

BCFCA President's Message



Over 300 copies of this newsletter go out to our members and other common interest business groups six times a year. There's always excellent articles on sales training, members, installation, technical data, trends, industry people, and much more. If you would like copies sent out to other members of your staff, please contact the BCFCA office by email at info@bcfca.com or by phone at

604-881-4944. We encourage you to share and review your copy of the "National Floor Covering Reference Manual" with all of your staff members. This is truly one of the best floor covering manuals available to our industry and was written by members of the BCFCA over an 8 year period.

Check out the members of our Board of Directors. They are all dedicated volunteers with years of experience in various aspects of the floor covering business. Call on them anytime you need floor covering help. Their names, pictures and emails are shown in every edition of the BCFCA newsletter or contact our office at info@bcfca.com or call 604-881-4944.

Everyone is talking about the new BCFCA. I hear nothing but good things about the new programs, benefits, and seminars that our teams are implementing. Our association is stronger, and of greater importance for our members, our industry and our customers. There has never been a better time to become a new member. Join us today and help us continue to grow and help you become more prosperous. We welcome and encourage past members to join again. We are truly the new BCFCA.

Again, I thank our Board of Directors, our Executive Director: Thomas Foreman, our Benefits and Administration Manager, Jackie Trafton, our Administrative Assistant, Denise Rowse, Technical Coordinator of the Master Floor Covering Institute, Chris Maskell and Training and Education Coordinator, Judith Mclean, for all of their hard work and dedication in managing and building our association.

On behalf of all of us at the BCFCA we wish to thank our members and our industry for the kind support you give us. Contact me anytime at 604-889-4137 or chrisb@bcfca.com.

*Thank you for your kind support.
Chris Bland*

NEW BCFCA CLASSIFIED SECTION

All our members may post classified ads or job postings for publication in this newsletter and/or our website. Please contact Denise at the BCFCA office 604-881-4944 or denise@bcfca.com

THE MOISTURE MONSTER IN OUR INDUSTRY

Flooring problems: 80% of the Problems are in 20% of the Process

Starting the floor covering installation too soon is a major cause of commercial flooring failure here in BC. Here are three reasons why the same problems keep occurring:

Delays are expensive and not well-received by the General Contractor (GC)

Like most service providers, the flooring contractor is motivated to keep his customer happy. So, in spite of site conditions, when the flooring contractor is told by the general contractor to, get the job done, he is going to do just that. Disagreeing can strain customer relations, delay getting paid on time, and affect future job prospects with that customer.

This excerpt from the National Floor Covering Association (NFCA) Floor Covering Reference Manual states how the flooring contractor should respond when faced with this situation:

'DO NOT proceed with installation until all unsatisfactory conditions have been corrected. Notify the General Contractor and/or the Building Owner in writing of all defects likely to impair finished work. Start of work implies acceptance of surfaces and conditions.'¹

¹ Source: PART B06A - Resilient Specification Guide - .01 Installation Requirements.

8" thick concrete substrates don't dry quickly

A general rule-of-thumb for concrete drying is one month for every one inch of concrete thickness when the slab is 3" thick (under good drying conditions). For each additional inch of slab thickness, dry times increase exponentially, i.e. a 4" slab might take 5 months, an 8" slab 12 months. Add to this wet, west coast weather, and dry times are definitely not on the construction schedule's side.

One thing is for sure — if the concrete is not dry in time for the scheduled installation start date, a decision will have to be made.

The choices are these:

- Delay installation and wait for the concrete to dry to recommended levels.
- Install a moisture barrier.
- Switch the flooring system and or products.

All too often, a fourth option is taken...

Proceed with the flooring installation (against manufacturers' installation guide lines), waive the warranty and risk moisture related problems later on.

Substrate Testing

Substrate testing is often pushed onto the flooring contractor who then fails to take the tests according industry standards. Taking tests according to industry standard (ASTM),

in a commercial setting, can be a complicated and expensive process.

National standards call for 3 tests for the first 1000 sqft of installation area and 1 test for every 1000 sqft thereafter, with strict rules that govern placement and test area preparation.

The risk for the flooring contractor is obvious. He cannot protect against multiple tests being spoiled on site by other trades disturbing (spoiling) the tests and if the concrete is too wet and tests fail, who will pay for the next round.

Subsequently re-testing costs quickly add up, as does the pressure to take short cuts. The risk for the building owner is also obvious... no assurance that moisture tests will be taken properly unless a third party testing agency is used.

The NFCA Floor Covering Reference

Manual states:

- Moisture and alkalinity tests shall be conducted by an independent third party testing agency using testing methods and devices in accordance with NFCA requirements and the floor covering manufacturer's recommendations. In multiple story buildings each floor level shall be tested. All test locations shall be marked on As-Built Drawings.
- It shall be the responsibility of the General Contractor to provide and pay for such testing in a timely manner.

What can be done to address these issues?

- Raise awareness of how sensitive many flooring products are to small amounts of moisture.
- Understand how long it takes concrete to become dry enough to receive flooring.
- Create acceptable site conditions early enough so that substrates have a chance to dry.
- Use a third party testing agency.
- Include cash allowances for concrete moisture barriers (should they be required).
- Specify and refer to the NFCA Floor Covering Reference Manual.

We always welcome your feedback, stories and suggestions. ♦

MS OFFICE EXCEL COURSE

The BCFCFA held its' first MS Office Excel training courses Feb 13th & Feb 28th in the Boardroom of the BCFCFA offices. Students worked independently, each having their own computer, with the instructor **Edward Baraghoush**, as he walked them through a very basic course on the first Saturday and a more advanced course two weeks later.

With **Judith McLean**, our Coordinator for Training & Education, organizing our education programs & lunch & learns, this proved to be a very popular 4 hour (8:30-12:30) course with 7 attendees each day.

We are offering **MS Office Word** courses Mar 14th and March 28th. Enrolment is limited, please register early, however we will offer these courses again based on demand.

Please check out our website, www.bcfcfa.com, and all the training available through the BCFCFA. ♦

NEW BCFCFA MEMBERS

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

Retailer/Dealer

Beatty Floors Ltd.

1840 Pandora St
Vancouver, BC V5L 1M7
Tel: 604-254-9571
Fax: 604-254-5446
Web: www.beattyfloors.com

MEMBERS SUPPORTING MEMBERS

2015 CALENDAR OF EVENTS

MARCH 27 – NIGHT AT THE RACES

Fraser Downs, Cloverdale

MAY 14 – NANAIMO GOLF TOURNAMENT

Nanaimo Golf Club

MAY 25 – INTERIOR GOLF TOURNAMENT

Black Mountain Golf Club, Kelowna

JUNE 4 – BCFCFA GOLF TOURNAMENT

Surrey Golf Club

JUNE 10 – ANNUAL GENERAL MEETING

BC Vintage Truck Museum, Surrey

JUNE 11 – LADIES GOLF TOURNAMENT

Surrey Golf Club

JUNE 16 – LOWER MAINLAND GOLF TOURNAMENT (BSIA)

All BCFCFA Members Welcome! Morgan Creek, Surrey, BC

JULY 9 – MEMBER APPRECIATION BREAKFAST

BCFCFA office Surrey

AUGUST 15 – SLO-PITCH TOURNAMENT

Softball City, Surrey

OCTOBER 22 – PUMPKIN PATCH

Port Kells Nursery, Surrey

OCTOBER 20 – FLOORING EXPO & INSTALLERS CONVENTION

Kelowna, BC

DECEMBER TBA – MEMBER CHRISTMAS LUNCH

TBA

DECEMBER 12 – SKATE WITH SANTA

Langley Events Centre, Langley

BC Floor Covering Association Board of Directors 2015

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BCFCFA Committee Chairs for 2015

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

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

Education Committee – Don Brletic

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 220 8900 Keele St.
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* potential new members to BCFCA are subject to an application and approval process

WHAT OUR CUSTOMERS SAY:

“At Pacific Rim flooring we focus on giving our clients two things that have made us successful; great service and great value. We look for the same things in our suppliers and Merchant 1 Payments has consistently delivered both. They reduced our costs with exceptional pricing and provide us outstanding customer service. All this and I know the money is in the bank. Merchant 1 Payments is a great business partner and we happily recommend them.”

Roger Lu—Pacific Rim Flooring Ltd.

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