

HVAC

LEARNING CAMPUS



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



DEALER 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

Live In-person Classrooms

Pre-recorded Video Content

Hands-on Labs

Virtual Learning

Webinars

Interactive Zoom Meetings

Virtual Reality Simulations/Live Sessions

Podcasts

Networking Opportunities

Strategic Alliance Groups

Social Media Sites

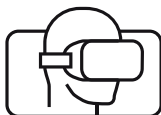
HVAC Fortune 100 Club

Coming Soon

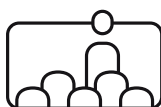
AI Business Coach

How do I access the HVAC Learning campus?

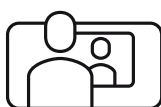
Go to www.HVAClearningcampus.com select Dealer and press enter. No username or password are required.



SIMULATION
TRAINING



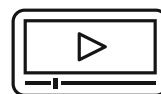
LIVE
TRAINING



VIRTUAL
TRAINING



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.

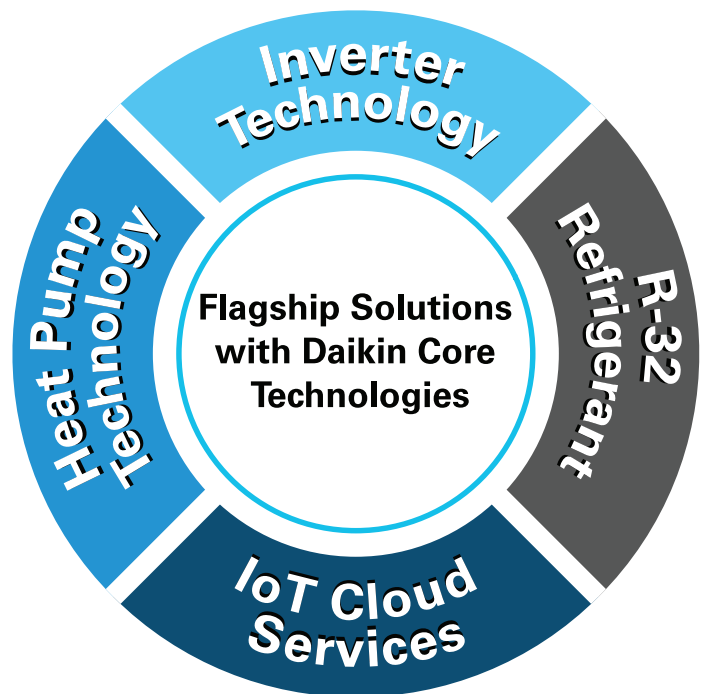
With ongoing training, your existing staff could be eligible for internal and/or next-level promotions.

DAIKIN'S CORE VALUES:

- » ABSOLUTE CREDIBILITY
- » ENTERPRISING MANAGEMENT
- » HARMONIOUS PERSONAL RELATIONS

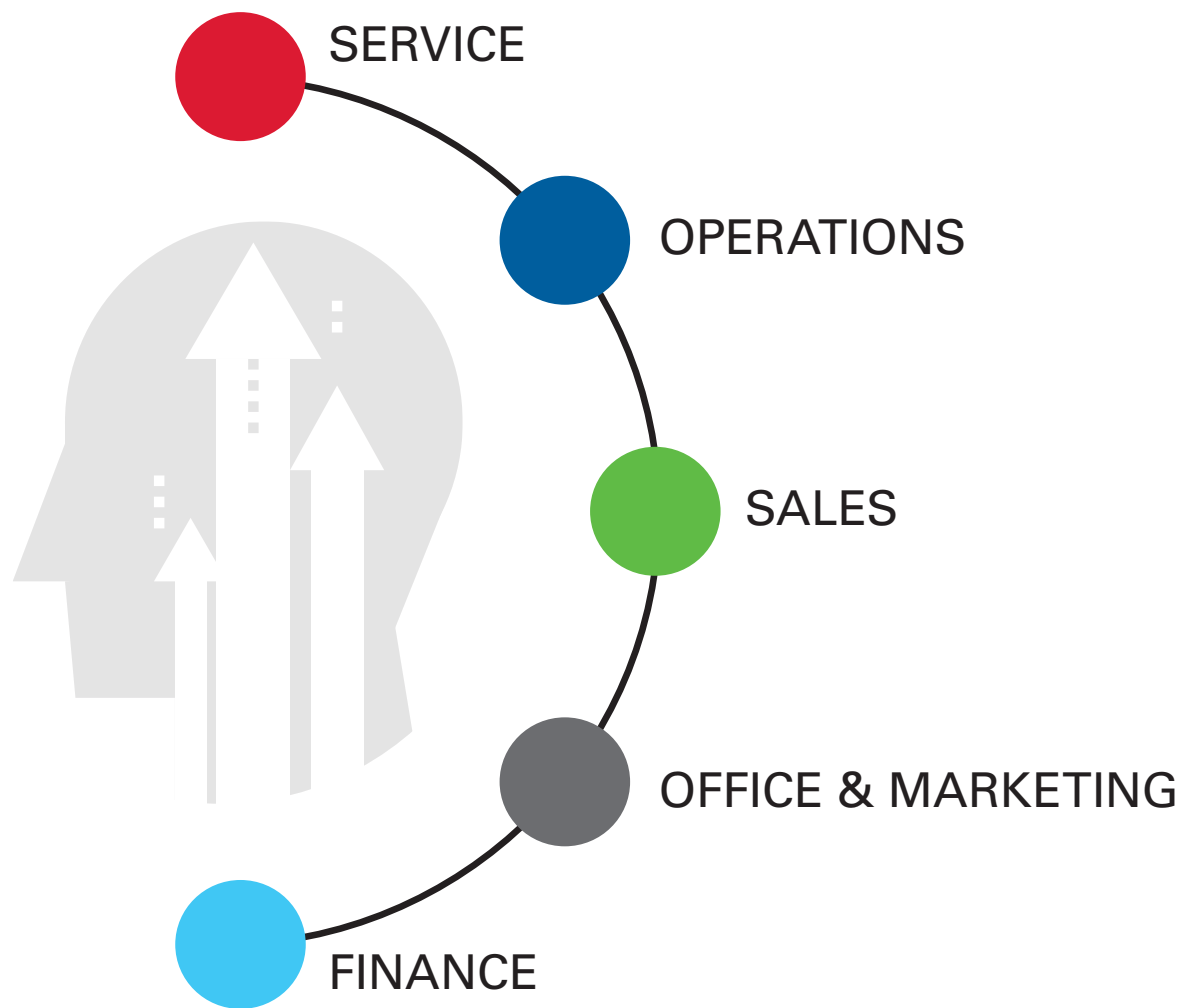
DAIKIN PURPOSE:

Our purpose is to provide comfort and security for all. At Daikin, we believe in the infinite potential of all people. With our passion and innovative technologies, we create a sustainable and bright future for all.



Together, We Brighten the future!

A new way to find the right course!



- Check who should attend on the classes in the catalog
- Color-coded information will be on all flyers
- Don't limit yourself!

OPERATIONS

Operations Manager

Owner

Principal

General Manager

Lead Installer

Fabrication

Shop

Install

Install Manager

Fleet Manager

Install Helper

SALES

Sales Manager

Territory Sales Manager (TSM)

Area Sales Manager (ASM)

Regional Sales Manager (RSM)

Comfort Advisor

Inside Sales

Engineer

Sales Engineer

Application Engineer

Design Engineer

Architect

SERVICE

Service Manager

Service Technician

Selling Technician

Controls Technician

OFFICE & MARKETING

Office Manager

Customer Service

Representative

Dispatcher

Customer Service Manager

Marketing Manager

Digital / Social Media

Print / Radio / TV

Community Engagement

PR Graphics

FINANCE

Finance Manager

Bookkeeper

Purchasing

Inventory Manager

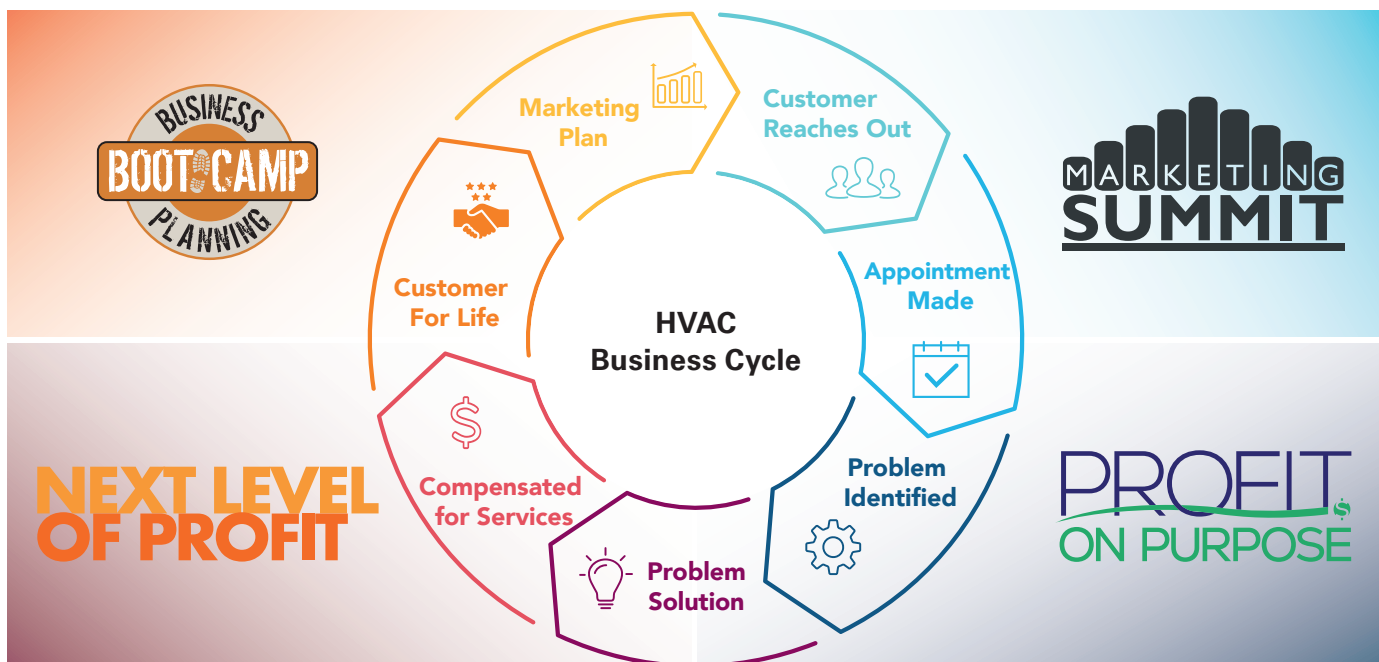
Controller

Core Training

Level 1



Level 2



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BUSINESS & OPERATIONS

LEVEL 1 CORE COMPETENCIES

- Business Strategies
- Marketplace Pricing
- Worry-Free Comfort

LEVEL 2 CORE COMPETENCIES

- Business Planning Bootcamp
- Next Level of Profit
- Profit on Purpose

LEVEL 3 CORE COMPETENCIES

- Daikin & Amana Elite Training Summit

SUPPORTING COURSES

- Cash Flow Generator Process for Commercial Rooftop HVAC Systems
- Creating Accurate Financial Statements
- Daikin Ductless 3Ps
- Financials for HVAC Contractors
- Side Discharge 3Ps

Business Planning Bootcamp

BO-BPB

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 road map 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:

OPERATIONS: *Principals, Owners, Managers*

SALES: *TSMs, ASMs, RMs*

Business Strategies

BO-BSTR

Course objectives include:

- Business Planning
- Operational Strategy
- Enhancing Financial Aptitude
- Creating a Financial Framework
- Utilizing Artificial Intelligences

By focusing on operations, financial planning, and business systems, this program equips key personnel with the tools needed to operate profitably without additional stress. This course enhances financial aptitude by equipping participants with the knowledge and skills to make informed financial decisions, manage resources efficiently, and achieve long-term financial success. It also helps participants create a well-designed financial framework to track performance, adapt to changing circumstances, and maintain accountability, fostering better resource allocation and sustainable growth.

The process begins with gathering key numbers, organizing them, and utilizing Artificial Intelligence to simplify the process of projecting numbers and setting a realistic Business Plan.

Together with understanding the Daikin Chart of Accounts, participants will have a structured financial framework, which is essential because it provides a structured approach to managing resources, setting goals, and making informed decisions. Additionally, it also mitigates risks by offering clear guidelines for navigating uncertainties and financial challenges.

Duration: 1 Day

Who Should Attend:

OPERATIONS: *Principals, Owners, Managers*

SALES: *TSMs, ASMs, RMs*

FINANCE: *Bookkeepers, Controllers*

Creating Accurate Financial Statements**BO-CAFS****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:

OPERATIONS: Operations Managers, Owners, Principals

FINANCE: Bookkeepers, Controllers

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: 2½ Days

Who Should Attend:

SERVICE: Service Managers, Sales Managers

OPERATIONS: Owners, General Managers

SALES: Sales Managers, TSMs, ASMs, RMs

Daikin Ductless 3Ps (Positioning, Pricing, Promotion)

BO-DM3P

Course objectives include:

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

This course is part of Daikin's Ductless Mastery Program. When incorporating ductless products into your portfolio, it's essential to evaluate their distinct value alongside your current offerings. Understanding market demand and customer preferences helps determine whether these products serve better as complementary options or stand-alone solutions.

This course explores the key components of competitive pricing—emphasizing the importance of thorough market research and a solid grasp of production costs. Striking the right balance between affordability and profitability ensures your pricing remains compelling while covering operational expenses. Participants will also examine how to effectively promote side discharge products by leveraging targeted marketing strategies that showcase their functionality, durability, and overall value across multiple channels.

Duration: 4 Hours

Who Should Attend:

OPERATIONS: Professionals responsible for pricing, purchasing, and promoting within your organization

SALES: TSMs, ASMs, RMs

Financial Basics for HVAC Contractors

BO-FB

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 how your company generates revenue, calculate your net profit per job, and uncover the true meaning behind your gross margin to optimize operations and boost profitability. You'll also learn to interpret financial statements like profit and loss reports and balance sheets, and quickly identify inaccuracies to make informed, data-driven business decisions.

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:

SERVICE: Service Managers, Comfort Advisors

OPERATIONS: Owners, Principals, General Managers

SALES: Sales Managers, Selling Technicians, TSMs, ASMs, RMs

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: 2½ days

Who Should Attend:

OPERATIONS: *Owners, Principals, General Managers, Operations Managers, Install Managers*

SALES: *Sales Managers, Comfort Advisors, TSMs, ASMs, RMs*

OFFICE & MARKETING: *Service Managers, Fleet Managers*

Marketplace Pricing

BO-MP

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:

SERVICE: Service Managers

OPERATIONS: Owners, Principals, Managers

SALES: Sales Managers, TSMs, ASMs, RMs

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:

OPERATIONS: Owners, Principals, Managers

SALES: TSMs, ASMs, RMs

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: 1½ Days

Who Should Attend:

OPERATIONS: Owners, Managers, Controllers, Principals, General Managers

SALES: TSMs, ASMs, RMs

OFFICE & MARKETING: Customer Service Representatives

Side Discharge 3Ps (Positioning Pricing, Promotion)**BO-SD3P****Course objectives include:**

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

This course is part of the Side Discharge Mastery Program. 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 how an understanding of production costs are paramount. It focuses on the balance between affordability and profitability, ensuring pricing remains attractive while covering expenses. Participants will investigate how effective promotions entail highlighting the benefits of side discharge products through targeted marketing campaigns across various channels, emphasizing their functionality, durability, and value proposition.

Duration: 4 Hours

Who Should Attend:

OPERATIONS: Professionals responsible for pricing, purchasing, and promoting within your organization

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 road map to financial success in the HVAC industry.

In essence, this course will transform the way you view and manage your HVAC business finances, setting the stage for enhanced growth and profitability.

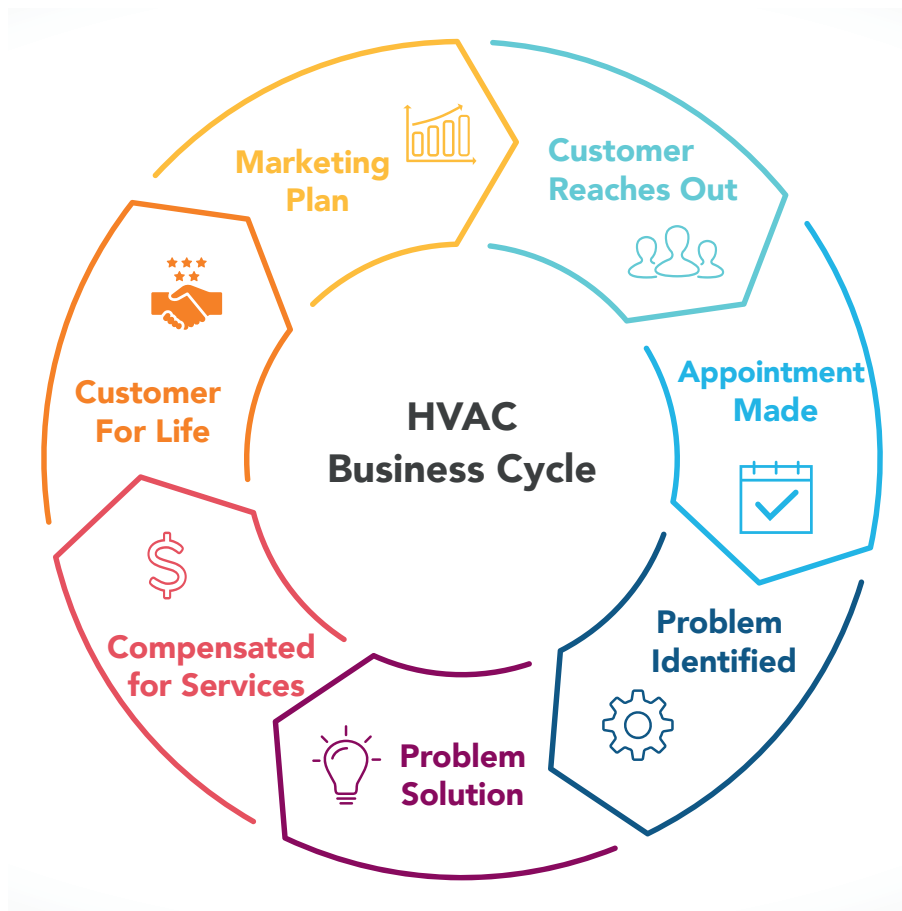
Duration: 6 Hours

Who Should Attend:

OPERATIONS: *Owners, Principals, General Managers, Operations Managers*

SALES: *TSMs, ASMs, RMs*

OFFICE & MARKETING: *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

LEVEL 1 CORE COMPETENCIES

- Customer Service Performer

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: 3½ Days

Who Should Attend:

SERVICE: *Selling Technicians*

OPERATIONS: *Owners, Managers, Lead Installers*

SALES: *Comfort Advisors, TSMs, ASMs, RMs*

OFFICE & MARKETING: *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 empathizing with your audience
- Increased decision-making and problem-solving skills

Over 2½ 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: 2½ Days; 30-day follow-up program (4.5 hours/week)

Who Should Attend:

SERVICE: Service Managers

OPERATIONS: Owners, Principals, General Managers, Operations Managers, Install Managers, Fleet Managers, Fabrication/Shop Managers

SALES: Sales Managers, Comfort Advisors, TSMs, ASMs, RMs

Customer Service Performer**CE-CSP****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 got lucky and it was an actual person, yet they sounded 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

Duration: 1 Day

Who Should Attend:

OPERATIONS: Owners, Principals, Managers

SALES: TSMs, ASMs, RMs

OFFICE & MARKETING: Customer Service professionals and those who manage the customer service experience

There are no secrets to success.
It is the result of preparation, hard
work, and learning from failure

- Colin Powell



MARKETING

LEVEL 2 CORE COMPETENCIES

- Marketing Summit

SUPPORTING COURSES

- Be a Digital Dealer

Be a Digital Dealer

M-DD

Course objectives include:

- Grow business by using digital 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? 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:

OPERATIONS: General Managers, Owners, Operations Managers, Fleet Managers

SALES: Sales Managers, TSMs, ASMs, RMs

OFFICE & MARKETING: Dispatchers, Customer Service Representatives

Marketing Summit

M-MS

Course objectives include:

- Fostering Collaboration
- Identifying Marketing Trends
- Generating Innovative Ideas
- Addressing Industry Challenges
- Networking Opportunities

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.

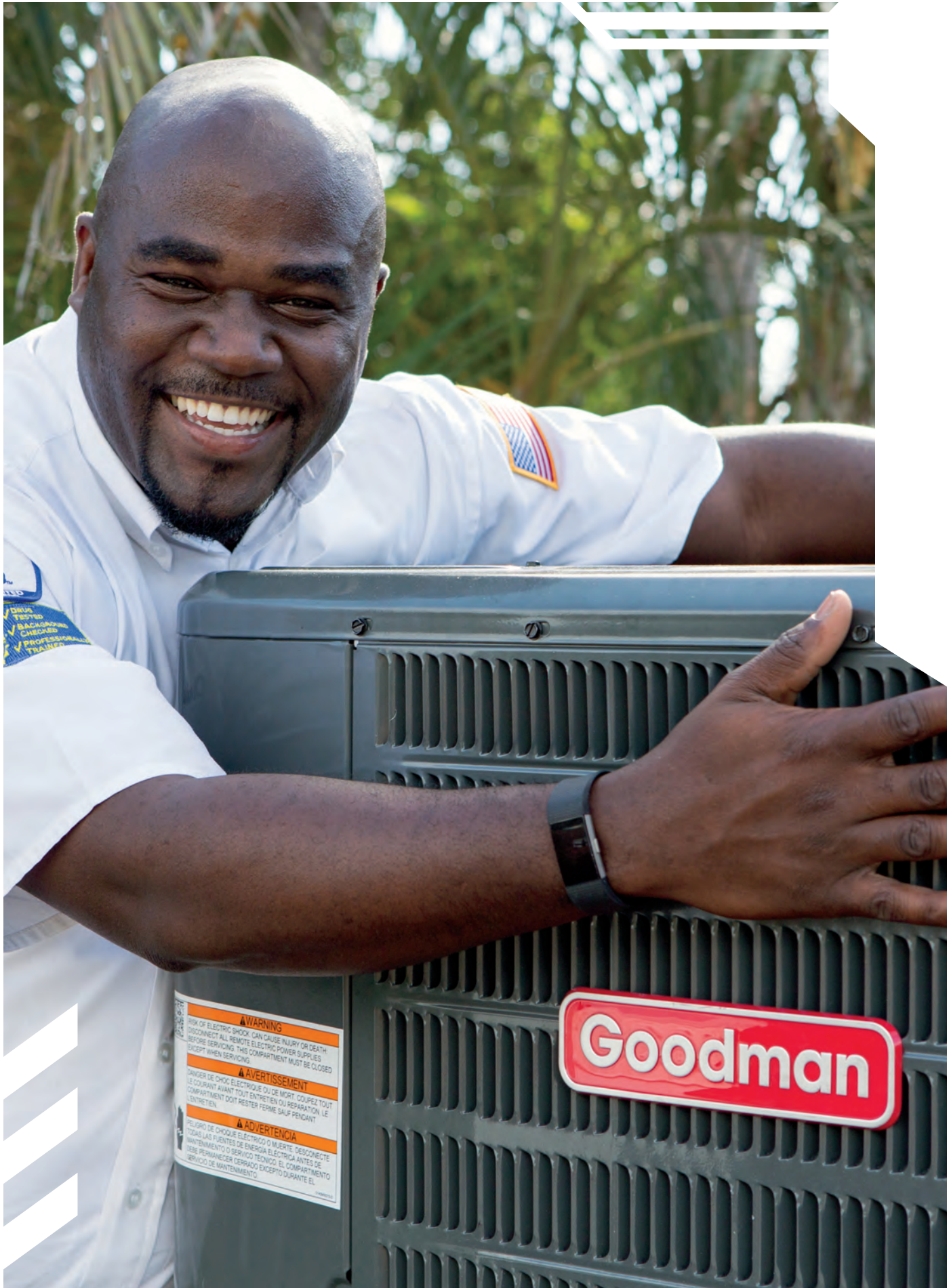
Duration: 1 Day

Who Should Attend:

OPERATIONS: Owners, Principals, Managers

SALES: Sales Managers, TSMs, ASMs, RMs

OFFICE & MARKETING: Marketing Managers



SALES & PRODUCT KNOWLEDGE

Comfort Dojo: HVAC Sales Training for the Modern Buyer

S-CD

Course objectives include:

- Explain side discharge systems in a way homeowners understand and get excited about
- Develop a personal process that makes every part of the experience—from the pre-call to the close—more consistent, comfortable, and effective
- Effectively position side discharge as a solution that benefits both your customer and your business
- Ask effective questions to increase customer involvement in the design process
- Deliver an impactful and engaging visual sales presentation
- Practice with peers, sharpen your conversations, and leave ready to close more sales immediately

Turn confused consumers into confident side discharge buyers. Comfort Dojo is a 2-day interactive training that helps HVAC professionals confidently guide customers through the noise—with a process that closes sales and drives referrals by building trust, reducing sales resistance, and clearly communicating the unique value of side discharge systems.

Whether new to the trade or a veteran looking to sharpen skills, Comfort Dojo offers today's HVAC professionals a simple way to sell with confidence, clarity, and care. The class explores key differentiators at each step of the in-home experience — from the first phone call to the post-install follow-up — helping participants build their value at every step and stand out from the competition.

Graduates will leave with a personalized visual presentation, real-time objection-handling practice, and a consistent framework to help confidently close more jobs, increase margins, and grow referrals long-term.

Duration: 2 Days

Who Should Attend:

SERVICE: Service Managers, Selling Technicians

OPERATIONS: Operations Managers, Principals, General Managers

SALES: Sales Managers, TSMs, ASMs, RMs, Comfort Advisors, Inside Sales

Do something today that your future self will thank you for.

- Sean Patrick Flanery

Daikin Ductless Sales & Application

S-DMS&A

Course objectives include:

- System and duct work design
- Customer communications
- Financing

This course is part of the Daikin Ductless Mastery Program. This course offers a comprehensive learning experience centered around ductless mini-split system design and application. Blending foundational knowledge with hands-on practice, participants will explore the unique considerations of designing efficient, effective ductless solutions for residential settings.

Throughout the course, students will complete multiple design projects—from performing heating and cooling load calculations to selecting the right mini-split equipment based on system requirements. Rather than focusing on traditional ductwork, the course will highlight optimal placement and zoning strategies specific to ductless installations, ensuring peak comfort and energy efficiency.

In addition to technical training, participants will develop the skills needed to confidently present ductless system options to homeowners. This includes translating complex specifications into clear value propositions and comparing mini-splits to other HVAC solutions. The course also integrates the latest in financing strategies, equipping students with techniques to present flexible payment options as part of a well-rounded system proposal.

By the end of the course, participants will have completed several ductless system designs and gained practical experience in presenting these solutions in real-world sales scenarios.

Duration: 4 Hours

Who Should Attend:

SERVICE: *Selling Technicians*

OPERATIONS: *Owners, Principals, General Managers, Lead Service Technicians*

SALES: *Sales Managers, Comfort Advisors, TSMs, ASMs, RMs*

Increasing Sales Through the Power of Process**S-ISPP****Course objectives include:**

- Understanding TA²PPED sales process
- System selection
- Following a repeatable sales process
- Increasing closing ratios
- Financing and rebates
- 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 obstacles 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, the importance of and how to perform a heating a 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 by using financing. Participants will roleplay utilizing this model and learn the art of closing any deal.

Duration: 2 Days

Who Should Attend:

SERVICE: *Selling Technicians*

OPERATIONS: *Owners, Principals, General Managers, Operations Managers*

SALES: *Sales Managers, Comfort Advisors, TSMs, ASMs, RMs*

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:

SERVICE: *Service Managers, Service Technicians*

OPERATIONS: *Owners, General Managers, Operations Managers*

Sales & Application: Energy-Skilled Recognition

S-S&AESR

Course objectives include:

- System design
- System measurement
- Choosing the correct system
- Conversations to make the sale
- Financing

This new course is an exciting opportunity for technicians! It is held in conjunction with the Pacific Northwest National Library and the Department of Energy. Those who complete the course will be added to the DoE's Energy-Skilled Search Engine. Google has launched an initiative in collaboration with the DoE to connect consumers with contractors that employ "Energy-Skilled" technicians. Under this initiative, Google will display an Energy Skilled badge on contractors' Business Profiles if at least one technician has earned a credential recognized as "Energy Skilled" by the DoE.

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:

SERVICE: *Selling Technicians*

OPERATIONS: *Owners, Principals, General Managers, Operations Managers*

SALES: *Sales Managers, Comfort Advisors, TSMs, ASMs, RMs*

Selling in a Digital World

S-SDW

Course objectives include:

- Benefits for contractor
- Benefits for homeowner
- Presentation building

This course delves into the evolution of Daikin as a leading technology company and explores the innovative strategies behind side-discharge systems, emphasizing their role as a sustainable, homeowner-friendly solution rather than a sales tactic. Participants will learn to effectively position these systems as simple, profitable, and efficient solutions that align with both contractor and homeowner needs. Key topics include presenting system using the "TA'PPED into Success" sales process, addressing homeowner concerns like humidity control and connectivity, and leveraging tools like Wrightsoft and Daikin Tech Hub. In addition, we'll cover the basics of financing options for seamless sales and installations.

Designed for HVAC professionals, the course provides actionable insights into communicating value, simplifying complex concepts, and improving customer trust. By combining hands-on tools, presentation strategies, and clear contractor benefits, attendees will be empowered to grow their business while offering superior comfort and energy-efficient solutions to their clients.

Duration: 4 Hours

Who Should Attend:

SERVICE: *Service Managers, Selling Technicians*

OPERATIONS: *Owners, Principals, Managers*

SALES: *Sales Managers, Comfort Advisors, TSMs, ASMs, RMs*

Side Discharge Sales & Application**S-SDS&A****Course objectives include:**

- System and duct work design
- Customer communications
- Financing

This course is part of the Side Discharge Mastery Program. It is a comprehensive educational experience that blends theoretical knowledge with practical application and 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:

SERVICE: *Selling Technicians*

SALES: *Comfort Advisors, TSMs, ASMs, RMs*



MASTERY PROGRAMS

Side Discharge Mastery Program

The Daikin Side Discharge Mastery Program offers three distinct courses available on the same day – 3 Ps, Sales & Application, and Install & Commissioning – allowing participants to select the one that best suits their interests or needs. This variety ensures that everyone can find a course aligned with their personal or professional goals.

Owners and Managers

3Ps (Positioning, Pricing, Promotion)

- Support leadership in effectively positioning and promoting ductless solutions within their market.
- See course BO-SD3P for more information.

Sales Teams

Side Discharge Sales & Application

- Equip sales professionals with tools to design and present ductless solutions, improving close rates and increasing average transaction values.
- See course S-SDS&A for more information.

Technicians

Side Discharge Install & Commissioning

- Training for techs who are looking to advance their product and application knowledge.
- See Technical Training [TRV-B] for more information.

Daikin Ductless Mastery Program

The Daikin Ductless Mastery Program offers three distinct courses available on the same day – 3 Ps, Sales & Application, and Install & Startup.

The program focuses on these core disciplines:

Owners and Managers

3Ps (Positioning, Pricing, Promotion)

- Support leadership in effectively positioning and promoting ductless solutions within their market.
- See course BO-DM3P for more information

Sales Teams

Ductless Sales & Application

- Equip sales professionals with tools to design and present ductless solutions, improving close rates and increasing average transaction values.
- See course S-DMS&A for more information

Technicians

Ductless Install & Startup

- Training for techs who are looking to advance their product and application knowledge.
- See Technical Training [TD-7] for more information.

Upon successful completion, the program will expand across the entire Daikin footprint in FY2025. By empowering contractors and providing actionable tools for success, the Daikin Ductless Mastery Program positions Daikin as a leader in the North American ductless market.

View All of Our Side Discharge Courses

Below is a list of the Live courses that can be requested on the HVAC Learning Campus:

SALES TRAINING

- Fit Mastery Program
- Amana-S Mastery Program
- Goodman-SD Mastery Program
- Selling in a Digital World
- Sales and Application Training
- Comfort Dojo

TECHNICAL TRAINING

- Fit Install and Commissioning
- Fit Service and Install
- Amana-S Install and commissioning
- Amana-S Service and troubleshooting
- Goodman SD Install and commissioning
- Goodman SD Service and Troubleshooting
- Advanced Diagnostics

Below is a list of OnDemand Trainings available on the HVAC Learning Campus:

SALES TRAINING

- Selling in a Digital World (240 Min)
- Business Strategies (240 Min)
- On-Deman Training

TECHNICAL TRAINING

- Fit Install and commissioning (240 Min)
- Amana-s Install and commissioning (240 Min)
- Goodman SD Install and Commissioning (240 Min)
- Fit Service and Diagnostics (60 Min)
- Amana-S Service and Diagnostics (60 Min)
- Goodman SD Service and Diagnostics (60 Min)

Below is a list of our OnDemand Simulation Based Training:

- Fit Install and Commissioning
- Amana-S Install and Commissioning
- Goodman SD Install and Commissioning
- Fit Service and Troubleshooting
- Amana-S Service and Troubleshooting

Below is a list of our podcasts on Accelerated HVAC Success that focus on Fit, Amana-S, Goodman SD:

- <https://www.youtube.com/watch?v=naBiqGUfohU>
- <https://www.youtube.com/watch?v=sOFIMA7UZ0E>
- <https://www.youtube.com/watch?v=jiw0MgChZzl&t=276s>
- https://www.youtube.com/watch?v=frx0is-3-_8
- <https://www.youtube.com/watch?v=pPweftq-Zgl&t=37s>

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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: 2 Days

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 VRV WEBXpress selection tool, and 'Hands On' project design and equipment selection.

Duration: 2 Days

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 VRV WEBXpress selection tool, and 'Hands on' project design and equipment selection.

Prerequisites: Complete the VRV Foundational Applications instructor led course.

Duration: 1 Day

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

RESIDENTIAL TRAINING



Introduction to HVAC

RT-HVAC

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).

We offer a 2-hour course that reviews basic terminology, as well as an 8-hour course, that dives deeper into what a beginner needs to know.

Duration: 2 Hours or 8 Hours

Who Should Attend: Anyone desiring to learn some HVAC fundamentals



Fast-Track Tech

RT-FST

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:

SERVICE: Service Technicians, Selling Technicians

OPERATIONS: Install, Install Managers, Lead Installers

IAQ Principles

RT-IAQ

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:

SERVICE: Service Technicians, Selling Technicians

OPERATIONS: Install, Install Managers, Lead Installers

SALES: Comfort Advisors, TSMs, ASMs, RMs

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 - Virtual

NCI-ATD

Course objectives include:

- Improve poorly performing duct systems and solve issues others can't.
- Diagnose and prioritize repairs with proven test methods.
- Reduce costly callbacks and increase customer satisfaction.
- Optimize and balance systems to deliver superior comfort and efficiency.
- Get paid for the expert craftsmanship you deliver, not just the boxes you sell.

Earn Two Exclusive Industry Certifications and applicable CEUs.

This 2-day online course will help you diagnose common airflow problems that prevent equipment from operating properly, generate leads during service calls or other customer visits, improve customer comfort and satisfaction, reduce callbacks, and build a reputation as the best HVAC company in town. You will also learn how to offer flat-rate Air Upgrades™ to address the most common causes of low airflow and high static pressure, and achieve higher revenue and profit margins on equipment replacements.

What you get:

- 8 hours of training over a 2-day period (4 hours per day)
- A printed manual
- An NCI Air Diagnostics Data Clipboard with handy tables and charts
- Numerous downloadable materials including NCI's exclusive Test Procedures, Fan Performance and Duct Sizing Tables, Filter Sizing Procedures, Grille and Register Selection, and more – 19 downloads in all
- Qualify for 8 NCI Continuing Education Units (CEUs) for recertifying up to three existing NCI certifications (additional recertification fees apply)
- Qualify for 4 BPI and 8 NATE CEUs

.Duration: 2 Days

Who Should Attend:

SERVICE: Service Managers, Selling Technicians, Service Technicians,

OPERATIONS: Owners, Principals, General Managers, Operations Managers, Fabrications, Install Managers, Install Technicians

SALES: Sales Managers, Comfort Advisors, TSMs, ASMs, RMs



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 hours
- Building Performance Institute (BPI): 12 hours
- 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:

SERVICE: Service Managers, Selling Technicians, Service Technicians,

OPERATIONS: Owners, Principals, General Managers, Operations Managers, Fabrications, Install Managers, Install Technicians

SALES: Sales Managers, Comfort Advisors, TSMs, ASMs, RMs



NCI Duct System Optimization – Certification Course

NCI-DSO&AB

Course objectives include:

- Test and Diagnose to Discover Upgrade Opportunities
- Use Static Pressure Budgets and Measure Fan Capacity
- Create a Floor Plan and Duct Schematic
- Measure Airflows and Pinpoint Deficiencies
- Upgrade the Air Distribution System
- Step-by-step test-in/test-out procedures

This 2-day certification course will help you become the go-to expert for high-efficiency inverter-based systems in your market, prove that your systems are working correctly and diagnose issues with existing installations. You will learn how to verify system performance using ASHRAE 221 and other industry standards, increase profitability, reduce costly callbacks, and earn an exclusive industry certification along with applicable continuing education units (CEUs).

What you get:

- 16 hours of training over a 2-day period
- A printed course manual
- A portable Field Reference Guide designed to help you perform field testing and diagnostics
- Numerous downloadable materials including NCI's exclusive Test Procedures, Fan Performance and Duct Sizing Tables, Cooling Performance tables, Filter Sizing Procedures, Grille and Register Selection, Manufacturers Engineering Data Locators, Report Forms, and more – 41 downloads in all
- By completing this class, you qualify for NCI's Residential System Performance Specialist certification exam
- Qualify for 16 NCI Continuing Education Units (CEUs) for recertifying up to two existing NCI certifications (additional recertification fees apply)
- Qualify for 8 BPI and 16 NATE CEUs

Duration: 2 Days

Who Should Attend:

SERVICE: Service Managers, Selling Technicians, Service Technicians,

OPERATIONS: Owners, Principals, General Managers, Operations Managers, Fabrications, Install Managers, Install Technicians

SALES: Sales Managers, Comfort Advisors, TSMs, ASMs, RMs



NCI Duct System Optimization & Air Balancing – Certification Program

NCI-DSO&AB

Course objectives include:

- Test and Diagnose to Discover Upgrade Opportunities
- Use Static Pressure Budgets and Measure Fan Capacity
- Create a Floor Plan and Duct Schematic
- Measure Airflows and Pinpoint Deficiencies
- Upgrade the Air Distribution System
- Step-by-step test-in/test-out procedures

This intensive 3-day certification course is designed to elevate your expertise in diagnosing and optimizing duct systems. You'll gain the skills and confidence to identify and resolve issues that others overlook, using proven test methods that prioritize effective, lasting repairs. By learning how to enhance airflow, balance systems, and improve overall performance, you'll reduce costly callbacks and consistently exceed customer expectations. The course empowers you to shift from simply selling equipment to being recognized and compensated for your expert craftsmanship. Upon completion, you'll earn two exclusive industry certifications along with applicable continuing education units (CEUs), positioning you as a leader in delivering comfort, efficiency, and quality service.

What you get:

- 24 hours of training over a 3-day period.
- Two printed course manuals and one workbook.
- Two portable Field Reference Guides designed to help you perform field testing and diagnostics.
- An NCI Air Diagnostics Data Clipboard with handy tables and charts
- Numerous downloadable materials including NCI's exclusive Test Procedures, Fan Performance and Duct Sizing Tables, Filter Sizing Procedures, Grille and Register Selection, a Manufacturers Engineering Data Locator, and more – 46 downloads in all
- By completing this class, you qualify for NCI's Duct System Optimization Specialist and Residential Air Balancing certification exams
- Qualify for 24 NCI Continuing Education Units (CEUs) for recertifying up to three existing NCI certifications (additional recertification fees apply)
- Qualify for 12 BPI and 24 NATE CEU

Duration: 3 Days

Who Should Attend:

SERVICE: *Selling Technicians*

SALES: *Comfort Advisors, TSMs, ASMs, RMs*



NCI Residential HVAC System Performance - Certification Course

NCI-RSP

Course objectives include:

- Overview of test methods to identify performance issues
- Testing principles of static pressure, airflow and temperature
- Verifying BTUs at the equipment and at the registers
- Static pressure measurement - a key diagnostic tool
- Measuring dry bulb temperatures and diagnostic properties
- Understanding total system performance

This 2-day certification course will help you become the go-to expert for high-efficiency inverter-based systems in your market, prove that your systems work correctly and diagnose issues with existing installations, verify system performance using ASHRAE 221 and other industry standards, increase profitability and reduce costly callbacks, and earn an exclusive industry certification along with applicable CEUs.

What you get:

- 6 hours of training
- A printed workbook
- A portable Field Reference Guide designed to help you perform field testing and diagnostics
- Numerous downloadable materials including NCI's exclusive Test Procedures, Fan Performance and Duct Sizing Tables, Cooling Performance tables, Filter Sizing Procedures, Grille and Register Selection, Manufacturers Engineering Data Locators, Report Forms, and more – 41 downloads in all
- By completing this class, you qualify for NCI's Residential System Performance Specialist certification exam
- Qualify for 16 NCI Continuing Education Units (CEUs) for recertifying up to two existing NCI certifications (additional recertification fees apply)

Duration: 2 Days

Who Should Attend:

SERVICE: Service Managers, Selling Technicians, Service Technicians,

OPERATIONS: Owners, Principals, General Managers, Operations Managers, Fabrications, Install Managers, Install Technicians

SALES: Sales Managers, Comfort Advisors, TSMs, ASMs, RMs



NCI Residential HVAC System Performance & Air Balancing – Certification Program

NCI-RSP&AB

This 3-day certification course will help you:

- Overview of test methods to identify performance issues
- Testing principles of static pressure, airflow and temperature
- Verifying BTUs at the equipment and at the registers
- Static pressure measurement - a key diagnostic tool
- Measuring dry bulb temperatures and diagnostic properties
- Understanding total system performance

What you get:

This 3-day certification course will help you become the go-to expert for high-efficiency inverter-based systems in your market, prove that your systems work correctly and diagnose issues with existing installations, test and balance systems to deliver superior comfort and efficiency, verify system performance using ASHRAE 221 and other industry standards, increase profitability and reduce costly callbacks, and earn two exclusive industry certifications along with applicable CEUs.

What you get:

- 24 hours of training over a 3-day period
- Two printed course manuals
- Two portable Field Reference Guides designed to help you perform field testing and diagnostics
- Numerous downloadable materials including NCI's exclusive Test Procedures, Fan Performance and Duct Sizing Tables, Cooling Performance tables, Filter Sizing Procedures, Grille and Register Selection, Manufacturers Engineering Data Locators, Report Forms, and more – 64 downloads in all
- By completing this class, you qualify for NCI's Residential System Performance Specialist and Residential Air Balancing certification exams.
- Qualify for 24 NCI Continuing Education Units (CEUs) for recertifying up to three existing NCI certifications (additional recertification fees apply)
- Qualify for 12 BPI and 24 NATE CEUs
- Numerous downloadable materials including NCI's exclusive Test Procedures, Fan Performance and Duct Sizing Tables, Filter Sizing Procedures, Grille and Register Selection, a Manufacturers Engineering Data Locator, and more – 64 downloads in all!
- By completing this class, you qualify for NCI's Duct System Optimization Specialist and Residential Air Balancing certification exams
- Qualify for 24 NCI Continuing Education Units (CEUs) for recertifying up to three existing NCI certifications (additional recertification fees apply)
- Qualify for 12 BPI and 24 NATE CEUs.

Duration: 3 Days

Who Should Attend:

SERVICE: *Selling Technicians*

SALES: *Comfort Advisors, TSMs, ASMs, RMs*



Amana Brand 80% Furnace Installation and Commissioning

TRF-35

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-35

Amana Brand 90% Gas Furnace Installation and Commissioning

TRF-32

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-32

Daikin 80% Gas Furnace Installation and Commissioning

TRF-33

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

Duration: 2 Hours

Prerequisites: N/A

Goodman 80% Furnace Installation and Commissioning

TRF-34

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-34

**Goodman 90% Gas Furnace Installation and Commissioning****TRF-31**

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-31

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-38**

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-38

Goodman 96% Ultra Low NOx Furnace Installation and Commissioning

TRF-37

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-37

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 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 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 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 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

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

SkyAir Installation and Commissioning**TD-12**

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

Duration: 1 Day

Prerequisites: N/A

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-4

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: 1 Day

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: 1 Day

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

Prerequisites: TD-7

Daikin *FIT* Install & Commissioning**TRV-13**

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, R-32, some troubleshooting, compatibility, set-up, and start-up. Also covered are product information and installation.

Duration: 1 Day

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

Prerequisites: TRV-3/TRV13 Daikin FIT I&C

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. R-32, basic operation, and component testing.

Duration: 1 Day

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

Prerequisites: TRV-13

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: 1 Day

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:**

- Estimating and Selling Balancing Work
- Preparing for a Balancing Project
- Traversing Airflow
- Electrical and RPM Testing
- Fan Laws - Effects of Changes in Pulley Diameter, Static Pressure, Amp Draw and Horsepower
- Publishing the Final Report
- Economizer Fundamentals

This 3-day 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 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.

NCI Certification: Commercial Air Balancer

Continuing Education:

- NATE: 24 hours
- BPI: 12 hours
- For state and local hours, visit <http://www.ncilink.com/CEU>

Duration: 3 Days

Who Should Attend:

SERVICE: Service Managers, Selling Technicians, Service Technicians,

OPERATIONS: Owners, Principals, General Managers, Operations Managers, Fabrications, Install Managers, Install Technicians

SALES: Sales Managers, Comfort Advisors, TSMs, ASMs, RMs

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: 2 Days

Who Should Attend: VRV Service Technicians

Prerequisites: VRV Installation & Commissioning

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: 1 Day

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: 1 Day

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: 1 Day

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: 2 Days

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: 2 Days

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

Prerequisites: Students must have attended VRV Service & Troubleshooting Level 1 within the last 3 years

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: 1 Day

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



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 installation and commissioning of D24V Gateway.

Duration: 1 Hour

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

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: 2 Days

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: 2½ Days

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: 2 Days

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: 1 Day

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

PRODUCT & KNOWLEDGE TRAINING



All courses are NATE-approved for continuing education credits.

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-13

Amana Brand S-Series Installation and Commissioning**TRV-15**

This course covers the installation and commissioning of Amana brand S-Series models, and information on R-32 refrigerant.

Duration: 1 Day

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: 1 Day

Prerequisites: TRV-15

Goodman Side Discharge Installation and Commissioning**TRV-14**

This course covers the installation and commissioning of Goodman Side Discharge models, and information on R-32 refrigerant.

Duration: 1 Day

Prerequisites: N/A

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

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

Duration: 1 Day

Prerequisites: TRV-14

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

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 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.

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.

SIMULATION TRAINING



Interplay Learning



From the Daikin Toolbox

- Commercial Rooftop
- Daikin Inverter Installation
- Daikin FIT Installation
- Daikin FIT Troubleshooting



From the Goodman Toolbox

- Goodman Inverter Installation
- SD Installation



From the Amana Brand Toolbox

- Amana Inverter Installation
- S-Series Installation
- S-Series Troubleshooting

Custom Courses:

- Ductless Installation
- Heating & Cooling Load Calculations
- Combustion Lab
- Refrigeration Lab

Interplay Learning on the
HVAC Learning Center



NATE CHP-5 Certification Prep Content (Interplay General Content)

- NATE CHP-5 Exam
- Fundamental Electrical Concepts
- Intro to Electrical Cod
- Wire Types & Sizes
- Residential Ducted A/C and Heat Pump Installation
- Gas Furnace Commissioning Overview
- Residential Split A/C System Commissioning
- Residential HVAC Controls
- Solid State Electronics
- NATE Ready-to-Work Exam Prep
- Introduction to Refrigeration Systems
- Temperature, Pressure, and Heat
- Basic HVAC Tools
- Leak Check & Evaluation
- Charging Part 1: Tools & Rules
- Charging Part 2: Subcooling & Superheat
- Intro to Heat Pumps
- HVAC Maintenance
- HVAC Ducting and Air Flow
- Symbols & Wiring Diagrams
- Thermostats & Heating Controls
- HVAC Motors
- Compressor Start Relays & Capacitors
- Airflow Testing Procedures
- EPA Section 608 Prep Course: Core
- Fall HVAC Maintenance Procedures
- Leak, Evacuation, and Charging
- Residential A/C Troubleshooting
- Electric Furnace Troubleshooting
- Gas Furnace Troubleshooting
- Heat Pump Troubleshooting (Residential)



VR TRAINING



Daikin Dealer Interplay Learning Package Pricing

BASIC Package

Discounted cost of \$39.20/license per month (\$470.40/annually per license)

1-10 licenses

No dedicated Account Manager, use our Technical Support team for help with the platform.

Will be located on the basic.interplaylearning.com site and able to have a company group to manage training.

* Access to free Daikin/Goodman/Amana custom courses are separate and located on the new site hvaclearningcampus.interplaylearning.com. Users will be added to this site with the same username/password

Reduced Catalog Access

- HVAC
- Commercial HVAC
- Plumbing
- Electrical
- Appliances
- Residential Construction
- Solar

TEAM Package

Discounted cost of \$7960 annually

Minimum of 15 licenses, \$280/license to add additional licenses to the minimum 15.

Dedicated Account Manager.

Full access to all content, paths and admin features as well as anything added in the future.

Ability to have company group on new site hvaclearningcampus.interplaylearning.com so custom content is on the same site as full access.



Daikin/Goodman/Amana dealers get 20% off standard Interplay pricing and ability to be reimbursed using accrual dollars.

<https://www.interplaylearning.com/pricing/>

Interplay Learning Contact Information

Brett Freede
Account Director

bfreede@interplaylearning.com

Customer Service

support@interplaylearning.com



DAIKIN
ENERGY
REBATE CENTER

STOP LETTING REBATES SLOW YOU DOWN!

The Daikin Energy Rebate Center makes it easier than ever to find and submit rebate claims—so you can spend less time chasing paperwork and more time closing sales.

Why Use the Energy Rebate Center?



Find Rebates Fast:

Just enter an address to instantly see all available incentives.



Simplify the Process:

Automatically gather required data and documentation.



Submit with One Click:

Claim multiple rebates through one simple interface.

Daikin is committed to helping our contractor partners grow their business by simplifying access to incentives, ensuring that opportunities to sell advanced HVAC technologies are never missed.

Available Now:

The Daikin Energy Rebate Center currently supports 80+ programs across CA, CO, NY, MA and San Antonio & Austin, TX.

Coming Soon:

By mid-summer:

160+ top heat pump programs across 35 states.

By year-end: Nearly 200 programs nationwide.

How to Access:

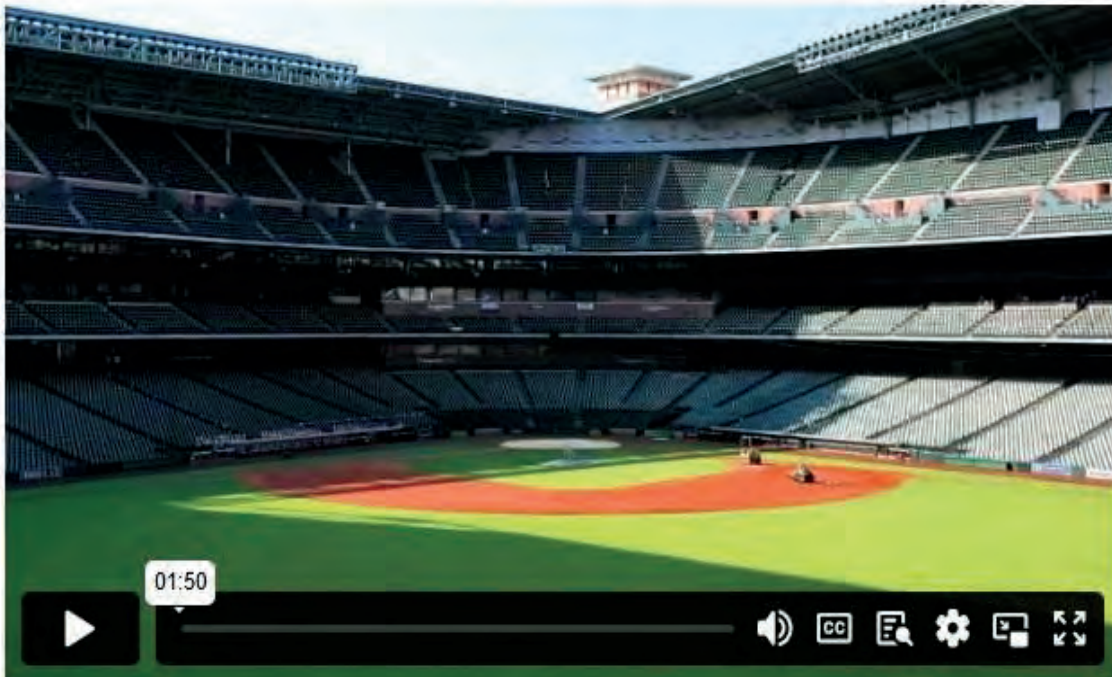
Just log in at my.daikincomfort.com or HVACLearningCampus.com and select the link for the **Daikin Energy Rebate Center**. No extra passwords. No setup headaches. Just click and go.

Fees may apply at time of submission. Daikin has negotiated a **discounted rate** for our contractors. Fees vary by market.

Our continuing commitment to quality products may mean a change in specifications without notice.

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FL-REBATES_04-25




Daikin, the Official Comfort Zone of the Houston Astros

Daikin Park

HOUSTON, Texas – The Houston Astros and Daikin Comfort Technologies North America, Inc. (Daikin) announced a 15-year naming-rights partnership to brand the Astros' home field as Daikin Park as of January 1, 2025.

The partnership between Daikin and the Houston Astros opens up additional opportunities for Daikin to give back to the Greater Houston community. This includes educational programming and fostering youth sports development in underserved communities.




Learn about Daikin


Resources


Sustainability Series: Season 2

A new season of inspiring stories and practical solutions for creating a more comfortable and sustainable world.

Chapters are added to this website as they appear on HGTV.



SPONSORED BY 



Season 2

Season 1

NOTES

70 www.HVACLearningCampus.com



NOTES

ACCELERATED HVAC SUCCESS



ALSO AVAILABLE ON



amazon music

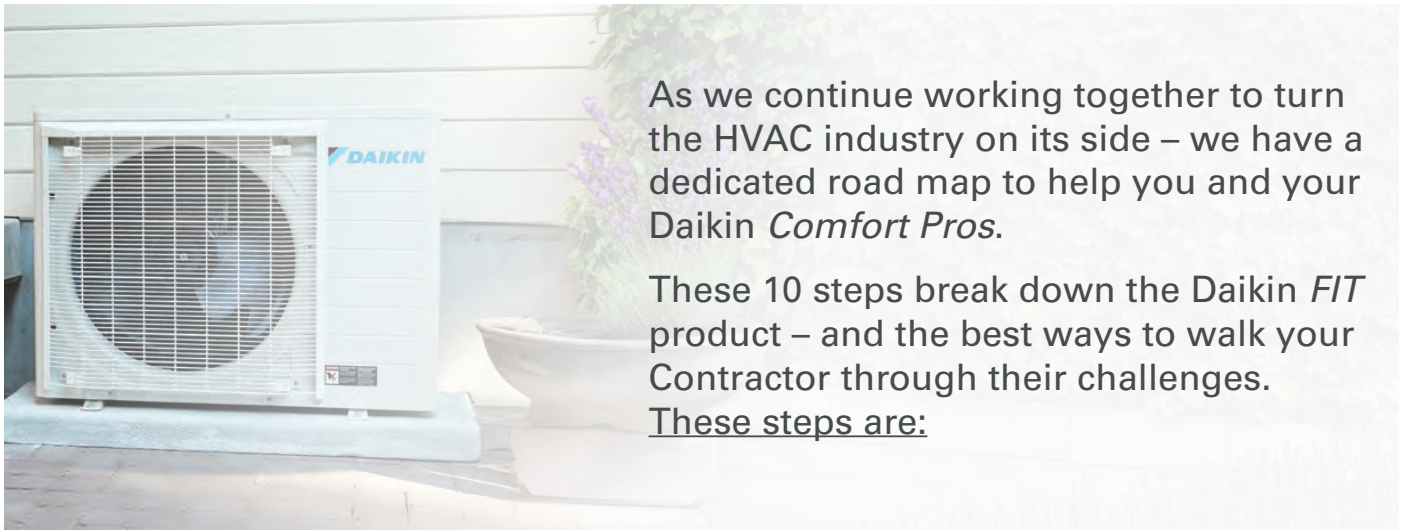


Apple
Podcasts

NOTES



10-TO-WIN



As we continue working together to turn the HVAC industry on its side – we have a dedicated road map to help you and your Daikin *Comfort Pros*.

These 10 steps break down the Daikin *FIT* product – and the best ways to walk your Contractor through their challenges.

These steps are:

FOCUSED ON... FIT EDUCATION



The ABCD's
of Daikin FIT



In Store
Demo



Installation &
Commissioning



Positioning FIT



FIT Pricing

FOCUSED ON... FIT SUCCESS



Energy
Advisor



Selling Tools



Sells
Commitment



Website



Social Media



MAIN RESOURCES:

www.Daikinpartnerlink.com

username: daikin password: dealer

DCP name and dealer number:





S-SERIES

10-TO-WIN



As we continue working together to turn the HVAC industry on its side – we have a dedicated road map to help you and your Amana® brand Advantage Contractors.

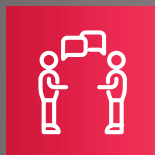
These 10 steps break down the Amana S-series product – and the best ways to walk your Contractor through their challenges.

These steps are:

Focused on... S-Series Education



SLIM, SMART,
SOUND, SAVINGS



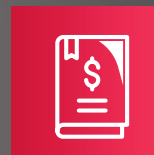
IN-STORE
DEMO



INSTALLATION &
COMMISSIONING

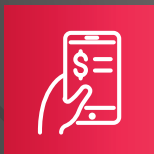


POSITIONING
AMANA S-SERIES



AMANA S-SERIES
PRICING

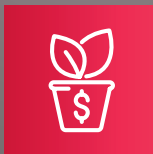
Focused on... S-Series Success



ENERGY
ADVISOR



SELLING
TOOLS



SALES
COMMITMENT



WEBSITE



SOCIAL
MEDIA



Main resources:

Amana Partnerlink

username: **amana** password: **dealer**

Dealer name and number:





Air Conditioning & Heating

5-TO-THRIVE

GOODMAN SD:
YOUR GO-TO SOLUTION FOR
EFFICIENT, CUSTOMIZED
HOME COMFORT



As we continue working together to turn the HVAC industry on its side – we have a dedicated road map to help you and your Goodman contractors. These 5 steps break down the Goodman SD product – and the best ways to walk your Contractor through their challenges. These steps are:

Focused on... Education



The 4 S's of
Goodman SD



Installation &
Commissioning

Click each image to get a break down of each step! A step may not apply to a certain contractor – you do not need to follow in order.

Focused on... Success



Kitchen Table



Business
Profitability



Dealer
Marketing

Dealer Info:

Main resources:

[Goodman Partnerlink](#) username: goodman password: dealer





GET THE LATEST INSIGHTS AND EXPERTISE FROM OUR TEAM

Ben Middleton
National Sales Training
Manager

Stan Roberts
Technical Training
Manager

David Sheffield
Commercial Technical
Training Manager

Robin Hooper
Regional Technical
Services Manager

Jillian Gaskins
National Sales Trainer
Dealers

Scott Mangum
National Sales Trainer
Central and Texas Divisions

James Steffey
National Sales Trainer
South Division

Brittany Goodridge
National Sales Training
Coordinator

Meghan Brauen
National Sales Training
Instructional Designer

CONNECT WITH US!



 **HVAC** LEARNING CAMPUS

 **ACCELERATED
HVAC SUCCESS**



The HVAC Learning Campus programs are presented by Daikin Comfort Technologies North America, Inc. and administered by third-party training organizations. All training programs are designed to support independent HVAC contractors who sell Daikin, Goodman, and Amana brand products. Any costs for the training programs are determined and charged directly by the third-party training organizations.



Our continuing commitment to quality products may mean a change in specifications without notice.

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