

Schluter-Systems hosts training and educational seminar for NTCA members

By Bart A. Bettiga

Schluter-Systems' new LEED Gold certified building is located just outside Reno, Nevada, and offers a picturesque view of mountain ranges on the horizon surrounded by terrain adjacent to the property with running streams and wild horses roaming freely on the land. In addition to the state-of-the-art facility, Schluter's 97,500-sq.-ft. building is strategically located to offer increased service and faster delivery of products for their west coast distributors, dealers and contractors. It is also an ideal location for training and educational programs. The facility features a multitude of sensible and sustainable technologies to maximize energy efficiency, water usage and air quality.

Schluter recently hosted over 75 NTCA members for a training and educational seminar and tour of the facility. This was also an excellent opportunity for NTCA staff to update



The Schluter Reno building used thousands of square feet of tile in both interior and exterior applications, and acted as a virtual hands-on research and development project.

KERDI Board kayak

The series of pictures of Jason Eckard of Charles Eckard and Sons from Finksburg, Maryland, was shown to the Schluter/NTCA program attendees in Reno, Nevada. Jason took KERDI Board material left over from his projects and constructed a waterproof kayak that actually worked in the lake. He found out he had to put more water into the kayak in order for it to float. Jason and his father Charles were both in attendance at the seminar.



Apprentice in training

The second recognition award the NTCA gave out was for most creative way to cut the KERDI Board, as Schluter employee Lyle Kelly's beautiful daughter Aida showed us in these great photos. Her proud grandfather James Kelly of Kelly's Carpeting and Flooring in Kingston, Tenn., a NTCA member, was also in attendance.



the attendees on association direction and strategic planning. The program included a complete presentation and tour of the building, which was in essence a hands-on research and development project for Schluter. Many of their products are showcased throughout the facility, offering a great example of how conventional building methods continue to evolve, and how tile and stone can be key elements in the successful implementation of sustainable systems that maximize energy efficiency.

Andy Acker, a leading trainer and presenter for Schluter-Systems, was the lead speaker and facilitator of the program, which consisted of two complete days of highly-engaged interaction. Former NTCA regional director and contractor John Trent, who is currently employed with Schluter, was instrumental in putting the program together and assisting in its development



Dee DeGoyer of Schluter-Systems was the tour presenter and explained the detailed planning that went into the state-of-the-art facility.

and promotion.

Topics discussed in the first day of the training seminar included lengthy interaction on the principle of uncoupling, covering details from the *TCNA Handbook* and thin-set installations. New product introductions included a preview of the new DITRA-HEAT system, which was recently introduced to the trade. NTCA and Schluter leaders then held an open-forum discussion on installation practices and business strategies before heading out to a fabulous dinner.

Day Two consisted of the NTCA strategic planning update and a Schluter presentation on moisture management, including a lengthy discussion of waterproofing and examining details of both the TCNA and Schluter installation handbooks. Presentations on Schluter KERDI Board and their innovative profiles as solutions to challenging installations completed the morning sessions. After lunch, all of the attendees broke into groups and moved into the training center locations, where several territory managers were ready with demonstrations of products in carefully-constructed modules. All of the groups had time to see the hands-on training demonstrations, ask questions and make comments, and move on to the next module.

The educational portion of the event concluded with presentations by Schluter leaders offering a glimpse into the future, sharing some strate-



One of the highlights of the seminar included round-robin presentations in small groups of Schluter pw2ju22XZ(922f)products and systems.



New products demonstrated at the seminar included the DITRA-HEAT system, which will be on display at Coverings.

gies of products currently being considered for development. Schluter also shared their position on supporting Certification through the CTEF programs, and pledged to support the ACT Certifications currently being offered.

Many of the attendees stayed an additional day to go skiing, snowboarding and snowmobiling in the beautiful mountains located near Lake Tahoe. By all accounts, those that stayed the extra day were treated to a memorable experience. Schluter-Systems and NTCA leaders agreed that future meetings of this nature would continue to provide value to our members.



Several attendees took the extra day offered by Schluter to enjoy the winter climate with skiing, snowboarding and snowmobiling adventures.



Over 75 NTCA members attended the training seminar at the recently completed Schluter-Systems LEED Gold Certified building in Reno, Nevada.