

## **ASSA ABLOY Preferred Installer program and Intertek Qualified Hardware Installer program FAQs**

### **What is the difference between the ASSA ABLOY Preferred Installer program and the Intertek Qualified Personnel Hardware Installer program?**

The ASSA ABLOY Preferred Installer program is an invitation only program administered by Lester LaPierre [lester.lapierre@assaabloy.com](mailto:lester.lapierre@assaabloy.com) . Invitees attend an ASSA ABLOY Academy 4 day class on installing and servicing ASSA ABLOY Access Control Products, Auto Operators and learn how to take a wood door that has a mechanical cylindrical lock and modify the door by mortising a pocket, drilling the face / function holes, core the door and modify the hinge prep for an electric hinge, then installing an ASSA ABLOY Mortise Intelligent Openings Electronic Access Control lockset.

The Intertek Qualified Personnel Hardware Installer program is a program administered by Intertek that will allow an installer to modify a fire rated wood door in the field, and apply a supplemental label to the door. ASSA ABLOY Academy provides the online prerequisite online course and the proctored exam on behalf of Intertek.

The two programs are separate, but an installer can schedule themselves to accomplish both in the same week. An installer can accomplish one or the other, or both.

### **How do I become an ASSA ABLOY Preferred Installer?**

Contact Lester LaPierre [lester.lapierre@assaabloy.com](mailto:lester.lapierre@assaabloy.com)

### **What is the process to register and take the Intertek Qualified Personnel exam?**

If you have been invited to attend the 4-day ASSA ABLOY Preferred Installer training class, you may also register to take the Qualified Hardware Installer installation test on the 5<sup>th</sup> day.

If you are not an ASSA ABLOY Preferred Installer, you may take the Online Course and written exam through the ASSA ABLOY Academy web site and register for the Qualified Installer Installation Test independently with Intertek. Contact the Intertek Qualified Personnel program manager, Heather Ziegler [heather.ziegler@intertek.com](mailto:heather.ziegler@intertek.com) .

### **Do I need to bring my own tools?**

Shared tools are generally available at the ASSA ABLOY Academy facility, but there is no assurance or guarantee about the condition of the loaner tools. It is strongly recommended that you bring your own door machining tools to the Qualified Hardware Installer installation test. There is no refund of your registration fees or rescheduling of your installation test if you are unable to complete the work because of tool failure.

### **Is it just me the individual or is it the company that is certified?**

The Intertek QHI program qualifies the individual installer, not the applicant company. Each individual installer who is doing work on a project must be qualified.

**Can I supervise or train others to do the work and then be the one adding the supplemental label?**

Individual QHI installers must be qualified through the Intertek Qualified Personnel Program. Only program participants who have successfully passed the Online Course, Written Exam, and the Installation Test are permitted to perform work under the QHI program.

**By adding the supplemental label, does that avoid the need for the door to be re-certified?**

If you have selected the appropriate ASSA ABLOY hardware products and followed the prescribed procedures for installation on the specified Intertek labeled fire-rated wood doors, then no field inspection is required. The application of the serialized supplemental label is your declaration that you conducted the work in the prescribed manner.

**How will I get new work, be promoted?**

Intertek provides an on-line database where anyone can search for Intertek Qualified Personnel who participate in the Fire Door Inspector program, Perfect Raceway program or the Qualified Hardware Installer program. In addition, ASSA ABLOY may direct property owners or affiliated integrators to you for new projects.

**Can I wait and decide to register for IQP exam once I get to the Preferred Installer class?**

Provisions are sometimes offered for you to decide at the last minute to register for the Qualified Hardware Installer installation test. Since test doors and shop time must be scheduled in advance, this is not always possible. Early registration is strongly encouraged. To register for the QHI installation test, you must first take & pass the online course offered through ASSA ABLOY Academy and pay the \$1,200 Intertek program fee. This must be accomplished at least 48 hours (2 full business days) prior to the scheduled installation test session.

**If I fail the IQP exam, how much will the retake cost and how long do I have to wait before I retake it?**

If you fail to complete the QHI installation test (test door machining and hardware installation) accurately, a fee of \$600 will apply and must be paid to Intertek prior to a re-test. This must be accomplished at least 48 hours (2 full business days) prior to the next scheduled installation test session.

**What's the difference between the Perfect Raceway Program and the Qualified Hardware Installer Program? Do I need both?**

Perfect Raceway is a program that is limited to the drilling of a raceway in an Intertek or Warnock Hersey labeled fire rated wood door. It is not a brand-specific program and is limited to the installation of a raceway using Perfect Raceway program-approved installation tools. Currently, only the Marray Dor-Cor or Bulls-I 3PCT-300 tools can be used. A serialized supplemental label is attached to the door once the Perfect Raceway Installer has drilled the raceway. Modification of the lock stile is not permitted in the Perfect Raceway program, but you may use any brand of electrified hinge.

The Qualified Hardware Installer program is specific to the retrofit installation of specific ASSA ABLOY electronic locks, electrified hinges, and accessories on specific Intertek or Warnock Hersey fire rated wood doors. All hardware components must be manufactured by ASSA ABLOY and listed for use on a fire-rated door. A list of the approved door hardware locks, electrified hinges, and accessories, is provided in the QHI course materials. Permitted modifications include additional surface hole machining required to convert from a mechanical lock to an electronic lock, hinge pocket modification for the PoE or conduit hinge, and the drilling of an approved raceway in an Intertek labeled fire-rated wood door. Selection of tools and methods is at the discretion of the Qualified Hardware Installer, provided that the work is completed in a professional manner and the result matches the hardware manufacturer templates, product listing, and installation instructions. The installation of the raceway and modification of the hinge pocket is **ONLY** permitted when conducting a full installation. The installer may not drill the raceway only or install any non-ASSA ABLOY product as part of a QHI program installation.