

# **Service Tier Program**

## **Entry Level**

### **Daily**

- Understand how to use phones apps.
- Dispatch System
  - Invoicing
  - Pictures
  - Record Equipment Data
- Check ins/review requests
- Keep Everything Clean/Van Housekeeping
- Show Initiative & Good Work Ethic

### **Training**

- Skill Mill Entry Level Module

### **Skills/Abilities**

- Knowledge and understanding of:
  - Multimeter
  - Manometer
  - Thermometer
- Knowledge and understanding of basic electrical safety
- Knowledge and understanding of basic ladder safety
- Basic Cleaning & Maintenance (with supervision)
  - AC Outdoor unit
  - HP Outdoor and indoor unit
  - Gas Furnace/Electric Furnace
  - EAC Cleaning
  - Air Filter replacement

## **TIER 1**

### **Daily**

- Dispatch System
  - Invoicing
  - Pictures
  - Record Equipment Data
- Use industry service apps (Blueon, Fieldpiece, Measurequick, etc.)
- Customer service skills, listening, recording, and conveying information
- Check ins/review requests
- Keep Everything Clean/Van Housekeeping
- Show Initiative & Good Work Ethic

### **Certifications**

- Skill Mill Tier 1 Module
- EPA Certification
- LP Fitter License

### **Skills/Abilities**

- Ability to work on your own performing basic cleaning and maintenance tasks
- Knowledge and understanding of single and two stage gas/electric furnace, AC, HP sequence of operation
- Demonstrate ability to use:
  - Multimeter
  - Manometer
  - Thermometer
- Demonstrate knowledge and ability to perform basic cleaning and maintenance
  - AC Outdoor unit
  - HP Outdoor and indoor unit
  - Gas Furnace/Electric Furnace
  - EAC Cleaning
  - Air Filter replacement

## **Tier 2**

### **Daily**

- Dispatch System
  - Invoicing
  - Pictures
  - Record Equipment Data
- Use industry service apps (Blueon, Fieldpiece, Measurequick, etc.)
- Customer service skills, listening, recording, and conveying information
- Check ins/review requests
- Keep Everything Clean/Van Housekeeping
- Show Initiative & Good Work Ethic
- Shadow Demand Service Tech

### **Certifications/Training**

- Skill Mill Tier 2 Module
- Mitsubishi M series and P Series training (M & P training)
- HVAC Institute Classes Completed
  - Understanding HP/AC Service & Install
  - Understanding Gas Furnace
  - Understanding Electrical Circuits
- Basic HVAC mechanical code

### **Skills/Abilities**

- Ability to work on your own performing basic cleaning and maintenance tasks
- Knowledge and understanding of Variable Speed Gas Furnace, Variable Speed AC, HP, Ductless VRF system sequence of operation
- Knowledge and understanding of basic heat pump defrost cycle (Unitary and Ductless VRF)
- Demonstrate the ability to perform basic Ductless VRF Heat Pump maintenance
- Demonstrate the ability to read and understand basic refrigeration charging charts
- Demonstrate the ability to read and understand basic electrical diagrams
- Demonstrate the ability to perform basic maintenance repairs such as:
  - Capacitor diagnosis and replacement
  - Contactor diagnosis and replacement
  - Igniter diagnosis and replacement
  - Pull and clean blower motors and wheels
  - Basic thermostat diagnosis, programming, replacement

### **Tier 3 (6 month install department)**

#### **Daily**

- Dispatch System
  - Invoicing
  - Pictures
  - Record Equipment Data
- Use industry service apps (Blueon, Fieldpiece, Measurequick, etc.)
- Utilize factory tech support
- Procure and order service repair parts
- Customer service skills, listening, recording, and conveying information
- Check ins/review requests
- Keep Everything Clean/Van Housekeeping
- Show Initiative & Good Work Ethic
- On Call w/ Back Up Support

#### **Certifications/Training**

- Skill Mill Tier 3 Module
- Basic Brazing Skills
- Basic Sheetmetal
- Proper Evacuation/Charging Skills
- Duct diagnostics

#### **Skills/Abilities**

- Demonstrate the ability to perform basic diagnose related repairs of single and two stage:
  - Gas Furnace
  - Electric Furnace
  - Air Conditioner
  - Heat Pump
- Demonstrate the ability to perform basic repairs related repairs of single and two stage:
  - Gas Furnace
  - Electric Furnace
  - Air Conditioner (Non-Refrigeration)
  - Heat Pump (Non-Refrigeration)
- Demonstrate the ability to perform basic commercial maintenance
- Demonstrate the ability to use refrigerant recovery and vacuum pump tools
- Demonstrate the ability use and perform leak search tools
- Knowledge and understanding of basic duct system diagnostics
- Demonstrate proficiency of Variable Speed Gas Furnace, Variable Speed AC, HP, Ductless VRF system sequence of operation
- Demonstrate proficiency to perform basic Ductless VRF Heat Pump maintenance
- Demonstrate proficiency to read and understand basic refrigeration charging charts
- Demonstrate proficiency to read and understand basic electrical diagrams
- Demonstrate proficiency to perform basic maintenance repairs such as:
  - Capacitor diagnosis and replacement
  - Contactor diagnosis and replacement
  - Igniter diagnosis and replacement
  - Pull and clean blower motors and wheels
  - Thermostat diagnosis, programming, replacement

## Tier 4

### Daily

- Dispatch System
  - Invoicing
  - Pictures
  - Record Equipment Data
- Use industry service apps (Blueon, Fieldpiece, Measurequick, etc.)
- Utilize factory tech support
- Procure and order service repair parts
- Customer service skills, listening, recording, and conveying information
- Check ins/review requests
- Keep Everything Clean/Van Housekeeping
- Show Initiative & Good Work Ethic
- On Call

### Certifications/Training

- Skill Mill Tier 4 Module
- Trane/Honeywell Zoning installation and application
- Manufacturer continuing education
- HVAC Institute Training for Reinforcement
- Duct Diagnostics and Design

### Skills/Abilities

- Demonstrate the ability to diagnose related repairs of single, two stage and Variable Speed:
  - Gas Furnace
  - Electric Furnace
  - Air Conditioner
  - Heat Pump, Unitary and Ductless VRF, Communicating equipment
  - Integrated Zoning Controls (Trane, Honeywell)
  - Commercial RTU including economizers
- Demonstrate the ability to perform repairs related repairs of single, two stage and Variable Speed:
  - Gas Furnace (All gas/electrical components including heat exchanger replacement)
  - Electric Furnace
  - Air Conditioner (Refrigeration repairs such as Compressor, TXV, Coil repair, ETC)
  - Heat Pump, Unitary & Ductless (Refrigeration repairs such as Compressor, TXV, Coil repair, ETC)
  - Integrated Zoning Controls (Trane, Honeywell)
  - Commercial RTU inc. economizers (Refrigeration repairs such as Compressor, TXV, Coil repair, ETC)
- Demonstrate ability to install Ductless VRF systems
- Demonstrate ability to install Gas furnace, AC and Heat Pump system
- Demonstrate the ability to perform ACCA J8 Load Calculation
- Demonstrate the ability to design and install integrated zoning system
- Demonstrate ability to size and install gas piping
- Demonstrate the ability to handle difficult customer service scenarios
- Demonstrate proper and efficient time management
- Demonstrate **proficiency** to perform basic commercial maintenance
- Demonstrate **proficiency** to perform brazing related repairs and pipe installation
- Demonstrate **proficiency** to use refrigerant recovery and vacuum pump tools
- Demonstrate **proficiency** use and perform leak search tools
- Demonstrate **proficiency** of duct system diagnostics

**"Proficient"** implies a thorough competence derived from training and practice and having great knowledge and experience in a trade or profession.

## Journeyman

### Daily

- Dispatch System
  - Invoicing
  - Pictures
  - Record Equipment Data
- Use industry service apps (Blueon, Fieldpiece, Measurequick, etc.)
- Utilize factory tech support
- Procure and order service repair parts
- Customer service skills, listening, recording, and conveying information
- Check ins/review requests
- Keep Everything Clean/Van Housekeeping
- Show Initiative & Good Work Ethic
- On Call

### Certifications/Training

- Mitsubishi City Multi
- Wrightsoft Load Calc J8
- Manufacturer continuing education
- Duct Diagnostics and Design

### Skills/Abilities

- Demonstrate **proficiency** to diagnose related repairs of single, two stage and Variable Speed:
  - Gas Furnace
  - Electric Furnace
  - Air Conditioner
  - Heat Pump, Unitary and Ductless VRF, Communicating equipment
  - Integrated Zoning Controls (Trane, Honeywell)
  - Commercial RTU / City Multi VRF (including commercial HRV/Economizers)
- Demonstrate **proficiency** to perform repairs related repairs of single, two stage and Variable Speed:
  - Gas Furnace (All gas/electrical components including heat exchanger replacement)
  - Electric Furnace
  - Air Conditioner (Refrigeration repairs such as Compressor, TXV, Coil repair, ETC)
  - Heat Pump, Unitary & Ductless (Refrigeration repairs such as Compressor, TXV, Coil repair, ETC)
  - Integrated Zoning Controls (Trane, Honeywell)
  - Commercial RTU / City Multi Including commercial HRV/Economizers (Refrigeration repairs such as Compressor, TXV, Coil repair, ETC)
- Demonstrate **proficiency** to install Ductless VRF systems
- Demonstrate **proficiency** to install Gas furnace, AC and Heat Pump system
- Demonstrate **proficiency** to perform ACCA J8 Load Calculation
- Demonstrate **proficiency** to design and install integrated zoning system
- Demonstrate **proficiency** to size and install gas piping
- Demonstrate **proficiency** to handle difficult customer service scenarios
- Demonstrate **proficiency** proper and efficient time management

**"Proficient"** implies a thorough competence derived from training and practice and having great knowledge and experience in a trade or profession.