



CFI Installation Programs

CFI is about installers helping installers rise to a level of professional skills and integrity that will bring the maximum beneficial impact to the floor covering industry, the floor covering installation profession, and to customers who care about the quality of the investment in their floors. The CFI Programs designed to implement our mission are outlined below.

We are scheduling courses nationwide on a weekly basis. The CFI calendar of events can be found online at www.cfiinstallers.com. If you do not see an event in your area, event hosting information is included in this document for your convenience. Bring CFI to you!

If you have any questions about the courses below, or would like to customize a course for your business, please contact us at (816) 231-4646 or cfiguy@earthlink.net.

CARPET COURSES

Residential and Commercial Training and Certification (R-I C-I)

\$290.00 per attendee – Minimum 2 year's experience required for Certification

1 and ½-day course focus is hands-on, skills training and knowledge for the entry-level flooring installers. Certification awarded if the requirements of this level are achieved and installers pass the written test. Assistance is given and all skills are assessed and new ideas offered to achieve satisfaction and pride.

Topics:

- Seam construction – Avoiding seam problems
- Powerstretching techniques – Wall trimming
- Pattern alignment
- Stair Upholstery
- Direct-Glue installation techniques
- Substrate Preparation
- Carpet Backings



Advanced Residential and Commercial Certification (R-II C-II)

\$290.00 per level – Minimum 4 year's experience required for Certification

Advanced carpet installation certification - No assistance is provided other than the Advanced CFI Study Guide. Course is 1 ½ days. R I C I certification required prior to testing.

Woven and Patterned Carpet Workshop

\$695.00 per attendee

The 2-day CFI Skills Workshop is a “working” event to introduce new techniques and tools for the installation of woven and patterned carpets and techniques to provide solutions should problems occur in the field.

Topics:

- Importance of Customer Satisfaction
- CFI and the Patterned Carpet Installation Professional Introduction
- Identification and Characteristics of the Weaves – Axminster, Velvet, Wilton
- Backing Identification
- Patterned – Woven Carpets – Commercial Setting – Direct Glue - Attached Cushion Commercial
- Type of Pattern – Importance of the Pattern Count – Understanding Terminology
- Seam Construction – Matching Tolerant and Deviant Patterns
- Pattern Tolerances - Hook Consideration and Pattern Loss
- Powerstretching and Wall Trimmer Installation Techniques – Stretch-In
- Tools – Deadman, Restretcher, Cottonhead, Dry Line, Square
- Installation of Patterns over Cushion - Installation of Woven Patterns
- Addresses preparation, installation and problem solving techniques for woven carpets
- Hand Sewing Techniques

Carpet Estimating Workshop

\$495.00 per attendee

The 2-day Workshop is designed primarily for residential. It can be presented in a different format for commercial upon request when you host the event.

Topics:

- Proven estimating techniques that work
- Hands-on completion of diagrams and pattern matching
- Importance of a detailed diagram that provides accurate yardage, seam location, pile direction, edge treatments, transitions, supplies, adhesives, cushion, customer’s requests
- How to determine seam location – crossgrain seams – fill areas
- Symbols
- Figuring the pattern match
- Layouts for difficult areas
- Measuring stairs
- Roll sequence
- Consideration for shipping, ordering and manufacturing difficulties that affect the finished installation of patterned goods
- Discussion with the customers and preparation for the installation
- Responsibilities of the customer, sales representative, estimator and installation crew

Carpet Installation Inspection

\$495.00 per attendee

Designed for the dealer, company inspector, installation manager, sales associates, distributors and others associated directly with carpet installation. 2-day course is taught by presentation, as well as demonstrations for attendees to understand the important role played by installation. It focuses on how to alleviate difficult situations before they occur, how to recognize installation-related problems and how to solve them if they occur to achieve customer satisfaction.

Topics:

- The importance of understanding carpet backings as related to installation
- Characteristics of carpet fibers and where products can be installed
- Building a partnership with installers
- Installation specifics include:
 - Seam Construction – Demonstration – Various methods
 - Powerstretching Techniques
 - Seam Placement - Effect of lighting – traffic - seam peaking
 - Stretch-in over cushion installation - Importance of proper selection of cushion
 - Direct-Glue installation - Importance of substrate preparation
 - Moisture – alkalinity – atmospheric conditions
 - Double-Glue installation – Attached Backings - Modular Tile
- Transitions – Importance of proper choice and correct installation techniques
- Patterned carpet measuring and installation techniques
- Commercial Marketplace
- Problem Solving Related to Installation
- Problem Solving Related to Sales
- Problem Solving Related to Manufacturing
- Problem Solving Related to the Customer

HARD-SURFACE COURSES

Laminate/Hardwood Training & Certification

\$485.00 per attendee – Minimum 2 year's experience for Certification

Laminate Topics:

- Various types of manufactured materials with different fastening systems
- Technical handouts provided for future reference
- Use of manufacturer's recommended installation supplies
- Specific installation properties and characteristics for each type of flooring
- Glue vs. Click - Adhesives - Plank-lay direction - Startup and row stagger
- Room size - Spacers - Silicone sealant
- Stairs - Transition systems - Expansion issues - Board repair
- NALFA (www.nalfa.org) and Armstrong Certifications (www.floorexpert.com) available



Hardwood Topics:

- Classroom and demonstrations of pre-finished hardwoods presented with various types of manufactured products
- Nail-down, glue-down and floating floor installations
- Re-coating / Factory finishes (UV-cured, acrylic impregnated, ceramic and aluminum oxide)
- Transitions – two parts
- Balancing floors
- Properties and characteristics of unfinished and pre-finished floors (solid -types of cuts- plain, quarter sawn, rift sawn)
- Strip and plank - Engineered and parquet / Janka hardness - Cork and bamboo
- Radiant systems
- NWFA (www.nwfapc.org) and Armstrong Certifications (www.floorexpert.com) available

Ceramic Training & Certification

\$485.00 per attendee – Minimum 2 year's experience for Certification

Topics:

- Classroom and demonstrations with product provided by several different manufacturers
- Properties and characteristics of tile vs. stone
- Setting materials - Substrate preparation
- Deflection - Balancing floors
- Backerboards - Membrane systems - Radiant systems
- Estimating and layout / Tools required
- Demonstration of techniques for walls installation
- TCNA and ANSI guidelines
- Minimum 2-year's experience for CFI Certification



Resilient Training & Certification

\$485.00 per attendee – Minimum 2 year's experience for Certification

Topics:

- Products are furnished by various manufacturers to provide an opportunity to understand specific installation requirements.
- Use of stripping agents, citrus solvents, paint thinners, charcoal lighter fluid
- Patching compounds (Portland-based, gypsum and SLC's)
- Types of flooring (rotogravure, inlaid, linoleum, felt-backed, vinyl-backed, vinyl-composition tile (VCT), Vinyl asbestos tile (VAT) and rubber)
- Wall base and transitions
- Installation characteristics (adhesives, trowels, open-time, seam sealers, proper seam Preparation, proper sealing techniques and using correct rollers)
- Review of common problems such as telegraphing and installation over existing flooring
- Additions to the course include flashcoving and seam welding for commercial certification
- Armstrong certification available

ADDITIONAL COURSES

Corrective Procedures Workshop – All Flooring Surfaces

\$1,200.00 per attendee

3-day Workshop information

Many procedures are unique to the installation side of the industry. The course is specifically designed for persons associated with workrooms or dealers who are directly responsible for customer service calls, for cleaners who correct problems during their cleaning procedures and for inspectors who do follow-up work related to problems associated with the inspection of the flooring. Working with various correction materials and techniques, the participants receive the opportunity to actively create the necessary requirements for problem solving.

The Corrective Procedures Workshop for all Flooring Surfaces is the ***first “hands-on” course of this type presented for the industry.*** The workshop covers:

- Corrective measures for carpet, laminate, ceramic, hardwood and resilient flooring surfaces
- Numerous techniques, tools and resources are available for the attendees that have never been presented in this type of hands-on format.
- Carpet corrections of burns and spots
- Restretch techniques
- Laminate includes plank replacement, both glue and click and the hot-melt corrective system
- Ceramic includes individual tile replacement, grout rework and hot-melt corrective system
- Hardwood includes pre-finished board replacement of glue-down and nail-down, touch-up using stains and finishes and the hot-melt corrective system
- Resilient section includes corrective techniques for tears, burns and gouges
- Course is open to industry professionals

Sales Associate / Industry Professional Technical Certification

Sales associates who attend the workshops receive the CFI Industry Technical Certification for the specific flooring surface. Cost is \$350.00 per attendee per course. Minimal hands-on training is involved. Availability of this program is based on the number of installers in attendance. The National Wood Flooring Association also offers the online test for the **NWFA Sales Counselor** for an additional \$50.00.

TRAINING PARTNERS

Laminate: Those who successfully complete the requirements of the CFI course can also apply online for the North American Laminate Flooring Association (NALFA) test for an additional \$25.00 per student and take the Armstrong written test onsite at the conclusion of the course for no additional fee.

Wood: Those who successfully complete the requirements of the CFI course can also apply online for the National Wood Flooring Association Certification test for an additional \$50.00 per student and take the Armstrong written test onsite at the conclusion of the course for no additional fee.

Resilient: Those who successfully complete the skills and written test receive the CFI - Armstrong Certification at no additional fees. Flash-coving and seam welding are also included for the CFI-Armstrong Commercial Certification with the addition of training hours.

Ceramic: Those who successfully complete the CFI course requirements receive the CFI-Ceramic Tile Certification

HOSTING REQUIREMENTS

If you are interested in hosting any of our programs, below is a summary of the hosting requirements. Please contact us for full details.

- Training location: minimum of 2,000 square feet
- Construction of props onsite with details furnished by CFI which can be used for future in-house training programs
- Carpet remnants, roll ends, returns, etc. will be necessary for training. Presently, Mohawk ships remnants for training, but the shipment is often short of patterns and berbers, which is the responsibility of the hosting party. Hard surface materials are shipped to the location.
- A well-lit, heated or air-conditioned training space, free of noise and interruption. Tables and chairs for written test and lectures.
- Lunch is provided by the hosting party.
- In-house preparation work is required to begin the program on time. The trainer will arrive the evening prior and because of flight schedules, may arrive late in the evening. This includes cutting carpet, building props and set-up of area.
- CFI will ship supplies to the site (seaming tape, adhesives, sealers, etc.)

WFCA SCHOLARSHIP FUNDS



All CFI programs qualify for 100% reimbursement of fees by the World Floor Covering Association. For a \$225.00 WFCA membership fee, the applicant joins through CFI and receives \$500.00 in educational benefits.

To participate in the WFCA Scholarship Training Program

1. Submit WFCA membership application to CFI with fee of \$225.00.
2. Submit the WFCA Request for Scholarship Funds no earlier than 60 days and no later than 30 days prior to the event directly to WFCA
3. WFCA pays up to \$500.00 to CFI for the applicant to participate in the event.
4. This is a renewable program each year for training.
5. ONLY CFI programs are payable 100% of the cost.