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INSTALL Unveils Warranty & Certified Contractor Program at NeoCon

June 12, 2013 – “Our INSTALL Certified Contractors are the best in the business. INSTALL believes this so much that we will guarantee their installations!”

This comment from INSTALL Director John McGrath helped to kick off the new INSTALL Warranty & Certified Contractor program at a news conference INSTALL held today at the annual NeoCon expo in Chicago.

Mohawk Industries’ Michel Vermette, SVP of International & Commercial, and Leonard Zmijewski, CEO of Mr. David’s International Flooring, joined McGrath and members of the INSTALL Labor-Management Committee today to formally announce the program.

Effective immediately, INSTALL guarantees the work of its Certified Contractors. The warranty covers commercial and residential installations of carpet, resilient and hardwood. Industries served include healthcare, education, hospitality, retail, residential, and many more.

“This Warranty is the first of its kind in the floorcovering industry. It is a third-party additional guarantee provided by the INSTALL Committee,” McGrath said. “Only the best capitalized, most professional contractors in North America achieve the status of being an INSTALL Certified Contractor - and therefore qualify to carry the Warranty on Labor.”



Vermette contended that improperly installed floor coverings are one of the biggest complaints in construction. "The INSTALL Warranty on labor combined with the Certified Contractor program will mitigate this major disruption for end users and the A&D community, Vermette said. “The best product in the world is only as good as its installation. Mohawk believes this warranty program will minimize disruptions for end users, increase performance of the project life cycle and create higher customer satisfaction.”

Zmijewski said he views the warranty as a promise. “I already assure customers that flooring installed by my crews will not fail. Now, customers not only have my word, but also an additional, value-added warranty to back it up.”

McGrath explained that the most important ingredient to becoming an INSTALL Certified Contractor is employing only mechanics who have current INSTALL Certifications. The INSTALL Certification was created to identify INSTALL’s most dependable and skilled installers.

A new link on the INSTALLfloors.org web site, pointing viewers to a directory of INSTALL Certified Contractors, was also introduced today. INSTALL Certified Contractors are promoted by their geographic regions and market segment specialties. That directory can be accessed via www.installfloors.org/warranty.

Zmijewski called the Warranty program a “win-win” for INSTALL Certified Contractors and the end user, as well as being a benefit to the mills and manufacturers of the floorcovering industry.

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Mohawk's Vermette said his company is focused on great project outcomes based on the needs and goals of the users for their space.

“As the world’s largest flooring manufacturer, our products and brands span every major flooring category across a wide range of price points and distribution channels. We have a deep appreciation for the importance of quality installations and project management to the success of great projects,” Vermette said.

“We applaud the INSTALL program and its leadership for having the diligence to develop a standardized curriculum for its thousands of installers, a certification process to test and then reward exceptional skills, and now this certified contractor and warranty program,” Vermette added.

Zmijewski said his company depends on its installation crews to complete installations correctly and according to specifications.

“I trust my crews because they are INSTALL certified, and to me, that is the mark of a skilled flooring professional,” Zmijewski said. “I know I can deliver on promises made by the warranty because my installation crews produce dependable, correct work, all the time. Because of the confidence I have in the talent of our crews, I am able to bid on more projects and I expect that offering the INSTALL Warranty on Labor will help my company win more work.”

“We believe the information released today should alter the way architects, interior designers, and facility managers approach the flooring portion of their next project. We believe the Warranty & Certified Contractor Program presents a no-hassle solution for their floor covering projects,” McGrath said.

For more information, contact John McGrath, INSTALL Director, at 215-582-4108 or INSTALL@carpenters.org. Also, visit the INSTALL web site at www.installfloors.org. To reach the warranty section, go to www.installfloors.org/warranty.

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