

# FALL TRAINING COURSE CATALOG



**REGISTRATION IS EASY!**  
To sign up for classes, see registration information listed for each business unit.





## MSA TRAINING

THE KNOWLEDGE YOU NEED

MSA Training brings you convenient hands-on and virtual education courses taught by certified experts. Stay current on the latest in appliance repair, business practices and industry trends with year-round classes held online and throughout the U.S. and Canada. We offer training for service professionals in disassembly, installation, troubleshooting, diagnostics and proper tool usage for repairing the newest makes and models of major appliances.



## MSA BUSINESS

BENEFITS THAT EXCEED

MSA Business offers a variety of programs and tools to help your business succeed. Benefits include ServiceWorks business management software, iWallet payment processing and reputation management, JustPressOne workforce solutions, SearchKings Google advertising programs, ServicersWeb customer communication tools, business product discounts and more.



## MSA HEALTH

CARE THAT LEADS

MSA Health\* is ideal for small business owners, because employee insurance and benefits can be one of the most expensive parts of running a business. MSA Health offers a variety of services to help you reduce employee benefit costs while increasing the quality of coverage and care.

*\*Not available in Canada.*



# MSA '25

## CONVENTION

MARCH 18-21 | LAS VEGAS, NV

The 2025 MSA Convention is back – bigger and better than ever. It kicks off in Las Vegas the week of St. Patrick's Day, giving you the opportunity to network, grow – and maybe even add a little good fortune to your business in 2025!

Be among the first to register and enjoy special Early-Bird Pricing, courtesy of Marcone Servicers Association!

- Featured training
- Inspirational education
- Motivational presentations
- Trade show featuring all major brands
- Welcome reception
- Opening and closing sessions
- Sponsored coffee breaks
- Expert-led classes
- Networking
- Breakfasts and lunches

FEATURING TWO CAN'T-MISS KEYNOTE SPEAKERS,  
FRAUD PREVENTION EXPERT  
**FRANK ABAGNALE**  
AND AI INNOVATION STRATEGIST  
**DR. MARK HATCH**

MARCH 18-21, 2025  
HORSESHOE LAS VEGAS

**Registration: \$999**

Through December 31 or until capacity is reached

**Early-bird pricing: \$899**

For the first 250 MSA Members

Registration begins  
**August 1 at msaworld.com!**

Connect with your Marcone sales representative to make sure your MSA contact information is correct, so you receive convention news and updates!

# FALL 2024 MSA TRAINING



For more information about Fall 2024 MSA classes, please visit [msaworld.com](http://msaworld.com).

### Fall 2024 MSA Training Products:

- Samsung Washer Dryer Combo (Model # WD53DBA900)
- Hisense French Door Refrigerator (Model # HRF 254)

**Pricing per Tech per Day:** \$35 for MSA members, \$135 for non-MSA members, one **FREE** technician per class for MSA Pro Members

### Additional Information:

Classes will begin promptly at 8:30 a.m. - Coffee, light breakfast, lunch included. Our full day of training ends around 3 p.m.

### Class Itinerary:

- Brief overview of our MSA World site.
- Complete training on each product with a product overview, product disassembly, diagnosis and testing of each appliance.
- Show use-case video of the GE SmartHQ Diagnostic Tool.
- Open up conversation for any Q&A.
- After our training product discussion, we open up the program for techs to take training products apart and perform diagnostic testing.
- Brief discussion of Marcone's AI partner, Service Yoda.

To register, go to [msaworld.com](http://msaworld.com) for more information!

### MSA Virtual Training Program

[msaworld.com/training-options/virtual-training-fall-2024/](http://msaworld.com/training-options/virtual-training-fall-2024/)

SEPTEMBER	LOCATION	TRAINING HOST
Wednesday, September 4	Newport News, VA	Cecilia Vitari
Thursday, September 5	Baltimore, MD	Cecilia Vitari
Friday, September 6	Willow Grove PA	Mike Dean

Tuesday, September 10	Saddlebrook, NJ	Mike Dean
Wednesday, September 11	Commack, NY	Allen Van Essendelft
Thursday, September 12	Malden, MA	Luisa Goncalves
Friday, September 13	Hartford, CT	Vinnie Nadeau

Tuesday, September 24	Syracuse, NY	Mike Dean and Jim Moss
Wednesday, September 25	Pittsburgh, PA	Cecilia Vitari
Thursday, September 26	Livonia, MI	Scott Brouman
Friday, September 27	Chicago, IL	David Smith

OCTOBER	LOCATION	TRAINING HOST
Tuesday, October 1	Peoria, IL	Kyle Patterson
Wednesday, October 2	Minneapolis, MN	David Smith
Thursday, October 3	Omaha, NE	David Smith
Friday, October 4	Lenexa, KS	Stuart Johnson

Tuesday, October 8	St. Louis, MO	Andrew Todd
Wednesday, October 9	Dayton, OH	Hank Wolf
Thursday, October 10	Louisville, KY	Mark Head and David Martin
Friday, October 11	Nashville, TN	Donnie Brooks

Tuesday, October 15	Charlotte, NC	Jake Spiek
Wednesday, October 16	Jacksonville, FL	OJ Savignac
Thursday, October 17	Orlando, FL	OJ Savignac and Brandon Goines
Friday, October 18	Pompano, FL	Saul Flores

Tuesday, October 22	Miami, FL	Saul Flores
Wednesday, October 23	Miami, FL	Saul Flores
Thursday, October 24	Fort Myers, FL	Saul Flores
Friday, October 25	Tampa, FL	James Savignac

OCTOBER	LOCATION	TRAINING HOST
Tuesday, October 29	Tallahassee, FL	Jeff Rogers
Wednesday, October 30	Pensacola, FL	Pat Neal
Thursday, October 31	Gonzales, LA	Deona Baker

NOVEMBER	LOCATION	TRAINING HOST
Friday, November 1	Shreveport LA	Deona Baker

Tuesday, November 5	Little Rock, AR	Deona Baker
Wednesday, November 6	Tulsa, OK	Bill McCoy
Thursday, November 7	OKC, OK	Bill McCoy
Friday, November 8	Dallas, TX	Deona Baker

Tuesday, November 12	Houston, TX	Marvin Lee
Wednesday, November 13	Westlaco, TX	Marvin Lee
Thursday, November 14	New Braunfels, TX	Michael Blackwell and Marvin Lee
Friday, November 15	El Paso, TX	Bill McCoy

Wednesday, November 20	Denver, CO	Clyde Gerome
Friday, November 22	Salt Lake City, UT	Clyde Gerome

DECEMBER	LOCATION	TRAINING HOST
Tuesday, December 3	Las Vegas, NV	Clyde Gerome
Wednesday, December 4	Phoenix, AZ	Mike Shady
Thursday, December 5	Los Angeles, CA	Che Erwin
Friday, December 6	Sacramento, CA	Joe Mendoza
Friday, December 11	Portland, OR	Mark Thomas
Friday, December 13	Boise ID	Jade Legg



**MSA TRAINING**  
THE KNOWLEDGE YOU NEED



ILLINOIS/MICHIGAN

## COURSE DESCRIPTIONS

### CATEGORY: BUSINESS

#### Admin Accelerator - QuickBooks

2-day class \$598

This comprehensive training program starts by setting up QuickBooks files and cleaning up any existing financial data. Participants will receive hands-on training on proper entry techniques to ensure data accuracy. This session will dive deep into office and payroll management, month-end processes and financial data analysis. You'll gain insights into effectively managing your office operations, optimizing payroll processes and navigating month-end procedures with ease. This course is designed for owners, managers, bookkeepers and office administrators.

**Instructor: Ryan Ott**

**August 29-30, 8 a.m.-5 p.m. - Hillside, IL ●**

#### Business Boost - Success in the Customer Experience

1-day class \$199

This workshop is designed to empower dealer and distributor partners through comprehensive education, strategic cross-promotion and lead generation. Our aim is to support contractors, particularly smaller dealers, by providing the knowledge and tools necessary to improve their customer experience, ultimately driving business growth and increasing sales. We hope to elevate small dealers to the next level through targeted training and incentives, ensuring their success and sustainability in a competitive market. Our goal is to improve their marketing, pricing and customer experience strategies. This workshop will include four different sessions:

- **Session One:** Flat-Rate Pricing: The Power of Menu Option Pricing to Enhance the Customer Experience and Your Average Ticket, by Optimus
- **Session Two:** Revolutionizing HVAC Sales: Enhancing Customer Experience through Digital Integration and Financing Solutions, by Optimus
- **Session Three:** Optimizing Your Web Presence: Key Strategies for Effective Online Marketing and Community Engagement, by Online Access
- **Session Four:** Government Regulations, by HARDI

**Instructor: Online Access/Hardi/Optimus**

**September 24, 8 a.m.-1 p.m. - Hillside, IL**

#### Business Planning Workshop

1-day class \$299

In this immersive and interactive workshop, you'll learn proven strategies and techniques to take your business to new heights. Our experts will guide you through the essentials of developing a comprehensive business plan tailored specifically for your company. From market analysis and financial projections to marketing and operational strategies, you'll gain invaluable insights to drive growth and profitability. This workshop is designed for business owners, managers and anyone on your team who is looking to enhance their business acumen.

**Instructor: Ryan Ott**

**August 28, 8 a.m.-5 p.m. - Hillside ●**

#### CSR Training - Book Any Call: Wow More Customers and Make More Money!

4-hour class \$299

This virtual course is designed to help you develop the aptitude and muscle memory needed to master a proven call-handling process that will help you book more calls and "WOW" customers over the phone using the Pattern for Excellence. You will also learn how to promote and sell service agreements and de-escalate upset customer calls.

Course outcomes:

- Develop the competency and muscle memory necessary to effectively follow PSP's proven call handling process
- Increase sensitivity to customers' needs by developing listening skills and emotional intelligence
- Improve confidence with an acquired ability to control the direction and outcome of each call
- Internalize a proven process that increases booked calls and impress customers over the phone
- Improve ability to de-escalate upset customer calls
- Improve service agreement closes over the phone

**Instructor: Tatiana Tauauvea**

**October 1, 11 a.m.-3 p.m. - Virtual ●**

### CATEGORY: BUSINESS

#### Managing Your Employees to Stay

1/2-day class FREE

Keeping your technicians on board is crucial for your company, especially as the demand for skilled technicians continues to rise. Understanding why technicians leave and implementing strategies to improve retention are crucial. As important as your business' culture is, there are still fundamental management strategies you can implement to reduce turnover.

This course will cover:

- Typical reasons that technicians mention as the cause for leaving
- How to position your business for success
- Recognizing and addressing negative perceptions to prevent them from influencing poor decisions
- The impact of poor management and communication skills on employee retention
- Factors and individuals that can influence a technician's decision to depart
- Strategies for managing the impact of an employee's resignation

**Instructor: Colleen Keyworth**

**November 5, 8 a.m.-noon - Hillside, IL**

#### Planning Your PMA Program

1-day class \$299

Most business owners understand offering planned maintenance to customers delivers recurring income and repeat customers. PMAs are essential to the business's overall financial health, but few businesses prioritize them. This course offers a hands-on approach, with interactive sessions, case studies, real-world examples and tactical resources. Participants will be able to develop and fine-tune every component of their planned maintenance program. This course is designed for owners, service managers or office administrators.

**Instructor: Ryan Ott**

**March 6, 2025 8 a.m.- 5 p.m. - Hillside, IL**

#### Profitable Pricing and Competitive Compensation

2-day class \$598

As prices rise and the labor pool continues to shrink, proper pricing and compensation are even more critical components of business success. This course will deliver valuable insights and proven strategies to maximize profits, eliminate competitors and boost employee engagement. Discover effective pricing techniques to cover costs, stand out in the market and attract loyal customers. Learn how to create compensation structures that motivate your team, align with business objectives and enhance performance and satisfaction.

**Instructor: Ryan Ott**

**March 4-5, 2025 8 a.m.-5 p.m. - Hillside, IL ●**

### CATEGORY: MARKETING

#### Marketing Trends

1/2-day class FREE

Grow your business and stay ahead in the ever-evolving field of marketing with our class, covering topics such as:

- OpenAI
- Social media
- Community engagement
- Marketing tools
- Consumer behavior insights

This course is designed for business owners, marketing staff and office administrators.

**Instructor: Colleen Keyworth**

**September 25, 8 a.m.-noon - Hillside, IL**

**September 18, 8 a.m.-noon - Lansing, MI - AC Hotel**

## eLearning Resources

Munch's Supply offers eLearning resources for you and your team. A variety of class formats are available including webinars, on-demand classes and training resources. Classes are updated frequently.



For more details, please visit [munchsupply.com/training](http://munchsupply.com/training).

**A/C 101**

**1-day class \$99**

This course is designed for residential installers and service technicians who are new to the industry and want to learn the fundamentals of A/C systems. Topics include:

- Refrigeration basics such as temperature glide, fractionation, latent heat and sensible heat
- A2L refrigerant handling and safety
- System operations, including superheat and subcooling
- Refrigeration components and application considerations
- Charging fundamentals
- Oils and retrofit requirements
- Installation fundamentals, including wiring and breaker selection
- Lineset selection and factory application guides
- Equipment accessories for low-ambient applications

**Instructor: Matt Serdar**

- September 17, 8 a.m.-2:30 p.m. - Wheeling, IL** 6 ●●
- September 18, 8 a.m.-2:30 p.m. - Hillside, IL** 6 ●●
- September 19, 8 a.m.-2:30 p.m. - Alsip, IL** 6 ●●

**Duct Design 101**

**1-day class \$99**

This basic duct design course introduces HVAC staff to residential and light commercial duct applications, sizing, construction and installation. You'll learn how to analyze system pressures, select system components and evaluate their effect on air delivery and equipment performance. Information provided in this course aligns with ANSI, ACCA, SMACNA and ASHRAE procedures and standards.

**Instructor: Matt Serdar**

- October 8, 8 a.m.-2:30 p.m. - Hillside, IL** 6 ●●

**Electrical Motors and Controls 101**

**1-day class \$99**

This basic electrical course introduces HVAC staff to the design and operation of motors and controls used in the residential Trane Technologies product portfolio. This course will cover inducers, blowers, gas valves, rectifiers, contactors, thermistors and more. Learn the basics of reading electrical schematics, component identification and sequence of operation. Analyze analog and binary inputs and outputs of a circuit board and learn about PWM and how to use the BK terminal.

**Instructor: Matt Serdar**

- September 5, 8 a.m.-2:30 p.m. - Wheeling, IL** 6 ●●
- November 13, 9 a.m.-3:30 p.m. - Jackson, MI** 6
- November 12, 9 a.m.-3:30 p.m. - Saginaw, MI** 6

**Furnace 101**

**1-day class \$99**

This introductory heating course will allow you to review furnace installation and operation fundamentals. You will analyze installation and apply accessories, including humidifiers and electronic air cleaners. In addition, you will have a chance to evaluate the sequence of operation and examine minor maintenance of 80% and 90% equipment. This course references Trane, American Standard, RunTru and Ameristar, focusing on 34-inch equipment.

**Instructor: Matt Serdar**

- October 9, 8 a.m.-2:30 p.m. - Hillside, IL** 6 ●●
- October 10, 8 a.m.-2:30 p.m. - Wheeling, IL** 6 ●●
- October 15, 9 a.m.-3:30 p.m. - Grand Rapids, MI** 6
- October 16, 9 a.m.-3:30 p.m. - Coldwater, MI** 6

**Heat Pump 101**

**½-day class \$69**

This residential heat pump course is designed for technicians with residential air conditioning experience. The class will cover Trane, American Standard, RunTru and Ameristar one-stage, two-step and two-stage heat pumps. A factory service representative will guide you through the course material, including terminology, component ID and the HP heating cycle. You will learn about application considerations, operational fundamentals such as thermal balance and economic balance point, the operation of a demand defrost control board, common installation, service do's and don'ts and more.

**Instructor: Terry Haworth**

- October 29, 8 a.m.-noon - Hillside, IL** 4 ●●
- October 30, 8 a.m.-noon - Wheeling, IL** 4 ●●
- October 31, 8 a.m.-noon - Alsip, IL** 4 ●●
- November 6, 8 a.m.-noon - Grand Rapids, MI** 4
- November 7, 8 a.m.-noon - Saginaw, MI** 4

**A2L Refrigerants**

**3-hour class \$69**

The course covers various aspects of the A2L transition, such as safe handling, flammability, changes in HVAC systems and tools, understanding fractionation and glide, mitigation strategies and accessories.

**Instructor: Ryan Stevens (IL)**

- October 1, 8:30-11:30 a.m. - Wheeling, IL**
- October 3, 8:30-11:30 a.m. - Hillside, IL**
- October 8, 8:30-11:30 a.m. - Alsip, IL**
- October 10, 8:30-11:30 a.m. - Hillside, IL**
- November 7, 8:30-11:30 a.m. - Morris, IL**
- Instructor: Nathan Duke (MI)**
- September 19, 8:30-11:30 a.m. - Livonia, MI**
- October 8, 8:30-10:30 a.m. - Saginaw, MI**
- October 10, 8:30-11:30 a.m. - Lansing, MI - AC Hotel**
- October 16, 8:30-11:30 a.m. - Grand Rapids, MI**

**Heat Exchanger Experts**

**1-day class \$1,300**

Heat Exchanger Experts is the leading company for HVAC safety and inspection training and certification. By participating in a Heat Exchanger Experts training, you and your employees will gain valuable, hands-on experience inspecting more than 70 residential furnace heat exchangers, enhancing your expertise in this critical area. You will learn to quickly identify issues, recognize cracked heat exchangers, understand methods to prevent future problems and gain a comprehensive understanding of the common causes of defects. After the eight-hour training, you will emerge as a more knowledgeable and skilled HVAC specialist, leading to increased customer satisfaction, enhanced safety for everyone and reduced liability for your business.

**Instructor: Heat Exchanger Experts**

- September 13, 7:30 a.m.-3 p.m. - Midland, MI - Great Hall Banquet & Convention Center**

**ecobee**

**2-hour class FREE**

Learn more about integrated ecobee products and cutting-edge technology.

**Instructor: Ryan Watkins**

- September 6, 9-11 a.m. - Wheeling, IL**

**Hydronics 101**

**½-day class FREE**

Learn how to size a pump, understand the placement of an expansion tank and identify the function of valves in a hydronic system. The course covers fundamental system components such as boilers, pumps, heat emitters, valves, system piping and expansion tanks. Whether you are a beginner in hydronics, need a refresher or aim to enhance your general system knowledge, this class is designed to meet your needs.

**Instructor: Jason Murphy**

- October 17, 8 a.m.-noon - Hillside, IL**

**HVACIAQ Training with AprilAire**

**½-day class FREE**

The HVACIAQ acronym reflects the connection between heating and cooling systems and indoor air quality. While heating and cooling systems are designed to provide comfort, how do these systems along with humidification and proper ventilation contribute to your company's offerings? In this session, we will focus on the importance of humidification in homes and introduce the concept of fresh air ventilation. AprilAire has recently introduced new products in both categories, which we will showcase. However, it's important to understand the reasons behind the need for these solutions. This session is intended for technicians, comfort advisors and managers seeking to expand their knowledge and improve their businesses with a focus on healthy air quality.

**Instructor: Chris Howells**

- September 10, 8 a.m.-noon - Livonia, MI**
- September 11, 8 a.m.-noon - Grand Rapids, MI**

**Intro to Trane/American Standard LINK™**

**Communicating Controls**

**½-day class FREE**

Link is the new communication platform replacing ComfortLink II for Trane and American Standard. In this course, you will review the platform and related products, as well as end-user, dealer and service technician benefits. You will get an in-depth look at set-up, operations and more with live, hands-on Link trainers. Bring your smartphone to add the app and connect to our trainers! Get ready to navigate the application and equipment confidently, as well as understand all the benefits this new platform has to offer.

**Instructor: Ryan Stevens (IL)**

- September 11, 8 a.m.-noon - Hillside, IL**

**Instructor: Nathan Duke (MI)**

- September 26, 8 a.m.-noon - Grand Rapids, MI**
- October 9, 8 a.m.-noon - Livonia, MI**

## Mitsubishi Electric Basic Install and A-Coil

### 3-hour class FREE

This course is ideal for both new and experienced technicians and focuses on installing and troubleshooting M- and P-Series systems. Topics include: installation best practices, wiring and piping, refrigerant charging, introduction to Diamond System Builder, control review and function settings, specialty tools for troubleshooting, explanation of inverter circuits, and MyLinkDrive introduction and resources. In addition, we will review the Mitsubishi Intelli-HEAT coil and focus on the application, installation, wiring and configuration of this new system.

**Instructors:** Jessie Bacon/Jen Milazzo (IL)

**October 22, 9 a.m.-noon - Hobart, IN**

**October 22, 9 a.m.-noon - Wheeling, IL**

**October 29, 9 a.m.-noon - Alsip, IL**

**November 14, 9 a.m.-noon - Hillside, IL**

**November 15, 9 a.m.-noon - Morris, IL**

**Instructors:** Dianna Cacko, Neal Betts (MI)

**October 23, 8 a.m.-noon - Saginaw, MI**

**October 24, 8 a.m.-noon - Livonia, MI**

## Mitsubishi Electric Application/Zoned Comfort Solutions

### 1-day class FREE

Increase your knowledge of the Nv- and P-Series product lines to help effectively select and recommend the best solutions for single and multi-zone applications. This course will include an overview of Diamond System Builder (DSB) and opportunities to practice building and selecting systems using DSB results. The course is ideal for salespeople and owners. It is recommended you bring a laptop with DSB already installed.

**Pre-class prep:** Download, install and create your Diamond System Builder account.

DSB software can be accessed at <https://tinyurl.com/MylinkdriveDSB>.

**Instructors:** Jessie Bacon, Jen Milazzo (IL)

**September 10, 8 a.m.-2 p.m. - Wheeling, IL**

**September 12, 8 a.m.-2 p.m. - Hillside, IL**

**September 17, 8 a.m.-2 p.m. - Alsip, IL**

**Instructor:** Dianna Cacko (MI)

**September 10, 9 a.m.-3 p.m. - Grand Rapids, MI**

**September 17, 9 a.m.-3 p.m. - Livonia, MI**

## Mitsubishi Electric M&P Installation and Service Essentials

### 2-day class \$120

This course focuses on the service and troubleshooting of Nv- and P-Series systems.

Concepts and theories of Nv- and P-Series system operation, plus electrical and refrigerant circuits, are covered in detail. Resources and troubleshooting techniques are discussed and reinforced with practical hands-on exercises. Required for dealers wanting to receive 12/12 warranty eligibility.

**Pre-class prep:** You must complete the eLearning modules before attending the class. These modules will help you become familiar with Mitsubishi information. You must create a user ID and password for access:

**Login or create an account at:** [meushvac.force.com/Contractor/s/](https://meushvac.force.com/Contractor/s/)

Click on Learning > Find Training > Residential and Light Commercial In Learning Plans, click on "M- and P-Series Installation Essentials" and complete the following modules:

Module 1: Product overview

Module 2: MyLinkDrive

Module 3: Diamond System builder

Module 4: Installation

Module 5: Warranty and product registration

**Instructor:** Preston Meints

**November 12-13, 9 a.m.-3 p.m. - Livonia, MI**

## Navien Product Overview Level 2

### ½-day class FREE

Learn the basics of installation, sizing, maintenance and service for the Navien Combi boiler and NPE water heater. Upon completion, you will be listed on the Navien website as an Installer or Service Provider.

**Instructor:** Mark Brickley

**October 15, 8 a.m.-noon - Hillside, IL**

## Radiant Heating Design 101

### 4-hour class FREE

Hydronic basics and components, completing a manual heat loss, best practices for designing radiant floor and when to use which emitters and other design considerations.

**Instructor:** Zach DeVoy

**November 6, 8 a.m.-noon - Hillside, IL**

## S-Series

### ½-day class FREE

Learn the features and benefits of the S-Series furnace, including set-up, wiring configurations and installation. Review conversions that allow the three-way poise and other installation offerings to include the four-way poise S8 furnace. Additionally, we'll introduce the new S8V2 furnace line. You'll see how simple the new design is for easy removal of the blower housing and heat exchanger. Get your questions answered with in-depth troubleshooting help on the newly designed control board.

**Instructor:** Ryan Stevens (IL)

**September 24, 8 a.m.-noon - Wheeling, IL ●**

**October 22, 8 a.m.-noon - Alsip, IL ●**

**October 23, 8 a.m.-noon - Hillside, IL ●**

**Instructor:** Nathan Duke (MI)

**September 12, 8 a.m.-noon - Coldwater, MI**

**September 17, 8 a.m.-noon - Livonia, MI**

**November 6, 8 a.m.-noon - Jackson, MI**

## Symbio Light Commercial Troubleshooting and Product Review

### 1-day class \$99

In this course, instructors will introduce Symbio, the third-generation light commercial unitary controls platform. Symbio was first introduced in the Odyssey light commercial split systems in 2020 and is now integrated into all Precedent-packaged units ranging from six- to 25-tons. During the course, you will learn various skills such as adjusting blower speed, wiring in a smoke detector and adjusting the economizer. The class provides hands-on activities in a team environment using demonstrator equipment. You will connect your smart device via Bluetooth and learn how to make changes to configurations and settings, utilize test mode and look up faults. Remember to bring your smart device and download the Symbio app to learn how to navigate Trane and American Standard's new commercial controls platform.

**Instructor:** Terry Haworth

**October 15, 8 a.m.-2:30 p.m. - Hillside, IL ●**

**October 16, 8 a.m.-2:30 p.m. - Alsip, IL ●**

**October 9, 9 a.m.-3 p.m. - Grand Rapids, MI**

**October 17, 9 a.m.-3 p.m. - Livonia, MI**

## Triangle Tube Product Overview

### ½-day class FREE

Join us to learn how to apply, install and service Triangle Tube boilers. This course has a hands-on component where you will learn to program and set up a boiler for operations. You will leave this class with a detailed understanding of product parts and warranty, boiler fluid chemistry, condensing technology, piping options, wiring and control integration, venting/termination applications and more.

**Instructor:** Kevin Key

**October 24, 8 a.m.-noon - Hillside, IL**

**October 25, 1-5 p.m. - Wheeling, IL**

## Navien Classes at Balfrey and Johnston

**September 10 - Combi/Boiler - Oakpark, MI**

**September 11 - NPE - Oakpark, MI**

**September 12 - NPF - Oakpark, MI**

**November 5 - Combi/Boiler - Oakpark, MI**

**November 6 - NPE - Oakpark, MI**

**November 7 - NPF - Oakpark, MI**

*For more information and to register, contact*

*Lindsay Laskowski at [llaskowski@balfrey-johnston.com](mailto:llaskowski@balfrey-johnston.com)*

## American Standard ASSET/Trane Boot Camp

### 5-day class \$1,895

Get ready to take your business to the next level! This interactive boot camp is an extensive program that will feature the No Pressure Selling tool. You will learn about the comfort concerns list, wheel of value and estimated energy savings chart. Extensive role-playing opportunities will allow you to see the sales process in action. We will provide feedback to help you overcome customer objections and close deals.

**Instructor:** Chris Carlile

**April 22-26, 2025 8 a.m.-5 p.m. - Hillside, IL ●**

## INSTRUCTORS

### DIANNA CACKO | MITSUBISHI ELECTRIC TRANE HVAC US LLC

Dianna Cacko is an area Sales Manager with Mitsubishi Electric Trane HVAC US LLC. She is a Michigan native with a decade of home performance and residential HVAC experience, helping contractors and customers better understand heat pump opportunities.

### CHRIS CARLILE | NO-PRESSURE SELLING

Chris Carlile has held a variety of sales positions including Territory Sales Manager, where he earned a national top 10 award for outstanding performance. He was appointed twice to the board of directors for one of the largest U.S. home builders associations and honored as the master of ceremonies for numerous home builders' events.

### NATHAN DUKE | MUNCH'S SUPPLY

After graduating high school, Nate struggled to find a career path he enjoyed and could prosper in. After many discussions with his brother, Nate decided that the HVAC industry could fulfill his passion for a career path. Since 2003, Nate has held many roles in the HVAC industry and has been a part of Munch's Supply Technical Team since 2019.

### TERRY HAWORTH | MUNCH'S SUPPLY

Terry Haworth started working in his family's HVAC business when he was old enough to carry his dad's tool box. When it closed in the early 1990s, he worked for area dealers as both an Installer and Service Tech. He spent 11 years as a Lead Service Tech and Service Manager for a TCS dealer.

### CHRIS HOWELLS | APRILAIRE

Chris has trained thousands of people on the importance of IAQ within the industry, including HVAC contractors, distributors, engineers, new home sales teams, raters and inspectors.

### KEVIN KEY | TRIANGLE TUBE

Kevin Key serves as Triangle Tube's Midwest Trainer and Field Tech. With more than 25 years of experience in hydronics, he has worked in distribution and as a Manufacturer's Representative. Kevin's strong technical training skills are evident in his comprehensive understanding of hydronic systems and applications, as well as his commitment to enhancing installations through technical training.

### COLLEEN KEYWORTH | ONLINE ACCESS

Colleen Keyworth is the Director of Sales and Marketing for Online Access, a HVAC web marketing company located in Michigan. Colleen was recognized as one of the 2019 "Top 40 Under 40" by ACHR News and received Service Nation's 2020 "Woman of the Year" award.

### PRESTON MEINTS | MUNCH'S SUPPLY

Preston Meints first learned about the industry from his father. He joined the military after high school and specialized in generators and HVAC systems. For many years, he worked for the largest Trane contractor in the country as their Installation Supervisor until he took a Field Service Representative position with the Georgia-Trane DSO.

### JEN MILAZZO | MITSUBISHI ELECTRIC TRANE HVAC US LLC

Jennifer Milazzo is a seasoned professional in the HVAC industry with a lifelong connection to the field. Currently, she works with Mitsubishi to help distributors connect with contractors, enhance brand awareness and drive revenue growth. Jennifer has been recognized as NWBOC Women's Circle of the Year and one of the Top Women in HVAC in 2022.

### JASON MURPHY | LYALL THRESHER

Jason Murphy has been a member of Lyall, Thresher & Associates for more than 10 years. He has been actively involved in the HVAC industry for the past 15 years, focusing on product training, technical support and system design. Jason has extensive knowledge of boilers, pumps and hot water heating systems.

### RYAN OTT | BUSINESS PLANNING

With more than 25 years of industry experience, Ryan Ott has been running his family business since 2013. Since then, he has successfully expanded it through acquisitions into a three-branch team of 40 people. At the same time, he also formed GroundWork Consulting, which provides B2B coaching bookkeeping and training services to help other companies implement the changes needed for structured growth.

### MATT SERDAR | MUNCH'S SUPPLY

Matt Serdar is the training leader for Munch's Supply. Over his 30-year career, Matt has held numerous HVAC positions, including Residential Technician, Commercial Service Manager and Nuclear Power Plant Operator. Matt has taught college-level classes and has experience training Chicagoland contractors as a Trane Field Service Representative.

### RYAN STEVENS | MUNCH'S SUPPLY

Ryan Stevens started in the HVAC field 20 years ago, performing residential and light-commercial installations. After several years as an installer, he transitioned into service and eventually became a Lead Technician with the added role of training and developing newly hired technicians.

### RYAN WATKINS | ECOBEE

Ryan Watkins is the newly appointed Regional Sales Manager for ecobee and he has an impressive professional background. Prior to joining ecobee, he held several leadership and Regional Sales Manager roles for more than 20 years with several companies such as Bose, Belkin, Samsung and Whirlpool.



## FAST TRACK HVAC TRAINING

### A new approach to training

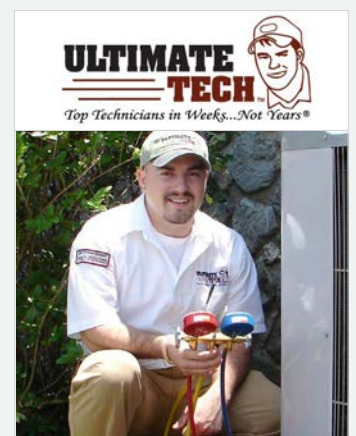
The typical way of training a new technician is to let them ride with another for a season or two. This is costly, unproductive and only as good as the technician they are riding with.

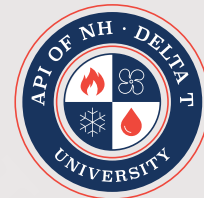
The Ultimate Training Academy's (UTA) one-week, hands-on courses get straight to the point of what technicians need to succeed in this industry.

UTA has mastered the right combination of task- and segment-based training. A lot of schools are segment-based, but spend two or three semesters accomplishing what this targeted program achieves in one-week increments.

With UTA, you can hire an inexperienced person who has some mechanical aptitude, send them to targeted training segments (covering electrical, refrigeration and heating technology) and be confident that they will be able to run air conditioning and heating maintenance upon completion of these courses. Classes are geared toward both intermediate and experienced technicians.

**For more information, a complete class listing or to register, visit [ultimatetechnician.com](http://ultimatetechnician.com) or contact Pat Hardwick with UTA at (501) 835-8200 and [pat@ultimatetechnician.com](mailto:pat@ultimatetechnician.com). All classes take place in North Little Rock, AR.**





FRANKLIN • MANCHESTER

## COURSE DESCRIPTIONS

### LG

#### LG DFS-04 3-hour class FREE

This course will introduce you to the LG DFS inverter product line. Topics include project design, unit placement, installation considerations, proper evacuation, pressure testing and system charging and commissioning. This course is ideal for HVAC professionals with knowledge of the basic refrigeration cycle, heat pump HVAC systems, installations and electricity, including high- and low-voltage installation best practices.

\*This class is a requirement to maintain pro-dealer status.

Coffee and snacks will be provided.

**Instructor: Jason LeBlanc**  
**September 25, 8-11 a.m. - Manchester, NH**  
**December 4, 8-11 a.m. - Manchester, NH**

#### LG DFS -10 3-hour class FREE

In this class, you will learn about proper operation and procedures for effective service, diagnostics and repair of LG DFS equipment. This course is ideal for HVAC professionals with knowledge of basic refrigeration cycle, heat pump service and installation. Additionally, you should be familiar with electricity, including high- and low-voltage service and installation best practices.

\*This class is a requirement to maintain pro-dealer status.

Coffee and snacks will be provided.

**Instructor: Jason LeBlanc**  
**October 23, 8-11 a.m. - Manchester, NH**

#### LG Refresher

In this comprehensive training course, you will gain a thorough understanding of LG DFS inverter products, covering project design, unit placement, installation considerations, evacuation, pressure testing, system charging and commissioning. Additionally, you will learn proper operation, diagnostics and repair techniques for LG DFS equipment, making it an ideal resource to enhance your HVAC expertise. This class is ideal for HVAC professionals familiar with electrical systems and the basic refrigeration cycle.

\*Satisfies the requirements for DFS-04 and DFS-10 certificate renewal.

**Instructor: Jason LeBlanc**  
**September 11, 8-11 a.m. - Manchester, NH**  
**October 9, 8-11 a.m. - Franklin, MA**  
**November 13, 8-11 a.m. - Manchester, NH**

### RHEEM

#### Rheem Universal Heat Pump RD17 3-hour class FREE

This course provides training for installers and technicians on Rheem's RD17 universal heat pump systems. It includes product familiarization, component explanations, suitable applications, installation, operation, maintenance and service and diagnostic procedures.

**Instructor: Louis Vannicola**  
**September 17, 8-11 a.m. - Manchester, NH**  
**September 19, 8-11 a.m. - Franklin, MA**  
**October 15, 8-11 a.m. - Manchester, NH**  
**October 17, 8-11 a.m. - Franklin, MA**

### RHEEM

#### Rheem 90% Gas Furnace 3-hour class FREE

This training program covers installing, servicing and diagnosing single- and two-stage 90% gas furnaces. Installation procedures include converting the furnaces to meet various applications, category IV venting, high-altitude applications, LP conversion, and setup and commissioning.

**Instructor: Louis Vannicola**  
**September 17, 12:30-3:30 p.m. - Manchester, NH**  
**September 19, 12:30-3:30 p.m. - Franklin, MA**  
**October 15, 12:30-3:30 p.m. - Manchester, NH**  
**October 17, 12:30-3:30 p.m. - Franklin, MA**

### BOSCH

#### Bosch IDS Heat Pump 4-hour class FREE

This course is designed for HVAC professionals and technicians, covering essential aspects of Bosch IDS heat pump technology. Participants will learn system operation, advanced troubleshooting, wiring configurations, thermostat programming, proper installation and industry best practices. Ideal for HVAC technicians, contractors and apprentices, this course offers valuable knowledge and practical skills, leading to certification upon successful completion.

**Instructors: Rich Sebast and Nate Cannon**  
**November 5, 8 a.m.-noon - Londonderry, Bosch Training Facility**  
**November 7, 8 a.m.-noon - Franklin, MA**



### ADDITIONAL INFORMATION:

ALL CLASSES ARE SUBJECT TO CHANGE.  
Check our website for the latest course information:

[apiofnh.com/training/#educational](http://apiofnh.com/training/#educational)



At API of NH Delta T University, industry experts and in-house trainers offer annual classes that target your company's needs. We offer a variety of technical courses with topics on service, installation, application and troubleshooting to give your business the proper tools for the HVAC field.

## INSTRUCTORS

#### JASON LEBLANC

Jason LeBlanc has been in the HVAC industry since 1994, with a diverse background in the industry, working on various HVAC systems. He has been certified as an LG trainer since joining API.

#### LOUIS VANNICOLO

Lou Vannicola is the Rheem/Ruud District Technical Representative for the Northeast region, covering NYC, Philadelphia and Baltimore. He has been in the HVAC industry since 1980 and has extensive experience providing technical support, training and distributor-level technical support for various HVAC brands.

#### RICH SEBAST

Rich Sebast has more than 35 years of experience in the HVAC industry. With 17 years of hands-on experience, he then became a regional representative for a leading HVAC manufacturer. Thirteen years ago, he co-founded an HVAC rep agency and recently launched a training and service division to provide top-tier support.

#### NATE CANNON

With 14 years of hands-on HVAC experience, Nate Cannon is a skilled installer and service technician, proficient with various brands and applications. He has been a trainer and technician at TSS for the past two years, serving the Greater Boston area. Licensed in multiple states, he is dedicated to excellence.



To register, scan the QR code below



VAUGHAN

## COURSE DESCRIPTIONS

### AC/HP Diagnostics

3-hour class FREE

This course covers refrigeration diagnostics and installation challenges, allowing students to enhance their troubleshooting skills and gain a deeper understanding of residential air conditioning systems.

**Instructor: Jeremy Lawrence**

**September 19, 1-4 p.m. - Vaughan, ON**

**October 17, 1-4 p.m. - Vaughan, ON**

**November 5, 9 a.m.-noon - Vaughan, ON**

### AMSTD 101

3-hour class FREE

Explore the features and benefits of American Standard heating and air conditioning to help your business stand out.

**Instructor: Jeremy Lawrence**

**September 17, 9 a.m.-noon - Vaughan, ON**

**October 15, 9 a.m.-noon - Vaughan, ON**

### Continental Hearth

3- or 1-day class FREE

This course will cover the latest Continental Fireplace product line and common installation requirements for modern gas and next-generation electric fireplaces.

**Instructor: Jeremy Lawrence**

**October 10, 9 a.m.-noon - Vaughan, ON**

**November 12, 9 a.m.-4 p.m. - Vaughan, ON**

### Duct Design

3- or 4-hour class FREE

This 85-minute course begins with a residential field study. You will learn how to define ACCA residential terminology and duct design procedures, which are intended to align with the fan types and capacities available in the one- to five-ton residential furnace market. The course includes a duct sizing example, an analysis of pressure drop and a review of ACCA terms and procedures.

**Instructor: Jeremy Lawrence**

**September 26, noon-4 p.m. - Vaughan, ON**

**November 5, 1-4 p.m. - Vaughan, ON**

### Ductless Heat Pumps

3-hour class FREE

Mini- and multi-split heat pumps have been among the fastest-growing products in the last 10 years. Discover how to incorporate these products into your business growth with effective sales strategies and seamless installations.

**Instructor: Jeremy Lawrence**

**October 29, 1-4 p.m. - Vaughan, ON**

**November 7, 1-4 p.m. - Vaughan, ON**

### Furnace Diagnostics

3-hour class FREE

In this course, you will learn about common gas furnace diagnostics and installation challenges. You will enhance foundational troubleshooting skills and gain a deeper understanding of residential heating systems.

**Instructor: Jeremy Lawrence**

**September 19, 9 a.m.-noon - Vaughan, ON**

**September 26, 9 a.m.-noon - Vaughan, ON**

**October 17, 9 a.m.-noon - Vaughan, ON**

### Grundfos Pumps

3-hour class FREE

Learn how Grundfos' innovation has taken your go-to pumps to the next level and how they continue developing products with contractors in mind.

**Instructor: Jeremy Lawrence**

**October 22, 9 a.m.-noon - Vaughan, ON**

### Hydronics 101

3-hour class FREE

This course will provide the basics of modern hydronic system design and retrofitting. Learn how to add additional value to your installations through water quality protection, trim kits and maintenance plans.

**Instructor: Jeremy Lawrence**

**October 1, 9 a.m.-noon - Vaughan, ON**

**October 3, 9 a.m.-noon - Vaughan, ON**

### Light Commercial

3-hour class FREE

Utilize American Standard's light commercial technology and take your commercial business to the next level. This course will teach you how Symbio control systems can simplify your startup, troubleshooting and maintenance business.

**Instructor: Jeremy Lawrence**

**September 24, 9 a.m.-noon - Vaughan, ON**

**October 31, 9 a.m.-noon - Vaughan, ON**

### Modern Heat Pump

3-hour class FREE

Modern heat pumps have evolved and were designed with a focus on cold climates, previously thought to be unreachable. Overcome the misconceptions and learn how to future-proof your business with proven sales strategies and seamless installations.

**Instructor: Jeremy Lawrence**

**September 24, 1-4 p.m. - Vaughan, ON**

**October 29, 9 a.m.-noon - Vaughan, ON**

**October 31, 1-4 p.m. - Vaughan, ON**

**November 7, 9 a.m.-noon - Vaughan, ON**

### VS/Mod Certification

3- or 4-hour class FREE

This certification course is required for all American Standard dealers before purchasing, selling and installing all platinum series and Link products. This course covers modulating gas furnaces, variable-speed air handlers and outdoor products, such as air conditioners and heat pumps.

**Instructor: Jeremy Lawrence**

**September 17, 1-4 p.m. - Vaughan, ON**

**October 15, noon-4 p.m. - Vaughan, ON**

Scan the QR code to register for fall training!



## INSTRUCTOR

JEREMY LAWRENCE

Jeremy has been working in the HVAC and Hydronics industry for more than 20 years as a Technician, Salesperson and Business Leader. His foundational, experienced-based approach to learning effectively bridges the gap between technical knowledge, industry trends and business success.



For questions or to register, please visit  
learnwithoconnor.com.



OKLAHOMA CITY • TULSA • WICHITA • LENEXA • OMAHA • IOWA

## COURSE DESCRIPTIONS

### A2L Training

2- or 3-hour class \$65

This course is designed to provide a comprehensive overview of the EPA's ACT technology rule and A2L transition, aiming to assist you in navigating this change in the industry.

**Instructor: Lance Anderson**

**October 3, 10, 17, 24, 8:30-11:30 a.m. - Tulsa, OK**

**Instructor: Dave Ellenberger and Jeremy Ebertowski**

**November 13, 9-11 a.m. - Des Moines, IA (FREE)**

### A2L Refrigerant Transition

2½-hour class \$25

The shift to the A2L refrigerant has begun, with initial units already in place and more installations occurring daily. This course will cover important topics such as understanding A2L, meeting the new regulations and compliance, refrigerant handling and safety, model number changes, tools needed and used with A2L refrigerants and dos and don'ts.

**Instructor: Charles Wilkerson**

**October 30; November 20; December 18, 8:30-11 a.m. - Lenexa, KS**

### Airflow Basics

4-hour class \$55

**NEW!**

With the continuous advancement in equipment technology and efficiencies, it is important to understand how airflow impacts unit performance and setup. This class is designed to cover basic measurements and the effects that airflow has on equipment. We will focus on setup, best practices and troubleshooting.

**Instructor: Charles Wilkerson and Patrick Fetters**

**October 3; December 5, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

### Basic Electrical for HVAC

4-hour class \$55

This hands-on course is designed for newer Service Technicians to give them a better understanding of basic electricity. We start with safety and work our way into basic troubleshooting of common HVAC loads and controls.

**Instructor: Charles Wilkerson and Patrick Fetters**

**September 19; October 10, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

### Basic Furnace Troubleshooting

4-hour class \$55

**NEW!**

In this class, we will cover furnace troubleshooting. Students will have the opportunity to use desktop trainers and mobile furnaces to troubleshoot common problems. This course is designed for beginners who have a foundational understanding of operation, voltage, amperage and resistance. Prerequisites: Basic Heating and Electrical Fundamentals.

**Instructor: Charles Wilkerson and Patrick Fetters**

**September 26; October 29; December 17, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

### Basic Heating

4-hour class \$55

This beginner class is designed to help new Service Technicians learn the basics of furnace and air handler heating. Participants will learn about heat transfers, the sequence of operation for a basic heating system and troubleshooting heating elements in air handlers.

**Instructor: Charles Wilkerson and Patrick Fetters**

**October 15; December 10, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

### Code Class

3-hour class \$75

This course covers the 2015 and 2018 international mechanical codes and the international fuel gas code on chimneys, venting and combustion air.

**Instructor: Dave Lyons**

**October 2, 1-4 p.m. - Garden City, KS**

**October 8, 10, 1-4 p.m. - Wichita, KS**

**November 14, 1-4 p.m. - Hays, KS**

**November 21, 1-4 p.m. - Manhattan, KS**

**December 5, 1-4 p.m. - Parsons, KS**

### Commercial Training/Midea/Symbio Product

4-hour class \$75

This class will cover the new Midea package product with a hands-on overview of controls and components. It will also include the latest updates for all Symbio products.

**Instructor: Fred Simpson and Dave Lyons**

**October 22, 24, 8 a.m.-noon - Wichita, KS**

### Communicating Systems Troubleshooting

4-hour class \$55

**NEW!**

This class aims to provide technicians with a strong foundation to troubleshoot safely and systematically on a communication system. Best practices will help service technicians avoid common problems. Topics covered will include alert and error codes, using the CDA and thermostats to identify issues, and evaluating sensors to ensure proper readings.

Prerequisites: Basic Air Conditioning and Furnace Electrical Wiring and Troubleshooting, Refrigeration Fundamentals or other courses that teach basic skills.

**Instructor: Charles Wilkerson and Patrick Fetters**

**November 21, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

### Electrical Wiring Diagrams and Troubleshooting

4-hour class \$55

As equipment becomes more complex and advanced, there is a growing need for a better understanding of wiring diagrams to comprehend equipment operation and troubleshooting. This course aims to provide participants with a comprehensive understanding of wiring diagrams, starting from basic symbols to advanced troubleshooting techniques.

**Instructor: Charles Wilkerson and Patrick Fetters**

**October 22, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

### Fall Service Training 2024

4-hour class \$85

This course provides a comprehensive understanding of HVAC systems, including furnace and heat pump operations, troubleshooting, electrical wiring schematics, and ERV and HRV installation. Additionally, you'll gain valuable insights into the current state of the HVAC industry.

**Instructor: Dave Ellenberger and Jeremy Ebertowski**

**September 17, 18, 19, 3-7 p.m. - Omaha, NE**

**September 24, 25, 3-7 p.m. - Lincoln, NE**

**October 1, 3-7 p.m. - North Platte, NE**

**October 2, 3-7 p.m. - Grand Island, NE**

**October 3, 3-7 p.m. - Norfolk, NE**

**October 8, 3-7 p.m. - Cedar Falls, IA**

**October 9, 3-7 p.m. - Pocahontas, IA**

**October 10, 3-7 p.m. - Sioux City, IA**

**October 15, 16, 3-7 p.m. - Des Moines, IA**

### Fall Service School

4-hour class \$75

We will prepare for the fall/winter season by focusing on the S9V2 variable-speed inducer furnace and ensuring proper startup and commissioning to keep heating systems running smoothly.

**Instructor: Fred Simpson**

**October 2, 8 a.m.-noon - Garden City, KS**

**October 8, 10, 8 a.m.-noon - Wichita, KS**

**November 14, 8 a.m.-noon - Hays, KS**

**November 21, 8 a.m.-noon - Manhattan, KS**

**December 5, 8 a.m.-noon - Parsons, KS**



Scan the QR code to  
register for fall training!



## Heat Pump Troubleshooting

### 2-hour class \$60

This introductory course will cover the Trane, American Standard, RunTru, and Ameristar one-stage and two-stage heat pumps. The class will focus on troubleshooting, sequence of operation and defrost operation for these systems. Additionally, we will discuss common installation and service tips.

**Instructor: Dave Ellenberger and Jeremy Ebertowski**  
**November 5, 9-11 a.m. - Omaha, NE**

## Link Variable-Speed Air Conditioning and Heat Pump Installation

### 4-hour class \$55

This course is a prerequisite for purchasing a Link V/S air conditioner or heat pump product line. During the course, you will learn the fundamentals of the Link communication system, proper equipment selection and installation basics of integrated variable speed drive.

Prerequisites: Basic Air Conditioning and Furnace Electrical Wiring and Troubleshooting, Refrigeration Fundamentals or other courses that teach basic skills.

**Instructor: Charles Wilkerson and Patrick Fetters**  
**November 5, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

## Link Variable-Speed Air Conditioning and Heat Pump Technical Course

### 4-hour class \$55

During the training session, you'll learn about variable-speed systems and get an overview of the communications display assembly. Additionally, you'll gain insight into system commissioning, alerts and troubleshooting through hands-on displays, ensuring you're fully equipped to handle any issues that might arise. Prerequisites: Basic Air Conditioning and Furnace Electrical Wiring and Troubleshooting, Refrigeration Fundamentals or other courses that teach basic skills.

**Instructor: Charles Wilkerson and Patrick Fetters**  
**November 12, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

## Mitsubishi M&P Service Course

### 2-day class \$295

This two-day M- and P-Series service course covers installation and troubleshooting best practices. Concepts of series system operations are covered, including a study of its unique technologies. The theories of correctly applying, installing and troubleshooting will be discussed along with practical, hands-on exercises.

**Instructor: Richard Williams, Lance Anderson, Clint Carter**  
**December 4-5, 18-19, 8:30 a.m.-5 p.m. - Oklahoma City, OK**

## Mitsubishi M&P Service Training

### 2-day class \$295

This two-day hands-on M- and P-Series service course will teach you how to install and troubleshoot M- and P-Series systems. The course covers the concepts and theories of M- and P-Series system operation, including a study of the unique technologies used.

**Instructor: Scott Meredith**  
**September 10-11; October 29-30; November 6-7; December 10-11,**  
**9 a.m.-4 p.m. - Omaha, NE**

## Mitsubishi M&P Series Two-Day Course

### 2-day class \$295

This two-day M- and P-Series service course covers installation and troubleshooting best practices. Concepts and theories of series system operations are covered, including a study of its unique technologies. The theories of correctly applying, installing and troubleshooting will be discussed along with practical hands-on exercises.

**Instructor: Clint Carter**  
**November 6-7, 8:30 a.m.-5 p.m. - Lenexa, KS**

## S-Series Furnace Install and Commissioning (Trane Dealers Only)

### 1-day class \$105

In this class, we will cover the installation, commissioning and troubleshooting of all S-model furnaces. You will learn how to check and set proper airflow for all models and perform detailed troubleshooting of 16-pin and four-pin serial port variable speed motors. Additionally, the class will cover troubleshooting of constant torque motors.

**Instructor: Lance Anderson**  
**September 19, 26, 8:30 a.m.-4:30 p.m. - Tulsa, OK**

## S-Series Furnace Troubleshooting - NEW!

### 4-hour class \$55

This class will cover Trane and American Standard S-Series troubleshooting. Students will troubleshoot some common problems and trouble codes for the S-Series furnace hands-on using state-of-the-art desktop trainers and mobile furnaces. Most of our time will be spent working hands-on, testing components and building critical thinking skills. Prerequisites: Understanding of Wiring Diagrams, Basic Heating and Electrical Fundamentals.

**Instructor: Charles Wilkerson and Patrick Fetters**  
**October 17, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

## Symbio Training

### 2-hour class \$60

In this course, you will learn about the latest commercial controls used in Odyssey split systems and Precedent package units. The course will cover Symbio controls, including wiring, Bluetooth pairing, configuration and diagnostics. By the end of the course, you will better understand how to operate and troubleshoot these systems effectively.

**Instructor: Dave Ellenberger and Jeremy Ebertowski**  
**December 18, 8:30 a.m.-10:30 p.m. - Omaha, NE**

## Trane and American Standard Heat Pumps

### 4-hour class \$55

This course is designed for Service Technicians to properly understand heat pump operation and service. Topics covered are the sequence of operation, wiring diagrams for heat pumps and service and troubleshooting. Note: Variable-speed heat pumps will NOT be covered.

Prerequisites: Basic Refrigeration Skills, Refrigeration Fundamentals and Electrical Fundamentals.

**Instructor: Charles Wilkerson and Patrick Fetters**  
**October 1; December 12, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

## Trane and American Standard Heat Pumps and Air Handler Troubleshooting

### 4-hour class \$55

This course is designed for Service Technicians who understand basic heat pump operations. Topics covered include troubleshooting using a sequence of operation and troubleshooting using wiring diagrams. Note: No basic skills will be covered in this class. This is a hands-on skill-building course with lab trainers and equipment. Prerequisites: Trane and American Standard Heat Pump.

**Instructor: Charles Wilkerson and Patrick Fetters**  
**October 8; November 19, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

## Trane and American Standard Residential Zoning

### 4-hour class \$55

This course will discuss the installation, configuration, testing and troubleshooting of the Trane/American Standard ComfortLINK zone panel. Topics will include zoning design considerations, excess air management and the 1050, 950 and 930 controls.

Prerequisites: Variable Speed Air Conditioning and Heat Pump Technical Course.

**Instructor: Charles Wilkerson and Patrick Fetters**  
**November 14, 8:30 a.m.-12:30 p.m. - Lenexa, KS**

## Trane Advanced Gas Heating (Trane Dealers Only)

### 1-day class \$105

This class is designed to help you become an expert in installing, commissioning and troubleshooting all S-model furnaces. During this course, you will learn how to check and set proper airflow for all models, as well as gain a deep understanding of the 16-pin and four-pin serial port variable speed motors and the constant torque motors.

**Instructor: Richard Williams**  
**September 18, 25, 9 a.m.-5 p.m. - Oklahoma City, OK**

## Trane ComfortLink II and Variable-Speed (Trane Dealers Only)

### 1-day class \$105

This course provides a comprehensive overview of variable-speed systems, covering topics such as the application, installation and troubleshooting of the new ComfortLink II communication protocols. It also includes an exploration of the new technician app.

**Instructor: Richard Williams**  
**November 13, 20, 9 a.m.-5 p.m. - Oklahoma City, OK**

**Instructor: Lance Anderson**  
**November 14, 21, 9 a.m.-5 p.m. - Tulsa, OK**

*Continued on next page.*

## Trane Commercial (Licensed Contractors)

### 1-day class \$200

In this course, we'll dive deep into the exciting world of the Symbio 700 Controls platform, exploring its powerful features and capabilities. You'll learn about the ReliaTel microprocessor controls, as well as control wiring and configuration, all while gaining valuable insights into service and diagnostics.

**Instructors: Richard Williams**

**January 15, 22, 9 a.m.-5 p.m. - Oklahoma City, OK**

**January 16, 23, 8:30 a.m.-4:30 p.m. - Tulsa, OK**

## Trane Heat Pump and Air Handler (Trane Dealers Only)

### 1-day class \$105

This course will offer a comprehensive overview of Trane heat pumps and air handlers, covering application, installation, airflow and troubleshooting. Additionally, this class will cover A2L and R454B refrigerants.

**Instructor: Richard Williams**

**October 9, 30, 9 a.m.-5 p.m. - Oklahoma City, OK**

## VS Certification Training and Troubleshooting

### 2-hour class \$60

TrueComfort and AccuComfort units are among our market's most efficient and comfortable units. This certification course for the Trane and American Standard 18- and 20-SEER units is a requirement to purchase and install these systems.

**Instructor: Dave Ellenberger and Jeremy Ebertowski**

**December 3, 9-11 a.m. - Omaha, NE**



## INSTRUCTORS

### RICHARD WILLIAMS

Richard Williams has more than 37 years of HVAC industry experience working in a number of roles, including Technician and Field Service Representative for Trane. He is currently a Field Service Representative for the O'Connor Company in Oklahoma. Richard has his Texas air conditioning contractors license, as well as NATE certifications. He has also been a member of RSES since 1987.

### LANCE ANDERSON

Lance Anderson has been in the HVAC industry for 26 years as an Installer and Service Technician on the residential, commercial and industrial side of the business. For the last nine years, Lance has been with the O'Connor Company in technical support and as a Trainer.

### DAVE ELLENBERGER

Dave has more than 30 years of experience in the HVAC industry, including service, installation and commercial sales. Dave has successfully maintained his relationships with customers and technicians over the years. Dave started at O'Connor in January of 2017 as one of their Technical Support Specialist and Trainer.

### JEREMY EBERTOWSKI

For more than 28 years, Jeremy has been working in HVAC service and installation. He has supported residential and light commercial applications for a large service company in Omaha.

### CHARLES WILKERSON

Charles Wilkerson has been in the HVAC industry for 30 years. He became an instructor for a local community college and discovered a passion for education and training in the HVAC industry. Charles is committed to bringing education, training and support to the next generation of Service Technicians through his role at O'Connor Company.

### PATRICK FETTERS

Patrick Fetters has worked in the HVAC industry for 23 years as a Residential and Commercial Installer and Service Technician. Patrick earned his master's mechanical license, NATE certifications and backup generator certifications. His area of expertise is troubleshooting and designing applications for HVAC equipment.

### FRED SIMPSON

Fred has been in the HVAC/R industry since 1982. He has extensive experience as a service technician, technical support specialist, trainer, service engineer and design/application engineer for HVAC/R equipment in residential and commercial settings.

### DAVE LYONS

David has worked in the HVAC industry for more than 40 years, handling both residential and commercial applications. He began as a service technician and currently holds the position of Vice Chairman for the Metropolitan Area Building and Construction Department (MABCD). He is also a member of the Kansas Cooling Contractors Association.

### CLINT CARTER

With a career spanning 29 years in the HVAC industry, Clint Carter has held various roles from Sheet Metal Installer to General Manager. For the past eight years, he has been a valuable member of O'Connor Company, where he has primarily focused on ductless in addition to development, service, application and teaching classes.

### SCOTT MEREDITH

Scott has been with the O'Connor Company for more than 20 years. He recently completed the DSG program with Mitsubishi and teaches the two-day M&P program in the northern region.

**For questions or to register, please email  
marketing@bellsimons.com.**

HARTFORD • WATERVILLE

## COURSE DESCRIPTIONS

### Mitsubishi M&P Training

#### 2-day class \$250

This comprehensive M-Series and P-Series equipment course covers essential elements, including installations, system startups, Diamond System Builder, primary operations, preventive maintenance and troubleshooting, functional overview and hands-on operations. We will also review frequently asked questions.

**Instructor: Zach Goodrich**

**September 25-26, 8:30 a.m.-4 p.m. - Hartford, CT**

**October 23-24, 8:30 a.m.-4 p.m. - Hartford, CT**

**November 13-14, 8:30 a.m.-4 p.m. - Hartford, CT**

**Instructor: Andrew Michaud**

**October 15-16, 8:30 a.m.-4 p.m. - Waterville, ME**

**December 10-11, 8:30 a.m.-4 p.m. - Waterville, ME**



## INSTRUCTOR

### ZACH GOODRICH

Zach Goodrich has been in the HVAC industry since 2012, with a diverse range in the HVAC field, working on various HVAC systems. Zach has been certified as a Mitsubishi, RUUD, and GREE trainer since joining BellSimons.

### ANDREW MICHAUD

Andrew has more than a decade of experience in the HVAC industry and has been certified as a trainer for Mitsubishi, RUUD and GREE since joining BellSimons.

For questions or to register, please email [tellmemore@marcone.com](mailto:tellmemore@marcone.com).



**marcone**  
HVAC

POMPANO BEACH

## COURSE DESCRIPTIONS

### AL2 - Low GWP Refrigerant Class

**5-hour class \$129, including test**

As the HVACR industry continues to evolve, the refrigerants that were once so commonplace are now being replaced. Many of these new refrigerants are classified by ASHRAE as A2L or slightly flammable. The industry also sees expanded use of hydrocarbon (A3) refrigerants, such as propane and isobutane. Technicians and students will need additional training to handle and transport these refrigerants safely. This course aims to educate and train technicians in safely handling these new refrigerants.

**Email for dates: 8 a.m.-1 p.m. - Pompano Beach Training Lab, FL**

### LG DFS-04 and DFS-010

**2-day class \$99, including test**

The course will cover the manufacturer's guidelines for installing the piping and wiring systems connected to the indoor and outdoor LG DFS air conditioning equipment. It will also familiarize technicians with LG DFS equipment, such as PCBs, EEVs, BLDC motors, compressors and more. Students will learn about each component's role in a properly functioning LG DFS system, including indoor and outdoor electrical connections and practical guidance on servicing and maintaining LG DFS equipment.

**Email for dates: 8 a.m.-4 p.m. - Pompano Beach Training Lab, FL**

### SolderWeld Aluminum Brazing: The EZ Way

**Drop-in class FREE**

Stop by the Pompano Beach branch at your leisure to learn about SolderWeld, a leader in the industry with the best brazing product for aluminum coils. This product operates at 600 F, eliminating the issue of burning holes in aluminum coils.

**Every Wednesday, starting September 4: - 9 a.m.-noon - Pompano Beach Training Lab, FL**

### The HVAC Tech Advantage

**4-hour class \$35**

Technicians may not enjoy selling, but we all understand the significance and necessity of tech sales. This course provides training and introduces a 21-day challenge guaranteed to help you:

- Enhance communication skills
- Increase indoor air quality (IAQ) and equipment sales
- Assist you and your business to boost income

**Instructor: Kevin Maggs**

**Email for dates: 8 a.m.-noon - Pompano Beach Training Lab, FL**

## INSTRUCTOR

KEVIN MAGGS

Kevin has 25 years of experience in HVAC sales, sales management and sales coaching. He also has 15 years of experience in financial lending. Kevin is a former contractor and the owner of multiple successful businesses.

For questions or to register, please visit [comfortairdistributing.com/training](http://comfortairdistributing.com/training).

CENTENNIAL • COLORADO SPRINGS

## COURSE DESCRIPTIONS

### A2L and Ultra Low NOx Updates

**3- or 3½-hour class FREE**

Great for any service tech! Named for their ASHRAE safety classification, A2L refrigerants are characterized by mild flammability, low toxicity and low global warming potential.

**Instructor: Leo Crosson**

**August 28, 8-11 a.m. - Centennial, CO**

**August 29, 4:30-8 p.m. - Colorado Springs, CO**

**September 18, 8-11 a.m. - Centennial, CO**

**September 19, 4:30-8 p.m. - Colorado Springs, CO**

### Fall Furnace Service

**3- or 3½-hour class \$75**

A specialty class focusing on all Rheem models. Learn key components, sequence of operation, conversion, general installation, special applications, diagnostics and maintenance.

**Instructor: Leo Crosson**

**September 25, 8-11 a.m. - Centennial, CO**

**September 26, 4:30-8 p.m. - Colorado Springs, CO**

### Heat Pump Application/Install

**3- or 3½-hour class \$75**

This class covers dual fuel applications. Learn about hybrid comfort systems that utilize an electric heat pump with a gas furnace, how to maximize heat pump performance in Colorado's climate and installation, start-ups and service.

**Instructor: Leo Crosson**

**September 11, 8-11 a.m. - Centennial, CO**

**September 12, 4:30-8 p.m. - Colorado Springs, CO**

## INSTRUCTOR

LEO CROSSON

A recent Rheem DSC 7 award winner, Leo is both an instructor and Technical Support Manager.



## CERTIFICATION TESTING

Comfort Air Distributing offers EPA, NATE and other certification testing at our Centennial and Colorado Springs locations. Bring your laptop or tablet to take the exam online and get instant results. Contact your local branch for pricing and availability. For more information about NATE certifications, visit their website.





DERRY • NASHUA

## COURSE DESCRIPTIONS

### NH Gasfitter Continuing Education 2023-2024

**1-day class \$80**

This course covers the 2023 and 2024 modules required by the state of New Hampshire for license renewal. If you wish to attend just one module, you can attend the 2023 segment from 8-11 a.m. or the 2024 module from 11 a.m.-2 p.m., depending on your needs. The cost will be \$40 per module. The state requires two three-hour modules to renew your NH Gasfitter license, and these two modules meet that requirement.

**Instructor: Randal S. Ripley**

**September 14, 8 a.m.-2:30 p.m. - Derry, NH**

**October 19, 8 a.m.-2:30 p.m. - Nashua, NH**

**November 16, 8 a.m.-2:30 p.m. - Derry, NH**

**December 14, 8 a.m.-2:30 p.m. - Nashua, NH**

### Daikin Mini/Multi-Split Installation

**2-day class FREE**

This installation course covers exercises on wiring, tube-flaring, torque wrench setup and use, pressure test exercise, evacuation exercise, charging exercise, error code retrieving exercise and several Daikin wired and wireless handheld controller setup exercises. This class is a prerequisite for the Service and Troubleshooting class. You must complete this class before enrolling in Service and Troubleshooting. Attendees will receive a certificate of completion from Daikin. Those who attend this course will have a guaranteed spot in the following week's Service and Troubleshooting class. To attend, you need to register for a Daikin City account (free). For further information, please contact Randal at (603) 845-1710.

**Instructor: Randal S. Ripley**

**September 25-26, 5-9 p.m. - Derry, NH**

### Daikin Mini/Multi-Split Service and Troubleshooting

**2-day class FREE**

In this course, participants will learn about the operation and functionality of the components of a Daikin ductless system. They will also learn to apply proper troubleshooting techniques for single and multi-split systems. Additionally, they will learn how to use the tools required to troubleshoot mechanical and electronic components of single- and multi-split systems. Students will understand the proper use of the inverter analyzer and the Bluetooth D-Checker software program's application, operation and functionality. Attendees will receive a certificate of completion from Daikin.

*The Daikin Mini/Multi-Split Installation course is a prerequisite for Service and Troubleshooting. If you haven't already taken the course, you must complete it before enrolling in this class.*

**Instructor: Randal S. Ripley**

**October 2-3, 5-9 p.m. - Derry, NH**

### Gas Furnace Troubleshooting

**2-day class \$60**

This comprehensive seminar is designed to enhance your knowledge and troubleshooting skills for gas furnaces. It covers a wide range of topics, including furnace components, pressure differentials, temperature variations, airflow, voltages, ohms, continuity, micro amperage, sequence of operations, wiring diagrams, error codes and troubleshooting flow charts. We will also discuss the electrical testing of furnace components, providing you with a thorough understanding of pressure switches, ignitors, limits, gas valves, venter motors, circuit boards, grounding, temperature rise, gas pressure, static pressure and using a jumper wire for troubleshooting.

**Instructor: Randal S. Ripley**

**October 22-23, 5:30-8:30 p.m. - Derry, NH**

### How to Use Electrical Theory, Sequence of Events, Diagrams and your Electrical Meter to Troubleshoot HVAC Equipment

**3-day class \$60**

This course class will cover the basics of electrical theory, single-phase and three-phase wiring diagrams, including the different sections, symbols and how to read them. We will also discuss series, parallel and series-parallel circuits, as well as their applications and functions. Additionally, we will trace safety and control circuits for heating and cooling equipment, review the use of meters and conclude with hands-on troubleshooting exercises using wiring diagrams to locate points for electrical probes.

**Instructor: Randal S. Ripley**

**October 8-10, 5:30-8:30 p.m. - Derry, NH**

### Troubleshooting With The Daikin D-Checker

**3-hour class FREE**

The Daikin D-Checker is software that enables you to monitor or record operation data of Daikin mini/multi-split systems and other Daikin equipment. You can use the Daikin Air Conditioner Monitoring Tool app, along with the Daikin Air Conditioner Monitoring Tool wireless adaptor (Model: BTSC/12S, part number 999187T). This class focuses on mini/multi-split equipment. By connecting the adaptor to the Daikin outdoor unit PCB and establishing a Bluetooth connection with the app on your phone or tablet, this software can monitor data from temperature sensors and the status of actuators such as EEV valve stepper, solenoid coils, compressors, etc. It's important to note that data/status items supported by this software differ from model to model. Monitoring or recording data from multiple outdoor units is not supported. This seminar will cover how the Daikin equipment determines the readings visible on the software and their relationships with other readings. We will download the app, set it up, connect to a live Daikin system and discuss the data displayed on the application.

**Instructor: Randal S. Ripley**

**October 15, 5:30-8:30 p.m. - Derry, NH**

### Duct Design With Manual D: How To Know Your Duct Designs Will Work

**4-day class \$150**

The course will cover all the information needed to successfully navigate the residential Manual D duct sizing process from start to finish. We will discuss the information required for a Manual D duct design, the importance of conducting a room-by-room Manual J load calculation, the benefits of correctly sized equipment, understanding how and why air flows or doesn't flow through a duct system and the tests needed to prove airflow. Additionally, we will discuss the significance of selecting evaporator coils and filters with lower pressure drop, the dos and don'ts of duct fitting, and more. Finally, we will walk through two small residential duct designs using the ACCA Manual D duct design worksheets and conclude with an explanation of how grilles, registers and diffusers work and how to size them.

**Instructor: Randal S. Ripley**

**October 29-30; November 5-6, 5:30-8:30 p.m. - Derry, NH**

### Troubleshooting Conventional Heat Pumps

**2-day class \$50**

In this class, we will cover the following topics: the definition of a heat pump, its components, working principle, the importance of correctly matching equipment, airflow, the defrost cycle, low-voltage wiring, electric heat strips, calculation of balance point and heat strip size and dual fuel systems. We will also take a deep dive into troubleshooting heat pumps.

**Instructor: Randal S. Ripley**

**November 19-20, 5:30-8:30 p.m. - Derry, NH**

## INSTRUCTOR

**RANDAL S. RIPLEY**

Randal Ripley has 31 years of experience in the HVAC industry. He spent 10 years as a Commercial-Industrial Service Technician and the last 20 years as a Technical Support/Field Tech and Trainer for Total Air Supply. Randal is a certified Daikin mini/multi-split installation and service and troubleshooting instructor. He is also a certified NH gasfitter and continuing education instructor. Randal is NATE service-level certified in A/Cs, heat pumps, air distribution, gas and oil heat.

**For questions or to register, please call (603) 889-0100 or (800) 370-0100.**

# TRAINING LOCATIONS

API of NH/Delta T - Addresses	Phone Number
40 Kenwood Circle Unit # 5, Franklin, MA 02038	508.528.6660
190 Zachary Rd., Manchester, NH 03109	603.668.7810

BellSimons - Addresses	Phone Number
319 Murphy Rd., Hartford, CT 06114-2105	860.525.6675
56 Airport Rd., Waterville, ME 04901	207.873.1107

Comfort Air Distributing - Addresses	Phone Number
1440 Paonia St., Colorado Springs, CO 80915	719.573.8662
15501 E. Fremont Dr., Centennial, CO 80112	303.690.0901

Marcone - Addresses	Phone Number
<b>Marcone:</b> 500 N. York Rd., Willow Grove, PA 19090	215.392.9006
<b>Marcone:</b> 200 N. Midland Ave., Saddle Brook, NJ 07663	201.625.0109
<b>Marcone:</b> 50 Engineers Rd., Hauppauge, NY 11788	631.436.7918
<b>Marcone:</b> 298 Medford St., Malden, MA 02148	781.324.3312
<b>BellSimons Warehouse:</b> 91 Brainard Rd., Hartford, CT 06114	860.525.6675
<b>Marcone:</b> 700 Erie Blvd. W., Syracuse, NY 13204	315.428.9128
<b>Munch's Supply:</b> 32713 Schoolcraft Rd., Livonia, MI 48150	734.742.5350
<b>Munch's Supply:</b> 300 N. Manheim Rd., Hillside, IL 60162	708.547.1121
<b>Marcone Supply:</b> 2900 W. Townline Rd., Peoria, IL 61615	309.691.7050
<b>O'Connor Company:</b> 13900 Chalco Valley Parkway #101 Omaha, NE 68138	402.818.1000
<b>O'Connor Company:</b> 16910 W. 116th St., Lenexa, KS 66219	913.894.8788
<b>Marcone:</b> 3781 Newburg Rd., Louisville, KY 40218	502.540.8211
<b>Marcone:</b> 883 Elm Hill Pike, Nashville, TN 37210	615.981.8440
<b>Marcone:</b> 2101 W. Atlantic Blvd., Ste. 125, Pompano Beach, FL 33069	954.283.3027
<b>Marcone:</b> 5004 Tennessee Capital Blvd., Tallahassee, FL 32303	850.575.0696
<b>O'Connor Company:</b> 1850 N. Indianwood, Broken Arrow, OK 74012	918.459.2000
<b>O'Connor Company:</b> 315 Hudiburg Circle, Oklahoma City, OK 73108	405.949.7940
<b>Marcone:</b> 2914 Gateway Blvd. E., El Paso, TX 79905	915.351.9742

Marks Supply - Address	Phone Number
7875 Highway 50, Vaughan, ON, L4H 4N5	866.995.6291

Munch's Supply - Addresses	Phone Number
300 N. Mannheim Rd., Hillside, IL 60162	708.547.1121
5621 W. 115th St., Alsip, IL 60803	708.597.2663
301 Alice St., Wheeling, IL 60090	847.229.9333
2403 Sycamore Rd., Morris, IL 60450	815.942.4171
1951 NorthWind Parkway, Hobart, IN 46342	219.400.0400
36 Mill St., Coldwater, MI 49036	517.278.5604
1021 Belden Rd., Jackson, MI 49203	517.782.0557
1115 S. Pennsylvania, Lansing, MI 48912	517.487.3900
3951 Bay Rd., Saginaw, MI 48603	989.754.1413
32713 Schoolcraft Rd., Livonia, MI 48150	734.742.5350

O'Connor - Addresses	Phone Number
315 Hudiburg Circle, Oklahoma City, OK 73108	833.258.4800
1850 N. Indianwood, Broken Arrow, OK 74012	800.580.8640
13900 Chalco Valley Parkway, Suite 101, Omaha, NE 68138	800.800.7580
5200 E. 35th Street N., Suite B, Wichita, KS 67220	800.444.4822
16910 W. 116th Street, Lenexa, KS 66219	888.800.3540

Total Air Supply - Addresses	Phone Number
1 B St., Derry, NH 03038	603.889.0100
171 E. Hollis St., Nashua, NH 03060	603.889.0100

Offsite - Addresses	Phone Number
<b>Virginia Technical Academy:</b> 809 Omni Blvd., Newport News, VA 23606	757.586.5322
<b>Residence Inn:</b> 7035 Arundel Mills Circle, Hanover, MD 21076	410.799.7332
<b>Springhill Suites Pittsburgh Mills Mall:</b> 3015 Pittsburgh Mill Blvd., Tarentum, PA 15084	724.274.1064
<b>Holiday Inn:</b> 5120 American Blvd., West Bloomington, MN 55437	612.452.5510
<b>American Legion:</b> 7300 Landsdowne Ave., St. Louis, MO 63119	314.645.9921
<b>Courtyard Dayton South:</b> 100 Prestige Place, Miamisburg, OH 45342	937.433.3131
<b>Marriot Courtyard Arrowood:</b> 800 W. Arrowood Rd., Charlotte, NC 28217	704.527.5055
<b>Holiday Inn Express:</b> 1120 Suemac Rd., Jacksonville, FL 32254	904.693.5100
<b>Orange County Tech College:</b> 2900 W. Oak Ridge Rd., Orlando, FL 32809	407.251.6047
<b>Holiday Inn Miami/Doral:</b> 3255 NW 87 Ave., Miami FL, 33172	305.500.9000
<b>Fort Myers Technical College:</b> 3800 Michigan Ave., Bldg. A Room A12, Ft. Myers, FL 33916	239.334.4544
<b>Holiday Inn Express:</b> 8610 Elm Fair Blvd., Tampa, FL 33610	813.490.1000
<b>Holiday Inn Pensacola University:</b> 7813 North Davis Highway, Pensacola, FL 32514	850.472.1400
<b>Clarion Inn:</b> 1500 W. Highway, 30 Gonzales, LA 70737	225.285.4614
<b>Holiday Inn:</b> 102 Lake St., Shreveport, LA 71101	318.222.7717
<b>Holiday Inn Airport-Conference Center:</b> 3201 Bankhead Dr., Little Rock, AR 72206	501.490.1000
<b>Holiday Inn:</b> 1311 Wet N. Wild Way, Arlington, TX 76011	817.460.2500
<b>Four Points by Sheraton:</b> 18861 Katy Freeway, Houston, TX 77094	281.492.6300
<b>Holiday Inn Express:</b> 421 South International Blvd., Weslaco, TX 78596	877.859.5095
<b>Courtyard by Marriott:</b> 750 1-35 N. Frontage Rd., New Braunfels, TX 78130	830.626.4700
<b>Grace Company:</b> 6748 S. Redwood Rd., West Jordan, UT 84084	801.485.6688
<b>LaQuinta:</b> 6560 Surrey St., Las Vegas, NV 89119	702.518.5955
<b>Holiday Inn Express:</b> 1520 W. Baseline Rd., Tempe, AZ 85283	480.831.9800
<b>Double Tree by Hilton:</b> 7000 Beach Blvd., Buena Park, CA 90620	714.522.7000
<b>Carmichael Elks Lodge:</b> 5631 Cypress Ave., Carmichael, CA 95608	916.489.2103
<b>Carter Park:</b> 1212 W. Fourth Plain Blvd., Vancouver, WA 98660	855.365.5975
<b>Great Hall Banquet and Convention Center:</b> 5121 Bay City Rd., Midland, MI 48642	989.496.2158
<b>AC Hotel:</b> 3160 East Michigan Ave., Lansing, MI 48912	517.337.7771
<b>Londonderry, Bosch Training Facility:</b> 50 Wentworth Ave., Londonderry, NH 03053	603.552.1100

