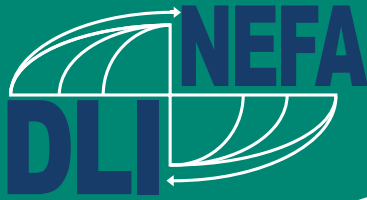


Headlines & More



North East Fabricare Association
www.nefabricare.com

NEFA's 10th Annual Fall Fest Features First Class Speaker Slate



NEFA'S ANNUAL FALL CONFERENCE, NOVEMBER 12 & 13, WILL FEATURE ITS BEST LINE-UP OF SPEAKERS YET. THE SPEAKER SLATE IS LED BY TRUDY ADAMS OF 21DC DOING A DIFFERENT PRESENTATION EACH MORNING.

"This is our 10th Fall Fest," observed John Dallas, NEFA President, "and we really wanted to make it special. We looked for new speakers we hadn't had in the northeast before. we wanted to bring in some top level talent and I am really proud of the program we have put together."

Trudy Adams will kick-off the conference with her "The power of a Touchpoint" presentation. The program, designed for owners and key managers, will explore the power customer interaction. Reaching your customers is critical to customer retention, and Trudy will delve into customer recognition programs, e-mail marketing, and other very valuable tools. She will also be the opening speaker on Sunday with her "creating a Super CSR" program. This program is perfect for all front counter personnel as well as owners and managers.

"We are really fortunate to have Trudy joining us this year," continued John Dallas, "she is an amazing speaker and has a reputation as one of the top customer service experts in the country!"

NEFA has also arranged for Economist Chris Kuehl of Armada Corporate Intelligence to provide an forecast of the American Economy -- post election. Chris is a well known speaker that has spoken to numerous small business groups. He is entertaining, thought provoking -- and extremely well versed in the pressures facing the laundry and drycleaning businesses.

Mary Scalco, DLI Executive Director has also joined the speaker program and she will give a State of the Industry address. Drawing on her years of experience and her intimate knowledge of the drycleaning industry, she will forecast her opinions on the future of the industry.

"This is a terrific program," concluded Dallas, "and I really can't wait. I am very excited about what we have on tap for the members, and I really hope you will be joining us."

JULY/AUGUST 2016

IN THIS ISSUE

President's Message	2
Clean Classic a Great Success	3
NEFA Returning to Providence Biltmore for Fall Fest '16	4
NEFA Co-Sponsors Wet Cleaning Demonstration.....	5
CT Remediation Fund Update	6
In Memoriam: Dr. Manfred Wentz.....	8
ERP Forms for MA Perc Users Due September 15	9
Advanced Odor Elimination Technology	10
Allied Trade Members	11

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PRESIDENT'S MESSAGE...

Thank You for your Support!

THANK YOU TO THOSE OF YOU WHO COULD COME OUT AND ENJOY THE DAY WITH US AT NEFA'S GOLF TOURNAMENT.

I really want to thank all the suppliers who help to make the day special and consistently support NEFA's events and programs. NEFA can not do all the work we currently do, and provide all the services we currently are providing without the generosity of our Allied Trades.

When you read through this newsletter, you will see how active we have been on the entire industry's behalf. Just in the past few months we have worked with the state of Connecticut on monitoring and improving the CT Remediation Fund. We have co-sponsored a wetcleaning demonstration. We have assisted members with their Toxic Use Reduction Planning. We have worked with cleaners to get their mandatory boiler license training. We have worked with the state of Vermont to update their perc drycleaning regulations. All of this -- in just the past couple months and it is just the tip of the iceberg.

So much more lies ahead. New workshops being presented throughout the area. A TERRIFIC Fall Fest Conference. New technical training programs are being designed and a DLI On The Road is coming in November.

We can't do this without the support of the Allied Trades... so I sincerely thank them for supporting the Clean Classic -- and strongly urge you to refer to the list below -- and the Associate Membership listing in this newsletter when making your business decisions!

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John Dallas, NEFA President

John Dallas

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July/August 2016 / 2

20th Annual Clean Classic a Great Success

WITH ALMOST 50 GOLFERS, A TERRIFIC COURSE, AND IDEAL WEATHER -- NEFA'S BRADLEY FRIEL MEMORIAL CLEAN CLASSIC WAS A TERRIFIC EVENT!

There was some great golf played as judged by the scores turned in, but even more importantly there were some great laughs, smiles, and some friendships renewed.

Golfers were treated to donuts in the morning donated by Klemms Bakery in Windham, NH, followed by hotdogs, hamburgers and a nice cold beer at the turn sponsored by AristoCraft Supply. The golf course was in terrific condition, the sun was shining, and with all the humidity gone -- it was a perfect day.

After golf, people enjoyed the sunny summer weather and feasted on a steak dinner as the prizes were awarded. The Bramble format proved to be challenging at times, but still fun and enjoyable for all. Those who attended praised the course and the food -- and were looking forward to coming back next year.

"This is a terrific event," commented newcomer Raymond Frenkel, "and we had an outstanding time. We needed to get away from the plant for a day and just enjoy. This was just what the doctor ordered."

"I really want to express our gratitude for all the support we have received over the years," reflected Peter Blake, NEFA Executive Director, "and it really impresses me the generosity of our Allied Trades and the commitment of our members. It is hard to believe this was our 20th year. Many of our players and sponsors have supported each and every year. I can't express my gratitude enough on behalf of all our members -- and really the entire industry. All the sponsors are listed on page 2, as well as on our website: www.nefabricare.com."

CONGRATULATIONS TO THE WINNERS:

First Place: *Konstantine Rigas, Scott Shain, Yani Rigas, and Jeff Skaggs*

Closest to the Pins: *Steve Phaneuf, Scott Shain, Mike Lurgio*

Long Drive: *Sean Sprague*



(From top left, clockwise) NEFA President John Dallas hits the links, Mark Albrecht likes the Route Pro Sponsorship, Shawn and Bill McCann thanks Unipress, and old friend Ed Alexander checking in happy to see old industry friends.

THE BRAD FRIEL MEMORIAL CLEAN CLASSIC

Several years ago the NEFA Board decided to re-name the tournament after long-time NEFA member, former NEFA President, and all-around fun loving friend to all -- Brad Friel. He passed away much too early after a battle with pancreatic cancer. Those who were fortunate enough to know Brad, and to have enjoyed his friendship, remember how much he loved this event and looked forward to seeing all his NEFA friends and associates on the links. The old adage "*it isn't the years in the life -- but the life in the years*" never fit anyone so well. He loved life, enjoyed golf, and enjoyed all his NEFA friends. It was in that spirit that we all remember him during this event!

LOOKING AHEAD

Plans are already underway for the 2017 Clean Classic. NEFA will be looking for a new course to host the event. The ideal course would be around the 495 belt in Massachusetts. If you know of any course willing to have a shot-gun start after 9:00 for 50 - 60 people please contact Peter Blake at the NEFA Office so we can check out potential new locations. NEFA likes to move the tournament every 3 years to keep the tournament interesting. We are looking forward to even more players next year!

NEFA Returning to Providence Biltmore Hotel for Fall Fest '16



THE BILTMORE HOTEL WILL BE THE SITE OF FALL FEST 16, AND RESERVATIONS ARE NOW OPEN.

The hotel proved to be a great venue in 2014, and attendees all said they would welcome a return to the property.

The Providence Biltmore, located in the heart of downtown Providence, Rhode Island, is a landmark hotel with an illustrious past. Offering superior personal attention and comfort, the Providence Biltmore appeals to both leisure and business travelers. Renowned for its world-class service standards, this iconic Providence hotel

welcomes guests with friendly, knowledgeable, and professional staff, as well as numerous and generous amenities.

Guests will enjoy the hotel's full-service spa (the only on-site hotel spa in the city of Providence), the McCormick & Schmick's Seafood & Steaks restaurant and Starbucks located in the grand lobby, a fully equipped fitness center, valet parking, and complimentary Wi-Fi. Just steps away from the city's most exclusive shopping and dining areas and conveniently located near the Rhode Island Convention & Entertainment Complex, the Providence Biltmore is the perfect vantage point from which guests can enjoy the many events and activities Providence has to offer.

RESERVATIONS NOW OPEN

The Providence Biltmore is located at 11 Dorrance Street in Providence, RI. NEFA has arranged for a VERY special rate of \$165/night for a king suite room, a slight increase over last year. Reservations can be made by calling the hotel directly at 800-294-0700 and mentioning you are with the North East Fabricare Association.



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NEFA Co-Sponsors Wetcleaning Demonstration



NEFA RECENTLY PARTNERED WITH THE CT DEPARTMENT OF ENERGY AND ENVIRONMENTAL PROTECTION (DEEP) ON A WET CLEANING DEMONSTRATION.

The program was held on August 10 at Fabricare Cleaners in Norwalk, CT. The program was designed to demon-

strate how a CT cleaner is using wetcleaning on many traditional drycleanable fabrics, and how he is using the latest in wetcleaning technology to enhance their services.

"I believe you can save money plus increase customer service with wetcleaning", offered Mike Astorino, owner of Fabricare Cleaners. "we have had terrific results and we are increasing the amount of wetcleaning we do here."

In a stark contrast to other demonstrations sponsored by state agencies, Fabricare Cleaners is not a 100% wet cleaning operation. they are currently doing about 60 - 65% in wetcleaning, and

the other 35 - 40% in Kreussler's Solvon K-4 system. During the demonstration, they acknowledged they could not foresee doing everything in either system, but rather they feel using both systems has provided them with a perfect balance. They do strive to do as much through the wetcleaning processes as possible, but they have needed to have solvent cleaning on hand for some of the speciality fabrics and for things that needed special handling.

Those in attendance were anxious to learn how they handled certain fabrics like fashion gowns, expensive dryclean only garments, and some of the beaded gowns they have been receiving.

The demonstrations also included a discussion of drycleaner recycling programs including re-useable garment bags, poly recycling and hanger recycling. The management at Fabricare Cleaners really believes that demonstrating their commitment to the environment helps set themselves a head of their competition.

"I thought the program was great," concluded Blake, "and I thank DEEP and Fabricare Cleaners for setting it up. I think it helps to have a realistic view of the technology and to see, feel, and experience the capabilities. I think as an industry we are striving to do more in aqueous solutions -- and it was a great opportunity to see how people are succeeding."

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CT Clean-Up Fund Status Report



NEFA RECENTLY ATTENDING THE CT REMEDIATION FUND SUMMIT MEETING WITH THE CT DECD, DEP, AND DOR.

The Department arranges these status meeting twice per year to keep the industry apprised of all the updates, progress and any and all changes happening to the fund.

“These are very informative and substantial meetings,” offered Peter Blake, NEFA Executive Vice president, “and they demonstrate the commitment the CT DECD has shown to the industry and the fund. I think they have done a terrific job of getting the program active and being completely transparent with the inner workings of the fund.”

The meeting focussed on the recent activities regarding the fund. it was announced that to date there were no changes tot he fund through the recent budget processes. There currently is a \$1.9 million dollar fund balance, but they have commitments for most of that already in the process leaving only \$350,000 of free capitol moving forward.

“It is great to hear from the department of the progress being made, and that they are already moving on to the 35 new applications from 2014,” continued Blake. “We realize there is still an issue of under funding -- and over subscribing. there simply isn’t enough money to do what we want in a quick period of time. this will be a long process.”

The state originally suggested not taking in more applications until some of the back log had been cleared, but on NEFA’s advice they will develop an annual application period. There may be a very long wait before funding, but at the very least you will get an opportunity to get a place in line.

ENFORCEMENT ACTIVITY

Enforcement was a large topic of conversation, and the DOR is being very aggressive when they find non-complying businesses. They announced that revenues had been increased by over 20% through their latest enforcement actions and registration process. They have increased registered companies from 442 - 515 in the program. This is a great step forward, but the work isn’t done, and there is a belief that there are a large number of cleaners that could be in jeopardy of serious penalties for non-reporting. This is not an optional surcharge -- it is mandated. If you have questions, you are urged to contact NEFA: 603-635-0322.



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Dr. Manfred Wentz, R.R. Street & Co.



DR. MANFRED WENTZ, VICE PRESIDENT OF RESEARCH & DEVELOPMENT AND ENVIRONMENTAL AFFAIRS AT R.R. STREET & CO. INC. FROM 1988 TO 1998, DIED JUNE 12 AT AGE 77 FOLLOWING A BATTLE WITH METASTATIC CANCER, THE COMPANY REPORTS.

After leaving Street's, Wentz returned to academia in North Carolina. He later became director of Hohenstein Institutes (USA) and head of the Oeko-Tex certification body, USA, from 1999 until his retirement in 2009.

Street's says Wentz had a significant impact on the company as well as the entire professional textile industry.

He was director of research at the International Fabricare Institute (now known as the Drycleaning & Laundry Institute) in Silver Spring, Md., from 1972 to 1974. Also, he was a professor at the University of Wisconsin-Madison from 1974 to 1985, and at North

Carolina State University from 1985 to 1988. Other posts included Burlington Industries professor of textile science and Department Chair of Clothing & Textiles at the University of North Carolina at Greensboro from 1985 to 1988, Street's indicates.

Wentz held many national and international leadership positions in the textile industry in addition to many professional associations, Street's notes. In his later years, he focused on textile ecology and environmental responsibility/sustainability.

"NEFA members were lucky to have him as a featured speaker at past Fabricare Image Exhibits and our off-year conventions in the past," offered Peter Blake, NEFA Executive Vice President. "He was a true industry leader and left his mark on the industry. He will be missed greatly."

He was widely published, with more than 100 articles appearing in both domestic and international trade journals, including American Drycleaner.

He was a 19-year cancer survivor and in 2006 also survived Guillain-Barre Syndrome.

He is survived by his wife of 53 years, Gisela Wentz; daughter, Sabina Akins; son, Chris Wentz; three grandchildren; and one great-granddaughter.



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MA ERP FORMS DUE September 15



ANY DRYCLEANER USING PERC IN THE STATE OF MASSACHUSETTS IS REQUIRED TO SUBMIT AN ENVIRONMENTAL RESULTS PROGRAM CERTIFICATION BY SEPTEMBER 15TH.

The forms are a self-certification that you are in compliance with all the rules and regulations regarding perc use. It is a multi-media checklist incorporating Air, Water, and Hazardous Waste reg-

ulations facing drycleaners. The Certification is a snap shot of your compliance with all the regulations, and also serves as a great reminder of exactly what you need to be doing each week. The workbook that goes with the cert form is a valuable resource and is a great tool to help make sure you are doing everything right.

The form has undergone some slight changes over the past year, but the only real significant change is in the monitoring of alternative technologies and the installations of new or used machines.

WORD OF CAUTION

“Many cleaners have forgotten the significance of what these self certification forms mean,” warned Peter Blake, NEFA Executive Vice President. “I fear there are operators who may just be using the previous year’s forms as a guide and filling them out without comprehending the importance of the information.”

The ERP forms are a signed statement that you are doing all the MANDATED leak checks, temperature readings, and other specific requirements. The DEP is then using the information you provide to help ascertain compliance. You need to be careful, and make sure your certification is accurate and complete.

FORMS ONLINE

The forms should be filled out online and can be found at the DEP website: edep.dep.mass.gov.

Any cleaner needing assistance in filling out the forms is urged to contact Peter Blake at 800-442-6848.



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Submitted Scott Androff, Ah! Products, and written by NEFA Member Phil Cote, French Cleaners



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We are constantly asked to trial new products and cleaning agents with widely varying results. I was contacted by Scott Androff of Ah! Products to do just that. The product, A-4 Odor Eliminator, is marketed as a general concentrated

all purpose odor eliminator and used by some of the larger fire restoration dry cleaners in the country. I was asked to test the effectiveness with Hydrocarbon solvent to which I am infinitely familiar. Having used Hydrocarbon solvents for over 16 years I am aware of the benefits as well as pitfalls of using hydrocarbon based solvents.

Anyone who uses hydrocarbon solvent for any period of time should be able to tell you of a horror story or two regarding the smells that can develop from bacteria growth in the solvent. Hydrocarbon solvent is prone to this being a natural organic product. As with most solvents, hydrocarbon solvent does not mix with water unless bound with a detergent. It is virtually impossible to have a dry-cleaning system which does not contain any water. It is a natural occurrence. Even without the addition of straight water to a system, water is in the air and will get introduced to the machine through garments which hold some moisture inherently. Another source of moisture or water is from the machine itself. A pinhole in a steam coil or possibly through a steam leak in a still can add a considerable amount of moisture to a system.

Although most systems have water separators, moisture can be carried along with a solvent and separate out anyplace solvent sits. The layer between the water and the solvent is where the bacteria grow easily. By looking into a water separator, a layer can often be seen between the water and solvent where small particles of lint or other debris float on water and stay below the solvent. Solvent base tanks are a known breeding ground for bacteria. Most base tank bottoms do not drain or flush out completely and it is common area for sludge to develop which is the byproduct of small debris and bacteria which

grows in it. "A-4 Odor Eliminator" by Ah! Products is the answer to this problem. Ideally, cleaning all separators and base tanks completely each week or twice a week can keep this under control. Knowing full well how busy most dry-cleaners are and how difficult and expensive it can be to perform this labor intensive operation, daily use of the new Ah! Product "A-4 Odor Eliminator" solves this problem.

My testing has proved that the regular use of this product will control bacteria growth and make hydrocarbon solvent or hydrocarbon blend solvents smell better and stay cleaner ensuring a cleaner dry-cleaning that customers and your staff will recognize. By simply adding 2-4 ounces during our morning start-up procedure into the water separators, the water and solvents are sanitized, keeping bacteria under control. No mess, no smell, clearer cleaner solvent.

Finally a new product worth trying that many can benefit from. It is my opinion that there are not too many new advances in our industry but A-4 Odor Eliminator is one. I am pleased to share our experience with this new product that makes such a difference in my plant where I have so much at stake with the fussiest clientele in the industry.

To try a FREE sample of the 4-A, contact Ah Products at (952) 230-7960 and ask for Scott.

*Submitted by L. Philip Cote – President of French Cleaners Inc.
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