



# Roof Watch

SPRING 2007

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## From the desk of Dieter Pfisterer

Dear Customers,

Spring is here! My question to you will be, "Are your roof drains clean?" Spring is the time to clean up. We do it in our homes and in the yard. We clean the windows, plant flowers and make the usual needed repairs that old man winter left behind.

Therefore, let's do the same on your commercial properties. Call the Pfister technicians to inspect and make all needed repairs and get a clean bill of health for another year.

Preventive maintenance is one of the smartest investments you will make. Just as insurance companies recommend preventive tests and checkups with your doctor to ensure a healthy life, so too do we highly recommend a preventive maintenance program to extend the life expectancy of your roof. This saves you money in expensive repairs.

### Guess Who Is Running for President

On the political scene, we learn that it will cost approximately five hundred million plus dollars to run successfully for president. What a waste of airtime and paper. What do we get for all of this? Five million dollars worth of insult, lies and deceit. I have a plan and if I were elected, the following would be my platform:

1. Term limits for congressmen. Extend the running for Congress from two to four years. When you think about it, after they are elected, they have to run for re-election, and in this endeavor, they will do whatever they can to reflect themselves but not what is good for the country.
2. I would build a fence around the country to control immigration. I was an immigrant and guess what my standards were to come to this country.
  - Clean bill of health.
  - Must sign up to serve in the army.
  - Must have proof of living quarters and a job.
  - Must have a citizen in good standing stand up for me, and must register once a year with the government.
  - While these standards are a little bit high, if they were good once before, they should be good again.
3. English only in all of the schools and on all of our signs and merchandise. They should offer assistance to learn English in public schools in the evening. After six months, you are on your own.
4. Develop a passport security system with a computer chip that will prevent double-dipping and welfare fraud. This chip could also carry your medical records and when there is an emergency, it would allow the hospital to access most life-supporting data that is needed. All other records and privacy matters could be downloaded to your doctor of choice.
5. Punish all drug pushers with twenty years of hard labor - no exceptions.
6. Rewrite our penal system to limit our appeal process to three years.
7. In all court cases, the loser pays attorney fees for the accused.
8. A panel of judges must review all court cases and decide if they are frivolous or real.

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## *From the Desk of* Dieter Pfisterer *continued*

9. All political machinery, local, state and national, must not exceed spending of collected revenues. All midnight pork barrels attached to any spending bills must be eliminated and outlawed.
10. Implement the flat tax nationally.
11. Eliminate the inheritance tax, which is the most unfair tax in the country.
12. Set the highest standard of education and testing procedures to verify a student's accomplishments. Those that cannot pass and are left behind should be trained in evening schools. Teachers who are unqualified and cannot accomplish certain standards should be dismissed.
13. Teachers should also be paid extremely well.
14. Townships must consolidate with other townships to reduce overhead and lower taxes.
15. Eliminate the subsidizing of the ACLU and for every case they lose.

Well, those are only a few of my viewpoints. If you elect me, I would ask you to advise me which of the points are of the highest priority and in today's computer world, this information could easily be brought to my attention.

Prior to running for election, I would tell all of my voters in advance where I have gone wrong and screwed-up in my life. So this would hopefully eliminate the unnecessary digging for dirt. I would make all my communications, negotiations and discussions public at all times. A staff would also be compelled to do the same.

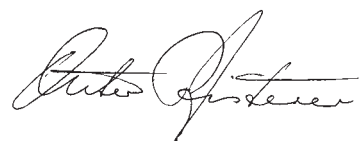
No lobbyists would be allowed in my office. All donations during my campaign would be made public using the limits now in place. Any request by anyone seeking assistance with governmental matters will be made public.

My pledge to you, the voters, is easy. Teach others to help themselves, less government, reduce spending and taxes simultaneously.

Now are you ready to vote for me?

A sympathy vote of your support would be nice. At least I will know that you read my newsletters. You can send email to me at [rlrivelli@verizon.net](mailto:rlrivelli@verizon.net). You may think, "What does Rivelli have to do with Pfister?" Well, that's my significant other's email address. Simply say yes for a vote of confidence or no; your other comments will also be greatly appreciated.

Thank you for your support. I will be counting the votes and let you know in my next newsletter.



Dieter Pfisterer



## *Have You* **HEARD?**

Slate & Tile would like to welcome back Fredy Cardenas, a previous employee who missed his Pfister family. John Arjoon and Noor Bakhas have also joined our team recently in hope of pursuing a new career.

Pfister welcomes back two veteran service technicians, John Carlino and Steven Dennis. Glad you are back on our roofs! We would also like to welcome aboard Anthony DeLellis, a new member of our repair crew. We are happy to have you all as part of the Pfister Team.

Jim Donaway's work career began after graduating from Villanova University and signing to play football with the Philadelphia Eagles.

When he was released, he moved to California in an attempt to further his football career on the West Coast. When he returned from California, Jim began his roofing and building products career working for manufacturers Elk Corporation and James Hardie Building Products as well as a brief term with Marjam Supply (commercial roofing distributor).

Here at Pfister, Jim's sales experience and ability to open doors and build relationships will undoubtedly increase Pfister's penetration into the NJ market.

Please welcome Kathleen Finn-Stevenson in a newly created position, Sales Assistant. Assisting the sales department and general office with administrative duties, she is excited to be part of an employee-centric environment. Prior to joining the Pfister family, Kathleen held various positions of responsibility in diverse companies and industries, including Traffic Manager and Executive Assistant with Triad Plastics and Project Coordinator of EcoNovo Software. She has a BS in Business Administration from Ramapo College. Kathleen enjoys fun in the sun, good times with great friends, live music venues and quadding with her husband.

Sheldon Mele joined Pfister Energy, Inc. this past December as its Business Administrator. With the company rapidly growing, Sheldon will help facilitate the management of the office. Her background includes more than 10 years of project management which reflect significant accomplishments in the areas of administration, executive assistant, resource planning, budgeting, business development, client relations and vendor management.

*From the Desk of Greg Corbett*

## Pfister Service Technicians Complete OSHA Training

**P**fister service technicians recently completed an OSHA-sponsored training course. The course was tailored to meet the job site safety obstacles our employees encounter every day. The course ran for ten hours and included some of the following topics: Fall Protection, Fire Safety, Electrical Safety, as well as Crane and Rigging Safety. The program concluded with a final exam after which all employees were issued a certificate of completion. Here is a list of the employees who were in attendance.

**Greg Corbett**

**Vic Bador**

**Charlie Dinatale**

**Wilbert Flores**

**Ted Kobylanz**

**Pat McGrath**

**Omar Reina**

**Ismael Rodriguez**

**Phil Vanlanduyt**

**Luis Vargas**

**Pat Kough**

**Russell Evans**

**John Pabon**

**John Flint**

**Arthur Tyszko**

**Anthony DeLellis**

**Luis Rodriguez**

**Andy Szaflarski**

**Alfonso Trinidad**

**David Tashik**

## The Commercial Department Gears Up for the Season

**A**s spring approaches and the snow and ice melt away, we ready ourselves for another safe and prosperous year. The winter months are traditionally unpredictable in terms of weather and the overall amount of work we can complete. With that being said, it is an excellent time to reflect on the past year's projects as well as plan for the projects that lie ahead.

Operationally, it is a time to continue training our employees with the new leading-edge materials and products, as well as service and maintenance of our tools and equipment. In closing we look forward to the season and servicing our customers to the fullest extent.

We at Pfister are proud of our employees, and urge them to continue working safely.

**Greg – Production Systems**

## Many Have Asked, and Now It Is Here



**W**e have a residential sister company which you can turn to for all of your renewable energy needs. The name is American Pfister, a company dedicated to help you reduce energy costs through the use of solar panels, and other prudent steps you can take to become energy efficient.

Call us at 201-794-1422 and ask for Larry or Harold.

## Mission Statement Contest

**S**ome time ago, we embarked to create a new mission statement for Pfister Roofing and Pfister Energy. Contests initiated and Robert Vessie was the winner. He will receive a full paid day off. Since we also had a good runner-up, Robert Vessie was asked to rewrite a new mission statement using both statements in order to come up with what we believe is the best format. Congratulations to Robert Vessie for a fine job done.



# Soprema, Inc. (USA) and Pfister Energy Announce Partnership to Develop and Deliver Solar Integrated Roofing Systems

**W**adsworth, OH, March 1, 2007 – Soprema, Inc., a leading international manufacturer of roofing and waterproofing products, proudly announces a partnership with Pfister Energy, an industry-leading renewable energy solutions provider, to develop integrated solar roofing systems. This strategic alliance will greatly advance the building of integrated renewable systems that impact the future of roofing and waterproofing in commercial, industrial and institutional projects.

“Soprema believes that the technology in roofing does not stop at being water tight, but must be taken to a higher level,” states Gilbert Lorenzo, Vice President/General Manager, Soprema, Inc. “At Soprema, we are dedicated to incorporating renewable energy into our proven roofing systems. This technology will help reduce fossil fuel dependence and is a direct reflection of our culture as a leader in environmental protection.”

The joint venture will empower the companies to jointly design, engineer, market and install projects on a national scale. Soprema and Pfister Energy experienced the potential they could bring the industry when they collaborated on the development and installation of a solar roof for New Jersey’s Valley National Bank in late 2005. Wayne Pfisterer, President of Pfister Energy, notes, “This partnership has already resulted in the development of a solar integrated roofing system unique to the industry. For the first time, owners of buildings can consider a roofing system that will not only protect their building from the elements but generate power for up to 30 years with a single source warranty. Soprema has a long history of pushing the envelope on waterproofing technologies. Together we will introduce new building integrated technologies, leading the way to the next generation of building components.

## Diversions

**OVER YOUR HEAD** by Keith Taylor



“Gimme a break, Edna...  
You wanted a green roof...you got a green roof!”

**GREEN ROOFS ARE COMING.  
CALL US AT PFISTER AND  
GET MORE DETAILS.  
WE ARE THE EXPERTS.**

### SUCCESS UNDER PRESSURE

To do great and important tasks, two things are necessary:  
a plan and not quite enough time.

—AUTHOR UNKNOWN



**Our new and revised websites are up and running  
providing you and customers more valuable  
information about us.**

*Please visit us at:*

**[www.pfisterroofing.com](http://www.pfisterroofing.com) and  
[www.pfisterenergy.com](http://www.pfisterenergy.com)**



# A Note from Our Slate & Tile Manager Pat



*Whether it is restoring a roof to its former glory...*



*Getting creative to fulfill an architect's vision...*



*Or providing a solution for water runoff...*

It's all in the detail. (The tougher it is, the better we like it.)

Call us now for all your custom jobs and the good news is, "Fredy" is back.

## THIS IS A MUST READ



## PRS, the Newest and Most Exciting Management Tool from Pfister, Is Here

**Y**ou may ask, What is PRS? In the world of electronics, it is the **paperless roof management system**, and here is how it works:

Pfister surveys your roof, gathering all important information, such as present condition, size, manager's names, access to the roof, existing warranties, etc. Pfister develops a scaled-down version of a valuable roof drawing.

Pfister logs all information on a host website and gives the customer a private log-in code number.

The customer uses confidential code and logs-in via e-mail to the hosted website and e-mails any requests to Pfister concerning the building in question, i.e., work orders, budget pricing, evaluations, surveys, etc.

Pfister receives the e-mail. In case of a work order, Pfister will take pictures before and after the repair as well as advise the customer of any tenants and/or contractors who have damaged the roof. Immediate billing information is also provided upon the completion of the work, including photos and a description of the repair. All of this information is now posted on the website accessible only to the customer via a confidential code number.

The information obtained about the roof becomes permanent including the photos, and is only accessible by the customer using any computer. A completed work order and a roof drawing outlining the area where the leak was found and repaired is also logged onto the website. Once again, all of this data is permanently recorded, which will help the customer and Pfister evaluate a failing roof as it materializes.

### Conclusions:

I have seen many good ideas come and go, but this one beats them all. All the back-up data from Pfister at your fingertips will provide valuable documentation when you need to discuss with your tenant or other managing partners the fact that a new roof is necessary.

For more information and to sign up for the PRS system, please call Shawn, Annette or Kathleen.

Call me for more details.

  
Dieter

## To Your HEALTH

### Cardiologists Weigh In on the Trans Fats Controversy

While some restaurant owners in New York City threatened to fight any ban on trans fats, Cleveland Clinic cardiologists took stands on the pros and cons of laws to protect your heart.

Michael S. Lauder, M.D., director of clinical research in the Department of Cardiovascular Medicine at Cleveland Clinic:

"When someone smokes in public, he exposes other people to second-hand smoke. That's the rationale for legislating public smoking bans..."

"On the other hand, if one person eats trans fats, he doesn't threaten anyone else. So I think what's going on in New York is on shakier ground."

Steven E. Nissen, M.D., chair of the Department of Cardiovascular Medicine at Cleveland Clinic and president of the American College of Cardiology:

"New York City's proposed trans fats ban is squarely in the mainstream of other legislation requiring people to wear seatbelts or motorcycle helmets to protect themselves." But there are some risks, he says.

"One of them is that what will be substituted could actually be worse, like palm oil, which is high in heart-unhealthy saturated fat."

#### MYTHBUSTER:

### Cholesterol Conundrums

**Does high "good" cholesterol cancel out high "bad" cholesterol?**

**Myth:** "My HDL cholesterol is high, so I don't have to worry about heart disease. This will offset my level of LDL 'bad' cholesterol."

**Truth:** While high levels of "good" HDL cholesterol are desirable, they do not always protect you from high levels of "bad" LDL cholesterol. Some people have "dysfunctional HDL." Although these people may have higher-than-normal levels, their HDL is ineffective, says Dr. Julie Huang of Cleveland Clinic.

Normally, HDL is beneficial because it takes cholesterol to the liver for elimination. It may also remove cholesterol from arteries. In contrast, LDL circulating in the blood gets deposited on the inside of the arteries. Its oxidation creates an inflammatory cascade that can lead to heart attack and stroke.

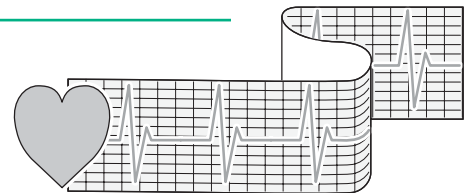
LDL should be less than 100 mg/dL in people with heart disease; less than 130 mg/dL in most other people. HDL should be above 50 mg/dL in women and above 40 mg/dL in men.

According to Dr. Huang, the ratio between total cholesterol and HDL is the key.

When levels of HDL are normal, and levels of LDL and other harmful fats such as triglycerides are low, HDL does its housecleaning job well. When LDL levels rise, HDL cannot remove cholesterol fast enough to prevent potentially dangerous plaque from forming in the arteries. That's why treatment guidelines emphasize achieving low LDL goals.

#### RESEARCH SHOWS...

### Losing a Spouse and a Woman's Heart



When it comes to heartbreak, death and divorce are at the top of the list. Now there's evidence they may cause heart disease as well. A study reported in the August 2006 *Journal of Marriage and Family* found that the economic and emotional distress of divorcing or losing a spouse is harmful to women's hearts, but not to men's.

The study followed nearly 9,500 men and women from 1992 to 2000. The authors found that the women who were divorced or widowed, even if they remarried, were more likely to develop heart disease than those who remained married. They calculated that 33 percent of divorced women, 30 percent of widows and 31 percent of remarried women would have heart disease by age 60, compared to 22 percent of still-married women.

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# Don't Miss Out on Your Free Roof Inspection – Ask George

Spring is here! Time to clean winter away. For many of you, the landscapers are cleaning the grounds, spreading new mulch and planting annuals. Shouldn't this be the time to inspect your roof and perform minor repairs and housekeeping?

One of the most expensive investments to your building is your roof. Left alone, small problems on a roof can turn into major failures at the most inopportune times! No one wants to find out that their roof is leaking during a heavy spring rainstorm because debris has clogged the drain (especially, if the drain sits above the boss' desk)!

Over the next few weeks, many of you will receive a letter explaining that an inspection of your Pfister roof will be performed by our trained service personnel. The inspection and subsequent information that will be provided is free of charge. If repairs and/or preventive maintenance are needed, you will be given a proposal for the needed work or program.

Even if you do not have roofs installed by Pfister or have additional roofs you would like us to inspect, please contact

Annette, Shawn or Kathleen in our office. Your information will be forwarded to our service department and they will call to schedule an inspection time and date.

Out of sight, out of mind. Don't let that statement about your roof end up costing you in the end. Call Pfister. We're here to solve your roofing problems before they happen!

## *Program for your building and budget.*

*Advantages* – through routine monitoring, your benefits include:

- prevention of disastrous reparations later – prevention, not damage control!
- protection of the value of your investment properties.
- prevention of expensive structural failure.
- recommendations in writing – schedule repairs you want when you want them.
- no more lost production time, safety hazards, no buckets in the hallway or covered-up computers!

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## *One thousand reasons why roof maintenance is of great importance.*

# Risks Associated with Mold

While the risks of mold in residential construction are on the minds of many homeowners and tenants, a more significant concern exists with building owners and managers as major stakeholders in the nation's booming commercial real estate industry.

One of the most glaring reasons is simple. Property damage resulting from mold in commercial structures is no longer covered by many insurance policies and neither is the liability associated with lawsuits against builders, property managers, or prior owners. That leaves building owners open to risk of litigation and even bigger property-related financial losses.

As a result of dramatic increase in insurance claims resulting from mold damage in building structures, insurance companies have responded by excluding coverage of mold-related remediation. ...High-profile mold-related law suits have become widely publicized in a variety of national and local media. Huge settlements have followed

in the wake of major problems resulting from mold damage in commercial structures. The Insurance Institute reported that carriers paid about \$1.4 billion in mold-related claims in 2001. In 2002, payouts rose to \$3 billion. (Insurance Issue Series: Mold and Insurance, vol. 1, no. 4)

The result is that insurers in 43 states and the District of Columbia have underwritten mold exclusions or drastic deductibles in standard property casualty policies. That has led to a ripple effect with litigation from tenants, investors, building owners and others seeking to recoup their losses.

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The best doctor in the world is the Veterinarian. He can't ask his patients what is the matter—he's got to just know. — Will Rogers (1879–1935), *Humorist*



**Pfister Maintenance, Inc.**

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West Caldwell, NJ

## *Opa's Kitchen*

*From my Chiropractor, Dr. Emery – Thank you!*

### **Manhattan Clam Chowder**

*(To make less work, pre-order chopped chowder clams from fish market and ask to include the clam juice (broth) in a separate quart container)*

2 dz. chowder clams – chopped	1 green pepper – chopped	3 tbsp. minced parsley
2 lg. onions – chopped	2 bay leaves	Small quantity – 1/2 cup salt pork or 4-5 slices bacon (optional)
3-4 carrots – chopped	1/2 tsp. thyme	1 can (28 oz.) whole tomatoes – chopped
3-4 stalks celery – chopped	Salt	1 can (10 3/4 oz.) tomato soup
2 med. potatoes – chopped	Pepper	

Scrub clams, cover with water, cook till clams open. Remove clams from shells, chop.  
Reserve broth (strain broth). Fry out fat from salt pork or bacon. Remove browned pieces and reserve.  
Cook onions in fat lightly. Add rest of vegetables, sauté lightly.

In large pot, place clam broth, add water (approx. 1 qt.) to make at least two quarts (1 qt. water and 1 qt. clam broth), add vegetables, add seasonings to taste. Add tomatoes and tomato soup. Bring to a boil, then reduce heat and cook on slow simmer, about 1½ hrs (stir often). Add clams; simmer another 1/2 hr. (this is plenty of time for the raw chopped clams to cook). Remove bay leaves. Garnish with bacon bits (optional). The bacon bits can be overpowering.

Serves 12 +  
Freezes well.

