

THE NEW



FLOOR SPACE

BCFCA President's Message



By the early 1960's wall to wall broadloom was becoming very popular. People started covering their old hardwood floors with all types of carpeting. New carpet fibres like Trilan, Dupont 501 Nylon and Acrilan brought luxury at a moderate price. These new products, styles, and fibres would revolutionize the flooring Industry. Back then the Vancouver area had few carpet stores. Jordans, Woodwards, Eatons and Burritt Bros. were some of the stores consumers could find excellent selections, full quality service, and competitive pricing. The Broadloom carpet market began to flourish. Canadian Carpet Mills like Harding, Canadian Celanese, Barrymore, Kraus and others supplied products for this fast growing market.

Wool, a long proven and luxurious fibre, was also in demand. Carpets and rugs came from all parts of the world. More and more flooring businesses were opening up. The British Columbia Floor Covering Association was formed in the 1960's to promote the Industry and provide information, training, and services, for members. The BCFCA is the official "voice of the flooring industry" throughout British Columbia. Please take the time to check out all the many benefits and programs the BCFCA has to offer.

MEMBERSHIP BENEFITS AND SERVICES

1. Increased market share
2. The NFCA reference manual, your universal flooring guide, a comprehensive, respected and widely used information source is supplied to each member.
3. The quality Assurance Program (QAP) is a BCFCA specifiable third party, commercial flooring inspection service.
4. Instructional and educational events, seminars and opportunities.
5. Affiliation with the World Floor Covering Association (WFCA)
6. Group extended health, dental and insurance plans (employee benefits).
7. A wider access to industry information.
8. Collective market development and research.
9. Consumer affairs, grievance arbitration and flooring inspections.
10. Travel and accommodation preferred rates.
11. Promotion, branding and visibility.
12. Special rates for Visa and MasterCard transactions.
13. Esso and gas discounts.
14. Free company listings on the new BCFCA website. (Check out www.bcfca.com)
15. Be informed about industry and association news via e-mails and e-blasts.
16. Special membership rates for installers and smaller businesses.
17. A voice in the development and improvement of the floor covering industry.
18. Representation to contractors, owners, architects and governments.
19. Consumer referrals and exposure.
20. Get involved and meet your neighbours and peers.

The BCFCA is very Proud and pleased to announce its partnership with the World Floor Covering Association (WFCA). We look forward to presenting this new relationship to all our members.

Research has shown that of all the many benefits we offer our members, the most important ones are that they want to develop personally and professionally.

The Directors, Managers and staff of the BCFCA are striving very hard to provide as much value as possible for its members.

I encourage you to be industry friendly and become an active member of the new British Columbia Floor Covering Association.

Chris Bland
BCFCA President

THE EXPERTS SERIES

**QUESTIONS & ANSWERS WITH
CLAYTON SHULL, BSC.
QA INSPECTOR FOR THE MASTER FLOOR
COVERING STANDARDS INSTITUTE**

Q: What flooring type produces the most complaints that you see?

CS: Carpet flooring complaints are still ahead of the complaints I receive for any other flooring type. This does not mean that carpet has more problems than the other flooring types. It just means that formalized complaints for carpet come across my desk more often than the others. Consider that with a soft floorcovering there are a variety of styles, fiber types, and backing systems in the marketplace incorporated into all the issues that can potentially occur at the pre-installation, interim-installation, and post-installation phases. It's a soft floor covering, which is more sensitive to use activities compared with hard surface flooring. I could name over a hundred different **problem categories** if I categorized them in a 2-3 **keyword** description, such as buckling/wrinkling, side match, tuft loss, tile edge fuzzing,



Tile edge fuzzing

pooling, premature soiling, etc. When you consider concrete subfloors, on the other hand, there are just a few problem categories that get reported, such as improper subfloor preparation, improper floor temperature, moisture issues, and pH issues. However, the problem categories for subfloors get reported more often with regularity. With laminate flooring, I could name 20-30, 2-3 keyword problem categories, such as squeaking, end gaps, finish variations, dent-scratches, etc., but then again, the reported problems ap-



Poor bonding & moisture issues

pear to become more repetitive. I could go on with hardwood/engineered, ceramic tile, resilient, etc, but carpet flooring complaints are still the flooring that I am asked to inspect the most by comparison with all the other flooring types.

Q: What are the most common reasons for floors failing?

CS: The most common reasons for flooring failures are related to a lack of pre-inspection of the flooring prior to installation, improper site conditions (subfloor preparation, moisture issues, atmospheric controls, etc), improper installation, and the flooring not performing for the use intended.

Q: It seems to me that the construction process itself is quite often an issue. For example, lack of communication, overlapping trade schedules and building heat not on because of warranty issues. Can you comment on this?

CS: I find that the general contractor is under a lot of pressure to meet scheduling requirements so they can pass the building over to the owner at a set date. Any delay in the construction process, such as a delay in achieving acceptable moisture levels in a concrete subfloor, can lead to a transfer of this pressure onto the flooring contractor to now install the flooring into a compressed three weeks schedule when the original plan was to have eight weeks. Overtime and extra crews are often required to meet those demands. Compounding this problem, however, is the usual lack of atmospheric controls in a large building project, where typically there is no actual control over temperature and relative

humidity in the building because of a possible need to meet LEEDS requirements. This means the actual HVAC system in the building won't be in operation until the entire flooring is finished completely, even when general installation instructions for floor covering state that the HVAC system must be in full operation prior to any flooring installation, including a simple bond test.

Q: What advances have you seen in testing equipment that you find particularly valuable?

CS: I have seen the introduction of the RH-in-concrete (ASTM F2170) standard test method that has provided an alternative or addition to MVER (ASTM F1869) standard testing. It is becoming more popular over time for various reasons that meet specific needs for the flooring manufacturer and building owner.

Q: What are some of the pros and cons between the Calcium Chloride Test and the Relative Humidity Test for concrete slabs?

CS: The Calcium Chloride Test, which I like to refer to as "MVER" (moisture vapor emission rate) following standard test method ASTM F1869 and the Relative Humidity Test, which I like to refer to as "RH-in-concrete" using in-situ probes following standard test method ASTM F2170, have a number pros and cons as follows:

MVER testing is a three-trip process, where the test site must be prepared at least 24 hours prior to installation of the dome test kit, then there is the day to install the kit, and about three days later to pick them up to obtain results. This involves at least a

4 day span where site visits are needed. Any failure in the test results require the process be repeated with another dome test kit. By protecting the same test site, where a repeat test would be needed, one can reduce the number of site visits to two instead of three. Furthermore, because of the bulky shape of the kits, they can potentially get disturbed while trades are still active on the job site. The cost of repeating MVER tests can be an important factor in considering RH-in-concrete testing as an alternative.

RH-in-concrete testing, on the other hand can be installed one day, and read 3 days later. It's a two day trip. Any repeat testing simply requires a reading at a later date of the existing RH in-situ probe that is permanently installed into the concrete subfloor. This provides a great convenience and lower labor cost in obtaining moisture test results. However, the RH-in-concrete test kit is more costly than the MVER test kit. And although the RH-in-concrete test kit caps are small (about 1" in diameter) and are nearly flat with the subfloor, they can still be disturbed (i.e. caps popped off) by existing trades in the building popping the caps off and allowing contamination to enter the probe cavity. This often requires another installation of a RH in-situ probe if the dust and debris cannot be removed from the probe cavity to allow a proper reading of the RH device in the probe. Often one has to protect the probe by having the GC install a good protective wood structure over the probe location.

Because both test methods measure different characteristics in concrete, one measures moisture emissions while the other measures relative humidity (RH), one needs to consider its application for a particular job site. Consider that where RH-in-concrete tests might fail, MVER tests may pass if both tests are performed simultaneously side-by-side. For example, it has been suspected that a significant percentage of fly ash in concrete will impede the successful drying of concrete to pass RH-in-concrete tests to meet future scheduling requirements. In RH-in-concrete tests the RH probe is installed at a depth of 40% from the top surface of the concrete, whereas MVER tests measure the amount of moisture vapor emissions emitted primarily from the top 3 mm of the concrete surface. It is possible that it could be a year or longer

before any RH-in-concrete tests successfully pass flooring manufacturer's floor moisture requirements, where MVER tests may have already passed. This would significantly affect scheduling of the building project, and increase costs by having to perform moisture mitigation procedures.

Q: What are your thoughts on overly-densified concrete causing bond failure, and should bond testing be more thorough than is currently specified?

CS: A bond test should be required, and often is specified in flooring manufacturer's installation instructions. However, this requirement is often not performed. It is recommended the bond test be recorded on video for the record with witnesses present to prove the bond test was successful. In many flooring failures, the bond test would have proven the adhesive was not properly bonding to the substrate. Furthermore, a thorough bond test might also reveal any bonding defects between a patching compound with a leveler or subfloor rather than discovering this after the flooring is completely installed.



Q: What is the worst concrete subfloor you have seen that was presumably ready by the GC for resilient flooring installation?

CS: I would say the worst concrete subfloor I have seen was in a newly constructed public building where foot prints and float marks were noticed (Photo 4 and Photo 5). Upon further investigation it was revealed that the top 1/2" of the suspended slab over a metal pan was soft enough to be scraped



off. Further investigation revealed that the GC gave up and walked away from final finishing of the slab after waiting 17 hours for steady rainfall to stop, which didn't happen that night. They ended up grinding 1/2" off the subfloor during the quality assurance flooring program that was in place for that project.

Q: Do you believe you make a difference as an inspector, and in what way?

CS: I believe I have made a difference as a quality assurance inspector by placing the flooring contractor in a position to avoid a forced installation by the GC when a possible flooring failure condition exists, such as improper environmental conditions, improperly prepared concrete subflooring to meet flatness requirements, or unacceptable floor moisture problems exist. By the same token, inspection of bond testing, mock ups, pre/interim/post-installation requirements also help provide flooring quality control for the GC, architect and building owner. Everyone wants a successful flooring installation while other requirements are considered and attempted to be met at the same time whenever possible.

Clayton Shull, BScQA Inspector for the Master Floor Covering Standards Institute (www.mfcsi.com) ♦

THERE ARE OVER 160 POLICIES IN OUR COMPANY POLICY MANUAL

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Through our agreement with CPM Manuals members enjoy the exclusive opportunity to acquire a fully compliant, thorough, customized employee policy manual for \$749.00. This is one quarter of the standard commercial price of \$2,995.00 which is an outstanding value available only to British Columbia Floor Covering Association members.

"As a business owner with employees of any size, you need to have a Policy Manual these days. I have tried for years to compile all of our Memo's and Policies that we have done and there were so many gaps and holes it seemed to be a never ending task!

I was very relieved to see the CPM Manuals demo that was done for the BCFCFA. They have done years of work and structured it beautifully.

Now it is like a multiple choice test and all the answers are right, you just have to pick the ones that are suited to YOUR business. CPM policy manuals are a bargain and a must have. Don't risk delaying on this important tool for your company."

Jason Davids, BCFCFA Director &
Exclusive Floors, President.

To order your manual, simply complete the order form (last page of the CPM Information Package) and email it to info@policymadeeasy.com or fax it to 1-866-902-5379. ♦

BCFCFA 2014 CALENDAR OF EVENTS

DECEMBER 10TH – CHRISTMAS LUNCHEON

Delta Burnaby Hotel & Conference Centre, 4331 Dominion Street, Burnaby
Wine sponsored by Morneau Shepell

DECEMBER 13TH – SKATE WITH SANTA

Langley Events Centre, 7888 200 St, Langley
This is a FREE event for BCFCFA members and their families

Do you have established, written company and employment policies in all of these areas?

ANTI-HARASSMENT
EMPLOYMENT ELIGIBILITY
PRE-EMPLOYMENT TESTING
EMPLOYMENT OF RETIREES
PROHIBITION PERIOD
PERFORMANCE REVIEW
SENIORITY
STATUTORY HOLIDAYS
MATERNITY LEAVE
PATERNITY LEAVE
BEREAVEMENT LEAVE
JURY DUTY
WORK FROM HOME
DISMISSAL / TERMINATION
VOLUNTARY RESIGNATION
SEVERANCE PAY
AFFIRMATIVE ACTION
NON-DISCRIMINATION
EDUCATION & TRAINING
RELIGIOUS OBSERVANCES
APPEARANCE & DRESS

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e-mail: info@warwick-interiors.com or call: 250-342-6264 ♦

NEW BCFCA MEMBERS

Please join us in welcoming the newest members to the BC Floor Covering Association

BDM Professional Flooring Installations

1842 Lincoln Avenue
Port Coquitlam, BC V3B 2J8
Tel: 604-945-7238
Brian McDonald
bmcd-floors@telus.net

Cypress Hardwood Flooring Ltd.

Unit 123, 3823 Henning Drive
Burnaby, BC V5C 6P3
Tel: 604-722-6350
Aaron Scriver
info@cypresshardwood.com
www.cypresshardwood.com

Floorlayers Training Centre

#200 - 580 Ebury Place
Delta, BC V3M 6M8
Tel: 604-524-6900
Mark Bevacqua markb@bcrc.ca

Golden Flooring Accessories Ltd.

4660 Dawson Street
Burnaby, BC V5C 4C3
Tel: 778-327-5865
Alan Watier
awatier@prosol.ca
www.prosol.ca
www.magobp.com

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thalia@purparket.com
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www.purparket.com

Ramco Floor & Tile

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Tel: 250-860-2277
Dale Mercuri
d.mercuri@ramcofloors.com
www.ramcofloors.com

Ramco's Carpet Warehouse Ltd.

#117-20575 Langley Bypass
Langley, BC V3A 5E8
Tel: 604-530-5345
Dale Mercuri
d.mercuri@ramcofloors.com
www.ramcofloors.com

Tolko Industries Ltd.

PO Box 39 3000 - 28th St
Vernon, BC V1T 9W9
Tel: 250-545-4411
Dan Price
dan.price@tolko.com
www.tolko.com

Vintage Prefinished Hardwood Flooring

3754 Sheridan Place
Abbotsford, BC V2S 8K4
Tel: 604-308-1690
Allan Sieben
allan.sieben@vintageflooring.com
www.vintageflooring.com

WeaverCraft Distributors Inc.

354 - 1275 West 6th Avenue
Vancouver, BC V6H 1A6
Tel: 604-730-9481
Roger Cottrill
roger@weavercraft.ca
www.weavercraft.com

WestFloors Ltd.

507 - 15th Street
Vancouver, BC V7T 2S6
Tel: 604-922-1111
Kamy Korour
info@westfloors.com
www.westfloors.com

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BCFCA Committee Chairs for 2014

Insurance/Benefits Committee – Ron Teljeur
Social Committee – Jason Davids

Membership Committee – Greg Reader
Marketing/PR Committee – Darryl Wilson

Education Committee – Don Brletic

BCECA'S FLOORING EXPO & INSTALLERS CONVENTION



BCECA Director Don Brletic



BCFCFA Board of Directors (Don Brletic missing)



Scott Humphrey from the WFCA



BCFCFA President Chris Bland with Scott and Freida from the WFCA

For the first time since 2011, the 'New' BC Floor Covering Association held its one day Flooring Expo & Installers Convention on Wednesday October 29th at The Coast Hotel & Convention Centre in Langley.

The event proved to be a huge success with over 150 members and industry related non-members in attendance.

Installers and retailers were able to browse the booths of 20 supplier and affinity partner companies between attending the numerous seminars and information sessions.

The seminars were very well attended and included topics such as Moisture Control, Sheet Rubber & Stair Tread, Altro Safety Flooring, Vinyl Plank/Netfit Seams, Tiles & LVT, Surface Prep for Resilient Flooring and Hardwood.

Worksafe BC provided an information session, and group benefits provider Morneau Shepell talked to the membership regarding HR Support Solutions as part of the BCFCFA Health Plan.

Our special guests at the event were Scott Humphrey (CEO) and Freida Staten (VP of Recruitment & Affiliate Relations) from the World Floor Covering Association (WFCA), who travelled up from Atlanta, GA for the event.

Scott gave an informative and motivational speech on the benefits of working together to keep improving our flooring industry, not only in BC but worldwide.

BCFCFA's Executive Director, Thomas Foreman proudly announced the new partnership between the BCFCFA and the WFCA at the event in Langley.

This Expo & Convention would not have happened without the support of our sponsor companies, the BCFCFA Board of Directors – who were ALL in attendance, and Jackie and Denise in the BCFCFA office.

Thank you to all of the above! ♦

Allan Sieben from Vintage Prefinished Hardwood Floors working the phone (and the camera)





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Concord, On L4L 2N2



* potential new members to BCFCA are subject to an application and approval process

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Roger Lu—Pacific Rim Flooring Ltd.

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Simon Tran—Cascade Aqua-Tech

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