

I. GETTING STARTED

A. THE INSTALLER'S ROLE

As a floor covering installer you are the direct link between the retail store and its customers. You play an important role for completing a successful, trouble-free, long lasting flooring installation and making a satisfied customer for the store. Keep in mind that a satisfied customer will lead to additional jobs for the retail store because of word-of-mouth advertising, which will enhance your reputation and job security.

Get your jobs started right by being certain that the material you will be installing is the correct design, color and length. Check the flooring for any damage or defects. Remember, any defect is much easier to correct before the flooring is installed.

B. APPEARANCE

First appearances will create a lasting impression on the consumer, either neutral, good, or bad. Always arrive as close as possible to the scheduled time, well-groomed and wearing neat, clean, durable clothing. A professional appearance will give the customer the confidence that your workmanship will be as expected.

C. CONDUCT

Refrain from playing radios, smoking, or using vulgar language. Do not talk negatively about other stores, products, manufacturers, etc., with customers. Additionally, always respect the homeowner's property.

D. SAFETY

Safety for yourself and others on the job site is your responsibility. The following are a number of things that you should pay particular attention to:

- MATERIAL SAFETY DATA SHEETS (MSDSs) provide the flooring installer with any information that may be required for products which may contain hazardous materials. Floor covering products do not have MSDSs due to the fact that they are classified as "articles" and not chemicals. MSDSs are avail-

able for adhesives, seam sealers, and other products used to install or maintain Congoleum floor coverings. MSDS, where applicable, are available for Congoleum brand installation and maintenance products by calling or writing your Congoleum distributor or Congoleum at the address or phone number listed on the inside front cover.

- Always use correct lifting practices.
- Keep knives in pouches with the point down while working.
- Use only UL® approved electrically powered tools.
- Use heavy-duty extension cords and keep them in good repair.
- Wear non-conducting rubber-soled shoes and use a ground fault interrupter (GFI) when using power equipment in damp or wet areas.
- Wear protective equipment when appropriate, such as safety glasses, respirators, dust masks, knee pads, gloves, etc.
- Keep work areas free of obstructions, such as tools, and dispose of scrap materials promptly and properly to eliminate tripping.

E. JOB COMPLETION

As a final touch when the job has been completed, give the consumer a copy of the Congoleum Consumer Flooring Guide and answer any questions they may have regarding the maintenance of their new floor. Additionally, it is important to inform them about preventive care, e.g., proper floor protectors, casters, etc. on furniture legs. This information and Congoleum warranties are included in the Consumer Flooring Guide, which is available at no charge at flooring retailers, by calling 800-274-3266 or writing Congoleum at:

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