



**Windows ▪ Doors ▪ Skylights**  
**WE DELIVER DAYLIGHT.**

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**FREELITE, The Early Days... (1981)**

## Bright Ideas For Your Home

VOICE: 602.233.1981 FAX: 602.253.8811 EMAIL: [cmarvin@freeliteAZ.com](mailto:cmarvin@freeliteAZ.com) WEBSITE: [www.freeliteAZ.com](http://www.freeliteAZ.com)

### New Federal Law Requires Contractors to Get Lead-safe Certified

**E**ffective April 22, 2010, any contractor working on a home built prior to 1978 must be certified by the Environmental Protection Agency for lead safety and, once on the job, must follow set procedures to mitigate the possible harmful effects of lead dust. Prior to starting work, the contractor should present the homeowner with a “Renovate Right” pamphlet that lays out facts about lead and explains how to prepare for a renovation project.

“Renovation” is broadly defined as “any activity that disturbs painted surfaces and includes most repair, remodeling, ad maintenance activities, including window replacement.”

The proper safety protocol includes removing all furniture from the work area and masking it off with plastic sheeting. Additionally, warning signs should be posted and the site should be thoroughly cleaned afterwards.

While often dismissed as a problem of the past, lead poisoning still poses a significant health hazard. The Centers for Disease Control and Prevention estimate that 250,000 U.S. children between the ages of 1 and 5 are currently afflicted. 35% of homes in this country contain lead-based paint, which was banned in 1978. The older the home, the more likely it’s present, as follows:

- 1 in 4 homes built between 1960-1978*
- 7 in 10 homes built between 1940-1960*
- 9 in 10 homes built before 1940*

For more information, call the National Lead Information Center at

**1-800-424-LEAD (5323)**  
 or visit their website:  
[www.epa.gov/lead](http://www.epa.gov/lead)



### WE LOVE REFERRALS!

**M**any thanks to everyone who’s referred FREELITE to friends, neighbors or family members recently. Your kind actions are really what make us a success. While we don’t have enough room to mention *everyone*, here are a few:

- Gene Severino, Susan Levy
- Nancy Calkins, Bob and Karole Vogt
- Eliot Nagle, Tyson and Shari Myers
- Jim Brigante, Howard and Shery Katz
- Catherine Nagy, Don Nash, Hal Rives
- Susan Sciacero, Linda Kinkead
- Carrie Nelson, Martin Kool

### SPACE AVAILABLE



We have two suites available for rent in our building at 323-331 West McDowell Road in Phoenix. Good visibility and easy access and parking. Each is 750 sq ft.

If interested please call Chip at 602.233.1981.

## email the Expert...

**Q:** My house was built in 1976. How can I tell if it contains lead?

— Bill Martello

**A:** Any EPA-certified Lead-safe contractor should be able to perform a simple test to determine whether lead is present in your house. Alternatively, you can visit this website: <http://www.leadfreekids.org/>. There you can find various resources, including a list of local certified contractors and companies that can perform more extensive testing on your home.

Email the Expert by sending your questions to: [cmarvin@freeliteAZ.com](mailto:cmarvin@freeliteAZ.com)

## FREELITE BONEYARD

Super Savings on Stuff Lying  
Around Our Warehouse...



▪ 6'x 6'8" Alum-clad Hinged Wood French Door w/ Grids	\$800.00
▪ 6'x6'8" Fiberglass French Door w/ Retractable Screen	700.00
▪ 6'x6'8" Wht Vinyl French Sliding Door w/ Grids	500.00
▪ 8'x4' XO Almond Fiberglass Window	150.00
▪ 8'x4' XO Wht Fiberglass Window	150.00
▪ 5'x5' Brown Fiberglass Double Casement	150.00
▪ 5'x4' XO Brown Fiberglass Window	125.00
▪ 3'x3' XO Black Fiberglass Window w/ Grids	125.00
▪ 3'x3' XO Brown Fiberglass Window w/ Grids	125.00
▪ 2'6"x3' Fiberglass Single Hung Window	90.00
▪ 5'x3'6" XO Tan Vinyl Window	100.00
▪ (4) 3'x5' Bronze Aluminum Picture Windows (ea)	60.00

Ask us about Skylights, too!

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[www.glasbergen.com](http://www.glasbergen.com)



"That's our new mission statement."



Not everything that can  
be counted counts, and  
not everything that counts  
can be counted."

— Albert Einstein

## You Can Reach a Human for Customer Service

You're not alone in being frustrated at having to punch your way through a series of voicemail menus for customer service. Fortunately, callers who have found shortcuts through the mazes are willing to share what they've learned.

On the Web site [www.gethuman.com](http://www.gethuman.com), you can find a database of phone numbers and keys to hit to quickly reach a customer service representative at major organizations.

If the organization you are trying to reach is not on the list, try one of these techniques:

- **Invalid Entries.** Press "0" or "0" with the "#" or "\*" key, because some systems are programmed to direct a call to a human after a certain number of invalid entries.
- **Going Through Another Department.** The sales and account collection numbers often answer faster than customer service — you can ask them to transfer your call.
- **Silence.** If you do or say nothing, the system may assume you have a rotary phone and connect you to a person.
- **Paying For Service.** Skip the toll-free number and you may get a quicker response through the company's other number.

(Adapted from "Getting to a Human," [www.gethuman.com](http://www.gethuman.com))

## JUST FOR LAUGHS...

Four engineers—a mechanical engineer, a chemical engineer, an electrical engineer and a computer engineer—were traveling together when their car broke down. The mechanical engineer spoke first.

"Sounds to me as if the pistons have seized. We'll have to strip down the engine before we can get the car working again."

"I disagree," said the chemical engineer. "It sounded to me like the gas might be contaminated. I recommend cleaning out the fuel system."

"I think it might be a grounding problem," said the electrical engineer, "or maybe a faulty plug lead."

They all turned to the computer engineer who had remained silent.

"What do you think?" one of them asked.

"Hmmm... tell you what... let's all get out of the car and then get back in again!"

# Upgrade Your Skylights in time for Summer — and Fall

**VELUX®** has long been the industry leader in energy-efficient skylights and shading devices. Two recent developments make their products even more beneficial — and affordable.



1. Solar Powered Skylight Shades
2. Federal and State Tax Credits

FCM Low E glass curb-mount skylights can usually be attached to the old skylight curb or frame without disturbing the roof. Solar blinds, available in both light-diffusing and blackout models, fit into an accessory tray. These shades can be used on standard-size, non-VELUX skylights as well, on both pitched and flat roofs. They operate on a radio frequency remote control and require no running of electrical lines.



The federal energy tax credit is equal to 30% of the total cost of the solar shades (materials and labor) — unfortunately the skylights do not qualify. However the entire project, skylights and shades, is eligible for a 25% state tax credit. As shown in the table to the right, these credits amount to a 40% savings on a typical job (prices shown assume replacement of a standard-size 2x2' skylight, including labor (no roof work required); sales tax is not included).

<b>VELUX 2x2' Skylight:</b>	<b>454.00</b>
<b>Solar Shade with Remote Control:</b>	<b>484.00</b>
	<b>938.00</b>
<b>Federal Tax Credit:</b>	<b>-145.20</b>
<b>State Tax Credit:</b>	<b>-234.50</b>
<b>TOTAL NET</b>	<b>558.30</b>
<b>EFFECTIVE COST:</b>	

## Trivia Challenge

The G7 countries are: Canada, France, Germany, Japan, UK, USA, and ...

- A. Greece
- B. Italy
- C. Spain
- D. Portugal

The first correct answer faxed to 602.253.8811 or emailed to [emarvin@freeliteaz.com](mailto:emarvin@freeliteaz.com) will be the winner of a

### \$50 Restaurant Gift Card!

(NOTE: Only one winner per family per year)

### MAR-APRIL Trivia Challenge Winner...

Congratulations to the winner of our last Trivia Challenge... **Gene Cohen** of Phoenix was the first person to correctly answer this question:

**“How old was Bill Gates when he formed his first company which sold computerized traffic counting systems to cities?”**

**ANSWER: A. 14**

(His company made \$20,000 the first year, but business dropped off when customers found out how young he was.)

## WE WELCOME OUR NEW FRIENDS INTO THE FREELITE FAMILY...

We believe in treating all our customers like family — just ask any of our longtime clients. We are excited to welcome each of our FREELITE first-timers. We appreciate the opportunity to serve you and hope to see you again very soon. Here are just a few of the new members of the family.

- Bob and Becky Werner
- Conrad and Karen Mills
- Bill and Dane Keller
- Tom Ulreich-Power
- Jennifer Scott
- Darren Tonnessen
- John and Doreen Collins
- Ellen Roeder
- Joyn and Valerie Myers
- Gordon and Ro Dreager
- Scott and Stacey Long-Genovese
- Ed and Kim Roh

Thank you and welcome to everyone who recently joined our FREELITE family... we couldn't do it without YOU!

## REFER YOUR FRIEND

### \$25 STARBUCKS GIFT CERTIFICATE

Many of our customers find us through other homeowners for whom we've installed windows, doors or skylights in the past. Word-of-mouth advertising has been the cornerstone of our success. For this generosity, we offer our gratitude and a token of our appreciation through our **Referral Reward Program!**

Here's how:

1. Simply refer someone to our services by giving them the complete back page of this newsletter, or a photocopy, containing your name and address.
2. When the person you've referred presents the form, we will automatically mail you a **\$25 STARBUCKS gift certificate**.
3. Meanwhile, your friend or relative receives a **5% discount** off the cost of their project (NOTE: Discount cannot be used in conjunction with other offers or on existing proposals or contracts).

When you refer your friends, neighbors or family, you've helped our business grow. Offering you this reward is our way of showing just how much we appreciate your "spreading the word."

# Sudoku

The Rules of Sudoku (数独 sūdoku<sup>2</sup>)

The classic Sudoku game involves a grid of 81 squares. The grid is divided into nine blocks, each containing nine squares.

The rules of the game are simple: each of the nine blocks has to contain all the numbers 1-9 within its squares. Each number can only appear once in a row, column or box.

The difficulty lies in that each vertical nine-square column, or horizontal nine-square line across, within the larger square, must also contain the numbers 1-9, without repetition or omission.

6	7	9						3
							2	
5				3	1			
7		4		9	8		3	
	8		6	7		4		5
		7	4					6
	6							
8						5	4	1

(The solution to this puzzler can be found on our website: [www.freeliteAZ.com](http://www.freeliteAZ.com))

F R E E L I T E

## Company Address:

331 W. McDowell Rd.  
Phoenix, AZ 85003  
V: 602.233.1981  
F: 602.253.8811  
[www.freeliteAZ.com](http://www.freeliteAZ.com)

## Showroom Hours:

Mon-Fri, 7:00 – 4:00  
(available after hours by appointment)

FREELITE, INC.

331 West McDowell Road  
Phoenix, AZ 85003-1214

**Green  
Tip**

## Air-dry Your Dishes

Air-drying uses 15 to 50 percent less energy in practically the same amount of time, so use your dishwasher's air-dry setting instead of the heat-dry option. If it doesn't have an air-dry setting, simply open the door once the final rinse is complete.



Chip Marvin, President

## THANK YOU FOR YOUR KIND WORDS ...

- “ This was the 2<sup>nd</sup> time we used your services and were very, very pleased with the results. Job well done!”  
— Jason Pollack, Phoenix
- “ A terrific experience and I will recommend FREELITE to everybody.”  
— Richard Dougherty, Scottsdale
- “ Thanks so much! We love our new door.”  
— Bruce and Sheila Pulford, Mesa