



CE SOUTHEAST

**2021
Spring
Training
Schedule**

Training for Success!



Turn to the experts

Section 1 – Technical

General Information – Section 1

Instructors:

Courses are taught by experienced HVAC professionals from our Customer Assurance Department:

Jamie Penland – Charlotte NC

Harold Ross – Columbia SC

*Registration/Confirmation:

Register via HVACPartners >from DASHBOARD click MY LEARNING in Graphical Quick Links box or via MLCtraining.com, click **HVACP Login**.

From MLC home page, click **Events** insert Event ID in search box and click magnifier, click down arrow to far right of class, select Register Myself or Register Others > Add to que, add que to roster, confirm registration. Clicking Details will provide class details.

Note: The best practice is to have anyone attending a class set up as a user in HVACPartners.

Registrations must be completed 3 business days prior to class start date unless otherwise noted (class will be closed to registration after this time). Late registrations will require approval through the class coordinator/local contact.

*Nate Review/Testing sessions – please see attached for Nate information.

Class Cancellations or Changes:

CE Southeast reserves the right to cancel or reschedule a class due to weather, instructor availability/conflicts or due to minimum attendee requirement not met (**most classes require 10**).

Notice of cancellation and changes in dates, times or locations will be sent via email. Any addition of classes will be communicated via email.

Method of Payment:

Open accounts in good standing will be billed once the class is over.

COD accounts are required to pay five (5) days IN ADVANCE of class date.

Note: All No Shows are billed.

Market Fund Reimbursement/Training Discounts:

Please refer to the CESE 2021 Marketing Programs for any applicable training benefits/market fund reimbursement information.

Attendee Cancellation Policy:

Attendee cancellations must be made in writing to class coordinator via fax or email and received 3 business days prior to class date; otherwise full class fee will be charged.

Class Certificates:

Once the class is closed attendees will receive an email from My Learning Center containing a link to print certificates. They can also be printed at a later date from My Learning Center.

Class Coordinator Contact:

Laraine Owen, laraine.t.owen@carrierenterprise.com, 803-462-3041 ph, 803-832-1181 fx

LOCATION ADDRESSES

Due to the continued evolving nature of the Coronavirus Pandemic and imposed related restrictions, CE Southeast will be offering Spring training through a Virtual platform.

2021 Technical Training - *Virtual Sessions*



Installation & Start-up Ins and Outs

Install it correctly and it will perform correctly!

Some application issues can be challenging and should be considered before the sale is made. Often the root cause of failures can be identified as installation related.

Class Content will cover:

- How to identify potential install/startup issues with residential split systems and small packs that result in a poorly performing system with repeated call backs and an unhappy customer.
- How to perform a good evaluation of an existing ductwork, electrical, system etc. for a new install. What can be reused and what needs to be replaced.
- Review of startup check list items that **must** be completed to prevent problems down the road.

Target Audience: Install Crew members, Entry Level Technicians, Startup Technicians, Comfort Consultants

Fad Distributor Hours: 4 hours credit

Nate CEH's: 4 hours credit (Nate class id 8584-0022) Nate ID must be provided once virtual event is complete

Attendees must complete a brief post-class knowledge test with a passing grade of 70 to receive Nate credit hours.

Investment: \$50.00 per person

| MLC Event ID | Date/Time |
|---------------|-----------|
| 31680 | 3/16/2021 |
| 31681 | 4/6/2021 |
| 8am – 12pm ET | |

Zoom Meeting application will be utilized to conduct these training sessions (Zoom is a free download).

Participants can join the sessions using any PC, Laptop, Tablet or Smart Phone with internet access. Zoom Meeting allows two-way communication, just as if you were in the classroom.

Zoom Meeting invite link with additional information will be emailed from laraine.t.owen@carrierenterprise.com to registered attendees 2 business days prior to event.

Register via HVACPartners >from DASHBOARD click MY LEARNING in Graphical Quick Links box or via MLCtraining.com, click **HVACP Login**.

From MLC home page, click **Events** insert Event ID in search box and click magnifier, click down arrow to far right of class, select Register Myself or Register Others > Add to que, add que to roster, confirm registration. Clicking Details will provide class details.

Technical Training- *Virtual Sessions cont'd*

Entry Level HVAC Service/Troubleshooting

Class content will:

- Focus on current products including furnace, heat pumps, and small package units, providing familiarization with operation, service and troubleshooting procedures
- Cover current issues and Service Bulletins
- Cover troubleshooting Control boards, fault codes and other common diagnostics

Target Audience: Entry level HVAC technicians and installers transitioning to technicians

Fad Distributor Hours: 4 hours credit

Nate CEH's: 4 hours credit (Nate class id 8584-0018) Nate ID must be provided once virtual event is complete.

Attendees must complete a brief post-class knowledge test with a passing grade of 70 to receive Nate credit hours.

Investment: \$50.00 per person

| MLC Event ID | Date/Time |
|---------------|-----------|
| 31682 | 3/9/2021 |
| 31683 | 3/30/2021 |
| 8am – 12pm ET | |

Zoom Meeting application will be utilized to conduct these training sessions (Zoom is a free download).

Participants can join the sessions using any PC, Laptop, Tablet or Smart Phone with internet access. Zoom Meeting allows two-way communication, just as if you were in the classroom.

Zoom Meeting invite link with additional information will be emailed from laraine.t.owen@carrierenterprise.com to registered attendees 2 business days prior to event.

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Technical Training- *Virtual Sessions cont'd*

Ductless Install and Service



Attendees will learn:

- System Operations
- DC Inverter Principles
- Proper sizing and application practices
- Refrigerant piping procedures
- Wiring and communications instructions and considerations
- Installation and Service troubleshooting

Instruction will be related to Carrier & Bryant Ductless heat pump systems.

Target Audience: Freshman to Senior HVAC servicing technicians and installers

Fad Distributor Hours: 8 hours credit

Nate CEH's: 8 hours credit (Nate class id 8584-0018) Nate ID must be provided once virtual event is complete.

Investment: \$75.00 per person

| MLC Event ID | Date/Time |
|---|----------------|
| 31686 | 3/23-3/24/2021 |
| 31687 | 5/4-5/5/2021 |
| 2 ea. 4-hr sessions/8am – 12pm ET daily | |

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Participants can join the sessions using any PC, Laptop, Tablet or Smart Phone with internet access. Zoom Meeting allows two-way communication, just as if you were in the classroom.

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Virtual Sessions cont'd

CBP Factory Unit Exchange Program Training

This 2-Hour class will cover:

- The FAD 100% Satisfaction Program and how Factory Authorized Dealers are to promote and use the program to provide 100% satisfaction to homeowners.
- Factory 30 Day DOA Policy for assisting dealers with repair and or unit exchange procedure.
- The CE Southeast CAM Pre-Approval process for unit exchange policy and procedure used through the Tech Support line.
- Instruction for proper input/completion of unit exchange claims through Service Bench along with related CAM Team and Warranty Team processing of these claims.

Target Audience: Owners, Managers, Service Managers and Warranty Claims Coordinator

Investment: NO CHARGE

FAD Distributor Hours: 2 hours per attendee

Nate CEU: Not eligible for NATE CEUs

| MLC Event ID | Date/Time |
|---------------|-----------|
| 31763 | 4/8/2021 |
| 31764 | 7/8/2021 |
| 31765 | 9/30/2021 |
| 10am -12pm ET | |

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Nate Certification

Study Materials & Testing

Technicians with two or more years of experience can earn installation, service or senior certification in one or more of the installation or service specialty areas outlined by Nate. A technician must pass both the core and a specialty exam to be NATE-certified.

CE Southeast is not currently offering Nate Review or Testing sessions. Below are resources for your use in obtaining Nate Certification. The online proctoring for testing offered by Nate has been utilized by a number of customers and the comments have been very positive regarding their experiences.

Nate Certification *STUDY RESOURCES*

- Nate study guides (Core and all Specialties) can be purchased online from Nate at a cost of \$20ea. Each guide contains practice test questions.

<https://store.natex.org/training>

Nate Certification *TESTING*

- NATE now offers remote Live Online Proctored Exams for the EPA 608 Exams, HVAC Support Technician Certificate exam, and the NATE Certification exams. Live Online Proctored Exams give you the opportunity to take your exam from the comfort of your own home or office, at a time that fits your schedule.

<https://www.natex.org/site/527/Technicians/Live-Online-Proctoring>



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<https://www.natex.org/site/527/Technicians/Live-Online-Proctoring>

Section 2 – Sales/Business

General Information- Section 2

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Virtual

Art of Financing – Training Workshop

Sponsor: CE Southeast
Trainer: Scott Tinder, BDR

Course Description: According to a recent report, less than 50% of all Americans have \$5,000 in their savings!

How are you broaching the financing topic with your potential customers? The Art of Financing teaches dealers the fundamentals of how to implement retail financing practices in their business, including how to cover fees and stay competitively priced in their market. Attendees will learn various financing strategies and find out how financing can help increase their revenue and help close more sales.

The course will cover:

- Financing with honor.
- Getting started.
- Financing strategies.
- Covering the cost of financing.
- Winning with financing.
- Implementation.

Does your company have a strong financing strategy that is transparent to your residential sales team? This course might be the first step to increased sales and profits!

Target Audience: Owners, Managers and those in direct communication with homeowners about payment options.

Course Length: 6 Hours 7:30AM – 2:30PM EDT (two 30-minute breaks are included in this timeframe)

FAD Factory Hours: 6 Hours per attendee

NATE Credit Hours: 8 Hours, submitted by BDR

Investment: \$350 per person
(fee only is eligible for co-op at the current published rates based on available accrued funds)

| Event ID | Date/Time | Location |
|----------|-------------------------------------|----------|
| 31679 | April 13, 2021 / 7:30AM -2:30PM EDT | Virtual |

Register via: HVACPartners: [Dashboard](#) > click "MY Learning" Quick Link Select Events (upcoming), enter event ID in Search box and click magnifier glass, click the down arrow to the far right of the class information and select Register Myself or Register others, follow the prompts through to the confirmation page.

An email will be sent from My Learning Center 24 hours prior to event with sign-in instruction.

For additional information or questions, please contact Laraine Owen in the Carolinas, laraine.towen@carrierenterprise.com.

Attendee cancellations must be made in writing to the class coordinator 10 days prior to event date to avoid full charge of class fee. CE Southeast reserves the right to cancel the event due to instructor availability, minimum class attendee requirement not met or circumstances out of our control.