



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 its 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. Certification is available through the Armstrong Certified Installer Program. The cost for Lancaster Installation School courses is \$250 per class. For more information, and a list of dates and availability, call 1 800 356 9301, extension 3016, or visit www.floorexpert.com>installation>school.

Field Installation Course Locations

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

Distributor Name	Location	Telephone Number/ Class Info on Web
Adleta Company	Carrollton, TX	972-620-5600, x1218
Installation Systems>Training Class Schedule">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
FIC Training">www.brfunsten.com>FIC Training		
Cain & Bultman, Inc.	Jacksonville, FL	904-356-4812, x1000
FlorStar Sales, Inc.	Romeoville, IL	815-836-2800, x7245
Installation Training>Armstrong">www.florstar.com>Installation Training>Armstrong		
J. J. Haines & Company, Inc.	Glen Burnie, MD	800-638-1406, x2007
Ohio Valley Flooring	Cincinnati, OH	800-955-7724, x2174
Training">www.ovf.com>Training		
Tri-West, Ltd.	Santa Fe Springs, CA	562-692-9166, x260
About Us>Installation Training Program">www.triwestltd.com>About Us>Installation Training Program		
William M. Bird & Company, Inc.	Lawrenceville, GA	865-246-0486
Services>InstallationTraining">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 (Canada) Dartmouth, NS (Canada)	800-263-6269, x7636 902-468-2256

INTRODUCTORY COURSE OUTLINES

THREE-DAY RESIDENTIAL COURSE OUTLINE

1. Safety Tools and Work Area
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 Felt and Fiberglass
 - ii. LVT Planks and Tile
 - b. Adhesives, Seam Treatments and Underlayment Products
 - c. Installation Systems
5. Fitting
 - a. Freehand Knifing
 - b. Straight Scribing
 - c. Pattern Scribing
6. Seam Cutting
7. Seam Coating and Seam Sealing
8. Pattern Matching
9. Estimating
10. Repairs
11. Testing Analytical Lab (TAL) Tour

THREE-DAY COMMERCIAL HEAT WELD/FLASH COVING OUTLINE

1. Safety Tools and Work Area
2. Seam Cutting
3. Heat Welding
4. Flash Coving
5. V Plug and Boot

THREE-DAY WOOD/LAMINATE COURSE OUTLINE

Laminate Outline (Day 1)

1. Safety Tools and Work Area
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/Angle/Angle and Lock&Fold
6. Transition and Molding Pieces
 - a. Quarter Round
 - b. End Molding
 - c. T-Molding
 - d. Reducer Strip

- e. Flush Stair Nose
 - f. Baby Threshold
 - g. Over-the-Top Step Nose
 - h. Wall Base
7. Estimating
 8. Repairs

Wood Outline (Days 2 and 3)

1. Safety Tools and Work Area
2. Forest and Manufacturing
3. Substrates and Subfloors
4. Installation - How to Install the 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
7. Trims
 - a. Bullnoses
 - b. Reducers
 - c. T-Moldings
 - d. Baby Thresholds
 - e. Quarter Round
8. Maintenance
9. Estimating

DO YOU HAVE WHAT IT TAKES?

The Armstrong Certified Installer Program may be just your ticket. Are you an experienced flooring retailer or 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 or contractor using Armstrong Certified Installers, you will receive some great benefits that will make your company more competitive.

- **WEBSITE RECOGNITION...** Your company will be listed on www.armstrong.com as a retailer using Armstrong Certified Installers. The website 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 rigorous hands-on and written tests. “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 tile and hardwood. The program goal is to motivate installers to use the techniques and materials that allow installation jobs to be done correctly, thereby minimizing end-user dissatisfaction and claims.

ACIP courses instruct and test installers in the traditional methods of layout and fitting. They review techniques such as freehand knifing, straight scribing, and pattern scribing; and 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 and tile, 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. Instead, they are meant as quick refreshers that allow Armstrong to verify that installers who pass the courses 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	3-Day Residential Rotogravure Sheet Vinyl and Tile 1-Day Laminate 1-Day Commercial Sheet 1-Day Wood
Certified by another flooring manufacturer or has 3-5 years of experience	1-Day Residential Rotogravure Sheet Vinyl and Tile 1-Day Laminate 1-Day Commercial Sheet 1-Day Wood
Certification Update	Installers currently certified with Armstrong; update every three years; for more information www.floorexpert.com/installation/school

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 has passed each chapter of the certification test (hands-on and written, both of which require a passing score of 80%), he/she will be awarded certification.

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
1-Day Installer Certification	For installers certified by another flooring manufacturer or who have 3-5 years of experience	Lancaster, PA or regionally
Certification Update	For installers already certified - renew certification every three years; for more information www.floorexpert.com \installer training	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, extension 3016 or visit our website at www.floorexpert.com>general information>installation>school.

