



WHY PARTNER WITH LOWE'S

When you become a part of the Lowe's Installed Sales Program, your customers are already sold on the benefits of Lowe's. All you have to do is continue providing professional, warranty-backed installations that set the industry standards and we'll do the rest. When working with a Lowe's customer, you don't have to worry about typical marketing or administrative hassles or expenses. Plus, we pay you promptly. In most cases, Lowe's Installer On-line Payment System will have an electronic deposit in your bank account or have a check in your mailbox within 10 working days of receiving your completed paperwork.

ONE MORE ADVANTAGE

As an added benefit, we provide a variety of Installer Training Classes to help you stay ahead of your competitors. These classes are among the best in the industry and we require you to attend whenever they are available in your area. Contact the Department Manager of Installed Sales at a store near you to sign up.



Installation Services

2009 INSTALLER TRAINING PROGRAM

CARPET INSTALLATION CLASS

Lowe's and our Vendors have partnered with CFI to offer this two-day hands-on carpet installation class. Certificates of Training along with a selection of tools will be presented to installers who attend both days, successfully complete the hands-on portion of the course, and pass the written end-of-course test. This class can accommodate 35 attendees and lasts from 8 a.m. to 5 p.m.

- Instructors are CFI Master Installers
- Emphasizes a hands-on training format
- Training using the newest tools and techniques for today's carpet backing systems
- CFI Residential 1 Certification (with 2 years experience) upon successful course completion

LAMINATE FLOORING CLASS

Lowe's, Pergo, and Kronotex have partnered to offer this laminate flooring installation class. This half day class is combined with the half-day wood flooring class. Certificates of Training along with a \$50 payment will be presented to Installers who attend both classes (laminate and wood), successfully complete the hands-on portion of both courses, and pass the written end-of-course tests. The combined class can accommodate 50 attendees and lasts from 8 a.m. to 5 p.m.

- Proper installation
- Identifying problems
- Consumer expectations

CERAMIC INSTALLATION CLASS

Lowe's, Mapei, Laticrete, Homax, Dupont, James Hardie, Tavy, and Portobello have partnered to offer this one-day technical seminar on ceramic tile and natural stone installation, cleaning, and sealing. Instructors are Technical Service Supervisors with over 24 years of installation experience. Certificates of Training along with a selection of professional grade tools (\$50 value) will be presented to Installers who attend, successfully complete the hands-on portion of the course and pass the written end-of-course test. This class can accommodate 35 attendees and lasts from 8 a.m. to 5 p.m.

- Participate in hands-on demonstrations
- All materials for class provided
- Certification offered to qualified Installers with a minimum of two years experience installing ceramic tile
- Industry standards and selecting the proper installation system
- Substrates (preparation /requirements)
- Types of ceramic tile and stone
- Waterproof membranes

CABINET INSTALLATION CLASS

Lowe's, Kraftmaid, American Woodmark, MasterBrand, and Schuler have partnered to offer this one-day hands-on installation class for cabinets. Certificates of Training will be presented to Installers who attend, successfully complete the hands-on portion of the course and pass the written end-of-course test. This class can accommodate 41 attendees and lasts from 8 a.m. to 5 p.m.



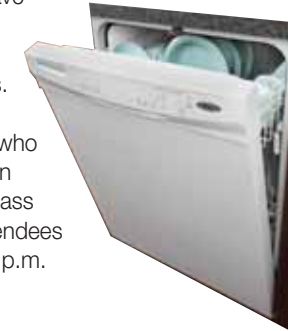
WOOD FLOORING CLASS

Lowe's, Armstrong, BR-111, and Bostik (in assigned markets) have partnered to offer this hands-on installation class on wood flooring. This half-day class is combined with the half-day laminate flooring class. Certificates of Training along with a \$50 payment will be presented to Installers who attend both classes (laminate and wood), successfully complete the hands-on portion of the class and pass the written end-of-course tests. The combined class can accommodate 50 attendees. The combined class is from 8 a.m. to 5 p.m.

- Proper installation
- Adhesives
- Identifying problems
- Consumer expectations
- Pre finished products

APPLIANCE INSTALLATION CLASS

Lowe's, Whirlpool, General Electric, Bosch and American Water Heater have partnered to offer this one-day, hands-on appliance installation class. Certificates of Training will be presented to Installers who attend and pass the written end-of-course test. This class can accommodate 40 attendees and lasts from 8 a.m. to 5 p.m.



Visit Lowe'slink.com/installedsales.htm

For technical support, installation tips and to view the installer training schedule online.

REPLACEMENT WINDOW AND DOORS INSTALLATION CLASS

Lowe's, Pella, Jeld-Wen, Larson, Atrium, AWP (Yale), and Therma-Tru have partnered to offer this one-day, hands on exterior/storm door and replacement window installation class. This class covers installation of exterior and patio doors (wood and french), storm doors, slider patio doors and replacement windows. It will provide techniques to help improve quality, methods, and efficiency. It will enable you to deliver quality installation with high customer satisfaction scores. This class can accommodate 42 attendees and lasts from 8 a.m. to 5 p.m.

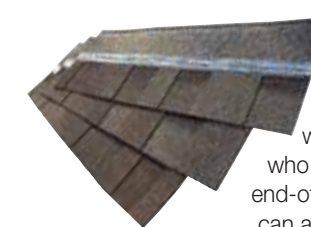
- Tips on removal of old windows and doors
- Proper installation methods
- Insulating for energy efficiency
- Recommended tools for proper installation



ROOFING INSTALLATION CLASS

Lowe's and Owens Corning have partnered to offer this 4-hour installation class on roofing. Certificates of Training will be presented to Installers who attend the class and pass the end-of-course written test. The class can accommodate 35 attendees and lasts from 1 p.m. to 5 p.m.

- Tips on removal of old roofing
- Proper installation
- All class materials provided



LOWE'S INSTALLER TRAINING CLASSES REGISTRATION FORM

These classes are a great way for installers to improve their craftsmanship/professionalism scores. While there are minimum requirements for installer attendance, AIMs have to coordinate the number of Store Employees to ensure no Installers are turned away. For example, if the total head-count is used for Installers then no Store Employees would be allowed to attend.

Installer: Complete this card and deliver to your Lowe's Area Installation Manager or Department Manager of Installed Sales at your local Lowe's store. Mark it attention Lowe's Department Manager of Installed Sales. Each DMIS must notify their Area Installation Manager of the number of expected attendees. Refer to schedule for day, date and location of classes.

NAME: _____

PHONE NUMBER: _____

MAILING ADDRESS _____

INSTALLATION COMPANY NAME: _____

BUSINESS PHONE NUMBER: _____

LOWE'S VENDOR NUMBER: _____

CLASSES YOU WISH TO ATTEND

CARPET _____

Location/Date

LAMINATE and WOOD _____

Location/Date

CERAMIC TILE _____

Location/Date

CABINETS _____

Location/Date

DOORS and WINDOWS _____

Location/Date

APPLIANCES _____

Location/Date

ROOFING _____

Location/Date