



Installer

Certification Program



Entry Systems • Double Doors • Patio Doors • Storm Doors



Why do we have an Installer Certification Program?

Much of your company's sales are probably generated from referrals and previous customers. Your measure, installation and service personnel are the key to customer satisfaction. We have developed the Installer Certification Program to enhance their existing capabilities.

Certification Training will include:

- Basic product knowledge
- Utilizing our engineered design in installation
- Understanding and utilizing our fabrication capabilities
- Engineering test lab demonstration to support design and fabrication
- Plant tours to reinforce our commitment to quality
- Door installation lab, measuring and installation of entry door and storm door products
- Service issues and techniques
- A constant exchange of ideas to improve installations and product

The goal is to improve your profit margins when using our doors. By reducing mis-measures and saving time on the job site with custom fabricated product, you'll reduce callbacks. Our interaction will also lend insight and assist us in continuing to design and produce the best entry systems in the industry.

Your customer's satisfaction is a difficult thing to measure, but we are confident a Certified Installation Team will keep them coming back.

Elevated Status on Dealer Locator

Once your installers are certified, the certification icon will be placed next to your company name on our Dealer Locator on our web site. This will draw attention to your company and give potential customers the confidence that your installers are qualified to do the job right.



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"Having our installers go through installation training gave them a greater understanding about the superior ProVia products. The instructor was very knowledgeable, efficient and thorough in training on the ProVia products."

- Vern Wickey
Owner - Pleasant View Home Improvement
Hutchinson, Kansas

Installer Certification Training Agenda



Day 1

ProVia (Walnut Creek facility)

- Basic Entry Door product
- Plant Tour
- Engineering and Test Lab
- Installation Lab

Preparation

- Measuring
- Product Verification
- Protecting the Customer's Property
- Opening Preparation

Installation

- Single Full Wood Frame Door
- Door and Sidelite Unit
- Patio Door Unit
- Double Full Wood Frame Door
- Single Steel L-frame Door
- Double Steel L-frame Door

Day 2

ProVia (Sugarcreek facility)

- Basic Storm Door Product
- Plant Tour

Return to Walnut Creek facility

- Installation Lab
 - Preparation*
 - Measuring
 - Product Verification
 - Opening Preparation

Installation

- Single Storm Door
- French Storm Door
- Expander Storm Door
- Service Issues and Techniques
- Certification Review
- Closing, Issue Certificates and Rewards



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Registration Information

Available Dates:

- Please contact your ProVia Account Manager, Customer Service (800-669-4712) or Program Manager Todd Gibson (330-852-1563 or todd.gibson@proviaproducts.com) for available dates.
- For effective training purposes, classes are limited to 6-8 people.

Pricing:

- \$475 per person.
- Platinum Club Members receive a 30% discount.
- Groups of 4 or more receive a 25% discount.
- Deposit of \$100 per person is due at time of reservation.
- Pricing includes all training materials, lunch each day, lodging (2 per room), continental breakfast at the hotel, a certificate and various gifts upon completion of training. Attendees will be expected to provide their own travel arrangements and other meals.
- Up to 100% of the direct training cost may be offset using available Co-Op Dollars.

REGISTRATION FORM (fax this form to Todd Gibson at 330-852-2107)

Company Name: _____ Account #: _____

City, State: _____ Phone Number #: _____

Primary Contact: _____ E-mail Address: _____

PO #: _____ Date Requested: _____ Number Attending: _____

Attendees Name	Position	Years Experience
1: _____		
2: _____		
3: _____		
4: _____		
5: _____		
6: _____		
7: _____		
8: _____		

Payment Information:

Use Co-op dollars

Four or more attendees

Platinum Club

Invoice account (forward deposit)



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Tobacco Policy: Smoking and tobacco use of any kind is prohibited on the premises of all ProVia facilities, including all internal and external areas; parking areas/lots; and ProVia owned vehicles. Smoking is permitted inside private vehicles only.