

BCFCA President's Message



Please check out the New BCFCA 2015 Education Calendar herein. Great programs for all floorcovering people, no matter what position you hold in the industry.

Also, check out the New BCFCA 2015 Calendar of Events. On June 4th we have our Annual Golf Tournament at the Surrey Golf Course. The following week on June 10, we hold our Annual General Meeting at the Vintage Truck Museum, on the Cloverdale Exhibition Grounds.

The Flooring Expo and Installers Convention will be held in Kelowna this year on October 20. We are very excited about this year's show as our last Expo in October of 2014 in Langley was very successful.

Come out and join us at these events, and see what we're all about.

Chris Bland

Join us for the 2015 BCFCA Flooring Expo & Installers Convention

OCTOBER 20TH, 2015 8:30AM – 6:00PM

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For more information or to register visit

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CARPET AND UNDERLAY RECYCLING COMES TO METRO VANCOUVER

Over 75 million lbs of carpet. 14 million lbs of underlay. That's nearly 90 million lbs of material going to Metro Vancouver's landfills each year. This staggering amount of material will take decades to slowly rot away. We can do better. Pacific Carpet Recycling (www.pacrecycling.ca) launched earlier this year to provide a solution to this growing problem. Working with local flooring retailers, we're proud to say that we'll have recycled or diverted close to 500,000 lbs of carpet and underlay away from Metro Vancouver's landfills by the end of 2014.

I set up initial carpet recycling efforts in Metro Vancouver for a Toronto-based company in mid-2012. 18 months later I was given the opportunity to take on BC operations as my own company. Learning from my experiences, I decided to move the carpet collection operation to Pacific Coast Warehousing. One of the region's main flooring distribution centres, PCW has been very supportive of my early efforts. With new flooring products being picked up from this location on a daily basis by many flooring retailers and installers, the idea was to offer them a convenient recycling service, saving them time and money. However, I still needed to develop a new collection process.

Some of you may be aware of carpet recycling efforts in the US, specifically California. Most carpet collection in the US involves parking a 30 ft - 53 ft trailer at the loading dock of a large retailer. Installers bring back used carpet and underlay from tear-outs, and load up the trailer over the course of several weeks to a month. Once full, the trailer is picked up and driven to the collector/recycler for unloading, and a new, empty trailer is dropped off. Due to our region's well known space constraints and very fragmented retailer/installer base, this approach does not work. We also tried using lidded 40 yard roll-off bins, but unfortunately, they all leak and wet carpet is not recyclable.

Pacific Carpet Recycling provides flooring retailers with a unique wooden skid with collapsible posts (see attached picture). These

skids can handle between 1,100 to 1,600 lbs of carpet and underlay at a time. Retailers with their own 1-ton to 5-ton delivery trucks can drop off full skids of used carpet and underpad at PCW, and then pick up empty skids and new flooring materials. We weigh each skid on an industrial floor scale and invoice customers by weight, at a rate equal to the Metro Vancouver tipping fee. Retailers with their own trucks save on the monthly roll-off/overhead bin rental costs, as well as hauling costs.

Thanks to a hand-held mass spectrometer, we scan each roll of carpet to determine its fibre type: Nylon 6, Nylon 6.6, Polypropylene and Polyethylene terephthalate (PET). We bale Nylon 6 and Nylon 6.6 separately, and sell them to processors. We also bale chip-foam polyurethane underlay, and sell that to processors. We're working on a solution for Polypropylene carpet, and hope to have an outlet in place by early 2015. Unfortunately, our major problem is PET carpet. This carpet fibre is making up an ever larger percentage of the material we receive, and no one has been able to figure out a way to recycle it. Some recyclers and collectors in the US have had to close their doors due to this issue. Being a start-up, and being aware of this problem, we're keeping our costs to a minimum and feel confident that we can tackle it.

Dealing with the challenges of the Metro Vancouver market has challenged us to come up with innovative ways of collecting carpet and underlay. We're working on several new initiatives for 2015, and will be looking to



expand our service to new customers. If you'd like to learn more about how we can help you recycle used carpet and underlay, please feel free to contact us: 604-314-2277 or info@pacrecycling.ca. We'd like to thank the following for their fantastic early support this year: Exclusive Floors, Beatty Floors, Island Carpet Sales, and Mira Floors and Interiors. ♦



THE CUSTOMER ISN'T ALWAYS RIGHT!

As a flooring contractor who is being pushed to install flooring too early and against manufacturers' installation guidelines the word 'no' is your only trusted friend.

When it is known that sub-floor flatness, moisture levels, ambient relative humidity, temperature etc. are not at recommended levels and yet the building owner and/or General Contractor are insisting you start the installation against your better judgement, get it in writing! If you don't have clear written instructions from the Building Owner to proceed then you won't fare well in court should you be sued.

OUR ADVICE IS AS FOLLOWS:

- 1 Say 'no' and wait for job site conditions to meet manufacturers' recommendations before proceeding.
If 'no' is not an option then:
- 2 Write a letter to the Building Owner and General Contractor stating why you recommend delaying the installation and also stating that proceeding will void the product and installation warranty. Do not proceed with installation until you are in receipt of written instructions from the Building Owner that states they fully understand the risks and wish to proceed against manufactures' specifications with no product warranty in place. ♦

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NEW BCFCFA 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 BCFCFA office 604-881-4944 or denise@bcfca.com

BC Floor Covering Association Board of Directors 2015

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BCFCFA Committee Chairs for 2015

Insurance/Benefits Committee – Ron Teljeur
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Membership Committee – Greg Reader
Marketing/PR Committee – Darryl Wilson

Education Committee – Don Brletic

PROCEED WITH CAUTION AND COVER YOUR "FLY ASH"

WHAT'S THE PROBLEM WITH FLOORING GLUED TO FLY ASH CONCRETE?

By Chris Maskell – Technical Coordinator Master Floor Covering Standards Institute.



If you talk to enough people on the subject of site preparation and flooring issues eventually the question of fly ash concrete and bond failure will crop up. I've heard the question from all corners of the industry and there are few definitive answers.

As a result, many commercial flooring contractors are not warranting their installations over such concrete. Instead, they add a disclaimer in their terms of contract stating that no installation warranty is offered over substrates that contain a greater than 20% fly ash content. Yes, the flooring product warranty will be in place but that's no good if the adhesive fails.

SO WHAT'S THE PROBLEM?

1. The general consensus is that concrete, with a high fly ash content, results in a denser, less porous product, which in turn interferes with the flooring adhesive and/or leveling compound's ability to bond. Hard trowelling of the concrete surface to a super smooth finish exacerbates the problem.
2. Collectively, manufacturers have not come out with a clear position on the

subject. Is there a bonding problem? If there is, is it slab density related or some other ingredient in fly ash effecting bond? Moisture testing? Should Calcium Chloride (MVER) tests be recommended over this type of concrete? Answer, not sure... many manufacturers call for both RH Probe and Calcium Chloride tests to be taken simultaneously.

WHY IS FLY ASH USED?

Fly ash as an additive in concrete has been around for a long time and will continue to be used for a number of reasons:

1. It helps produce a stronger, more durable concrete product that is less permeable.
2. It aids in the reduction of efflorescence, a white chalky substance that develops on concrete surfaces.
3. It's use in concrete is LEED driven because:
 - a. it reduces the energy intensive use of Portland Cement.
 - b. Fly ash is a by-product of burning coal and its use in concrete is one way to use this waste product up.



The reality is that fly ash as an ingredient in concrete will likely increase over time as LEED projects continue to grow in number. So what do you do when faced with an installation over this type of substrate?

1. As the flooring contractor you should understand the concrete surface you are installing over before proceeding. Ask questions about the concrete mix.
2. Consult the adhesive / leveler manufacturer before you proceed. Fully understand the limitations of adhesive or leveler that is expected to bond to the concrete surface. Understand your options regarding possible product upgrades that work better with concrete of this type. Communicate in writing with the general contractor and building owner regarding voided warranties before you proceed because the industry standard states 'Installation implies acceptance of conditions'.



3. Shot blast or scarify the concrete surface to increase mechanical bond. Concrete specifications should call for a broom or textured finish of the slab. This work is the responsibility of the general contractor.
4. Take a bond (or pull) test before proceeding. Document the test by video recording it.

- If you have a choice then choose the RH In-Situ probe moisture test (ASTM F-2170) over the Anhydrous Calcium Chloride (MVER) test (ASTM F-1869). Moisture Vapor Emission Rates (MVER) in fly ash concrete are reduced because the concrete product is denser. This increases the risk that an acceptable MVER will be recorded at the surface while excess moisture is still present deeper in the slab. When an MVER meets the manufacturer's warranty requirements yet fails to reveal the true moisture content of the concrete at deeper levels, the floor installation will be given the go-ahead risking problems later on. Note that moisture testing is the responsibility of the general contractor.



For clarity on this issue, the industry requires manufacturers to lead the way and replace opinion with scientific, test-based fact. With this done the end user will stand a better chance of receiving their new floor with product and installation warranties intact. ♦

NEW BCFCA MEMBERS

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

Multi Flooring Inc.
 104 – 2255 Wilson Avenue
 Port Coquitlam, BC V3C 1Z4
 Steve Juranovics
 Phone: 604-475-7600
 info@multiflooring.ca
 www.multiflooring.ca

MEMBERS SUPPORTING MEMBERS

BCFCA 2015 CALENDAR OF EVENTS

MAY 25 – INTERIOR GOLF TOURNAMENT

Black Mountain Golf Club, Kelowna

JUNE 4 – BCFCA 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 BCFCA Members Welcome! Morgan Creek, Surrey, BC

JULY 9 – MEMBER APPRECIATION BREAKFAST

BCFCA office Surrey

AUGUST 15 – SLO-PITCH TOURNAMENT

Softball City, Surrey

OCTOBER 22 – PUMPKIN PATCH

Port Kells Nursery, Surrey

OCTOBER 20 – FLOORING EXPO & INSTALLERS CONVENTION

Coast Capri Hotel, Kelowna, BC

DECEMBER 10 – MEMBER CHRISTMAS LUNCHEON

Signature Sandman, Langley, BC

DECEMBER 12 – SKATE WITH SANTA

Langley Events Centre, Langley

HARDWOOD SALES: Beyond Tech Into Design

By Dennis Bartlett, Sr. Project Manager at BC Hardwood Floor Co. Ltd.



Not all that long ago, in the 1950's, when hardwood flooring was required for a home to qualify for financing through CMHC, 2 1/4" t & g and 1 3/4" top-nailed red and white oak were the go-to choice for architects and builders. No longer.

In the last ten years, standards like Maple and Walnut have been joined by Afrosia and Iroko, and smooth surfaces have given way to textured.

Hand-scraped, so popular in the last five years, is being left behind in favour of skip-sawn and wire brushed textures. Designers are demanding wider and longer boards, to go along with their choices of finish, grain and grade.

As the market becomes more trend-savvy, manufacturers are trying to stay one step ahead, doing their best to predict colour, dimension and texture trends well ahead of demand.

The smart money pays attention to Europe, and Europe, for the most part, is keeping things simple.

Holly Hak, head of Communication and Marketing at Hakwood in The Netherlands, predicts an upturn in more organic materials; "Natural materials that really show they are natural, authentic and organic. We see this in color choices and in textures," she says.

Designers, tired of seas of plank flooring, are stretching their views on patterns and even locations for hardwood flooring, with interest in chevron and herringbone patterns up significantly in the last year.

"This trend [is] crossing over every interior design style from traditional to ultra modern," Hak says.

"We [also] see flooring on floors, walls, ceilings and combinations of these three," she adds.

As hardwood flooring sales professionals, we must become students and lovers of design. More and more, designers are relying on our knowledge, experience and opinion to drive their flooring choices. Never before have we had such opportunity to make a real contribution to the overall design of our projects.

Learn your client's language. If you don't know the difference between cool and warm colours, find out. Be prepared to accept that your version of grey may be different than your client's version. Listen carefully to their vision and provide a solution. If you consistently do this, you will become part of their design team.

Suggest patterns to set yourself apart. Hakwood believes in the future of patterns so much, they now offer every single one of their plank flooring choices in three different sizes of herringbone.

Still, all this talk about colours and textures will be quickly forgotten if the floor fails. When discussing hardwood flooring with clients, I still always, always, always start with the technical details of the



site. Every choice must begin with the heating system, subfloor construction and humidity sources and controls. Luckily, even with the most demanding site, we still have plenty of choices available to us, allowing our responsibility to extend past the technical and farther into the aesthetic. ♦

YOUR BCFCA STAFF



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Jackie Trafton
Benefits & Administration
Manager



Denise Rowse
Administrative Assistant



Chris Maskell
Technical Coordinator



Judith McLean
Coordinator-Training
& Education

We're here to help, don't hesitate to contact us at 604-881-4944

2015 EDUCATION CALENDAR

Training & Professional Development Opportunities for BCFCA Members

MAY 20 & 27

Sales — Staying on Track

MAY 25 — 28

Intermediate Floor Cover Installation

Delta, BC | \$645* Early Bird Fee

www.bcfca.com/nwfa-installation-training-event.html

JUNE 1, Conflict Management

JUNE 1— 4

*Intermediate Sand & Finish

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www.bcfca.com/nwfa-installation-training-event.html

JUNE 4, Successfully Leading Through Change

JUNE 8, Negotiation Skills

JUNE 16, Customer Service — Keeping all your customers happy!

JUNE 21

Succession Planning

Lunch & Learns

MAY 13, Teambuilding

JUNE 24, Job Site Etiquette

SEPTEMBER 16, Stress Management

OCTOBER 21, Collaborative Conflict Resolution

NOVEMBER 19, Assertiveness



There are a few openings for Lunch & Learns, if there is a topic you would like to have presented please let us know.

For more information or registration forms please visit our website at www.bcfca.com or call the office at **604-881-4944**.

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

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