



TECH SERIES

Residential Maintenance 101

PROVIDED BY



www.TopRate.com



OVERVIEW

This unique course is designed to provide the basic knowledge and skills needed to perform a Residential HVAC Spring or Fall Maintenance visit. It is intended for entry-level maintenance technicians with no previous HVAC experience. Class sizes are small to be sure that students get the attention needed to ensure they receive and understand the course materials presented.

Who should attend?

New hires to company

Installers transitioning into service/maintenance

Unique features and benefits of this course:

We come to your area

Your techs stay at home and are not distracted by having to travel out of town. Save all the travel expenses.

Small class sizes

Your techs are unique and need individual attention afforded them by having more time with the trainers.

Real world training

Each tech will be prepared to begin to work and be productive as soon as they get back to your office.

Fix the customer

Every tech attending will know and understand the critical importance of great customer service skills. Techs are rarely complimented on their technical skills. Knowing how to interact well with the customer is everything and without it, the tech is of limited use to your service department.



LEARN

Topics Covered

The history of the HVAC industry

HVAC systems and basic operation

How to conduct yourself as the “new guy” in the company

Dispatching and billing paperwork

Technology used in the field

Nutrition, hydration and clothing

Job conditions in which you will be working

Tools you will be using

Benefits of a clean HVAC system

How to clean an HVAC system

Customer communications

Basic diagnostics and results

Inform – Educate – Offer

System upgrades and enhancements

Selling and Renewing Service Agreements and System Accessories

Online training resources and selfpaced learning

EPA 608 training and testing



At the conclusion of this course, each student should be able to

Perform a thorough Residential HVAC system cleaning

Complete all paperwork associated with the maintenance call

Understand their role with the company and the value they add to the team

Realize demanding customer service needs and the importance of HVAC maintenance

Know HVAC industry history and their company's local history

We utilize multiple learning tools and settings including

Classroom training and testing

Lectures and discussions

Industry professionals come to talk about the current state of HVAC

Hands-on with tools and equipment

Roleplaying critical customer interactions

Each student will receive

Class workbook and completion certificate

EPA Section 608 Certification Training & Exam

Lunch provided daily

REQUIREMENTS

Each student will be required to demonstrate the ability to successfully complete an entire system tune-up including customer greeting all the way through billing. They will demonstrate verbally, the importance of maintenance and be able to communicate that to a customer and potential customer. They will verbally talk through all the steps to a maintenance call as they are doing the task(s) with the instructor.

Prerequisite Requirements

Personality profile/assessment (optional)

Physically fit

Motivated

Valid Drivers License

Hand tools (see Tool List)

Materials to Bring

Your company's Maintenance Agreement Forms

Your company's Maintenance Agreement task checklist

Company tablet or cell phone you will be using in the field

Copy of your company's history – Make sure you can tell it!

Copy of your optional Personality Profile/Assessment

Hand Tools for Field Work (see Tool List)

Appropriate Dress for Class

Work boots, work pants and shirt. Check current weather conditions for the class dates selected.

Maintenance Tech Tool List

Qty	Description
1	Tool Bag
1	HVAC Multimeter
1	Drill Cordless
2	Pocket Thermometers
1	Heavy-duty diagonal cutting pliers – all purpose
1	8" Heavy-duty long-nose pliers – side-cutting
1	8" Side-cutting pliers (Square nose)
1	5/16" Magnetic tip nut driver 6" hollow shank
1	1/4" Magnetic Tip Nut Driver 6" Hollow Shank
1	1/4" and 5/16" Magnetic Tip Nut Driver Set, 1 1/2" Hollow Shanks Stubby
1	Screw driver set
1	10 in 1 Screwdriver/Nut Driver
1	Wire Stripper/Cutter (16-26 AWG Stranded)
1	Self-Retracting Utility Knife
1	Magnetic Torpedo Level
1	(2 Pack) Magnetic Hex Chuck Drivers 1/4"
1	(2 Pack) Magnetic Hex Chuck Drivers 5/16"
1	(2 Pack) Magnetic Hex Chuck Drivers 3/8"
1	Large Grip Scratch Awl, 3/8"
1	3 pc. Adjustable Wrench Set includes 6, 8 and 10 in. long wrenches
1	Rectangular or Round Magnetic Parts Tray
2	Electrical Tape, Black Roll
1	Work Gloves
1	Safety Glasses
4	Mastic Brush 2 1/2"
1	Car Wash (Blue) Brush (Pack of 2)
1	Hub Fan Blade Blower Wheel Puller
1	Headlamp

Class Hours

Week 1

Monday 8am-5pm
 Tuesday 8am-5pm
 Wednesday 8am-5pm
 Thursday 8am-5pm
 Friday 8am-5pm

Week 2

Monday 8am-5pm
 Tuesday 8am-5pm
 Wednesday 8am-5pm
 Thursday 8am-5pm
 Friday class complete

EPA Certification



A B O U T

**TopRate Tech
Series Residential
Maintenance 101**
is brought to you by
our Training Staff.

For more information, contact:

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Location and Lodging

This class is mobile and will be conducted at various locations.
See www.TopRate.com for class locations.

Duration

8 hours per day for 9 days over two consecutive weeks

Cost

\$5,000.00 per Student. **Register at www.TopRate.com/enroll**

About the Instructor



Andy Holt, Owner of TopRate Services, LLC., developed a new training system that combines both the classroom and hands on experience that equips a motivated student to complete a professional Residential Maintenance Call. Andy is a longtime veteran (since 1978) of the HVAC industry and has been training, coaching and inspiring other HVAC professionals in his own businesses since 1992. Andy worked in family HVAC business for many years and through his own experiences, he teaches other HVAC professionals how to best do their jobs while looking through the customer's eyes. One belief and value often talked about by Andy is, "We are not in the HVAC business... we are in the people business and just happen to turn wrenches on HVAC equipment."

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