Seven Years and Still Growing

The Professional Installer Program℠ (PIP) will have been in existence for seven years this coming fall. PIP launched in 2001 and has become a vital link for Hunter Douglas as it allows us to connect to installers and dealers through various means such as Technically Speaking and Installation Registration. In those seven years, the PIP program has evolved and has grown to better meet your needs but those changes will seem minor compared to the changes coming up in the next few months.

Perhaps the most significant change to the program is the number of membership levels. In the past, there have been two levels: Professional Installer℠ and Certified Professional Installer℠. We are expanding to three levels. The Professional Installer level will be expanded with E-Learning modules and videos being added to PIP Online. The Certified Professional Installer level will be renamed Certified Installer. In 2009, we will be adding a new level…Master Installer℠. So what is a Master Installer? You can find the answer to this question and also learn more about the benefits of each level in a brochure we will be mailing out in the near future.

Another big change is that we are totally revamping PIP Online…our website for installers. It will have a brand new look but more importantly, it will have new resources for you to use. Certified Installers have had E-Learning modules available to them that use the same presentation materials used in certification training. Soon, they will be able to watch videos demonstrating repairs and adjustments on a variety of our products.

For PIP members, we are expanding the library of E-Learning modules they can view, including our new Boot Camp series. These modules go through basic installation and adjustment techniques for a variety of our products. Our goal is to eventually have every Hunter Douglas product covered in a Boot Camp module. Plus there are special modules, such as Ladder Safety, and we will also be putting videos of product adjustments on the site.

The way you log into PIP Online will also be changing. The new steps for logging will be described in the same brochure that outlines the new Professional Installer Program levels. So make sure you watch your mail for it, and make sure we have your current address by going to https://pip.hunterdouglas.com and clicking on the link “My PIP Account.”

We are excited about these changes and new features as we know it will help the world’s best installers become even better.