Natura is truly "Green Without Compromise®."

- Virtually odorless
- Zero VOCs
- 100% acrylic
- Provides a durable, washable film
- Spatter-resistant
- Unlimited color selection
- Lower total emissions
- One hour recoat
- Carries the Green Promise designation
- Self-priming on most surfaces.
- Available in flat, eggshell, and semi-gloss finishes





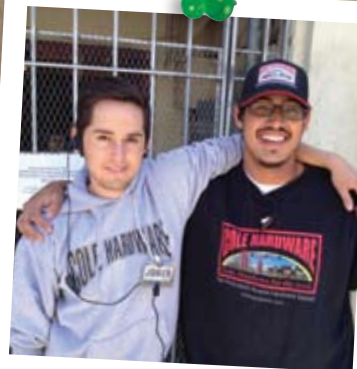
Speak hardware and Spanish with John, our company-wide merchandiser, and Sharon, our Cole Fox cashier and greeter.



Speak hardware and German with Mike at Cole Street.



Leo en la calle Polk habla español.



Jose and Billy at our Mission Street store speak Spanish.



Jose in our Cole Street store is fluent in Spanish.



Talk in Tagalog with Noel or Betty at our Mission Street store.



Speak Spanish with Jose (Cole Hardware Supplies), Dari (Accounting Office), and Mission Street's Vic, Any, and Edgar.



Polina and Dmitriy can assist you in Russian at Cole Fox.



Yung at Cole Fox can help you with your hardware needs in his native Vietnamese.



Joe at Commercial Supply speaks hardware and Arabic.



Juan and Rosa will warmly welcome you in Spanish at our Cole Street store.



Cole Street's Shel can help you in Hebrew.

WE SPEAK
HARDWARE IN
MANY LANGUAGES!



Native Spanish speakers Frank and Charlie warmly welcome you to Polk Street.



Millette and Lai Ling in our accounting office can answer your account questions in Tagalog and Chinese respectively.



Cole Fox's Tagalog speakers, Joseph, Freddy, Renato, and Maria, welcome you downtown.



Chat in Chinese with Gavin, Connie, Alice, and Amy at Cole Fox.



Cole Street crew members Omar and Dion happily help you in Spanish.



Speak Afrikaans, Korean, or Spanish with Polk Street's Gertie, Danny, or Claudia, respectively.



Speak Spanish with Guillermo at Cole Street.



Randy at Mission Street can help in Chinese.



Garden for the Environment—August Classes

Garden for the Environment (GFE), San Francisco's organic teaching garden at 7th Avenue and Lawton Street, will offer the

following classes this month. Since their founding in 1990, the garden has operated as a demonstration site for small-scale urban ecological food production, organic gardening, compost education, and low-

water-use landscaping. All classes take place at Garden for the Environment. For further information and to register, call **415/558-8246** or e-mail **info@gardenfortheenvironment.org**.

Urban Composting Saturday, August 3 10:00 am–12:00 pm

Give your summer garden a boost that will guarantee vibrant colors and tasty veggies for the months to follow! Aside from encouraging beneficial soil organisms and conserving a nonrenewable resource, composting makes an excellent fertilizer that releases nutrients slowly, at a rate that the plants can use them. This fun, hands-on class teaches methods for backyard and worm composting for home and community gardens. Come learn what you can do to improve your garden and prevent organic waste from ending up in the landfill! Rot On! This workshop is FREE!

Home Cheesemaking 101: Fresh Goat Cheese Saturday, August 3 10:00 am–12:00 pm

Imagine this—you're throwing a dinner party, and your guests show up to find that your appetizer is a sampling of six different goat cheeses that you made from scratch yourself. They're amazed and impressed, and you shall forever be known as the cheese god/goddess. Our little secret? It took you less than an hour of active time to make them all!

We'll show you how in this delectable and simple workshop. The perfect solution for entertaining—easy, indulgent, and elegant! We'll demonstrate the process of making simple chèvre cheese from scratch and then teach you the trick of making it look like you made six different cheeses. Bonus: You'll learn some history of cheesemaking, important facts about milk quality and differences, as well as the complex chemistry behind cheesemaking, all covered in a fun, easy-to-understand format. This workshop is \$25/\$15 members.

Garden Tour: Water-Wise Gardening Saturday, August 3 1:00 pm

Join us for an informational tour of our water-wise garden and learn the benefits of using climate-appropriate landscaping. Our beautiful and diverse garden will give you lots of great ideas and show you how your garden can be stunning and good for your water bill!

As we walk, we'll highlight climate-appropriate plants that are going to be good choices for your San Francisco garden, plants that are not only beautiful but need little summer water (or none at all). This tour is FREE!

Grow Your Own Food Saturday, August 10 10:00 am–12:00 pm

Year-round vegetable gardening is integral to creating a food system whose values reflect seasonality, locality, and clean food. To take full advantage of the unique gardening climate in San Francisco, it's important to know your vegetable garden's needs each month. Join GFE and local expert gardener Carey Craddock as we take a closer look at what to do in your garden in September for a healthy a garden and a bountiful harvest. Join us on the second Saturday of every month to learn seasonal tips for year-round vegetable gardens!

Topics discussed this month: It's summerish in San Francisco! But as locals know, the "warmest" part of our summer is just around the corner. We'll talk about what to plant now, how to care for what's in the ground, and when and how to harvest your vegetables and fruit.

Bring your questions and your exaltations. This workshop is \$25/\$15 members.



COLE HARDWARE Hits the Road!

Our friend Clay shared these photos of his COLE HARDWARE T-shirt traveling in Montana, Wisconsin (with son Ben), and Idaho! Don't forget to send us a photo of you or a loved one donning your COLE HARDWARE T-shirt in front of a landmark, and we'll send you a \$5 gift card. Available in assorted styles and sizes for men, women, and children. (\$9.99)



Water-Wise Gardening Saturday, August 17 10:00 am–12:00 pm

Water is vital to garden health. But when is enough, enough? Join us to learn earth-friendly ways to water the garden and the most efficient practices for the Bay Area's Mediterranean climate.

Topics covered include:

- Hand watering and automatic sprinklers
- Year-round schedules that conserve
- Hand watering—is it efficient?
- Eliminating runoff
- Spray vs. drip irrigation
- What kind of plants are you watering?
- Sprinkler lifetime and care

This workshop is FREE!

Shady Edibles Saturday, August 24 10:00 am–12:00 pm

Got shade? Don't be jealous of those sun-drenched vegetable gardens! You absolutely can have an edible garden without six hours of sun every day. Join Ellyn Shea, garden educator and Bay-friendly landscape professional, as she shares her experiences creating and maintaining an edible garden in a north-facing backyard in San Francisco. Learn the different kinds of shade, some good plant choices for part or even full shade, and how to take advantage of the light you do have. At the end, we'll raffle off a few shady edibles for your garden! This workshop is \$25/\$15 members.

COMMUNITY CONNECTIONS

BAY AREA BUSINESSES

Accounting/Bookkeeping: We are an accounting firm specializing in accounting systems for small and medium sized businesses with a focus on QuickBooks and online solutions. Services include setup, training, troubleshooting, cleanup, and ongoing bookkeeping for businesses that want to outsource the accounting. Deborah Lardie is a CPA and Certified QuickBooks Consultant. 415/864-0770, www.lardiecompany.com, deborah@lardiecompany.com

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, e-mail john@johnweinsteinlaw.com.

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.

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 gentleman with 10+ years experience can drive you to the doctor, grocery shopping, or on other local errands. Dependable, punctual, personable with a great reference list upon request. I do what taxis can't: stay in waiting rooms for all medical appointments, help you shop (if needed), carry groceries and packages, etc. \$25 an hour (2 hr. minimum). Out of town trips are negotiable. Please call Bill: 415/826-3613 or e-mail to bill311@att.net.

Interior Redesign and Feng Shui: Imagine living in a home that you love—a space that supports, nourishes, and inspires you. SpaceTransform creatively reenvisions and rearranges your rooms to be beautiful, functional, and comfortable. To learn more, contact Gwen at 415/656-7289 or visit www.spacetransform.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.franklawoffice.com for info.

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.

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.

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. "Thanks for making the mayor's house sound so much better."—Art Agnos. Call Gene at 415/377-1258. More info at genessoundservice.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 or visit www.StegerTax.com.

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COLE HARDWARE offers a Gift Registry!

For information, e-mail to gift@colehardware.com.



Tool Rental Reservations

Visit www.bescrappy.com/register.



Digital Hardware Hotline

To sign up for a digital version of our monthly *Hardware Hotline*, visit www.colehardware.com/eline.htm.

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proud member of:

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.

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*Colors that let you
create a room that
reflects your sense of style,
passion, and flair*

Choose from over
3,300 Benjamin Moore colors.



The COLE HARDWARE Calendar - August

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 Flash Friday DEALS To sign up, send an e-mail to hotline@colehardware.com with "flash" in the subject line.	2 Flash Friday DEALS	3 Free Paint Saturday <small>see page 2 for details</small>	
4	5 Hardware HOT DEALS August 1-15 <small>see insert</small>	6 	8	9 Flash Friday DEALS	10 Free Paint Saturday <small>see page 2 for details</small>	
11  OUTSIDE LANDS Festival August 9-11	12	13	15	16 Flash Friday DEALS	17	
18  SUNDAY STREETS San Francisco Tenderloin	19  COMMUNITY SAVINGS DAYS Special Community Members SAVE 20% <small>see our website for more details</small>	21 Hardware Happy Hour 5:00 pm-Closing <small>see page 2 for details</small>	22	23 Flash Friday DEALS	24	
25	26 COMMUNITY SAVINGS DAYS Student Monday	27 Teacher Tuesday	28 Senior Wednesday	29 Military Thursday	30 Flash Friday DEALS	31



Our founder Dave Karp,
Purveyor of Hardware Wisdom

The COLE HARDWARE credo...

Commitment to savings:
Rewards program members receive a 5% monthly 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!

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

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

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

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

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.



San Francisco's Favorite Hardware Stores!

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