



Certified Installer Program Frequently Asked Questions

Q: Why did VSI create this program?

Improper vinyl siding installation is the primary cause of poor product performance and homeowner dissatisfaction for vinyl siding. Proper installation can be achieved, however, by training and certifying installers, fostering qualified trainers, and promoting Certified Installer Companies.

Q: Who can be certified?

The [VSI Certified Installer Program](#) includes three distinct levels of certification: Certified Installer, Certified Trainer, and Certified Installer Company.

- VSI recognizes individuals as Certified Installers based on a combination of work experience and successful completion of a course of training and examination based on the body of knowledge and applied skills needed to properly install vinyl siding as well as soffit and accessories.
- VSI recognizes an individual as a Certified Trainer if he or she: (a) has relevant work experience, (b) successfully completes a training course and examination based on the knowledge and applied skills needed to teach others how to properly install certified vinyl siding, soffit, and accessories, and (c) actively trains installers and refreshes these skills.
- VSI recognizes a business as a Certified Installer Company if it complies with the *VSI Certified Installer Program Guidelines*, which include, among other things, having an acceptable installation quality control program and at least one Certified Installer or Trainer per job crew where vinyl siding installation is being performed.

Q: Who is the target audience for this program?

The [VSI Certified Installer Program](#) is directed at installers with a minimum of one year of installation experience. Those with no experience or less than one year of experience can still attend a training course as a Non-certification Participant or as an Apprentice Installer; however, for an Apprentice Installer, certification cannot be achieved until the required experience is completed.

Q: Does the program certify installers to an industry standard?

Certification is based on *ASTM D4756, Standard Practice for Installation of Rigid Poly (Vinyl Chloride) (PVC) Siding and Soffit*, as detailed in the [VSI Vinyl Siding Installation Manual](#), which is updated on a regular basis and last revised December 2007. Training must be conducted by VSI Certified Trainers.

Q: Who implements the program?

While VSI sponsors the program, the Administrator is responsible for registration, required document verification, examinations, scoring, issuing credentials, record maintenance, and performing other services applicable to the administrative function of the program.

Q: Is vinyl siding itself certified?

VSI also sponsors the [VSI Vinyl Siding Product Certification Program](#) that allows manufacturers to certify, with independent third-party verification, that their vinyl siding meets or exceeds *ASTM D3679*, the industry standard for quality. Vinyl siding is the only exterior cladding with both third-party product certification and certified installer programs, both of which are administered by an accredited, independent quality control agency to ensure that products and colors meet or exceed ASTM standards and that installers demonstrate knowledge of ASTM-accepted application techniques.

Q: Who is responsible for bad installation?

The installer or installing company is responsible for its installation. VSI's role is limited to validating that individuals are properly trained and companies are properly staffed and managed to install certified vinyl siding, soffit, and accessories, consistent with *ASTM D4756*.

Q: Does certification need to be renewed?

Certification through the [VSI Certified Installer Program](#) is valid for three years. Certified Installers must recertify and provide verification that they have remained active installing vinyl siding during the period of their certification. Upon contacting the Administrator and payment of the recertification fee, the Certified Installer will receive an open book examination; passing this examination is required for each additional three-year certification. Certified Trainers and Installer Companies are reviewed and their certification renewed periodically.

Q: How much does it cost to be a Certified Installer, Trainer, or Installer Company?

The Certified Trainer sets the fees for Certified Installer classes, which include a Certification Administrative Fee that goes to the Administrator. Certified Trainers and Installer Companies are also charged fees for services related to their certification and recertification.

Q: How are Certified Installers, Trainers, and Installer Companies listed and identified?

Certified Installers, Trainers, and Installer Companies are listed on the [Official Registry of Certified Installers](#) on the VSI website, www.vinylsiding.org, and each have use of a program logo. Certified Installers and Trainers receive a photo identification badge with an expiration date.

Q: Who benefits from this program?

- Manufacturers support quality installation.
- Certified Installers improve their credibility and gain recognition as qualified installers, with third-party validation of their knowledge and capabilities and increased exposure through VSI's online registry. This helps them provide better installation and gain more customers.
- Certified Installer Companies realize that better installations result in fewer call-backs; certifying their installers will improve employee recruitment and retention; and a solid quality control program can enhance their profitability.
- Homeowners recognize the benefit of proper installation and can create consumer demand.
- Code and regulatory authorities will recognize the benefit of certified vinyl siding installed by Certified Installers and may require certification. Certification is already required in some instances, including:
 - Home builder C.P. Morgan requires that all members of vinyl siding installation crews be VSI certified.
 - Germantown, Ohio, amended its building code to allow vinyl siding *only* if it is installed by VSI Certified Installers.
 - In Oglethorpe County, Georgia, all vinyl siding jobs require at least one installer per crew to be certified through a qualified certification program such as VSI's.