



Certified Installer Program Frequently Asked Questions for Certified Installer Companies

Q: What is a Certified Installer Company?

In order to be recognized as a Certified Installer Company, a vinyl siding installation company must apply to the Administrator and demonstrate that its installation quality control program meets the requirements of the [VSI Certified Installer Program](#), including having at least one Certified Trainer or Installer per crew where vinyl siding is being installed. In addition, the company must pay the fees associated with the program. A Certified Installer Company must have at least one Certified Trainer on staff or have a Certified Trainer available as needed and maintain active training and installer certification. Multiple branches of the same company must each have a quality control manual with responsibilities assigned to persons at each branch. Certified Installer Companies must provide on-going verification of their continued compliance with the *Program Guidelines* and be subject to periodic unannounced random audits by the Administrator as independent verification of their continued compliance.

Q: What are the benefits of becoming a Certified Installer Company?

Certified Installer Companies demonstrate that through their voluntary participation in the [VSI Certified Installer Program](#) they are committed to ensuring quality vinyl siding installation and customer satisfaction. Certification distinguishes a Certified Installer Company from their competitors through third party verification of its quality control program, and having at least one Certified Trainer or Installer per crew where vinyl siding is being installed. Certified Installer Companies can use the Certified Installer Company logo and marketing materials to communicate their status and educate customers on the benefits of using a Certified Installer Company.

Q: How does my company become a Certified Installer Company?

To achieve certification, a company must first apply and provide its quality control manual, including a list of Certified Trainers and Installers, for approval by the Administrator. Upon approval, the Administrator may conduct an initial on-site visit of the company to verify the company's compliance with stated quality control processes. The company must also pay the required program fees. Companies with multiple locations must apply for certification at each location.

Q: How long does company certification last? What does my company have to do to become recertified?

Certified Installer Companies must provide ongoing verification of their continued compliance with the *Program Guidelines* and their quality control manual and be subject to periodic unannounced random audits by the Administrator as independent verification of their continued compliance. An on-site audit must be conducted a

minimum of once every three years. The company must also pay all appropriate program fees, including the annual renewal fee.

Q: How can I find a list of all Certified Trainers, Certified Installers, and Certified Installer Companies?

The [*Official Registry of Certified Installers*](#) lists Certified Installers, Certified Trainers, and Certified Installer Companies and is available online. This registry is updated when a new Certified Installer, Trainer, or Installer Company is added, or if a change is made to the status of a Certified Installer, Trainer, or Installer Company.

Q: Who can I contact with questions?

Please contact Karen Yetter at ATI at kyetter@archtest.com or (717) 764-7700.