



# **I**

# **Training**

# I. 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. New for 2006 are classes in Heat Welding/Flash Coving and also Certification for the Armstrong Certified Installer Program. The cost for Lancaster Installation School courses is \$450 per class. For more information, a list of dates and availability, call 1 800 356 9301, Extension 5376, or visit [www.floorexpert.com](http://www.floorexpert.com) >installer training

## Lancaster, PA Installation & Certification School Training Schedule - 2006

Class	Type of Class	Date	Class Size
Heat Welding/Flash Coving	Basic Instruction	February 7-9	6
Hardwood	Basic Instruction	February 21-23	6
Residential Vinyl	Basic Instruction	Feb. 27-March 3	12
Commercial Vinyl	Basic Instruction	March 6-10	12
Hardwood	CERTIFICATION	March 14	6
Hardwood	CERTIFICATION	March 15	6
Residential Vinyl	CERTIFICATION	March 16	8
Hardwood	Basic Instruction	March 21-23	6
Residential Vinyl	Basic Instruction	March 27-31	12
Commercial Vinyl	Basic Instruction	April 3-7	12
Hardwood	Basic Instruction	May 2-4	6
Heat Welding/Flash Coving	Basic Instruction	May 16-18	6
Commercial Vinyl	CERTIFICATION	June 6	8
Hardwood	CERTIFICATION	June 7	6
Laminate	CERTIFICATION	June 8	8
Hardwood	Basic Instruction	July 11-13	6
Hardwood	CERTIFICATION	August 22	6
Commercial Vinyl	CERTIFICATION	August 23	8
Residential Vinyl	CERTIFICATION	August 24	8
Hardwood	Basic Instruction	September 12-14	6
Residential Vinyl	Basic Instruction	September 18-22	12
Commercial Vinyl	Basic Instruction	September 25-29	12
Hardwood	CERTIFICATION	October 24	6
Hardwood	CERTIFICATION	October 25	6
Laminate	CERTIFICATION	October 26	8
Hardwood	Basic Instruction	November 7-9	6

**Armstrong Installation Traveling School  
Training & Certification National Schedule - 2006**

<b>City</b>	<b>State/Province</b>	<b>Date</b>
<b>West</b>		
Phoenix	AZ	May 8-12
Salt Lake City	UT	June 10-14
Bakersfield	CA	July 10-14
San Diego	CA	Aug. 14-18
Albuquerque	NM	Oct. 9-13
Las Vegas	NV	Nov. 6-10
<b>Northwest/Central</b>		
Vancouver, Canada	BC	May 8-12
Bismarck	ND	June 12-16
Minneapolis	MN	July 10-14
Billings	MT	Aug. 14-18
Rockford	IL	Sept. 4-8
Portland	OR	Oct. 16-21
Madison	WI	Nov. 6-10
Seattle	WA	Dec. 4-8
<b>Midwest</b>		
Denver	CO	May 15-19
Cleveland	OH	June 12-16
Omaha	NE	June 26-30
Toledo	OH	July 10-14
Pittsburgh	PA	July 24-28
Wichita	KS	Aug. 21-25
Denver	CO	Sept. 11-15
Louisville	KY	Sept. 25-29
Springfield	IL	Oct. 2-6
Indianapolis	IN	Oct. 16-20
Detroit	MI	Nov. 6-10

*Installer Certification testing or Basic Instruction to be determined. Please contact Armstrong at 1-800-356-9301 ext. 5376 for more information.*

<b>City</b>	<b>State/Province</b>	<b>Date</b>
<b>Northeast/Mid-Atlantic</b>		
Alexandria	VA	May 15–19
Buffalo	NY	June 12–16
Charlotte	NC	July 10–14
Greensboro	NC	July 24–28
Providence	RI	July 31–Aug. 4
Charlotte	NC	Aug. 28–Sept. 1
Greensboro	NC	Aug. 28–Sept. 1
Charlotte	NC	Sept. 11–15
Toronto, Canada	ON	Oct. 2–6
Providence	RI	Oct. 16–20
<b>Southwest</b>		
Wichita Falls	TX	May 8–12
Abilene, San Angelo, Midland	TX	June 12–16
Tulsa	OK	July 17–21
Lubbock	TX	Aug. 14–18
Fort Smith	AR	Sept. 18–22
Memphis	TN	Oct. 9–13
Fayetteville	AR	Nov. 6–10
Amarillo	TX	Dec. 4–8
<b>Southeast</b>		
Charleston	SC	May 5–8
Baton Rouge	LA	May 22–26
Nashville	TN	June 19–23
Memphis	TN	July 10–14
Orlando	FL	July 24–28
Tampa	FL	Aug. 8–11
Jacksonville	FL	Sept. 9–18
Atlanta	GA	Oct. 30–Nov. 3

*Installer Certification testing or Basic Instruction to be determined. Please contact Armstrong at 1-800-356-9301 ext. 5376 for more information.*

## 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.

<b>Distributor Name</b>	<b>Location</b>	<b>Telephone Number</b>
Adleta Company	Carrollton, TX	972-620-5600, x1688
Apollo Distributing Company	Fairfield, NJ	973-228-5000, x255
B. R. Funsten & Company	Manteca, CA	707-451-2755
Belknap White ALCCO	Albany, NY and Mansfield, MA	800-342-3981, x260
Buckwold-Western	Saskatoon, SK (Can.)	306-652-1660, x214
Cain & Bultman, Inc.	Jacksonville, FL	904-356-4812, x1927
FlorStar Sales, Inc.	Romeoville, IL	815-836-2800, x7245
J. J. Haines & Company, Inc.	Glen Burnie, MD	800-638-1406, x2200
Ohio Valley Flooring	Cincinnati, OH	800-955-7724, x2174
Professional Trade Supply	Denver, CO	303-893-2400
Reader's Wholesale Distributors, Inc.	Houston, TX	800-766-0001, x3600
Sea-Pac Sales Company	Kent, WA	360-521-8719
Tri-West, Ltd.	Santa Fe Springs, CA	562-692-9166, x260
W. C. Tingle Company	Lees Summit, MO	800-821-3226, x586
William M. Bird & Company, Inc.	Lawrenceville, GA	800-852-9432, x5691

### **Wood Only**

<b>Distributor Name</b>	<b>Location</b>	<b>Telephone Number</b>
Bruce Hardwood Floors Mexico	Apodaca, Mexico	52-81-8304-45-51
Goodfellow	Campbellville, ON Calgary, AB (Can.)	800-263-6269 403-252-9638
Interstate Supply	St. Louis, MO	800-324-2929, x3418
Midwest Flooring	Salt Lake City, UT	801-376-3028

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# INTRODUCTORY COURSE OUTLINES

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## 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**

### **Wood Outline (Day 1 and 2)**

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-moldings
  - d. Baby Thresholds
  - e. Quarter Round
8. Maintenance
9. Estimating

## **Laminate Outline (Day 3)**

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 Stairnose
  - f. Baby Threshold
  - g. Over-the-Top Step Nose
  - h. Wall Base
7. Bathroom Installation
8. Estimating
9. Repairs

## **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 Hardwood Flooring by Hartco 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 ...** Listed on [www.armstrong.com](http://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 installer's knowledge and skills, 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 sheet, residential rotogravure, 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 sheet vinyl, 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.

### CERTIFICATION COURSES

QUALIFICATIONS	PROGRAM COURSE OPTIONS
Experienced installer Not yet certified by any manufacturer	2-Day Residential 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 Sheet Vinyl 1-Day Residential Rotogravure 1-Day Laminate 1-Day Commercial Sheet 1-Day Linoleum 1-Day Wood

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*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 section 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

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

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*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](http://www.floorexpert.com>general information>installation>school).*

