



HVAC

LEARNING CAMPUS

Training Programs
DEDICATED to **EMPOWERING**
the HVAC Industry.

COURSE CATALOG





WELCOME TO THE HVAC LEARNING CAMPUS

- Five categories of training: **Business and Operations, Customer Experience, Marketing, Sales, Technical Training**
- Over 100 workshops you can request to host in your marketplace or sponsor virtually
- Over 100 recorded training sessions, including webinars and podcasts
- Virtual Reality simulation training and classroom
- “Ask A Coach” feature, providing one-on-one business coaching

Traditional Learning Models

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Interactive Zoom Meetings

Virtual Reality Simulations/Live Sessions

Podcasts

Networking Opportunities

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HVAC Fortune 100 Club

Coming Soon

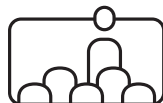
AI Business Coach

How do I access the HVAC Learning campus?

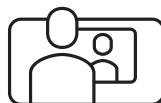
Go to www.HVAClearningcampus.com select Dealer and press enter. No username or password are required.



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ACCELERATED
HVAC SUCCESS



TRAINING
CHANNELS

BENEFITS OF ONGOING INDUSTRY TRAINING

- 1 Stay Informed of Industry Changes**

The HVAC industry is constantly evolving, and it's a solid business practice to keep employees updated on the continual changes. Ensuring your business is complying with industry regulations, becoming aware of trends, and staying up-to-date with the latest skills and knowledge help to ensure a company's success.
- 2 Stay Current with the Industry's Latest Technological Developments**

New technology is being introduced all the time. Regular training helps to ensure that your staff is familiar with the latest technology applicable to your business goals.
- 3 Stay Ahead of Competition**

Be the employer of choice in your market. Keep advancing your team's skills and knowledge so your organization can continue to move forward and remain competitive.
- 4 Identify and Reduce Weaknesses and Skill Gaps**

With regular training, a business can more easily identify any skill gaps in their business and within the existing workforce. By identifying these gaps early, there is time to train staff so your company can operate more effectively.
- 5 Maintain Knowledge and Skills**

It's important that training programs are put in place for continued skill development. To retain knowledge, skills need to be practiced and refreshed on a regular basis so basic elements are not forgotten.
- 6 Provide an Incentive to Learn**

Once a business has committed to a long-term career development pathway, employees will have more incentive to learn, participate more fully in the sessions and immediately put their new skills into practice.
- 7 Attract New Talent**

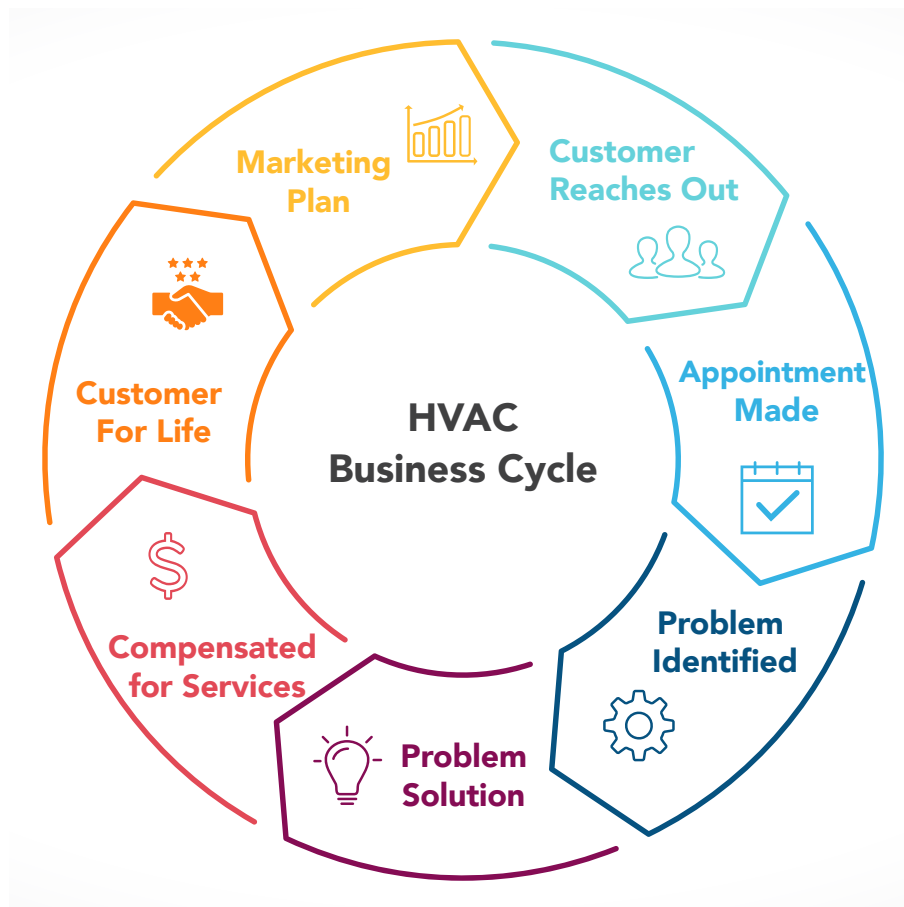
All businesses want to hire the best employees. With ongoing training support and better staff retention, a business that provides training may attract better talent from the onset.
- 8 Increased Job Satisfaction and Internal Promotion Opportunities**

Incorporating training that advances employees toward long-term career goals can also promote greater job satisfaction. A more satisfied employee is likely to stay longer with an employer and be more productive.

With ongoing training, your existing staff could be eligible for internal and/or next-level promotions.

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BUSINESS & OPERATIONS

Business Planning Bootcamp

F1-103

Course objectives include:

- Gaining essential skills to manage finances effectively
- Saving money on hiring an external bookkeeper
- Making confident business decisions that drive business growth
- Understanding complex financial concepts in simple, digestible terms

What if you could have the time, money, and freedom that you've always wanted? Join us for an exclusive opportunity to dissect your unique business and create a roadmap to a higher quality of life! As a business owner, you deserve that! After lunch, you will dive into the day-to-day operations of your company to establish specific Key Performance Indicators (KPIs) for your business.

Facilitated by experienced HVAC Trainers, you and your peers will discuss the impact these KPIs have on your daily operations, address current challenges and examine how adjusting small processes and behaviors can have a huge impact on your overall probability. Lastly, now that you have dissected your business, established your KPI's and realized the impact they have on your company's success, you will set up these KPIs to track on a daily, monthly and annual basis. You could leave this class with an established plan and a detailed process to facilitate success so you can have the time, money, and freedom you deserve!

Duration: 1 Day

Who Should Attend: Principals, Owners, Managers

Cash Flow Generator Process for Commercial Rooftop HVAC Systems

BO-CFG

Course objectives include:

- Identifying the "Gate Keeper"
- Understanding the 23-point evaluation process
- Making a comprehensive plan based on the evaluation

When addressing HVAC concerns, identifying the decision maker within an organization is crucial. Typically, this role falls upon facilities managers or building owners who oversee maintenance and operational decisions. Understanding their priorities, whether focused on cost efficiency, environmental sustainability, or occupant comfort, is key to tailoring proposals effectively. Once the decision maker is identified, assessing the current HVAC system's efficiency becomes imperative. By conducting an energy audit and analyzing utility bills, potential areas for improvement can be pinpointed. In this course, participants will learn how to conduct a 23-point system evaluation, making note of any health or safety issues, and making recommendations based on these evaluations. Armed with this data, they will learn to craft a comprehensive proposal outlining the benefits, costs, and projected savings.

Duration: 1 Day

Who Should Attend: Owners, General Managers, Sales Managers, Service Managers

Creating Accurate Financial Statements

BO-AFS

Course objectives include:

- Bookkeeping terminology
- Understanding of debits, credits, chart of accounts, and general ledgers
- Proper formatting for profit and loss statements and balance sheets
- 12 major mistakes
- 10 ratios to track

Accurate financial statements are critical to gauge the health of a company, as well as to spot impending problems and take care of them before they become major crises. This course provides the tools to create accurate financial statements. Participants will discover the 12 major mistakes on profit and loss statements and balance sheets. More importantly, they'll know how to fix those mistakes so that your company's financial statements are accurate.

Participants should bring the following:

1. Previous year's year-end profit and loss statement and balance sheet
2. The latest month-end profit and loss statement and balance sheet
3. The aging receivables and aging payables reports matching your latest month's end profit and loss statement and balance sheet
4. The latest payroll report

Duration: 8 Hours

Who Should Attend: Bookkeepers, Controllers, Operations Managers, Owners

Daikin & Amana Elite Training Summit

BO-TS

Course objectives include:

- What it means to be an entrepreneur
- Developing strategy for converting sales calls into profitable sales
- Understanding the best way to reach customers

In this interactive workshop, participants will delve into the intricacies of entrepreneurship, gaining a thorough understanding of what it truly means to be an entrepreneur. The focus will extend beyond theoretical concepts, as attendees actively engage in honing their skills to master the art of converting phone calls into valuable appointments. Then, through hands-on exercises and practical insights, participants will work on developing a strategic approach that not only secures appointments, but also transforms them into profitable sales. This workshop aims to empower individuals with the knowledge and tactics essential for navigating the entrepreneurial landscape, ensuring they not only establish meaningful connections but also drive tangible business success.

Duration: 2 1/2 Days

Who Should Attend: Owners, General Managers, Service Managers, Sales Managers

Exit Strategies for HVAC Contracting Companies

BO-ES

Course objectives include:

- Defining goals
- Creating an exit strategy and succession plan
- Preparing for the transition and eventual exit from the company
- Determining a payout method

This course teaches the ability to create a comprehensive exit strategy and succession plan tailored to your specific needs. Participants will learn about the financial and legal aspects involved in the exit process, enabling informed decision-making and implementing strategies to maximize its worth. Additionally, participants will gain skill in identifying and nurturing potential successors, ensuring a seamless transition of leadership, and developing the competency in effectively communicating the exit plan to various stake holders and negotiating favorable terms during the exit process.

Duration: 2 Days

Who Should Attend: Owners

Financials for HVAC Contractors**BO-FC****Course objectives include:**

- Discovering the mechanics behind a company's revenue generation
- Learning how to calculate your net profit per job
- Uncovering the true meaning behind gross margin figures
- Grasping the differences between profit and loss statements and balance sheets
- Learning to quickly identify if financial statements are incorrect
- Understanding the roles and responsibilities of a bookkeeper and outside CPA

This course is designed specifically for HVAC contractors, diving deep into the fundamental financial principles you need to elevate your business. Whether you're an experienced contractor or just starting, this course will give you the financial skills and understanding to take your business to the next level. Discover the skills to better manage your business finances, reduce costs, increase profit margins, and understand what your financial statements are telling you so you can make better business decisions. Throughout the course, you'll: Discover the mechanics behind your company's revenue generation, allowing you to spot opportunities for improvement and growth. Learn how to calculate your net profit per job, giving you the ability to optimize your operations and maximize profitability. Uncover the true meaning behind your gross margin figures, shedding light on your cost-effectiveness and business efficiency. Grasp the differences between profit and loss statements and balance sheets, gaining a holistic view of your financial position. Learn to quickly identify if your financial statements are incorrect, helping you ensure your business decisions are based on accurate data. Understand the roles and responsibilities of your bookkeeper and outside CPA, helping you manage these key relationships for the financial health of your business.

By the end of this course, you will have a firm grasp of your business's financial aspects, empowering you to make informed strategic decisions. In essence, this course will transform the way you view and manage your HVAC business finances, setting the stage for enhanced growth and profitability.

Duration: 6 Hours

Who Should Attend: Owners, Principals, General Managers, Service Managers, Sales Managers, Comfort Advisors, Selling Technicians

Forge: Team Execution

F3-003

Course objectives include:

- Understanding and application of the element of a high-performance team
- Speaking with passion and confidence
- Improved collaboration
- Handling stress and pressure as a leader
- Enhanced trust and understanding of each team member
- Increased emotional intelligence
- Self-confidence in dealing with challenges and adversity
- Increased problem-solving ability
- Passion for life, team, and organization
- Bringing a warrior mentality to team execution
- Self-awareness and self-confidence
- Stronger management and leadership ability
- Better relationship-building skills
- Understanding different personalities and incorporating their strengths

Forge: Team Execution focuses on team development, from core trust to true execution. Over three days, this challenging course immerses professionals in the aspects of a high-performance team and team execution. This is a deep experiential training designed for business owners, entrepreneurs, executives, and managers to experience with their teams to enhance trust, communication, production, and understanding. Participants will be required to work with different personality types, which is designed to help each attendee become aware of their behavior in relation to building a high-performance team. When teams leave this program, they have clarity about how to operate better with the trust required to produce exceptional results. Over 50% of the program is outside and can accommodate physical limitations.

Team Execution is delivered in a completely different style than BOLD. The expectation is that each member already understands the level of accountability and performance required to excel in a Driven Leadership Program.

Duration: 2 ½ days

Who Should Attend: *Owners, Principals, General Managers, Operations Managers, Fleet Managers, Sales Managers, Comfort Advisors, Service Managers, Install Managers*

Employees are often considered a company’s greatest asset. The proper development of employees is a key component in driving business success.

Inventory Management for the Field Service Contractor

BO-IM

Course objectives include:

- Understanding inventory tracking and creating lists
- Mastering stock levels
- Developing ordering procedures
- Mastering inventory replenishment
- Learning to set up and use QuickBooks to manage inventory
- Understanding the financial aspects of inventory management
- Applying artificial intelligence to help with item numbering, categorization and data cleanup
- Knowing the rules for keeping records and doing regular inventory checks to meet industry standards and regulations

Gain an essential edge in managing your field service inventory with our in-depth course specifically designed to empower field service business owners like you. This course tackles crucial aspects of inventory management, enabling participants to optimize operations, reduce costs, and enhance service delivery. Remember, without inventory tracking, you will not have complete and accurate financial and job costing reports.

From understanding the ins and outs of inventory tracking, including its advantages and potential pitfalls, to creating tailored inventory stocking lists, this course provides practical knowledge that you can apply immediately to your business. We take you through best practices in ordering procedures, replenishment strategies, and efficient vehicle restocking methods, ensuring you minimize downtime and overstocks while maximizing efficiency. Also, you will be equipped with the skills to effectively analyze inventory activity reports, enabling data-driven decision-making, and pinpointing areas for improvement.

One of the key highlights of this course is teaching how to optimize QuickBooks for inventory management, setting up inventory items, tracking purchases and sales, and generating insightful reports. This course presents a holistic approach to mastering inventory management, providing you with the tools, strategies, and insights necessary to streamline your inventory processes, improve service delivery, and boost your business's bottom line. Enroll now and elevate your field service inventory management to new heights.

Duration: 8 Hours

Who Should Attend: Owners; General Managers; Warehouse Managers, Inventory Managers

Marketplace Pricing

B1-002

Course objectives include:

- Reviewing branding strategy
- Learning different pricing methods
- Understanding service pricing
- Understanding replacement pricing

It can often take weeks, if not months — sometimes a lifetime — to develop a fully integrated pricing strategy. Proper pricing is the backbone of any successful business. The Marketplace Pricing workshop is designed to fast track this process.

Participants should walk away with a comprehensive understanding of how to read a profit and loss statement and how to departmentalize their business. They will be introduced to the residential replacement model and whether they should be using time and material or flat rate pricing. Finally, the workshop will help participants evaluate the value proposition and pricing strategies of a maintenance agreement program and determine how to incorporate it into their business.

In this workshop, participants are exposed to how to align pricing strategy with branding strategy. Since consumer buying habits have changed over the past decade, the workshop explains how to match pricing strategy with demand during the busy season and throughout the rest of the year.

Duration: 2 Days

Who Should Attend: Owners, Principals, Sales Managers, Service Managers

Next Level of Profit**BO-NL****Course objectives include:**

- Assessing company and personal sales goals
- Understanding “brand equity”

When you started an HVAC business, you had many of the same goals as any successful entrepreneur. One common goal was to increase the level of your company’s brand equity. Your company’s reputation (aka, brand equity) in the marketplace is often the difference between being successful or not.

If you agree that your company’s brand equity is one of the most important business assets you have, then you don’t want to miss any opportunity to harness that equity. Because when you harness brand equity, it can drive more sales.

Duration: 1 Day

Who Should Attend: Owners and Managers

Profit on Purpose**BO-PP****Course objectives include:**

- Understanding the meaning of entrepreneurship
- Developing conversion strategies

In this program, participants will examine the essence of entrepreneurship, gaining a profound understanding of what it truly means to embark on the journey of building and sustaining a successful business venture. Through a blend of theoretical insights and practical exercises, individuals learn to navigate the challenges and seize the opportunities inherent in the market. Furthermore, this program equips participants with the actionable strategies and tactics essential for driving tangible business results. With a focus on generating leads and maximizing conversion rates, participants will learn how to orchestrate a seamless process that transforms initial inquiries into lucrative sales.

Duration: 1 1/2 Days

Who Should Attend: Owners and Managers

R32 Fact or Fiction Mastery**BO-R32****Course objectives include:**

- Knowledge of A2Ls and R32
- Understanding the “True” Inverter Heat Pump
- Understanding IoT

Central to this course are three key concepts:

- 1) A2Ls and R32 refrigerant knowledge
- 2) The “True” Inverter Heat Pump experience, offering insights into the transformative potential of energy-efficient HVAC systems in addressing environmental concerns while meeting consumer demands for sustainability
- 3) The Internet of Things (IoT), illuminating the interconnectedness of devices and systems, and how harnessing this connectivity can drive innovation, efficiency, and new business models.

By delving into these topics, participants will emerge equipped with the knowledge and tools needed to navigate and lead in an area of relentless change.

Duration: 1 - 2 Hours

Who Should Attend: Anyone interested in HVAC Refrigerant

Worry-Free Comfort

BO-WFC

Course objectives include:

- Understanding the importance of building and fostering a proactive maintenance culture within the organization
- Gaining clarity on the various roles and responsibilities within an HVAC maintenance team and how they contribute to overall success
- Learning how to create and price effective maintenance plans that enhance customer satisfaction and profitability
- Understanding the five critical functions of a successful maintenance program and how they interact
- Learning how to select, track, and interpret relevant KPIs to continuously improve a maintenance program
- Understanding the roles and responsibilities of your bookkeeper and outside CPA
- Discovering how to use cloud services to streamline operations, enhance efficiency, and make data-driven decisions

This comprehensive training program is designed for HVAC professionals, including technicians, dispatchers, office personnel, and business owners/managers. The course aims to build a culture centered on maintenance excellence, driving efficiency, profitability, and customer satisfaction. Participants will learn how to create and price maintenance plans, understand key performance indicators (KPIs) for a successful maintenance program, and leverage cloud services to maximize operational performance.

By the end of this course, you will have a firm grasp of your business's financial aspects, empowering you to make informed strategic decisions. This course is more than a standard financial basics class – it's your roadmap to financial success in the HVAC industry.

Don't miss this opportunity to invest in your business's future – enroll today! In essence, this course will transform the way you view and manage your HVAC business finances, setting the stage for enhanced growth and profitability.

Duration: 6 Hours

Who Should Attend: Owners, Principals, General Managers, Operations Managers, Customer Service Representatives, Dispatchers

Training can provide benefits to both an individual and the business where they work.

We believe ongoing training is worth the investment.

Training may help develop skills that increase productivity, improve employee morale and boost a company's profit margin.



CUSTOMER EXPERIENCE

Advantage: Engaged Communication

F3-002

Course objectives include:

- Powerful communication and teamwork skills
- Understanding your own communication and conflict style
- Recognizing and accepting the communication style of others
- Comfortably managing difficult conversations
- Understanding trigger behaviors
- Enhancing listening skills
- Growing your emotional intelligence
- Gaining new perspectives that may help reframe and create different outcomes

For most of us, it seems like we are constantly communicating. Whether it's via email, text, phone conversations, in-person, or Zoom or Teams calls. Perhaps you hold meeting after meeting, with the goal of getting information to your team. And it's not only at work – you spend time communicating with family, spouses, friends, service employees – you name it. You would think with so many opportunities to practice, this communication thing would be easy. Wrong. That misconception actually is the biggest challenge to communication. Most of us feel we are making all the right moves, yet we aren't even playing. We have surrounded ourselves with more distractions than ever before, and nearly everything around us competes for our attention. We rarely give anything, much less our basic communication skills, the attention and focus they deserve.

The Advantage teaches you to be more self-aware of your communication style and its positive and negative impact on the teams around you. It helps you understand yourself and others as it relates to communication: How do you communicate under stress? How do you deal with conflict? What assumptions/judgments do you make? What are your core beliefs and values? How have culture, traditions, expectations, and experiences influenced these, and do you expect others to have the same beliefs and values? How do people perceive you? Do you want to be right, or do you want a solution? Once you understand yourself, then we will drill down into understanding others by creating empathy and awareness - truly putting yourself in other people's shoes and seeing things from their point of view. Only when you have self-awareness can you examine the core behaviors associated with functional and dysfunctional communication. Only when you have this clarity, can you truly begin effective communication, which helps develop stronger relationships. Are you ready to get off the bench and get into the game?

Duration: 3 1/2 days

Who Should Attend: Owners, Managers, Comfort Advisors, Selling Technicians, Lead Installers, Customer Service Representatives

Bold: Advanced Leaderships**F3-001****Course objectives include:**

- Increased self-awareness and self-confidence
- Stronger management and sales ability
- Better relationship building skills
- Becoming more action driven
- Speaking with passion and confidence
- Understanding and empathize with your audience
- Increased decision-making and problem-solving skills

Over 2-1/2 days, BOLD: Advanced Leadership is specifically designed to take professionals from where they are to where they want to be by taking each person out of their comfort zone and teaching them to perform at a more advanced level. This is a hands-on dive into deep experiential training designed for business owners, entrepreneurs, managers, and sales professionals, as well as individuals who are looking for something to push them to be their best. Participants will gain clarity and realize a deeper confidence and awareness of their own leadership abilities, as well as how to work stronger within teams. This course is designed to make your best even better.

BOLD is an Immersive Experiential Program. Participants are put into challenging situations and get the opportunity to think, problem solve, and collaborate to work their way through the situation, receiving live feedback on real behavior: How do you handle stress, pressure, and change? What do you do when a challenging personality disagrees with your opinion? Are you a leader who strives to control your way through an issue or are you well versed in diplomacy, but struggle with setting boundaries? We all have areas that, when developed, will help us lead and respond better in difficult situations. BOLD is the course that facilitates this development.

Duration: 2 1/2 Days; 30 Day follow-up program (4.5 hours)

Who Should Attend: Owners, Principals, General Managers, Operations Managers, Sales Managers, Comfort Advisors, Service Managers, Install Managers, Fleet Managers, Fabrication/Shop Managers

Customer Service Performer

S1-002

Course objectives include:

- Delivering the “WOW” experience while mastering the “Pattern for Excellence” call flow
- Identifying communication patterns
- Practicing differentiating your company from your competition by creating unique value

Have you ever called a customer service support line and were unsure if the professional on the other end of phone was a robot or an actual person? Or maybe you get lucky and it is an actual person, yet they sound completely apathetic to your situation?

Consumers often buy based on their customer experience, so it is important to establish a positive interaction from that first phone call. The Customer Service Performance workshop is designed to provide you with the skills, education, practice, and support that you need to go above and beyond for your customers. We want you to leave this workshop with the ability to create a “WOW” experience resulting in customer loyalty.

This workshop is designed to help participants:

- Learn incoming phone call best practices that provide customers with a positive experience.
- Master the skills to overcome pricing objections, work with demanding customers, and book calls even when you’re booked solid.
- Develop competency, confidence, muscle memory, and understanding of customer sensitivity.
- Create loyalty and retention by learning best practices through phenomenal customer service.
- Obtain industry-standard tools to help master call handling and booking.

Upon completion of this workshop, each phone staff participant will receive 2 free individual follow-up coaching sessions with call monitoring and quality checking. Both inbound and outbound scenarios will be discussed.

Duration: 1 Day

Who Should Attend: Customer Service professionals and those who manage the customer service experience

Mastering Customer Connection: Skills and Strategies for Home Service Representativess

CE-MCC

Course objectives include:

- Creating a memorable experience
- Understanding language, intention, thoughts, and energy
- Marketing and the CSR Role
- Being a CEO - Customer Experience Officer
- Understanding the structure of the call
- Developing conflict management techniques and overcoming objections
- Dealing with upset customers
- Creating a memorable experience

This course offers an in-depth and interactive workshop to explore the intricacies of human interaction and what the “WOW” experience looks like. Participants will learn how to facilitate touch points that create long-term loyal customers and broaden the scope of the interaction to extend beyond the call and look at the relationship as a whole. Further, participants will be introduced to applicable tools to deal with difficult situations and the stresses of the role as a CSR and gain a deeper appreciation for the customer journey and the opportunity of the call.

Duration: 7 Hours

Who Should Attend: Customer Service Representatives, Dispatchers, Service Managers



MARKETING

Be a Digital Dealer

M-DD

Course objectives include:

- Participants will learn how to grow their business by going digital with their processes.

Tired of chasing down technicians for customer checks or invoices? Comfort advisors or sales staff missing information about installations or not offering financing on every call? Or do you want to lead your market by having a business that is fully integrated from the time a customer finds you online to interacting with them after the sale? Then this course is designed to help you achieve your goals. We will discuss the importance of the digital age, how contractors are growing within this new element, and how you can learn to implement key processes into your business to help you achieve the “digital” status. We will cover several key elements, including accounting, website, field service management, and pre- and post-sale components.

Duration: 2 Days

Who Should Attend: General Managers Owners Operations Managers, Customer Service Representatives, Dispatchers Sales Managers, Fleet Managers

Branding Marketing & Lead Generation Roadmap

M-BLG

Course objectives include:

- Developing the ability to identify and articulate the unique qualities and value propositions of their HVAC business
- Gaining insights into market research techniques and customer analysis to understand a Who Should Attend better
- Differentiating their brand effectively in a crowded market and attract the attention of potential customers
- Acquiring skills in developing and implementing cohesive brand communication strategies
- Learning how to translate brand identity and USP into actionable marketing campaigns
- Understanding how to develop and execute marketing strategies that align with brand positioning

This course is designed to equip HVAC professionals with the knowledge and skills to develop effective branding strategies and identify compelling unique selling propositions (USPs).

Throughout this course, participants will delve into the world of branding and explore how it applies specifically to the HVAC industry. They will learn the fundamental concepts of branding, including brand identity, brand positioning, and brand messaging. Participants will understand the importance of consistent and coherent brand communication across various marketing channels. The course will also focus on the development of a unique selling proposition tailored to the HVAC business.

Participants will gain insights into market research techniques and customer analysis to identify the key differentiating factors of their business. They will explore strategies to leverage these differentiators to create a compelling USP that sets their HVAC company apart from competitors.

Duration: 7 Hours

Who Should Attend: Owners, Principals, General Managers

HVAC Branding and Marketing Roadmap

M-BMR

Course objectives include:

- Knowledge of enhanced brand differentiation
- Knowledge of effective brand communication
- Improving Marketing Strategy

In today's competitive market, establishing a strong brand presence and defining a unique selling proposition (USP) are essential for HVAC businesses to stand out from the crowd. The HVAC Branding and Marketing Roadmap course is designed to equip HVAC professionals with the knowledge and skills to develop effective branding strategies and identify compelling USPs. Throughout this course, participants will delve into the world of branding and explore how it applies specifically to the HVAC industry. They will learn the fundamental concepts of branding and participants will understand the importance of consistent and coherent brand communication across various marketing channels.

Participants will gain insights into market research techniques and customer analysis to identify the key differentiating factors of their business. They will explore strategies to leverage these differentiators to create a compelling USP that sets their HVAC company apart from competitors.

Duration: 4 Hours

Who Should Attend: Owners, Principals, General Managers



Marketing Strategy and Budgeting**M-MSB****Course objectives include:**

- Comprehensive Marketing Strategy Skills
- Practical Budgeting Expertise
- Data-Driven Decision Making

In the increasingly competitive HVAC industry, having a strong marketing strategy paired with an effective budget can set a business apart. The HVAC Marketing Strategy and Budgeting class is an in-depth, specialized course designed to guide HVAC professionals in developing robust marketing strategies and efficient budgeting practices. The course covers both traditional and digital marketing channels, providing comprehensive knowledge on creating a balanced, integrated marketing plan that utilizes the strengths of both approaches. A key aspect of this class is the focus on marketing budgeting. Participants will learn about the importance of strategic budgeting, cost-effective marketing techniques, and how to allocate resources optimally across various marketing channels. The course will delve into the return on investment (ROI) concept, teaching participants how to measure the effectiveness of different marketing activities and adjust their budgets accordingly. In addition, participants will understand the significance of key performance indicators (KPIs) and analytics in guiding their marketing decisions and budget allocations.

The class culminates with participants creating their own HVAC marketing strategy and budget plan. This hands-on project will allow participants to apply what they've learned, providing them with a practical plan that can be implemented in their own businesses. Upon completion of this class, participants will be equipped with the knowledge and skills to create an effective marketing strategy and an efficient budget plan, ensuring that their HVAC businesses thrive in a competitive market.

Duration: 4 Hours***Who Should Attend: Owners, Principals, General Managers***

Marketing Summit**F1-203****Course objectives include:**

- Identifying your brand
- Understanding what your customers want
- Understanding the best way to reach customers
- Establishing a budget and creating a plan

Marketing can be confusing and expensive. Getting your message out to your market is harder today than ever before because of the numerous channels available to consumers. Today more than ever before, we are living in an experiential marketplace and need to understand the experience our customers are looking for.

Marketing Summit participants will work with experts to develop a marketing strategy for their company, including a branding strategy, customer profile strategy, media strategy, and messaging strategy for the services they provide. Once the overall strategy is developed, participants will identify the advertising resources that are available to them and decide on the resources that fit best into their budget.

All of this will be put into action as the Marketing Summit experts help to define the customer journey and how it fits into the overall customer experience.

Duration: 1 Day

Who Should Attend: Owners, Principals, Sales Managers, Marketing Managers

Marketplace Pricing**M-MP****Course objectives include:**

- Reviewing branding strategy
- Learning different pricing methods
- Understanding service pricing
- Understanding replacement pricing

Proper pricing is the backbone of any successful business. It can often take weeks, if not months – sometimes a lifetime – to develop a fully integrated pricing strategy. The Marketplace Pricing workshop is designed to fast track this process.

Participants should walk away with a detailed understanding of how to read a profit and loss statement and how to departmentalize their business. They will be introduced to the residential replacement model and whether they should be using time and material or flat rate pricing. Finally, the workshop will help participants evaluate the value proposition and pricing strategies of a maintenance agreement program and determine how to incorporate it into their business.

In this workshop, participants are exposed to how to align pricing strategy with branding strategy. Since consumer buying habits have changed over the past decade, the workshop explains how to match pricing strategy with demand during the busy season and throughout the rest of the year.

Duration: 2 Days

Who Should Attend: Owners, Principals, Sales Managers, Service Managers

SEO Lead Generation and Reporting

M-SEO

Course objectives include:

- SEO Mastery
- Lead Generation Skills
- Reporting and Analytics Expertise
- Analyzing data to adjust marketing strategy

As the digital world continues to grow, harnessing the power of SEO (Search Engine Optimization) for lead generation and understanding data reporting becomes increasingly important for HVAC businesses. The HVAC SEO Lead Generation & Reporting Workshop is a specialized course designed to help HVAC professionals effectively utilize SEO for generating leads and develop the skills necessary to report and analyze their marketing results. This workshop begins with an overview of SEO and its importance in lead generation. Participants will learn how to conduct keyword research, optimize on-page and off-page SEO, and understand the role of local SEO in reaching their target customers.

The course then transitions into the lead generation aspect of SEO, focusing on how to optimize website content, meta descriptions, and title tags to drive more traffic and convert visitors into potential leads. Participants will also explore the role of backlinking in lead generation and how a robust link-building strategy can increase website visibility and credibility. The second half of the workshop delves into reporting and analytics.

Participants will learn how to use tools like Google Analytics and Google Search Console to track website performance and user engagement. The course will cover key metrics to track, how to interpret these metrics, and how to generate SEO reports. Finally, participants will learn how to use these reports to inform their marketing strategy. They will understand how to analyze SEO data, extract actionable insights, and adjust their strategy based on the findings for continuous improvement. Upon completion of this workshop, participants will have developed the expertise to leverage SEO for lead generation and the skills to generate, analyze, and use SEO reports to inform their marketing strategy.

Duration: 4 Hours

Who Should Attend: Owners, Principals, General Managers

Web Site & Conversions**M-WC****Course objectives include:**

- Understanding Website Design and SEO
- Understanding conversion optimization techniques
- Ability to create practical application and analysis

In today's digital age, a well-designed, highly functional website is crucial to the success of any business, including those in the HVAC industry. The HVAC Website & Conversions Workshop is an immersive course designed to help HVAC professionals optimize their website for maximum visibility, usability, and conversion rates. This workshop begins by understanding the role of a website in an HVAC business. Participants will learn about the importance of online presence and how it affects customer perception, engagement, and acquisition. The course will discuss the essential elements of a high-performing HVAC website, including design aesthetics, user experience (UX), and website content. Search engine optimization (SEO) will be a key focus of this workshop.

Participants will learn the basics of SEO, how it impacts website visibility on search engines like Google, and the steps to optimize an HVAC website for local SEOs. The workshop will delve into SEO strategies like keyword research, on-page optimization, link building, and mobile optimization. The workshop also extensively covers the topic of website conversions. Participants will learn how to create an effective conversion path on their website, the principles of effective call-to-actions (CTAs), and how to optimize landing pages for lead generation. The course will also touch on conversion rate optimization (CRO) techniques and tools to measure website performance and conversions.

Upon completion of this workshop, participants will not only be equipped with the knowledge and skills to design and optimize a high-performing HVAC website, but also understand how to leverage their website for lead generation and increased conversions. This workshop is ideal for HVAC business owners, marketing professionals, and anyone interested in understanding how to optimize a website for higher visibility and conversions in the HVAC industry.

Duration: 4 Hours

Who Should Attend: Owners, Principals, General Managers



SALES

3 Ps (Positioning, Pricing, Promotion)

S-3P

Course objectives include:

- Understanding strategic positioning
- Assessing market demand
- Assessing effective promotions

When strategically positioning side discharge products within your portfolio, it's crucial to consider their unique value proposition alongside existing offerings. Assessing market demand and customer preferences can inform us where these products fit best, whether as complementary additions or standalone solutions.

This course discusses the elements of setting competitive pricing, thorough market analysis and understanding of production costs are paramount and balancing affordability with profitability, ensuring pricing remains attractive while covering expenses. Participants will investigate how effective promotion entails highlighting the benefits of side discharge products through targeted marketing campaigns across various channels, emphasizing their functionality, durability, and value proposition.

Duration: 8 Hours

Who Should Attend: Professionals responsible for pricing, purchasing, and promoting within your organization.

How to Sell IAQ Everyday

S-SIAQ

Course objectives include:

- Employing a process-driven method for creating a scope of work
- Including appropriate products/services recommendations
- Better communication about IAQ

Gain knowledge and skills to better help your customers with common IAQ issues and increase your earning potential. IAQ issues are common in homes, often the homeowner is unaware of them. HVAC systems can be improved to control pollutants, and technicians and comfort advisors are in a unique position to help customers identify issues before they become bigger problems. Increase the average ticket for each call. Attendees will learn to use a process-driven method of IAQ diagnostics and inspection to make the appropriate product/service recommendations based on relevant IAQ standards. This will include measurement tools and use of a workflow template/checklist. Sound like a lot? We will keep it simple!

Duration: 2 Hours

Who Should Attend: Service Technicians, Selling Technicians, Lead Service Technicians, Install Technicians, Comfort Advisor Sales Managers, Service Managers

HVAC Sales Onboarding Learning Terminology

S-OLT

Course objectives include:

- Learning the fundamentals of HVAC

This course will cover an extensive glossary of terms for a basic understanding of HVAC terminology.

Duration: 6-8 Hours

Who Should Attend: Customer Service Representatives, Dispatchers, Service Technicians, Install Helpers

Inverter System Sales

S-ISS

Course objectives include:

- Understanding T.A.P.P.E.D. sales process
- System selection
- Financing and rebates

Participants will walk away with a good understanding on the TA²PPED sales process, the importance of and how to perform a heating and cooling load, the basics of airflow and duct design, how to properly select a system, how to access all available rebates for the homeowner, and how to make the system affordable using financing. Participants will roleplay utilizing this model and learn the art of closing any deal.

Duration: 2 Days

Who Should Attend: Comfort Advisors and Selling Technicians

Increasing Sales Through the Power of Process

S-IPP

Course objectives include:

- Following a repeatable sales process
- Increasing average ticket dollar amount
- Providing more/better options for homeowner's comfort
- Increasing closing ratios
- Improving customer experience elevating the brand, referrals and repeat business
- Obtaining enriched professional development skills

This workshop is designed to offer a systematic and interactive approach to selling premium indoor comfort to consumers. Participants will learn to overcome the psychological impediments that often limit success. This course will offer you the opportunity to craft your own unique process which will include some of the latest HVAC sales tools, the "TA²PPED Into Success" sales process, and ways to differentiate you from other service providers. Participants leave this workshop energized, motivated, and committed to making immediate behavioral changes that result in higher closing rates, higher overall tickets, and a higher balance of high-efficiency and add-on product sales. This training is offered in-person for maximum affect and time to practice new skills.

Duration: 2 Days

Who Should Attend: Owners, Principals, General Managers, Operations Managers, Sales Managers, Comfort Advisors

Maximizing Sales Utilizing Your Existing Customers

S-MS

Course objectives include:

- Developing a clear understanding of technician sales role within the organization
- Becoming proficient in the process of turning leads
- Learning to communicate with customers the importance of maintenance agreements.
- Understanding and present IAQ products and services
- Providing amazing customer service beyond their expectations
- Becoming personally motivated to excel to a higher level within your role in the organization

The purpose and design of this program is to enhance the communication skills of technicians with a variety of focuses in mind: lead generation, IAQ sales, auxiliary sales, and maintenance agreement sales. These programs and processes have been proven as "best practice" techniques by some of our top performing companies in the nation. By teaching successful processes and integrating operations, the results are outstanding. Every year, millions of dollars of revenue have been left unaccounted for within our existing customer base across the nation. More can be gained from our customers and we can spend less on marketing to ultimately achieve higher net profit at years end.

Duration: 2 Days

Who Should Attend: Owners, General Managers, Operations Managers, Service Managers, Service Technicians

TECHNICAL TRAINING

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RESIDENTIAL TRAINING



Introduction to HVAC**HVAC08****Course objectives include:**

- Being able to explain what HVAC is

The purpose of this course is to provide information and instruction on the basics of Heating, Ventilation, and Air Conditioning. (HVAC).

Duration: 2 Hours

***Who Should Attend:* Anyone desiring to learn some HVAC fundamentals**

Fast Track Tech**T1-001****Course objectives include:**

- Creating Maintenance Technicians and Installation Helpers
- EPA Certification
- NATE Certification
- Electrical competency
- Combustion competency
- Refrigeration competency
- Airflow competency
- Safety competency
- Necessary tools to perform the functions

With qualified technician shortages on the rise, business owners are looking for an immediate source of well-trained, ready-to-work, technicians. This expertly constructed Fast Track Tech workshop is one of the most in-depth courses offered in our industry and the ultimate bootcamp for individuals excited about the opportunity to work in the HVAC field.

In the workshop, each participant receives training in areas specific to the “need to know” information of the Maintenance Technician and Installation Helper. Participants study the basic competencies of airflow, electrical, combustion, refrigeration, indoor air quality, and safety. At the end of the course, participants should be eligible to receive their EPA certification and become NATE-certified. This Fast Track Tech training also covers technician communication skills, flat-rate pricing, and Service Work.

Duration: 2 Weeks

***Who Should Attend:* Technicians new to the industry looking to become Maintenance Technicians or Installation Helpers**

IAQ Principles**T1-004****Course objectives include:**

- Carbon monoxide awareness and monitoring
- Humidity control and removal
- Whole-home ventilation
- HVAC filtration options
- Air and duct purification
- Ductwork essentials
- Methods to properly investigate IAQ concerns
- Techniques to analyze the IAQ data
- Appropriate solutions to help achieve customers' ideal comfort zone

Customers are increasingly aware that indoor air quality (IAQ) may have a significant impact on their indoor comfort. For many homeowners, IAQ is not an accessory, but an essential need. As such, HVAC dealers who are trained to identify, evaluate, and resolve IAQ issues are more likely to seize and close these value-added sales opportunities.

By participating in this workshop, participants can learn about a wide variety of IAQ solutions, discover the tools necessary to improve overall customer satisfaction, and drive their HVAC business beyond heating and cooling services. This IAQ Principles workshop is designed to discuss IAQ concepts and the following: carbon monoxide awareness and monitoring, humidity control and removal, whole-home ventilation, HVAC filtration options, air and duct purification, ductwork essentials, methods to properly investigate IAQ concerns, techniques to analyze the IAQ data, and appropriate solutions to help achieve customers' ideal comfort zone.

At the conclusion of the IAQ Principles workshop, participants should be energized, motivated, and prepared to assess indoor air management solutions with customers.

Duration: 2 Days

***Who Should Attend:* Comfort Advisors, Technicians, Installers, and anyone else interested in better understanding IAQ**

NCI Air Balancing**NCI-RAB****Course objectives include:**

- History and purposes of balancing
- Performing an airflow traverse
- Preparing for a balancing project
- Setting fan airflow
- Air test and balance procedures
- Using an air balancing hood
- Overcoming balancing obstacles
- Final testing and documentation

NCI Certification: Students passing the final exam receive:

- NCI Residential Air Balancer Specialist Certificate
- NCI Residential Air Balancer Specialist Wallet Card
- Company is listed as a certified Professional on MyHomeComfort.org

Continuing Education Units

- North American Technician Excellence (NATE): 16 hrs
- Building Performance Institute (BPI): 4 hrs
- For State and Local hours, visit <http://ncilink.com/CEU>

HVAC and energy professionals are discovering the importance of testing and balancing their installations for maximum system comfort and efficiency. Many building departments and utility programs now require balancing reports. Your ability to air balance your customers' HVAC systems will keep you ahead of the competition!

From initial inspection to publishing the final balancing report, this course will enable you to successfully complete a full residential air balance project. Learn to set system airflow and balance supply registers and return air grilles. Understand common obstacles to balancing and how to overcome them.

Prerequisites: Duct System Optimization or Residential System Performance attendance

NOTE: To qualify for NCI's Certified Residential Air Balancer designation, participant must pass the exam and hold a current certification in either Duct System Optimization or Residential HVAC System Performance.

Duration: 1 Day

Who Should Attend: *Owner, Principal, General Manager, Operations Manager, Sales Manager, Comfort Advisor, Service Manager, Selling Technician, Lead Service Technician, Service Technician, Fabrication Technician, Fabrication/Shop Manager, Install Manager, Install Technician*

The illiterate of the future will not be the person who cannot read. It will be the person who does not know how to learn.

- Alvin Toffler

NCI Airflow Testing & Diagnostics

NCI-ATD

Course objectives include:

- Understand the Air Upgrade approach
- Measure and interpret static pressure
- Explain static pressure
- Apply fundamentals of fan airflow
- Plot actual fan airflow
- Complete an Air Upgrade report

Continuing Education Units:

- North American Technician Excellence (NATE): 8 hrs
- Building Performance Institute (BPI): 4 hrs
- For State and Local hours, visit <http://ncilink.com/CEU>

Everyone agrees that matched system components are critical to achieve proper HVAC system performance. So what happens when you combine the latest high-performance HVAC equipment with your grandfather's old duct system?

Field research has proven that the typical ducted HVAC system only delivers 57% of the equipment's rated capacity to the home. Why? Because the duct system installed during new construction years ago was not designed to operate with the HVAC equipment of today.

When actual total external static pressure measures 0.82" w.c. on systems designed to operate at 0.50" w.c., that's the equivalent of Stage 4 high-blood pressure in your body! It's time to get to the Emergency Room, stat!

NCI's Airflow Testing & Diagnostics course helps students understand how to easily determine actual fan airflow using two simple tests - static pressure and direct airflow measurement using instruments like the TEC Digital TrueFlow® Grid. Using this approach, students learn how to pinpoint and resolve restrictions to fan airflow so their customer's HVAC equipment can operate as designed.

Duration: 1 Day

Who Should Attend: *Owner, Principal, General Manager, Operations Manager, Sales Manager, Comfort Advisor, Service Manager, Selling Technician, Lead Service Technician, Service Technician, Fabrication Technician, Fabrication/Shop Manager, Install Manager, Install Technician*

NCI Combustion Performance & Carbon Monoxide Safety**NCI-CO****Course objectives include:**

- Measure ambient carbon monoxide levels
- Corrective actions to take based on ambient carbon monoxide levels
- Identify common carbon monoxide sources
- Determine proper combustion and draft test locations
- Measure carbon monoxide, oxygen, and temperature in flue gas
- Measure draft pressure
- Determine actual performance and efficiency of installed equipment
- Measure equipment and system temperatures
- Uncover and identify specific mechanical defects
- Discuss potential repairs and adjustments to improve safety and efficiency

NCI Certification: Students passing the final exam receive:

- NCI Carbon Monoxide and Combustion Analyst Certificate
- NCI Carbon Monoxide and Combustion Analyst Wallet Card
- Company is listed as a certified Professional on MyHomeComfort.org

Continuing Education Units

- North American Technician Excellence (NATE): 24 hrs
- Building Performance Institute (BPI): 12 hrs
- For State and Local hours, visit <http://ncilink.com/CEU>

Students learn to unlock the secrets of carbon monoxide (CO) safety; discover how to spot the sources, causes, and dangers of CO; and master diagnostic procedures to safeguard against potential safety and health risks.

From recognizing symptoms of CO poisoning to advanced troubleshooting techniques, learn how to ensure occupant safety and heating system efficiency.

NCI's comprehensive combustion performance and CO diagnostics processes ensure that gas or oil heating systems will operate safely and efficiently.

Gain the expertise needed to protect against deadly CO hazards, enhance heating system performance, delight customers, and boost company profits.

Duration: 3 Days

Who Should Attend: Owner, Principal, General Manager, Operations Manager, Sales Manager, Comfort Advisor, Service Manager, Selling Technician, Lead Service Technician, Service Technician, Fabrication Technician, Fabrication/Shop Manager, Install Manager, Install Technician

NCI Duct System Optimization

NCI-DSO

Course objectives include:

- Overview of Air Distribution System Upgrades
- Test and Diagnose to Discover Upgrade Opportunities
- Use Static Pressure Budgets and Measure Fan Capacity
- How To Generate Customer Interest
- Create a Floor Plan and Duct Schematic
- Establish Airflow Requirements
- Measure Airflows and Pinpoint Deficiencies
- Fan, Coil, and Filter Selection
- Hands-on Fan, Coil, and Filter Sizing
- Duct Airflow Principles
- Upgrade the Air Distribution System
- Perform an Air Distribution Upgrade
- Grilles, Registers, and Diffuser Selection
- Step-by-step test-in/test-out procedures
- Class Review and Exam Preparation

NCI Certification: Students passing the final exam receive:

- NCI Duct System Optimization Specialist Certificate
- NCI Duct System Optimization Specialist Wallet Card
- Company is listed as a certified Professional on MyHomeComfort.org

Continuing Education Units

- North American Technician Excellence (NATE): 16 hrs
- Building Performance Institute (BPI): 16 hrs
- For State and Local hours, visit <http://ncilink.com/CEU>

Do you want to provide your customers with the very best comfort and energy efficiency, as well as a safe and healthy indoor environment? It's a known fact that typical air distribution systems across North America lose, on average, 43% of an HVAC system's efficiency. Your customers don't have to live with these substandard systems. Now you can provide real solutions!

Learn how to deliver high quality, profitable duct system renovations that really work! Set yourself apart from competitors by knowing how to optimize an existing duct system so it delivers the heating and cooling benefits the equipment was designed to provide. The process begins with a comprehensive evaluation of the existing duct system design, equipment sizing, and verification of real-time performance - not simulations based on assumptions.

You will then learn how to uncover air distribution upgrade opportunities to deliver the highest quality, comfort, and performance your customers want and are willing to pay for.

NCI's Duct System Optimization certification course helps students gain the technical knowledge required to make every room in the house as comfortable as possible, delighting your customers, and increasing company profitability.

Duration: 2 Days

Who Should Attend: *Owner, Principal, General Manager, Operations Manager, Sales Manager, Comfort Advisor, Service Manager, Selling Technician, Lead Service Technician, Service Technician, Fabrication Technician, Fabrication/Shop Manager, Install Manager, Install Technician*

NCI Residential System Performance

NCI-RSP

Course objectives include:

- Discovering and repairing hidden energy-draining comfort system defects that other companies miss every day
- Reducing call-backs and increasing customer satisfaction
- Guaranteeing results using NCI's exclusive System Delivered BTU technology
- Testing both new and existing installations
- Providing real solutions through system renovations and documented results

NCI Certification: Students passing the final exam receive:

- NCI Residential System Performance Specialist Certificate
- NCI Residential System Performance Specialist Wallet Card
- Company is listed as a certified Professional on MyHomeComfort.org

Continuing Education Units

- North American Technician Excellence (NATE): 16 hrs
- Building Performance Institute (BPI): 8 hrs
- For State and Local hours, visit <http://ncilink.com/CEU>

Learn how to diagnose and determine the delivered efficiency of any residential HVAC system. Gain new knowledge needed to perform accurate static pressure and temperature measurements so you can identify unseen causes of poor system performance. Explore NCI's exclusive Heating System Performance Score (HSPS)© and Cooling System Performance Score (CSPS)© methods and reporting forms.

When conducting complete HVAC system performance diagnostics, you can know if your customer's HVAC system is delivering the comfort and efficiency that they truly deserve.

NCI's Residential HVAC System Performance certification course helps students gain the technical knowledge required to improve heating and cooling system performance, delight customers, and increase company profitability.

Duration: 2 Days

Who Should Attend: Owner, Principal, General Manager, Operations Manager, Sales Manager, Comfort Advisor, Service Manager, Selling Technician, Lead Service Technician, Service Technician, Fabrication Technician, Fabrication/Shop Manager, Install Manager, Install Technician

Residential Design with Right Suite Universal

T1-003

Course objectives include:

- How to set up Residential Suite Universal software
- Using Right-Draw
- How to input a multi-story room-by-room building with mixed building materials
- Using CAD or PDF files, along with RSU
- How to automatically size your ducts
- Polishing and printing the finished product

Building practices continually evolve with products and methods offering tighter construction and more energy-efficient homes.

Installers encounter duct work with wild swings in fan capabilities, much larger areas served per ton, difficult customer limitations on fan/duct location, highlight restrictive yet profitable IAQ devices, and so on. In addition, the traditional installation methods may not align with current residential design variables.

The Residential Design with Right Suite Universal workshop helps HVAC dealers do the math. This workshop is designed to train participants on utilizing Wrightsoft's Right Suite Universal (RSU) software to account for variables in residential design, improving customer satisfaction, and reducing return service calls.

Duration: 2 Days

Who Should Attend: Comfort Advisors and Selling Technicians

Sales & Application Training

ATR-SA

Course objectives include:

- System and duct work design
- Customer communications
- Financing

This course is a comprehensive educational experience that blends theoretical knowledge with practical application. It focuses on participants exploring the intricacies of system design. They will engage in hands-on activities, undertaking multiple design projects, including assessing heating and cooling loads, selecting appropriate equipment for the given requirements, and designing the ductwork necessary for efficient air distribution.

Moreover, beyond just the technical aspects, participants will also learn about the practical considerations involved in presenting these design options to homeowners. This involves not only understanding the technical specifications and benefits of different systems, but also being able to communicate these effectively to homeowners. Finally, the course incorporates the latest financing techniques, and participants will learn various ways of presenting financing options to homeowners as part of their overall system design proposal.

Participants will do a deep dive into system design and complete several designs in class, performing a heating and cooling load, selecting the equipment, and designing the duct work. Students will then practice presenting options to the homeowner while utilizing the latest financing techniques.

Duration: 2 Days

Who Should Attend: Comfort Advisors and Selling Technicians

90+% Gas Furnace Install & Commissioning

TRF-7

This course covers applications, installation, and commissioning techniques for the 90% Plus Gas Furnaces. Topics covered are improved features, service features, control options, and warranty. Also covered are mounting options, condensate drain trap, venting, electrical and gas connections, wiring, temperature rise, blower speed adjustments, and checking duct static.

Duration: 4 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

90+% Gas Furnace Service & Troubleshooting

TRF-8

This course covers service and troubleshooting techniques for the Daikin DM96VE and DM96VC 90 Plus gas furnaces. Topics covered are the sequence of operation, troubleshooting safety circuits, integrated control board, fault status codes, and the components and motors utilized in these furnace models.

Duration: 4 Hours

Who Should Attend: Comfort Advisors and Selling Technicians

1 & 2 Stage Residential A/C & Heat Pump Install and Commissioning**TRH-41**

This course covers pre-installation, installation, and start-up for single and two-stage air conditioners and heat pumps. Topics covered are clearances, existing refrigerant lines, evacuation, high and low voltage, start up, and charging.

Duration: 2 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

1 & 2 Stage Residential A/C & Heat Pump Service and Troubleshooting**TRH-5**

This course covers service and troubleshooting techniques for the Daikin 1 & 2 Stage AC and HP split systems. Topics covered are Comfortalert, Coresense, contractors, and the two-stage board relays. Also covered are troubleshooting techniques for the high- and low-pressure controls, fan motors, compressor and unloaders, capacitors, and Bias Data Voltage.

Duration: 2 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

Daikin Ductless Install & Startup**TD-7**

This course will cover the specific details on tools, controls, and procedures needed to properly install and start-up a Daikin Mini-Split System.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

Daikin Ductless Service & Troubleshooting**TD-10**

This course covers the operation and functionality of the components in a single and multi-port system and how to apply proper troubleshooting techniques utilizing specific tools and resources.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

VRV LIFE Install & Commissioning**VRVLIFE**

This course covers how to properly install and start up the Daikin VRV LIFE system.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

VRV LIFE Service & Troubleshooting**VRVLST1**

This course covers how to properly troubleshoot the components of a *VRV LIFE* Outdoor Unit and Gas Furnace. plus other *VRV* Air Handlers that are installed with the *VRV LIFE* System.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

Daikin FIT Install & Commissioning**TRV-3**

This course covers products and technology, installation, and commissioning for the Daikin *FIT* units. Topics covered include nomenclatures, unit features, inverter technology and components, inverter benefits, some troubleshooting, compatibility, set-up, and start-up. Also covered are product information and installation.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

Daikin FIT Service & Troubleshooting**TRV-9**

This course will identify and explain specific aspects of servicing & troubleshooting of the Daikin *FIT* Air Conditioner and Heat Pump including tools, resources. basic operation, and component testing.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

HVAC Physics, Concepts, and Theory**TF-1**

This courses covers HVAC physics, concepts, and theory.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Basic Refrigerant Cycle**TF-1.5**

This course covers the basic refrigeration cycle and the functioning of the four major components, compressor, condenser, metering device, and evaporator.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Refrigerant Tools**TF-2**

This course covers the proper functions and limitations of common HVAC tools.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Refrigerant Metering Devices**TF-3**

This course covers how to identify and understand the features and functions of various metering devices in order to apply it correctly in an HVAC system.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Superheat and Subcooling**TF-4**

This course covers the proper methods for measuring and calculating evaporator super heat and condenser subcooling.

Duration: 60 - 90 Minutes

Prerequisites: N/A

HVAC System Diagnosis Fundamentals**TF-5**

This course covers how to accurately troubleshoot refrigeration cycle problems, such as overcharge, undercharge, low evaporator air flow, metering device problems, and others.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Refrigerant Piping**TF-6**

This course covers good practices, specifications, and the correct construction of refrigerant piping in an HVAC system.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Compressors**TF-7**

This course covers fundamental principles of design, operation, operating theory, and system interactions of various compressor types that are used in HVAC systems.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Proper Refrigerant Recovery**TF-8**

This course covers proper procedures and equipment for recovering refrigerant from systems to meet applicable standards.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Proper System Evacuation**TF-9**

This course covers proper procedures and equipment for de-gassing and de-hydrating HVAC systems.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Refrigerant Charging Techniques**TF-10**

This course covers proper procedures and equipment for charging partially charged and completely empty HVAC systems.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Burnout Clean Up**TF-11**

This course covers proper procedures and equipment for properly diagnosing and cleaning a HVAC system with a compressor motor burnout.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Understanding Airflow**TF-12**

This course covers fundamental principles of design, operation, operating theory, and system interactions of various fan types that are used in HVAC systems.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Basic Electrical Principles**TF-13**

This course covers how to identify, apply, illustrate, and accurately define electrical concepts and components as they pertain to the HVAC industry.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Gas Heating Fundamentals**TF-14**

This course covers how to apply, illustrate and accurately define concepts and operation of components as they pertain to gas heating and ventilation.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Inverter Technology**TF-30**

This course covers how individual inverter components work to control motor speed.

Duration: 60 - 90 Minutes

Prerequisites: N/A

Air Distribution Troubleshooting**TRM-1**

This course instructs technicians on how to analyze air distribution systems and make adjustments to enhance system performance. This training also covers static pressure measurement, CFMs, and system capacity. In addition, the course is intended to instruct technicians on methods used to determine proper system airflow. Does not teach duct design.

Duration: 2 Hours

Prerequisites: N/A

Evacuation and Charging**TRM-2**

This course teaches the proper techniques, tools, and equipment used for evacuation and charging of HVAC systems. Technicians will learn how to charge by weight, superheat, and sub-cooling.

Duration: 2 Hours

Prerequisites: N/A

Multi-Speed and Variable Speed ECM Motors**TRM-3**

This course covers the operation and construction of all types of motors used in HVAC, including Induction, ECM (constant volume), and EEM (constant torque). It also covers troubleshooting and service of these motors.

Duration: 2 Hours

Prerequisites: N/A

Wiring Diagrams for Technicians**TRM-5**

This course is an introduction to wiring diagrams, symbols, and basic circuits.

Duration: 2 Hours

Prerequisites: N/A

Compressor Diagnostics**TRM-6**

Technicians will learn how to properly diagnose compressor failures and the underlying causes of early compressor failures.

Duration: 2 Hours

Prerequisites: N/A

General Combustion Principles**TRM-7**

This course covers the principals of gas combustion, various types of venting, dangers of carbon monoxide.

Duration: 3 Hours

Prerequisites: N/A

Superheat and Subcooling

TRM-8

Technicians will learn the fundamentals of superheat and subcooling and how to use these techniques to diagnose system problems.

Duration: 2 Hours

Prerequisites: N/A

VRV IV-S with FXTQ IDU

TC-10

This course covers the installation of VRV IV-S with FXTQ and accessories to include Refrigerant Piping, Condensate Piping and Electrical Wiring.

Duration: 8 Hours

Prerequisites: N/A

A2L - R32 Refrigerant Fundamentals

CC-9w

This course covers the chemical properties, safe handling, transport, and storage of R-32 refrigerant.

Duration: 1 Hour

Prerequisites: N/A

COMMERCIAL TRAINING



NCI Commercial Air Balancing

NCI-CAB

Course objectives include:

- Commercial Air Balancing Overview
- NCI Commercial Air Balance Specification
- Estimating and Selling Balancing Work
- Preparing for a Balancing Project
- Static Pressure Testing
- Static Pressure Profiles
- Traversing Airflow
- Electrical and RPM Testing
- Fan Laws - Effects of Changes in Pulley Diameter, Static Pressure, Amp Draw and Horsepower
- Measuring and Adjusting Register and Grille Airflow
- Proportional Balancing
- Temperature Testing and Final Testing
- Publishing the Final Report
- Review ComfortMaxx™ Software
- Economizer Fundamentals
- Measure and Adjust Economizer Airflow
- Kitchen Exhaust System Fundamentals
- Kitchen Exhaust System Balancing and Reporting
- Exercises with ComfortMaxx™ software

NCI Certification: Students passing the final exam receive:

- NCI Commercial Air Balancer Certificate
- NCI Commercial Air Balancer Wallet Card

Continuing Education Units

- North American Technician Excellence (NATE): 24 hrs
- Building Performance Institute (BPI): 12 hrs
- For State and Local hours, visit <http://ncilink.com/CEU>

This certification course helps equip HVAC professionals with the knowledge and tools they need to balance commercial HVAC systems up to 25 tons, including Kitchen Exhaust and Make-Up Air systems.

Discover the importance of testing and balancing your installations. Recognize the opportunity to provide independent balancing services as more code officials, building departments and utility programs require certified balancing reports for both new construction, and replacement and renovation work.

This class is also ideal for facility management professionals and on-staff service techs who need to test and balance systems within their plants and commercial facilities.

NCI's 3-day program gives the HVAC professional a comprehensive education on the airside testing and adjusting processes needed to maximize air delivery and overall performance. We start with the basics of pressure, temperature and air flow testing, and build up to more complex air balancing techniques.

Duration: 3 Days

Who Should Attend: Owner, Principal, General Manager, Operations Manager, Sales Manager, Comfort Advisor, Service Manager, Selling Technician, Lead Service Technician, Service Technician, Install Manager, Install Technician

VRV Service & Troubleshooting: Level 1

TC-9

Course covers how to properly service and troubleshoot the Daikin VRV system using the proper instruments and procedures.

Prerequisites: Attend the VRV Installation and VRV Commissioning courses

Duration: 16 Hours

Who Should Attend: VRV Service Technicians

VRV IV-S Key Points of Installation**VRVKPI04**

This course covers how to properly install and start up the Daikin VRV IV-S system.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

Light Commercial Systems Install & Commissioning**TLC-5**

This course covers the proper installation and commissioning of the Daikin Light Commercial Packaged and Split product lines including the DDC controller and additional accessories.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

Light Commercial Systems Service & Troubleshooting**LCST08**

This course covers the proper methods for servicing and troubleshooting Daikin Light Commercial Packaged and Split product lines, including the DDC controller and additional accessories.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

TC-5i VRV Installation 21-12**TC-5i**

This course covers how to properly administer the installation practices for the Daikin VRV IV-X and Emerion indoor and outdoor equipment and accessories to include refrigerant piping, condensate piping, and electrical wiring in accordance with current published literature guidelines using the proper tools and equipment.

Duration: 8 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

TC-5c VRV Commissioning 21-12**TC-5c**

This course covers how to properly configure and commission the Daikin line of remote controllers, determine proper applications of the Daikin DIII-NET System Control, as well as how to properly access, configure, and commission the outdoor unit field settings Modes 1 and 2. Pre-commissioning and System Commissioning Steps will be covered, as well as the proper usage of the software for proper commissioning of the Daikin VRV IV X and Emerion Systems.

Duration: 16 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

VRV Service & Troubleshooting: Level 2**TC-14**

This course will elevate technician's understanding and comprehension of VRV systems through enhanced troubleshooting and data analysis.

Duration: 16 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

VRV Maintenance Checklist**TC-15**

This course covers the Daikin VRV Maintenance Checklist.

Duration: 1 Hour

Prerequisites: N/A

VRV MEGA-Q**TC-24**

This course covers the installation and commissioning procedures of the Mega-Q product.

Duration:

Prerequisites: N/A

Hybrid VRV Installation and Commissioning**TC-25**

This course provides the VRV Commissioning classroom training in the form of online -training, followed by a single day hands-on lab session.

VRV Installation Manager**TC-26**

This curriculum combines nine courses for training mechanical contractor job site supervisors. This is to give the supervisors the knowledge to recognize installation and application errors during installation.

VRV T-Series Water-Cooled Installation and Commissioning**TC-20**

This course covers the installation of Daikin VRV water-cooled indoor and outdoor equipment and accessories to include refrigerant piping, water piping, condensate piping and electrical wiring.

Duration: 8 Hours

Prerequisites: N/A

Light Commercial Systems DDC Controller**TLC-6**

This course covers the proper installation and commissioning of the Daikin DDC controller.

Duration: 4 Hours

Prerequisites: N/A

CONTROLS TRAINING



TC-21 VRV Controls I&C

TC-21

This course will cover the knowledge of Daikin’s line of commercial controllers and all optional adapter boards and their proper application for Daikin VRV systems.

Duration: 16 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

TC-7 iTM Commissioning

TC-7

Students will understand and correctly describe the basic functionality and features of the intelligent Touch Manager (iTM) to include the iTM System Overview, its compatibility with Daikin and Field Supplied Equipment, and its Hardware Specifications. Students will understand and describe how to properly install and configure the iTM Plus Adapter following the DIII-NET wiring method.

Learner will be able to properly commission the iTM using WebXpress and properly program the iTM control functions, including Schedule, Setback, Timer Extension (Unoccupied Override), Auto Changeover, Emergency Stop, and Interlock. Learner will be able to properly commission the various iTM software options using the Preset Tool and editing CSV files for Management Point. Learner will be able to properly commission the iTM to interface, monitor, and control Daikin digital input and output units, as well as third-party controllers, such as WAGO.

Duration: 18 Hours

Who Should Attend: Mechanical Contractors, Installation Contractors, Technicians, Mechanics

iTM BACnet Commissioning

TC-8

This is an expert-level course that covers all aspects of interfacing and commissioning the iTM controller within the BACnet protocol environment.

Prerequisites: Before being able to attend this course, the student must complete the following courses: TC-7 iTM Commissioning and TC-21 VRV Controls Install and Commissioning.

Duration: 16 Hours

Who Should Attend: Controls Commissioning Technicians

iTM WAGO Application & Design

ITMAD4

This is a half day (4 hour) advanced level instructor-led course which covers how the iTM can control and monitor third party equipment by using the BACnet/IP Client Option and WAGO I/O.

Duration: 4 Hours

Who Should Attend: Sales Engineers, Inside Sales, Application Engineers, Design Engineers, Contractors and commissioning

Controls Integrator**VRVC108**

This course covers the understanding and successful application and the proper methods for integrating the Daikin VRV control system.

Duration: 8 Hours

Who Should Attend: Commissioning Technicians, BMS Integrators

iTM Wago Commissioning**TC-19**

This course covers commissioning of iTM WAGO.

Duration: 5 Hours

Prerequisites: N/A

Personal growth is the most
powerful force for change on earth.

– Derric Yuh Ndim

VRV APPLICATIONS TRAINING



VRV Advanced Applications**VRVAFND**

This course covers the following: Codes and Standards that Daikin must meet to manufacture and sell equipment in North America: how to optimize the selection and design of VRV Heat Recovery and Heat Pump applications and how to correctly apply the proper design criteria for a Daikin VRV system coupled with fresh air ventilation, using the applicable software while meeting all applicable codes and standards. Selection and application of the proper criteria for utilizing Daikin and third-party controls to integrate, interface and interact with VRV and Daikin Applied systems to any specific building's needs. Comparing and contrasting the various commercial energy modeling software programs for VRV systems energy simulation usage and cost analysis for the four vertical markets – Retail, Office, Hotel and School in the seven climate zones as defined by ASHRAE Standard 90.1. VRV IV water cooled unit specifications, model lineup, water side and electrical systems requirements as well.

Prerequisites: Complete the VRV Applications Foundations instructor led course.

Duration: 16 Hours

Who Should Attend: *Engineers, Commercial Sales Managers, Architects*

VRV Foundational Applications**VRVFND**

This 2-day course provides a comprehensive introduction to the VRV concept and an insight into the optimized design and application of VRV Systems, including an overview of the features and benefits of the VRV system and its main components, Key factors that ensure optimized equipment design and selection, how to use the VRVWEBXpress selection tool, and 'Hands On' project design and equipment selection.

Duration: 16 Hours

Who Should Attend: *CSMs, Engineers, Architects, Design Build Mechanical Contractors, Installation Contractors*

VRV Local Design Workshops Available**VRVFND**

This 1-day course provides a more extensive look at the VRV concept and an insight into the optimized design and application of VRV Systems, including an overview of the features and benefits of the VRV system and its main components, Key factors that ensure optimized equipment design and selection, how to use the VRVWEBXpress selection tool, and 'Hands on' project design and equipment selection.

Prerequisites: Complete the VRV Foundational Applications instructor led course.

Duration: 8 Hours

Who Should Attend: *CSMs, Engineers, Architects, Design Build Mechanical Contractors, Installation Contractors*

PRODUCT & KNOWLEDGE TRAINING



All courses are NATE-approved for continuing education credits.

UT-3000 Zoning Control**TRC-2**

This course covers the installation and commissioning of UT-3000 Zone Control.

Duration: 2 Hours

Prerequisites: N/A

Daikin ONE+ Installation and Commissioning**TRC-3**

This course covers the installation and commissioning of Daikin ONE+ thermostat.

Duration: 2 Hours

Prerequisites: N/A

Daikin ONE+ Installation and Commissioning (S21)**TRC-4**

This course covers the installation and commissioning of Daikin ONE+ Thermostat for Daikin Single/Multi-Zone indoor unit models (S21 only).

Duration: 4 Hours

Prerequisites: N/A

BTSDL - Bluetooth® Shared Data Loader**TRC-6**

This course covers the Bluetooth® Shared Data Loader (BTSDL01) setup and loading of shared data onto *ComfortNet* and *ComfortBridge* equipment.

Duration: 1 Hour

Prerequisites: N/A

ComfortBridge Communicating Technology**TRC-8**

This course covers the *ComfortBridge* Communicating Technology installation, control algorithms, and *CoolCloud* HVAC App.

Duration: 4 Hours

Prerequisites: N/A

Amana Brand Smart Thermostat Installation and Commissioning**TRC-9**

This course covers the Amana brand Smart Thermostat installation and commissioning procedures.

Duration: 2 Hours

Prerequisites: N/A

Daikin ONE Touch Installation and Commissioning**TRC-10**

This course covers the Daikin ONE Touch installation and commissioning procedures.

Duration: 2 Hours

Prerequisites: N/A

D24V Gateway Installation and Commissioning**TRC-12**

This course covers the the installation and commissioning of D24V Gateway.

Duration: 1 Hour

Prerequisites: TRV-3 or TRV-6, TRC-3, TRC-10 or TRC-9

Daikin Ductless Install and Start-Up

TD-7

This course will cover the specific details on tools, controls, and procedures needed to properly install and start-up a Daikin Mini-Split System.

Duration: 8 Hours

Prerequisites: CC-9W

Daikin Ductless Service and Troubleshooting

TD-10

This course covers the operation and functionality of the components in a single and multi-port system and how to apply proper troubleshooting techniques utilizing specific tools and resources.

Duration: 8 Hours

Prerequisites: TD-7 and CC-9W

Daikin FIT Install and Commissioning

TRV-3

This course covers the installation, start-up, and commissioning procedures for the Daikin *FIT* systems.

Duration: 8 Hours

Prerequisites: N/A

Daikin FIT Service and Troubleshooting

TRV-9

This course covers the service and troubleshooting procedures for the Daikin *FIT* systems.

Duration: 8 Hours

Prerequisites: TRV-3

Daikin FIT Data Analysis

TRV-5

This course covers how to properly analyze and use data for the Daikin *FIT* system utilizing the D-Checker.

Duration: 3 Hours

Prerequisites: TRV-3 and TRV-8

Amana Brand S-Series Installation and Commissioning

TRV-6

This course covers the installation and commissioning of Amana brand S-Series models.

Duration: 8 Hours

Prerequisites: N/A

Amana Brand S-Series Service and Troubleshooting

TRV-10

This course covers the service and troubleshooting of Amana brand S-Series models.

Duration: 8 Hours

Prerequisites: TRV-6 and TRC-9

Goodman Side Discharge Installation and Commissioning

TRV-8

This course covers the installation and commissioning of Goodman Side Discharge models.

Duration: 8 Hours

Prerequisites: N/A

Goodman Side Discharge Service and Troubleshooting**TRV-11**

This course covers the service and troubleshooting of Goodman Side Discharge models.

Duration: 8 Hours

Prerequisites: TRV-8

Amana Brand 1 & 2 Stage Heat Pump Service and Troubleshooting**TRH-3**

This course covers the service and troubleshooting of Amana brand 1 & 2 Stage Heat Pump models.

Duration: 3 Hours

Prerequisites: TRH-4

Amana Brand 1 & 2 Stage Air Conditioner and Heat Pump Installation and Commissioning**TRH-4**

This course covers the installation and commissioning of Amana brand 1 & 2 Stage Air Conditioner and Heat Pump models.

Duration: 2 Hours

Prerequisites: N/A

Goodman 1 & 2 Stage Air Conditioner and Heat Pump Installation and Commissioning**TRH-4**

This course covers the installation and commissioning of Goodman 1 & 2 Stage Air Conditioner and Heat Pump models.

Duration: 2 Hours

Prerequisites: N/A

Daikin 1 & 2 Stage Air Conditioner and Heat Pump Installation and Commissioning**TRH-4**

This course covers the installation and commissioning of Daikin 1 & 2 Stage Air Conditioner and Heat Pump models.

Duration: 2 Hours

Prerequisites: N/A

Daikin 1 & 2 Stage Heat Pump Service and Troubleshooting**TRH-5**

This course covers the service and troubleshooting of Daikin 1 & 2 Stage Heat Pump models.

Duration: 2 Hours

Prerequisites: TRH-4

Goodman 1 & 2 Stage Heat Pump Service and Troubleshooting**TRH-7**

This course covers the service and troubleshooting of Goodman 1 & 2 Stage Heat Pump models.

Duration: 3 Hours

Prerequisites: TRH-4

Amana Brand AVZC20 Heat Pump Installation and Commissioning**TRH-9**

This course covers the installation and commissioning of Amana brand AVZC20 Inverter Heat Pump models.

Duration: 2 Hours

Prerequisites: N/A

Amana Brand AVZC20 Heat Pump Service and Troubleshooting**TRH-10**

This course covers the service and troubleshooting of Amana brand AVZC20 Inverter Heat Pump models.

Duration: 2 Hours

Prerequisites: TRH-4

Goodman GVZC20 Heat Pump Service and Troubleshooting **TRH-15**

This course covers the installation and commissioning of Goodman GVZC20 Inverter Heat Pump models.

Duration: 3 Hours

Prerequisites: TRH-16

Goodman GVZC20 Heat Pump Installation and Commissioning **TRH-16**

This course covers the service and troubleshooting of Goodman GVZC20 Inverter Heat Pump models.

Duration: 3 Hours

Prerequisites: N/A

Daikin Residential Inverters Installation and Commissioning **TRV-1**

This course covers the installation and commissioning of Daikin Residential Inverter Air Conditioner and Heat Pump models.

Duration: 4 Hours

Prerequisites: N/A

Amana Brand AVXC20 Air Conditioner Installation and Commissioning **TRA-1**

This course covers the installation and commissioning of Amana brand AVXC20 Inverter Air Conditioner models.

Duration: 4 Hours

Prerequisites: N/A

Goodman GVXC20 Air Conditioner Service and Troubleshooting **TRA-10**

This course covers the service and troubleshooting of Goodman GVXC20 Inverter Air Conditioner models.

Duration: 3 Hours

Prerequisites: TRA-9

Amana Brand AVXC20 Air Conditioner Service and Troubleshooting **TRA-2**

This course covers the service and troubleshooting of Amana brand AVXC20 Inverter Air Conditioner models.

Duration: 4 Hours

Prerequisites: TRA-1

Goodman GVXC20 Air Conditioner Installation and Commissioning **TRA-9**

This course covers the installation and commissioning of Goodman GVXC20 Inverter Air Conditioner models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand 80% Furnace Installation and Commissioning **TRF-1**

This course covers the installation and commissioning of Amana brand 80% Gas Furnace models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand 80% Gas Furnace Service and Troubleshooting **TRF-2**

Amana brand 80% Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Prerequisites: TRF-1

Amana Brand 90% Gas Furnace Installation and Commissioning**TRF-3**

This course covers Amana brand 90% Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand 90% Gas Furnace Service and Troubleshooting**TRF-4**

This course covers Amana brand 90% Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Prerequisites: TRF-3

Daikin 80% Gas Furnace Installation and Commissioning**TRF-5**

This course covers the installation and commissioning of Daikin 80% Gas Furnace models.

Duration: 2 Hours

Prerequisites: N/A

Daikin 90+ Gas Furnace Installation and Commissioning**TRF-7**

This course covers the installation and commissioning of Daikin 90+ Gas Furnace models.

Duration: 4 Hours

Prerequisites: N/A

Daikin 90+ Gas Furnace Service and Troubleshooting**TRF-8**

This course covers the service and troubleshooting of Daikin 90+ Gas Furnace models.

Duration: 4 Hours

Prerequisites: TRF-7

Goodman 80% Furnace Installation and Commissioning**TRF-9**

This course covers the installation and commissioning of Goodman 80% Gas Furnace models.

Duration: 4 Hours

Prerequisites: N/A

Goodman 80% Furnace Service and Troubleshooting**TRF-10**

This course covers the service and troubleshooting of Goodman 80% Gas Furnace models.

Duration: 3 Hours

Prerequisites: TRF-9

Goodman 90% Gas Furnace Installation and Commissioning**TRF-11**

This course covers the installation and commissioning of Goodman 90% Gas Furnace models.

Duration: 2 Hours

Prerequisites: N/A

Goodman 90% Gas Furnace Service and Troubleshooting**TRF-12**

This course covers the service and troubleshooting of Goodman 90% Gas Furnace models.

Duration: 3 Hours

Prerequisites: TRF-11

Amana Brand 80% Ultra Low NOx Furnace Installation and Commissioning **TRF-17**

This course covers the installation and commissioning of Amana brand 80% Ultra-Low NOx Gas Furnace models.

Duration: 4 Hours

Prerequisites: N/A

Amana Brand 80% Ultra Low NOx Furnace Service and Troubleshooting **TRF-18**

This course covers the service and troubleshooting of Amana brand 80% Ultra-Low NOx Gas Furnace models.

Duration: 2 Hours

Prerequisites: TRF-17

Goodman 80% Ultra Low NOx Furnace Installation and Commissioning **TRF-19**

This course covers the installation and commissioning of Goodman brand 80% Ultra-Low NOx Gas Furnace models.

Duration: 3 Hours

Prerequisites: N/A

Goodman 80% Ultra Low NOx Furnace Service and Troubleshooting **TRF-20**

This course covers the service and troubleshooting of Goodman brand 80% Ultra-Low NOx Gas Furnace models.

Duration: 3 Hours

Prerequisites: TRF-19

Amana Brand 96% Ultra Low NOx Furnace Installation and Commissioning **TRF-21**

This course covers the installation and commissioning of Amana brand 96% Ultra-Low NOx Gas Furnace models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand 96% Ultra Low NOx Furnace Service and Troubleshooting **TRF-22**

This course covers the service and troubleshooting of Amana brand 96% Ultra-Low NOx Gas Furnace models.

Duration: 3 Hours

Prerequisites: TRF-21

Goodman 96% Ultra Low NOx Furnace Installation and Commissioning **TRF-23**

This course covers the installation and commissioning of Goodman 96% Ultra Low NOx Furnace models.

Duration: 3 Hours

Prerequisites: N/A

Goodman 96% Ultra Low NOx Furnace Service and Troubleshooting **TRF-24**

This course covers the service and troubleshooting of Goodman 96% Ultra Low NOx Furnace models.

Duration: 3 Hours

Prerequisites: TRF-23

Amana Brand 97% Mod Gas Furnace Installation and Commissioning **TRF-25**

This course covers the installation and commissioning of Amana brand 97% Modulating Gas Furnace models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand 97% Mod Gas Furnace Service and Troubleshooting **TRF-26**

This course covers the service and troubleshooting of Amana brand 97% Modulating Gas Furnace models.

Duration: 3 Hours

Prerequisites: TRF-25

Goodman 97% Mod Gas Furnace Installation and Commissioning **TRF-27**

This course covers the installation and commissioning of Goodman 97% Modulating Gas Furnace models.

Duration: 3 Hours

Prerequisites: N/A

Goodman 97% Mod Gas Furnace Service and Troubleshooting **TRF-28**

This course covers the service and troubleshooting of Goodman 97% Modulating Gas Furnace models.

Duration: 3 Hours

Prerequisites: TRF-27

Amana Brand Residential AC and HP Package Units Installation and Commissioning **TRP-1**

This course covers the installation and commissioning of Amana brand Residential Package Air Conditioner models.

Duration: 3 Hours

Prerequisites: N/A

Goodman Residential AC and HP Package Units Installation and Commissioning **TRP-2**

Goodman Residential Package Air Conditioner installation and commissioning procedures.

Duration: 3 Hours

Prerequisites: N/A

Daikin Residential AC and HP Package Units Installation and Commissioning **TRP-3**

This course covers the installation and commissioning of Daikin Residential AC and HP Package Units models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand Residential AC and HP Package Units Service and Troubleshooting **TRP-4**

This course covers the service and troubleshooting of Amana brand Residential Package Air Conditioner models.

Duration: 3 Hours

Prerequisites: TRA-1

Goodman Residential Package AC and HP Service and Troubleshooting **TRP-5**

This course covers the service and troubleshooting of Goodman Residential Package Gas/Electric Ultra-Low NOx models.

Duration: 3 Hours

Prerequisites: TRP-2

Amana Brand Residential Ultra Low NOx Package Units Installation and Commissioning **TRP-8**

This course covers the installation and commissioning of Amana brand Residential Package Gas/Electric Ultra-Low NOx models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand Residential Ultra Low NOx Package Units Service and Troubleshooting **TRP-9**

This course covers the service and troubleshooting of Amana brand Residential Package Gas/Electric Ultra-Low NOx models.

Duration: 3 Hours

Prerequisites: TRP-8

Goodman Residential Ultra Low NOx Package Units Installation and Commissioning **TRP-10**

This course covers the installation and commissioning of Goodman Residential Package Gas/Electric Ultra-Low NOx models.

Duration: 3 Hours

Prerequisites: N/A

Goodman Residential Ultra Low NOx Package Units Service and Troubleshooting **TRP-11**

This course covers the service and troubleshooting of Goodman Residential Package Gas/Electric Ultra-Low NOx models.

Duration: 3 Hours

Prerequisites: TRP-10

Amana Brand Residential Dual Fuel Package Unit Installation and Commissioning **TRP-12**

This course covers the installation and commissioning of Amana brand Residential Package Dual Fuel models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand Residential Dual Fuel Package Unit Service and Troubleshooting **TRP-13**

This course covers the service and troubleshooting of Amana brand Residential Package Dual Fuel models.

Duration: 3 Hours

Prerequisites: TRP-12

Goodman Residential Dual Fuel Package Unit Installation and Commissioning **TRP-14**

This course covers the installation and commissioning of Goodman Residential Package Dual Fuel models.

Duration: 3 Hours

Prerequisites: N/A

Goodman Residential Dual Fuel Package Unit Service and Troubleshooting **TRP-15**

Troubleshooting of Goodman Residential Package Dual Fuel models.

Duration: 3 Hours

Prerequisites: TRP-14

Amana Brand Residential Gas/Electric Package Unit Installation and Commissioning **TRP-16**

This course covers the installation and commissioning of Amana brand Residential Package Gas/Electrical models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand Residential Gas/Electric Package Unit Installation and Commissioning **TRP-16**

This course covers the installation and commissioning of Amana brand Residential Package Gas/Electrical models.

Duration: 3 Hours

Prerequisites: N/A

Amana Brand Residential Gas/Electric Package Unit Service and Troubleshooting **TRP-17**

This course covers the service and troubleshooting of Amana brand Residential Package Gas/Electric models.

Duration: *3 Hours*

Prerequisites: TRP-16

Goodman Residential Gas/Electric Package Unit Installation and Commissioning **TRP-18**

This course covers the installation and commissioning of Goodman Residential Package Gas/Electric models.

Duration: *3 Hours*

Prerequisites: N/A

Goodman Residential Gas/Electric Package Unit Service and Troubleshooting **TRP-19**

This course covers the service and troubleshooting of Goodman Residential Package Gas/Electric models.

Duration: *3 Hours*

Prerequisites: TRP-18

Daikin Multi-Position Ultra Low NOx Package Unit Installation and Commissioning **TRP-20**

This course covers the installation and commissioning of Daikin Multi-Position Ultra Low NOx Package Unit models.

Duration: *3 Hours*

Prerequisites: N/A

Daikin DVPEC Air Handler Operations **TRL-1**

This course covers the installation and commissioning of Daikin DVPEC Air Handler models.

Duration: *2 Hours*

Prerequisites: N/A

Amana Brand AVPEC Air Handler Operations **TRL-2**

This course covers the installation and commissioning of Amana brand AVPEC Air Handler models.

Duration: *2 Hours*

Prerequisites: N/A

ComfortBridge Air Handler Installation and Commissioning **TRL-4**

This course covers the installation and commissioning of *ComfortBridge* Air Handler models.

Duration: *2 Hours*

Prerequisites: N/A

ComfortBridge Air Handler Service and Troubleshooting **TRL-5**

This course covers the service and troubleshooting of *ComfortBridge* Air Handler models.

Duration: *2 Hours*

Prerequisites: N/A

Non-Communicating Air Handlers Installation and Commissioning **TRL-6**

This course covers the installation and commissioning of Non-Communicating Air Handler models.

Duration: *2 Hours*

Prerequisites: N/A

Amana Brand PTAC Air Conditioner and Heat Pump Installation and Commissioning **TRPT-1**

This course covers the installation and commissioning of Amana brand PTAC Air Conditioner and Heat Pump models.

Duration: *3 Hours*

Prerequisites: *CC-9W*

Amana Brand PTAC Air Conditioner and Heat Pump Service and Troubleshooting **TRPT-1**

This course covers the service and troubleshooting of Amana brand PTAC AC and Heat Pump models.

Duration: *3 Hours*

Prerequisites: *TRPT-1 and CC-9W*

VRV LIFE Installation and Commissioning **TRM-12**

This course covers the installation and commissioning of Daikin VRV LIFE system.

Duration: *6 Hours*

Prerequisites: *N/A*

SkyAir Installation and Commissioning **TD-12**

This course covers the installation and commissioning of Daikin SkyAir system.

Duration: *8 Hours*

Prerequisites: *N/A*

Daikin ONE+ Installation and Commissioning P1/P2 **TC-16**

This course covers the installation, setup, and navigation of the Daikin ONE+ thermostat to S21 and P1-P2 connections. Additionally, covers installation of the translation adaptor and pairing the mobile app with the Daikin ONE+ to control the thermostat remotely.

Duration: *16 Hours*

Prerequisites: *N/A*

MISCELLANEOUS TRAINING



Daikin North America is an Authorized Provider of Professional Development Hours (PDH) for the American Council of Engineering Companies (ACEC). The following courses are approved for PDH credit.

VRF Product & Technology

AC-1-PDH

Module covers specific VRF Products and Technology to include System Types, Key Features, Indoor Unit Solutions, Controls, and Remote Monitoring & Diagnostics.

Application Considerations for Piping, Wiring and Condensate

AC-2-PDH

Module will cover how to successfully demonstrate the ability to assess and apply the general piping principles for VRF applications and specific VRF piping principles for various aspects of refrigerant piping. Course covers the requirements for properly wiring communications network between all VRF connected components and controllers.

Applying VRF Controls and Options

AC-3-PDH

Module covers typical line of commercial controllers and all optional adapter boards and their proper application for VRF systems.

VRF Principles of Design and Selection

AC-4-PDH

Learner will be able to successfully demonstrate the ability to assess and apply the criterion to evaluate and apply proper application of VRF Design and Selection.

Codes and Standards Considerations

AC-8-PDH

Module covers the Codes and Standards that companies must meet to manufacture and sell equipment in North America.

VRF Design: Optimization & Integration

AC-9-PDH

Module covers how to optimize the selection and design of VRF Heat Recovery and Heat Pump applications.

Methods to Address Ventilation with VRF Systems

AC-10-PDH

Learner will be able to correctly apply the proper design criteria for a VRF system coupled with fresh air ventilation using the applicable software while meeting all applicable codes and standards.

Meeting Building Needs with VRV Controls

AC-11

Learner will be able to correctly explain, select, and apply the proper criteria for utilizing Daikin and third-party controls to integrate, interface, and interact with VRV and Daikin Applied systems to any specific building's needs.

Energy Simulation and Analysis

AC-12-PDH

Learner will be able to understand, compare, and contrast the various commercial energy modeling software programs for VRF systems energy usage and cost analysis for the four vertical markets – Retail, Office, Hotel, and School in the seven climate zones as defined by ASHRAE Standard 90.1.

Water Cooled VRF Product & Application Overview

AC-20-PDH

Learner will be able to define, explain and summarize the various VRF water cooled applications and all components required for each type of system as well as proper system layouts and configurations

VRF Concept

CC-3-PDH

Module will cover the history, features, and application of VRF systems in compliance with formal ASHRAE, ANSI and other Standards applicable software while meeting all applicable codes and standards.

Meeting Building Needs with VRF Controls**AC-11**

Learner will be able to correctly explain, select, and apply the proper criteria for utilizing Daikin and third-party controls to integrate, interface, and interact with VRF and Daikin Applied systems to any specific building's needs.

PDH Energy Simulation and Analysis**AC-12**

Learner will be able to understand, compare, and contrast the various commercial energy modeling software programs for VRF systems energy usage and cost analysis for the four vertical markets – Retail, Office, Hotel, and School in the seven climate zones as defined by ASHRAE Standard 90.1

Water Cooled VRF Product & Application Overview**AC-20-PDH**

Learner will be able to define, explain, and summarize the various VRF water cooled applications and all components required for each type of system, as well as proper system layouts and configurations

VRF Concept**CC-3-PDH**

Module will cover the history, features, and application of VRF systems in compliance with formal ASHRAE, ANSI, and other Standards applicable software while meeting all applicable codes and standards.

VRF Application**CC-7-PDH**

Module will cover the VRF concept and the application of VRF systems in commercial buildings, code requirements, design considerations, and controls portfolios.

VRF Concept**CC-4-AIA**

Module will cover the history, features, functions, and application of Variable Refrigerant Flow (VRF) systems.

VRF Markets and Product Attributes**AC-1-AIA**

Module covers specific vertical market considerations for Variable Refrigerant Flow (VRF), as well as specific VRF attributes to include General Positioning, System Types, Key Features, Indoor Unit Solutions, Controls, Remote Monitoring & Diagnostics, and VRF Support.

VRF Considerations for Piping, Wiring and Condensate**AC-2-AIA**

Module will cover how to assess and apply the general piping principles for VRF applications and specific VRF piping principles for various aspects of refrigerant piping. Course covers the requirements for properly wiring controls communications network between all VRF connected components and controllers.

VRF Design and Selection**AC-4-AIA**

Module covers the process for properly preparing and constructing the required documentation for design and selection of VRF Systems.

VRF Vertical Market Focus - Office Applications**PC-14.1-AIA**

Module covers various aspects, attributes, requirements, life cycle costs, and trends of the Office vertical market as they apply to HVAC systems.

VRF Vertical Market Focus - School Applications

PC-14.2-AIA

Module covers various aspects, attributes, requirements, life cycle costs, and trends of the Office vertical market as they apply to K-12 school systems.

VRF Vertical Market Focus - Hotel Applications

PC-14.3-AIA

Module covers various aspects, attributes, requirements, life cycle costs, and trends of the Hotel vertical market as they apply to HVAC systems.

VRF Vertical Market Focus - Retail Applications

PC-14.4-AIA

Module covers various aspects, attributes, requirements, life cycle costs, and trends of the Retail vertical market as they apply to HVAC systems.

VRF Vertical Market Focus - Multi-Family Applications

PC-14.5

Description to follow.



VR TRAINING



Omni-Device Virtual Training with Interplay Learning

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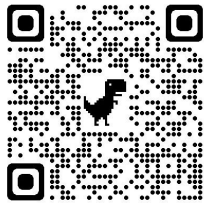
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bfreede@interplaylearning.com
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support@interplaylearning.com

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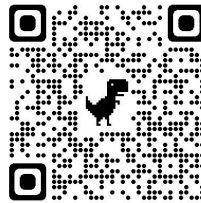
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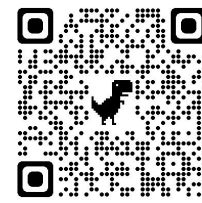
Goodman

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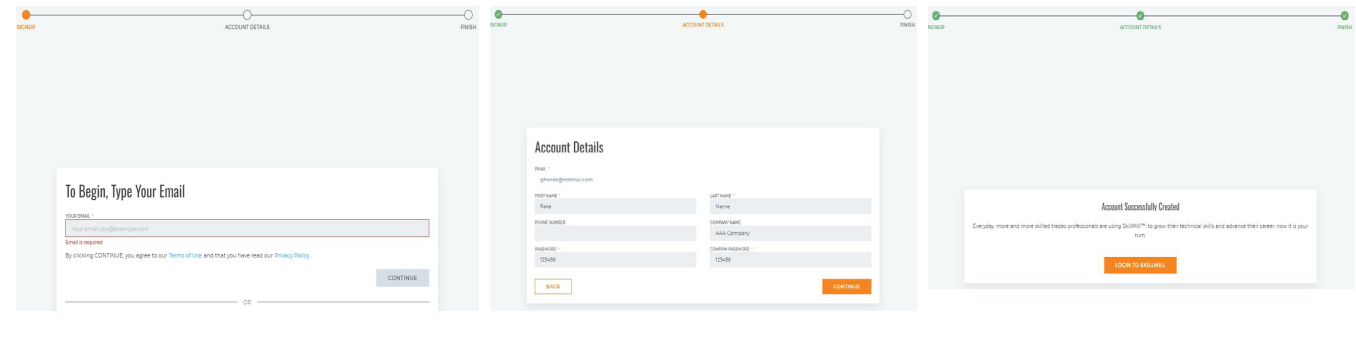


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Step 2: Follow these Steps to Create an Account



Step 3: Log Into a Brand Site

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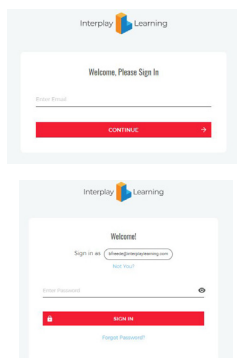
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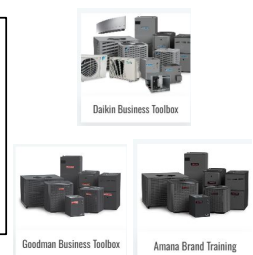
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- Click The Catalog
- Find the course you need
- Click on the Course
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Meghan Brauen

National Sales Training
Instructional Designer

Daikin and its family of brands:



About Daikin

Daikin Industries, Ltd. (DIL) is a Fortune 1,000 company with more than 84,870 employees worldwide and is the world's #1 indoor comfort solutions provider. Daikin Comfort Technologies North America (DNA), Inc. is a subsidiary of DIL, providing Daikin, Amana brand, Goodman brand, and Quietflex brand products. DNA and its affiliates manufacture heating and cooling systems for residential, commercial, and industrial use and are sold via independent HVAC contractors. DNA engineering and manufacturing is located at Daikin Texas Technology Park near Houston, TX. For additional information, visit www.northamerica-daikin.com.

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