

PROFESSIONAL SERVICES

Quad-Lock's Training and Technical Services (T&TS) was established to provide a complete and comprehensive flow of technical information to design professionals, code officials, and end-users of Quad-Lock products. Areas of expertise range from code compliance and constructability issues, integration of building components to Quad-Lock formed structures, quantity estimates, compilation of technical publications, and installer trainings. These professional services are grouped into the following categories:

- Telephone Consultations
- Dealer-Hosted Training Seminars
- AIA / Design Professional Trainings
- On-Site Training and Technical Consultation
- Product Development/ Engineering & Testing Services
- Industry Involvement / Outreach Programs



Telephone Consultations

Quad-Lock maintains a toll-free phone number that provides access to members of T&TS during regular business hours. Callers to our toll-free number will be routed to one of our technical consultants so prompt responses to queries is provided.

Dealer-Hosted Training Seminars



Quad-Lock, with its regional representatives, sponsors a series of Basic Installer and Advanced Installer training classes at dealer locations around the continent. During a six-hour classroom and "hands-on" seminar, builders, craftspersons and developers who are new to ICF construction are taught the techniques to build with Quad-Lock products.

A Quad-Lock trainer leads the seminar and provides literature and hand-out packages for each student. Quad-Lock also provides associated product samples.

AIA / Design Professional Trainings

Quad-Lock maintains status with the American Institute of Architects Continuing Education (AIA-CE) Program. As a registered provider, we have developed an approved ICF Introduction that may be presented to groups of AIA members and other design professionals to garner 1.5 hours (or "learning units") toward AIA or State requirements for continuing education (The AIA requires 18 hours annually). This course must be presented in accordance with AIA-CE guidelines by a qualified presenter from, or appointed by Quad-Lock's T&TS Dept.



On-Site Training and Technical Consultation

A Quad-Lock Technical Consultant can provide on-site skills and advice on how to effectively integrate Quad-Lock components with other building components, to show how to increase productivity and to ensure that Quad-Lock

PROFESSIONAL SERVICES

products are being used in the safest and most effective manner.

This “On-Site” service can also apply to pre-construction meetings where a Quad-Lock Technical Consultant can attend meetings between building owners, design professionals, trades and building officials to offer experienced advice.



Design / Engineering & Testing Services

Quad-Lock T&TS can provide assistance in interpreting pre-engineered tables that have been developed for our products. As an aid to design professionals, construction details in generic form have been developed for many common applications, and designers are welcome to access these details via the Quad-Lock website. Custom details can also be developed within T&TS, in conjunction with the project’s designer. Site specific shop drawings for Quad-Deck can also be produced via AutoCad.



Should a client require a partial or full engineering package on any given project, Quad-Lock can refer the client directly to a qualified engineer for direct fee-for-service work. As an alternative, Quad-Lock can negotiate an appropriate engineering package with an outside provider, and include that package into the cost of materials. Terms for this arrangement are negotiated on a case-by-case basis.

T&TS carries out ongoing product development that includes independent testing of thermal, structural, sound abatement and fire resistance characteristics of its products. These tests are typically meant to satisfy building code requirements at a national level, as evidenced by our North American and European approvals. At times, more regional regulations require special testing, as evidenced by our New York City and Miami–Dade County approvals. T&TS has built a network of contacts in the testing industry that includes some of the top names in the industry. If a situation arises where testing is necessary to meet particular standards, T&TS has the resources to work with clients to source particular testing standards and agencies to perform the work.

Industry Involvement/Outreach Programs

Quad-Lock’s T&TS participates in many programs and events in support of client interests, educational institutions, professional organizations, media and the industry at large. The following are just some of the areas where T&TS participates:

- Educational outreach to Technical Schools / Universities & Professional Organizations
- Development of specialized training programs
- Development of “best practice” information bulletins
- Speaking engagements at topical building industry conferences
- Ready-Mixed Concrete and Cement Associations’ Committees
- Home Builder’s Associations
- Building Envelope Councils
- Green Building Organizations
- ICC/CCMC (and others) Standards Development Committees
- Media interviews and technical briefs
- Textbook development
- Private industry events and training

Quad-Lock was developed “By Professionals For Professionals” and we take very seriously our commitment to our customers and our product. Our trained, professional staff are available when you need them — ensuring that your project goes as planned.



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