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Installation Training

I. Installation Training

The Armstrong Installation School has been training resilient flooring installers for more than 80 years. The school is recognized for the quality of its instruction, its knowledgeable teaching staff and continued leadership in the development of new installation methods and procedures. All courses are instructed by a trained Armstrong Installation Specialist. Additional classes are available in Heat Welding/Flash Coving and also Certification for the Armstrong Certified Installer Program. The cost for Lancaster Installation School courses is \$250 per class. For more information, a list of dates, and availability, call 1 800 356 9301, extension 5376, or visit www.floorexpert.com >installer training.

Field Installation Course Locations

Field installation courses are offered throughout the United States and Canada by our Distributor Training Network. Listed below are course locations. The cost of each course is established by the distributor. An application including cost, course outline, and directions may be obtained by calling the appropriate number listed below.

Distributor Name	Location	Telephone Number/ Class Info on Web
Adleta Company	Carrollton, TX	972-620-5600, X1311
www.adleta.com >Installation Systems >Training Class Schedule		
Apollo Distributing Company	Fairfield, NJ	973-228-5000
B. R. Funsten & Company	Manteca, CA	209-824-7105
www.brfunsten.com >FIC Training		
Belknap White ALCCO	Albany, NY and Mansfield, MA	800-342-3981, X3260
www.belknapwhite.com >About Us >Resources >Installation Courses		
Buckwold-Western	Saskatoon, SK (Can)	306-374-2435,
Cain & Bultman, Inc.	Jacksonville, FL	904-356-4812, X1001
FlorStar Sales, Inc.	Romeoville, IL	815-836-2800, X7245
www.florstar.com >Installation Training >Armstrong		
G. E. Shnier Company	Brampton, ON (Can)	905-789-3755, X2593
J. J. Haines & Company, Inc.	Glen Burnie, MD	800-638-1406, X2007
Ohio Valley Flooring	Cincinnati, OH	800-955-7724, X2174
www.ovf.com >Training		

Distributor Name	Location	Telephone Number/ Class Info on Web
Pacific Materials	Kent, WA	800-356-9301, X5376
Professional Trade Supply	Denver, CO	800-356-9301, X5376
Reader's Wholesale Distributors, Inc.	Houston, TX	800-766-0001, X3600
Tri-West, Ltd.	Santa Fe Springs, CA	562-692-9166, X260
W. C. Tingle Company	Lees Summit, MO	800-821-3226, X550
www.triwestltd.com >About Us >InstallationTraining Program		
William M. Bird & Company, Inc.	Lawrenceville, GA	205-940-9422 or 865-246-0486
www.wmbird.com >Services >InstallationTraining		

Wood Only

Distributor Name	Location	Telephone Number
Bruce Hardwood Floors Mexico	Apodaca, Mexico	52-81-8304-45-51
Goodfellow	Campbellville, ON (Can)	800-263-6269, X7636
Goodfellow	Calgary, AB (Can)	403-252-9638
Goodfellow	Dartmouth, NS (Can)	902-468-2256
Interstate Supply	St. Louis, MO	800-444-7202, X547

INTRODUCTORY COURSE OUTLINES

FIVE-DAY RESIDENTIAL COURSE OUTLINE

1. Tool Safety
2. RFCI Recommended Work Practices for Removal of Resilient Floor Coverings
3. Subfloors, Underlayments and Patches
4. Sheet Goods
 - a. Structure and Wear Surfaces
 - i. Rotovinyl
 - ii. Interflex
 - iii. Residential Linoleum
 - iv. Heterogeneous
 - b. Adhesives, Seam Treatments and Underlayment Products
 - c. Installation Systems
5. Fitting
 - a. Freehand Knifing
 - b. Straight Scribing
 - c. Pattern Scribing
6. Seam Cutting
 - a. Double-cut
 - b. Recess Scribe
 - c. Straightedge and Butt
7. Seam Coating and Seam Sealing
8. Pattern Matching
9. Estimating
10. Wall Base
11. Repairs
12. TAL Tour (Testing Analytical Lab)

FIVE-DAY COMMERCIAL COURSE OUTLINE

1. Tool Safety
2. RFCI Recommended Work Practices for Removal of Resilient Floor Coverings
3. Substrates and Underlayments
4. Sheet Goods
 - a. Structure
 - i. Linoleum
 - ii. Heterogeneous
 - iii. Homogeneous
 - iv. Inlaid
 - v. Slip Retardant
 - b. Adhesives and Seam Treatments
 - c. Installation Systems

5. Fitting
 - a. Straight Scribing
 - b. Pattern Scribing
6. Seam Cutting—Recess Scribe
7. Heat Welding of Seams
8. Flash Coving
 - a. Inside Corners
 - b. V-plug and Mitered Outside Corners
 - c. Making and Use of Template
9. Commercial Tile
 - a. Structure and Type
 - b. Adhesives
 - c. Installation Systems
 - d. Fitting—Square and Diagonal Layouts
10. Repairs
11. TAL Tour (Testing Analytical Lab)

THREE-DAY WOOD/LAMINATE COURSE OUTLINE

Laminate Outline (Day 1)

1. Tool Safety
2. Laminate Flooring Structure and Type
3. Substrates and Subfloors
4. Accessories
 - a. Glue
 - b. Tapping Block
 - c. Pull Bar
 - d. Spacers
5. Installation System
 - a. Locking Laminate
 - b. Glue Laminate
 - c. Herringbone
6. Transition and Moulding Pieces
 - a. Quarter Round
 - b. End Moulding
 - c. T-moulding
 - d. Reducer Strip
 - e. Flush Stair Nose
 - f. Baby Threshold
 - g. Over-the-Top Step Nose
 - h. Wall Base
7. Bathroom Installation
8. Estimating
9. Repairs

Wood Outline (Days 2 and 3)

1. Tool Safety
2. Forest and Manufacturing
3. Substrates and Subfloors
4. Installation—How to Install the Different Products
 - a. Glue-Down
 - b. Nail-Down
 - c. Floating
 - d. Locking Engineered
5. Tools
 - a. Guns
 - b. Trowels and Adhesives
 - c. Hand Tools
 - d. Other Tools of the Trade
6. Repairs
 - a. Solid
 - b. Engineered
 - c. Floating
 - d. Parquet
7. Trims
 - a. Bullnoses
 - b. Reducers
 - c. T-mouldings
 - d. Baby Thresholds
 - e. Quarter Round
8. Maintenance
9. Estimating

Heat Weld/Flash Coving Outline

1. Tool Safety
2. Seam Cutting
3. Heat Welding
4. Flash Coving
5. V Plug & Boot

DO YOU HAVE WHAT IT TAKES?

The Armstrong Certified Installer Program may be just your ticket. Are you an experienced flooring retailer/contractor? Do you have years of expertise in Bruce, Armstrong or Robbins wood, residential sheet vinyl, laminate, commercial sheet vinyl or linoleum installations? As a sponsoring flooring retailer/contractor using Armstrong Certified Installers, you'll receive some great benefits that will make your company more competitive.

- **WEB SITE RECOGNITION ...** Your company will be listed on www.armstrong.com as a retailer using Armstrong Certified Installers. The Web site receives thousands of hits daily as consumers use their computers to research big ticket purchases. Additionally, our customer service and sales teams are talking to customers daily about using Armstrong Certified Installers.
- **DIFFERENTIATES YOUR PROFESSIONAL SERVICES FROM YOUR COMPETITION ...** “We have the best installers because we use Armstrong Certified Installers.”
- **HELPS REDUCE CLAIMS ...** By enhancing the installer’s knowledge and skills and providing technical support for installing Armstrong brand flooring.
- **INCREASED INSTALLER PRIDE AND MOTIVATION ...** By recognition from Armstrong World Industries of dedicated, quality minded installers and the accomplishment of passing a rigorous hands-on and written test. “This certification is not a rubber stamp.”
- **FINANCIAL BENEFITS TO ENHANCE THE INSTALLATION WARRANTY...** Financial incentives make it worth the installer’s effort to complete the training, use correct techniques on the job, and even stop a job if materials are defective or would preclude a good installation.

ARMSTRONG CERTIFIED INSTALLER PROGRAM EXPANDED

The Armstrong Certified Installer Program (ACIP) has been expanded and now provides the opportunity for installers to be certified in the following product categories: laminate, commercial sheet, linoleum, residential rotogravure sheet, and hardwood. The program goal is to motivate installers to use the techniques and materials that will allow installation jobs to be done correctly, and therefore minimize end-user dissatisfaction and claims.

ACIP courses instruct and test installers in the traditional methods of layout and fitting. They review techniques including freehand knifing, straight scribing and pattern scribing; seam cutting procedures such as double-cut, recess scribe, and straightedge and butt. In addition, the courses include a refresher on the installation systems required for residential rotogravure sheet vinyl, residential and light commercial laminate, commercial sheet, linoleum flooring, and hardwood flooring. Topics include the recommended adhesives, seam treatments, pattern matching, and estimating. Prior experience is required, as these are not introductory courses. Rather, they're meant as a quick refresher that allows Armstrong to verify that installers who pass are truly experts at what they do. A person who wishes to become an installer should take one of the basic introductory installation courses also offered locally or in Lancaster, PA.

CERTIFICATION COURSES

QUALIFICATIONS	PROGRAM COURSE OPTIONS
Experienced installer, not yet certified by any manufacturer	2-Day Residential Rotogravure Sheet Vinyl 3-Day Laminate 3-Day Commercial Sheet 3-Day Linoleum 2-Day Wood
Certified by another flooring manufacturer or is experienced and has confidence/skill	1-Day Residential Rotogravure Sheet Vinyl 1-Day Laminate 1-Day Commercial Sheet 1-Day Linoleum 1-Day Wood

To attend any of these courses, an installer must be sponsored by an independent flooring retailer or a member of the Armstrong Installation Training Network. After the installer has attended the appropriate course(s) and passed each chapter of the certification test (hands-on and written, both require a passing score of 80%), he/she will be awarded certification.

ADDITIONAL ACIP COURSES

After receiving certification, an installer may choose additional specialized training if he/she is recommended or sponsored by an Armstrong flooring contractor, retailer, or member of the Armstrong Installation Training Network.

“Train the Trainer”—Should an expert installer wish to share his/her considerable knowledge with others, this course will train a Certified Installer on how to teach other installers the correct techniques for installing Armstrong products.

Site Inspections—Certified installers interested in other opportunities within the flooring business may decide to become Installation Site Inspectors. This course helps train the Certified Installer to inspect installation sites before, during, and after an installation to recommend the best procedures to be used. The Site Inspector may be involved in helping to resolve any issues associated with the installation.

ARMSTRONG INSTALLATION RELATED COURSE SUMMARY

COURSE	FOCUS	LOCATIONS
Introductory Installation	Basic installation skills for the beginner	Lancaster, PA or regionally
Intermediate Installation	More challenging installation techniques	Lancaster, PA or regionally
Advanced Installation	Most advanced of the installation skills training	Lancaster, PA or regionally
2-Day or 3-Day Installer Certification	Certification of installers who are not already certified by another manufacturer in that category	Lancaster, PA or regionally
1-Day Installer Certification	Certification of installers who are already certified by another manufacturer in that category	Lancaster, PA or regionally
“Train the Trainer”	Teaches experienced certified installers to teach less experienced installers	Lancaster, PA or regionally

For additional information on the ACIP courses or Introductory Installation courses, contact the distributor nearest you or call Armstrong at 1-800-356-9301, Ext. 5376, or visit our Web Site at www.floorexpert.com>general information>installation>school.

