

MUNCH'S

SUPPLY

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WE MAKE IT EASY™



A MARCONE COMPANY



SPRING

COURSE DESCRIPTIONS



munchsupply.com



MUNCH BUSINESS ACADEMY 2024-2025 MBA PROGRAM




Our 2024-2025 MBA program will launch in Fall 2024.
To pre-register, visit munchsupply.com/training.

COST - \$399/MONTH or
\$3,999 total for the program —
ALMOST \$1,000 IN SAVINGS!

Wondering how to get your business to the next level? Our Munch Business Academy (MBA) Program offers well-rounded, detailed and actionable learning specifically targeted to helping HVAC businesses grow. Areas of focus include: driving sales, building a marketing plan, maximizing company programs, enhancing technical training, managing financials, increasing maintenance agreements, determining organization structure and more.

MBA BENEFITS

- Receive a guaranteed seat for attendance at each class designated as MBA 
- Almost \$1,000 in savings on business classes
- Develop a customized plan with your Territory Manager, focusing on your company's goals
- Convenient monthly billing
- Certificate upon completion

CLASSES

(Classes subject to change on availability)

- Wall I: Six Steps to \$3 Million+ Revenue (\$695 value, September 2024)
- Book Any Call: Wow More Customers and Make More Money! (\$299 value, September 2024)
- Success Week: Financial and Company Planning for a Successful 2024 (\$995 value, November, 2024)
- Residential Maintenance: Maximize Profits Through Lifetime Clients (\$675 value, March 2025)
- Focus on Financing (\$299 value, March 2025)
- American Standard ASSET/Trane Boot Camp (\$1,895 value, April 2025)
- Duct Design 101 (\$99 value, choose Fall 2024 or Spring 2025)
- Electrical Motors and Controls 101 (\$99 value, choose Fall 2024 or Spring 2025)
- Furnace 101 (\$99 value, choose Fall 2024 or Spring 2025)
- A/C 101 (\$99 value, choose Fall 2024 or Spring 2025)
- Symbio Light Commercial Troubleshooting and Product Review (\$99 value, choose Fall 2024 or Spring 2025)
- Furnace 201 (\$69 value, choose Fall 2024 or Spring 2025)
- Heat Pump 101 (\$69 value, choose Fall 2024 or Spring 2025)
- S-Series (choose Fall 2024 or Spring 2025)



COURSE DESCRIPTIONS

ILLINOIS

Register online today at munchsupply.com.

CATEGORY: BUSINESS

Focus on Financing

1-day class \$299  **MBA Certification**

This interactive workshop is designed to help you increase replacement comfort system closing ratio and price. You will learn the skills needed to confidently offer financing to every buyer, eliminate multiple calls to the office and take on low-priced competition with financing. In addition, you will discover the tools and proven techniques to help speed up the sales process and eliminate customer affordability objections.

Instructor: Chris Carlile

March 22, 8 a.m.-5 p.m. - Hillside

Pre-Wall 1

2-day class \$675

This class is for residential dealers currently generating less than \$600,000 per year in revenue. It is also valuable for larger dealers who are struggling with profitability and want a better understanding of the pricing and cost of running a business. This course will teach students four essential approaches to generate \$1 million in revenue. Participants will leave the course with a clear understanding of what it takes to generate profitable revenue.

Instructor: Scott Tinder

April 30-May 1, 8 a.m.-5 p.m. - Hillside

Residential ComEd Utility Rebates

2-hour class FREE

This course will explore the various resources available through ComEd and the federal government. By leveraging these resources, you will learn how to prepare for the upcoming year.

Instructor: Bryan Loeding

March 12, 9-11 a.m. - Wheeling

Residential Maintenance: Maximize Profits Through Lifetime Clients

2-day class \$675  **MBA Certification**

Create a customer retention plan to retain loyal, lifelong customers. By taking this course, you will develop a proper maintenance program to stabilize cash flow and develop a long-term client base.

Instructor: Jennifer Shooshanian

March 5-6, 8 a.m.-5 p.m. - Hillside

CATEGORY: MARKETING

Social Media and Community Engagement

½-day class FREE

Are you maximizing the potential of free tools and resources to boost your business' marketing reach? Enhance your marketing efforts by utilizing tools like Canva, Trello, CHATGPT, Mailchimp and many more. In this class, you will learn how to utilize several different tools for your marketing planning materials, website, social media and community engagement.

Instructor: Colleen Keyworth

April 22, 8 a.m.-noon - Hillside

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 **6 continuing education hours**  **MBA Certification**

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: Arturo Balbuena

March 29, 8:30 a.m.-2:30 p.m. - Alsip

April 10, 8:30 a.m.-2:30 p.m. - Hillside

Duct Design 101

 **6 continuing education hours**  **MBA Certification**

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: Arturo Balbuena

April 9, 8:30 a.m.-2:30 p.m. - Hillside

Furnace 101

 **6 continuing education hours**  **MBA Certification**

1-day class \$99

This introductory heating course will cover 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: Arturo Balbuena

March 13, 8:30 a.m.-2:30 p.m. - Hillside

Heat Pump 101

 **4 continuing education hours**  **MBA Certification**

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: Arturo Balbuena

May 7, 8 a.m.-noon - Hillside

May 8, 8 a.m.-noon - Alsip



COURSE DESCRIPTIONS

ILLINOIS

Register online today at munchsupply.com.

CATEGORY: TECH

A2L Refrigerants

2½-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: Arturo Balbuena

March 12, 8:30-11 a.m. - Wheeling

March 14, 8:30-11 a.m. - Alsip

March 27, 8:30-11 a.m. - Hobart

March 28, 8:30-11 a.m. - Hillside

Mitsubishi Electric Basic Install

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 MyLink drive introduction and resources.

Instructor: Anthony Belokas

April 3, 9 a.m.-noon - Hillside

April 16, 9 a.m.-noon - Wheeling

NCI Duct Systems and Optimization + Residential Air Balancing Certification

3-day class \$1,115

Are you looking to enhance your customers' experience with top-notch comfort, energy efficiency and a healthy indoor environment? It's common knowledge that HVAC systems across North America typically lose an average of 43% efficiency due to air distribution. In this course, you will:

- Develop skills to identify customer comfort issues using NCI's Comfort Survey and provide optimized solutions.
- Learn how to test and diagnose air distribution systems and uncover upgrade opportunities.
- Accurately estimate room airflow and pinpoint duct system deficiencies.
- Use live measurements to select fans, coils and filters.
- Close out more duct renovation sales using NCI's exclusive tools and techniques.
- Increase revenue and profitability by offering professional in-house balancing services that far exceed the average service and equipment replacement margins.
- Reduce system performance issues and energy consumption while improving comfort, IAQ and customer satisfaction.

Instructor: NCI

February 27-29, 8 a.m.-5 p.m. - Hillside

CATEGORY: PRODUCT

Intro to Trane/American Standard Link Communicating Controls

½-day class FREE

Link is the new communication platform replacing Comfort Link 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

May 2, 8 a.m.-noon - Hillside

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.



eLearning

CATEGORY: PRODUCT

Mitsubishi Electric Application/Zoned Comfort Solutions

1-day class FREE

Increase your knowledge of the Nv- and P-Series product lines to help you effectively recommend the best solutions in various applications. This course is ideal for both salespeople and company owners and is required as part of the Ductless Pro program.

Instructor: Anthony Belokas

April 2, 8 a.m.-2:30 p.m. - Wheeling

April 11, 8 a.m.-2:30 p.m. - Hillside

Mitsubishi Electric A-Coil

3-hour class FREE

The Mitsubishi Intelli-HEAT coil allows the installation of a Mitsubishi evaporator coil and outdoor unit on an existing or replacement furnace. In this introductory class, we will focus on the application, installation, wiring and configuration of this new system. Join us as we dig into dual fuel, the ease of installation and what this product has to offer.

Instructor: Ryan Stevens

April 17, 9 a.m.-noon - Hillside

Outdoor Variable-Speed Certification Class

1-day class \$50

TruComfort and AccuComfort are some of the most efficient and comfortable units on the market. This certification class for the Trane and American Standard variable-speed outdoor units is a requirement to purchase, sell and install these units.

Instructor: Ryan Stevens

May 16, 8 a.m.-2 p.m. - Hillside

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

April 16, 8 a.m.-noon - Alsip

April 18, 8 a.m.-noon - Hillside

May 9, 8 a.m.-noon - Wheeling

A2L TRAINING

ACCA - \$49 Enhance your knowledge and skills by studying online with ACCA's four-hour narrated PowerPoint. Along with the online course, you will receive a physical workbook via mail. After completing the course, you can take your exam instantly or schedule it at your convenience. No proctor is required! Once you complete the exam, you can print your certificate right away.

acca.org/education/a2l-refrigerants

ESCO - \$39 Study online with ESCO's four-hour PowerPoint (there is a \$25 fee to receive the physical workbook). Once completed, you must contact Munch's Supply to proctor the exam at one of their locations. After passing the exam, your certificate, two patches and a wallet certification ID card will be sent to the address you provide.

hvacc.elearn.network/courses/A2L-Refrigerant-Safety



COURSE DESCRIPTIONS

ILLINOIS

Register online today at munchsupply.com.

CATEGORY: PRODUCT

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

May 14, 8 a.m.-2 p.m. - Hillside



CATEGORY: SALES

American Standard ASSET/Trane Boot Camp

4-day class \$1,895  MBA Certification

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: Steve Hughes

April 23-26, 8 a.m.-5 p.m. - Hillside



MICHIGAN-GRAND RAPIDS BRANCH

Register online today at munchsupply.com.

CATEGORY: BUSINESS

Wall 1: Six Steps to \$3 Million+ in Revenue

2-day class \$675

Achieve \$3 million in sales and 10-15% in net profit! This course will introduce you to the six key strategies to improve your bottom line. Dealers will leave with a plan for lead generation, accessory sales, service profitability and high-efficiency equipment sales that can be implemented immediately. Most dealers have in place all of the resources and critical mass to achieve this and don't have to reinvent their company to do it.

Instructor: Scott Tinder

May 2-3, 8 a.m.-5 p.m. - Grand Rapids

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 6 continuing education hours

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: Arturo Balbuena

April 3, 8:30 a.m.-2:30 p.m. - Grand Rapids

CATEGORY: FUNDAMENTAL HVAC

Furnace 101

 6 continuing education hours

1-day class \$99

This introductory heating course will cover 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: Arturo Balbuena

March 7, 8:30 a.m.-2:30 p.m. - Grand Rapids

Heat Pump 101

 4 continuing education hours

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: Arturo Balbuena

March 21, 8 a.m.-noon - Grand Rapids

COURSE DESCRIPTIONS

MICHIGAN-GRAND RAPIDS BRANCH

Register online today at munchsupply.com.

CATEGORY: TECH

A2L Refrigerants

2½-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: Arturo Balbuena

April 4, 8:30-11 a.m. - Grand Rapids

CATEGORY: PRODUCT

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: Nathan Duke

May 15, 8 a.m.-noon - Grand Rapids

Mitsubishi Electric Application/Zoned Comfort Solutions

1-day class FREE

Increase your knowledge of the Nv- and P-Series product lines to help you effectively recommend the best solutions in various applications. This course is ideal for both salespeople and company owners and is required as part of the Ductless Pro program.

Instructor: Neal Betts

March 12, 9 a.m.-3 p.m. - Grand Rapids

Outdoor Variable-Speed Certification

1-day class \$50

TruComfort and AccuComfort are some of the most efficient and comfortable units on the market. This certification class for the Trane and American Standard variable-speed outdoor units is a requirement to purchase, sell and install these units.

Instructor: Terry Haworth

March 28, 9 a.m.-3 p.m. - Grand Rapids

MICHIGAN-JACKSON BRANCH

Register online today at munchsupply.com.

CATEGORY: BUSINESS

Wrightsoft Software

2-day class \$550

In this two-day course, you will learn how to navigate Wrightsoft Software. Class topics include:

- Setting up templates and libraries
- Tricks for identifying insulation values in the field
- Using the PDF and CAD import features to trace a plan
- Tips and shortcuts for easier and faster drawing
- Multi-story and multi-system design
- Why performance data from AHRI is ineffective for cooling system selection
- Using RSU's automated Manual S and how to use manufacturer data
- How Manual D seems backwards, but is right
- Trunk, branch and flex designs
- Tips for keeping duct sizes under control

Instructor: Alex Meaney

April 23-24, 8 a.m.-5 p.m. - Jackson

MICHIGAN-LANSING BRANCH

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

Duct Design 101

 6 continuing education hours

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: Arturo Balbuena

April 30, 8:30 a.m.-2:30 p.m. - AC Hotel

3160 East Michigan Ave., Lansing, MI

CATEGORY: TECH

A2L Refrigerants

2½-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: Arturo Balbuena

May 1, 8:30-11 a.m. - AC Hotel

3160 East Michigan Ave., Lansing, MI

MICHIGAN-LIVONIA BRANCH

Register online today at munchsupply.com.

CATEGORY: BUSINESS

Commercial Leasing

1-hour class FREE

In this course, we will discuss the importance of offering a financing/leasing option with commercial proposals. The following topics and benefits will be covered on the commercial leasing presentation:

- Why and how to offer it
- How easy it is to prepare a lease quote for the customer
- Simple and effective way to separate the contractor from competitors
- Affordable monthly payments for the customer and competitive interest rates
- Upgrade to new and better equipment
- What can be included on the lease

Instructor: Steve Johnson

April 4, 11 a.m.- noon - Livonia

Focus on Financing

1-day class \$299

This interactive workshop is designed to help you increase replacement comfort system closing ratio and price. You will learn the skills needed to confidently offer financing to every buyer, eliminate multiple calls to the office and take on low-priced competition with financing. In addition, you will discover the tools and proven techniques to help speed up the sales process and eliminate customer affordability objections.

Instructor: Chris Carlile

March 21, 8 a.m.- 5 p.m. - Livonia

Wells Fargo Financing

1½-hour class FREE

With the high cost of inflation, it is even more important to help your customers fit the expense of a new system into their budget. Be sure to offer financing on EVERY proposal! This training session will teach you how to use the Wells Fargo Consumer Finance program in your daily operations. The class will be relevant to both existing and new users of the program. Principles, managers, salespeople and selling technicians will find this information useful. The following topics will be covered:

- Why and how to offer financing to your customers
- Specifics on program details
- Introduction and discussion of new tools available to make offering finance options seamless
- Credit plans overview and how to budget their cost into your proposals

Instructor: Steve Johnson

April 4, 9-10:30 a.m. - Livonia



COURSE DESCRIPTIONS

MICHIGAN-LIVONIA BRANCH

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 **6 continuing education hours**

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
- Line set selection and factory application guides
- Equipment accessories for low-ambient applications

Instructor: Arturo Balbuena

March 19, 8:30 a.m.-2:30 p.m. - Livonia

Furnace 101

 **6 continuing education hours**

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: Arturo Balbuena

March 6, 8:30 a.m.-2:30 p.m. - Livonia

Heat Pump 101

 **4 continuing education hours**

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: Arturo Balbuena

March 20, 8 a.m.-noon - Livonia

CATEGORY: TECH

Mitsubishi Electric Basic Install

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 MyLink drive introduction and resources.

Instructor: Dianna Cacko

March 21, 9 a.m.-noon - Livonia

CATEGORY: TECH

A2L Refrigerants

2½-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: Arturo Balbuena

April 2, 8:30-11 a.m. - Livonia

CATEGORY: PRODUCT

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: Nathan Duke

May 8, 8 a.m.-noon - Livonia

Mitsubishi Electric A-Coil

3-hour class FREE

The Mitsubishi Intelli-HEAT coil allows the installation of a Mitsubishi evaporator coil and outdoor unit on an existing or replacement furnace. In this introductory class, we will focus on the application, installation, wiring and configuration of this new system. Join us as we dig into dual fuel, the ease of installation and what this product has to offer.

Instructor: Preston Meints

May 16, 9 a.m.-noon - Livonia

Mitsubishi Electric Application/Zoned Comfort Solutions

1-day class FREE

Increase your knowledge of the Nv- and P-Series product lines to help you effectively recommend the best solutions in various applications. This course is ideal for both salespeople and company owners and is required as part of the Ductless Pro program.

Instructor: Dianna Cacko

March 7, 9 a.m.-3 p.m. - Livonia

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:

Login or create an account at: 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

April 9-10, 9 a.m.-3 p.m. - Livonia

May 22-23, 9 a.m.-3 p.m. - Livonia

NATE TESTING



Visit munchsupply.com/training for dates, pricing and to register.

EPA TESTING: Call your local branch for pricing and availability.

COURSE DESCRIPTIONS

MICHIGAN-LIVONIA BRANCH

Register online today at munchsupply.com.

CATEGORY: PRODUCT

Outdoor Variable-Speed Certification

1-day class \$50

TruComfort and AccuComfort are some of the most efficient and comfortable units on the market. This certification class for the Trane and American Standard variable-speed outdoor units is a requirement to purchase, sell and install these units.

Instructor: Terry Haworth

March 26, 9 a.m.-3 p.m. - Livonia

Symbio Light Commercial Troubleshooting and Product Review

1-day class \$50

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

May 21, 9 a.m.-3 p.m. - Livonia

CATEGORY: SALES

American Standard ASSET/Trane Boot Camp

4-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 23-26, 8 a.m.-5 p.m. - Livonia



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.

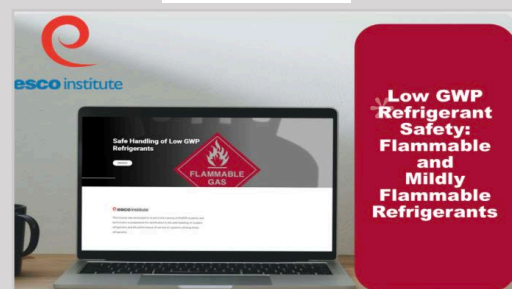


A2L TRAINING



ACCA - \$49 Enhance your knowledge and skills by studying online with ACCA's four-hour narrated PowerPoint. Along with the online course, you will receive a physical workbook via mail. After completing the course, you can take your exam instantly or schedule it at your convenience. No proctor is required! Once you complete the exam, you can print your certificate right away.

acca.org/education/a2l-refrigerants



ESCO - \$39 Study online with ESCO's four-hour PowerPoint (there is a \$25 fee to receive the physical workbook). Once completed, you must contact Munch's Supply to proctor the exam at one of their locations. After passing the exam, your certificate, two patches and a wallet certification ID card will be sent to the address you provide.

hvacc.learn.network/courses/A2L-Refrigerant-Safety



COURSE DESCRIPTIONS

MICHIGAN-SAGINAW BRANCH

Register online today at munchsupply.com.

CATEGORY: TECH

A2L Refrigerants

2½-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: Arturo Balbuena

March 5, 8:30-11 a.m. - Saginaw

Mitsubishi Electric Basic Install

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 MyLink drive introduction and resources.

Instructor: Neal Betts

March 19, 9 a.m.-noon - Saginaw

Mitsubishi Electric Application/Zoned Comfort Solutions

1-day class FREE

Increase your knowledge of the Nv- and P-Series product lines to help you effectively recommend the best solutions in various applications. This course is ideal for both salespeople and company owners and is required as part of the Ductless Pro program.

Instructor: Neal Betts

May 2, 9 a.m.-3 p.m. - Saginaw



FAST TRACK HVAC TRAINING

A new approach to training

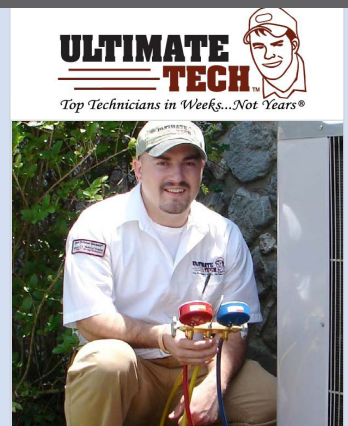
The typical way of training a new technician is to let them ride with another for a season or two. This is costly, unproductive and only as good as the technician they are riding with.

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 or contact Pat Hardwick with UTA at (501) 835-8200 and pat@ultimatetechnician.com. All classes take place in North Little Rock, AR.



MEET THE INSTRUCTORS



Arturo Balbuena

Munch's Supply

Arturo Balbuena is the training leader for Munch's Supply. Arturo has been in the HVAC industry for over 20 years. He has spent most of those years as an FSR in the Tech Support department and the last few years as a full-time trainer.



Anthony Belokas

Mitsubishi Electric Trane HVAC US LLC

Anthony Belokas is an area sales manager for Mitsubishi Electric Trane HVAC US LLC. A Chicago native who started his career in residential service and installation, Anthony has 20 years of residential and commercial HVAC experience. He's a passionate trainer and works to help contractors use Mitsubishi products to provide great solutions for their customers.



Neal Betts

Mitsubishi Electric Trane HVAC US LLC

Neal Betts is an area sales manager with Mitsubishi Electric Trane HVAC US LLC. It was his father that introduced him to the HVAC/R trade. He studied HVACR technology and engineering at Ferris State University following his military service. His passion for co learning and instructing other industry professionals on ductless is what drives him. His hands-on experience in system design, installation and commissioning has allowed him to champion the Mitsubishi product line.



Dianna Cacko

Mitsubishi Electric

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, focused on helping contractors and customers better understand heat pump opportunities. She is passionate about using Mitsubishi products, utility rebates and more to help contractors provide comfort solutions for their customers.



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. Chris was also featured monthly as the HVAC expert on a home improvement show airing on Dallas's most popular radio station.



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. He attended Pikes Peak Community College in Colorado Springs with a focus on trade. Since 2003, Nate has held many roles in the HVAC industry and has been a part of Munch's Supply Technical Team since 2019. In his spare time, Nate and his wife enjoy the outdoors while ripping around trails and exploring in their ATV. He enjoys RC cars and gaming and has recently picked up a guitar for a new challenge.



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. Terry joined Munch's Supply as an FSR in 2015.



Steve Hughes

No Pressure Selling

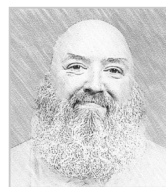
Steve Hughes is an accomplished trainer. His passion for No Pressure Selling is rooted in years of success as a Sales Manager. During that time, Steve built his team from three to eight full-time sales people and grew company sales from \$2.5 to \$11.3 million.



Colleen Keyworth

Online Access

Colleen Keyworth is the Director of Sales and Marketing for Online Access, a HVAC web marketing company located in Michigan. Growing up and working in her family's HVAC and plumbing business, she has a clear understanding of contracting as well as the realities that contractors face in owning and operating a profitable business. Colleen has been recognized as one of the 2019 "Top 40 Under 40" by ACHR News and received Service Nation's 2020 "Woman of the Year" award.



Alex Meaney

Wrightsoft Software

Alex started his career at Wrightsoft, makers of the premier HVAC Residential Design tool. He obtained roles in sales, marketing and technical support, then worked up to become lead trainer. While training Wrightsoft users, Alex taught HVAC design in more than 700 classes to more than 10,000 practitioners. In addition, he spent more than 10,000 hours teaching HVAC design and a year doing quality control and layout for hundreds of new construction plans. He has acquired the Air Conditioning Contractors of America's (ACCA) top certification for HVAC design educators and RESNET, among others. Alex has provided continuing education credits for NATE, BPI and several state licensing agencies.



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. On his return home, he went to Ferris State University to study HVACR technology and engineering. 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.



Jennifer Shooshanian

Business Development Resources (BDR)

Now approaching three decades of experience specializing in HVAC service operations management, Jennifer Shooshanian is one of the most knowledgeable and accomplished service performance experts in America. Based on a ground-floor start and many roles across multiple departments, she developed operational experience with breadth and depth in service operations as well as the inter-workings of other operations departments. Since joining BDR as a Trainer and Service Coach in 2003, Jennifer has conducted more than 400 service training classes across the United States and Canada.

MEET THE INSTRUCTORS



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, Ryan transitioned into service and eventually became a Lead Technician with the added role of training and developing newly hired technicians. Ryan spent the entire time in the field with an American Standard dealer where he developed knowledge of the brand. Ryan joined Munch's Supply in 2012 with the Technical Support team as a Field Service Representative for Trane and American Standard.



Scott Tinder

Business Development Resources (BDR)

Scott Tinder has been in the HVAC industry since 1988, working with dealers, distributors and manufacturers across the United States and Canada to drive profitable business growth. He brings a genuine passion for helping the companies and individuals he works with to implement and achieve a higher level of success. Scott joined BDR in 2008. He conducts all of BDR's distribution and territory manager training courses and works with their training team to create and update all of their training classes.



TRAINING LOCATIONS

ILLINOIS/INDIANA

MUNCH'S SUPPLY

ALSIP

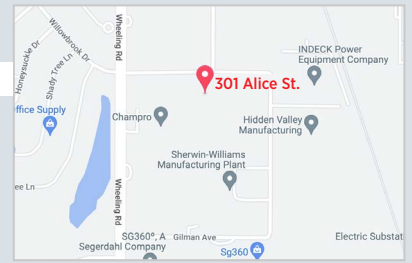
5621 W. 115th St.
Alsip, IL 60803
(708) 597-2663



MUNCH'S SUPPLY

WHEELING

301 Alice St.
Wheeling, IL 60090
(847) 229-9333



MUNCH'S SUPPLY

HILLSIDE TRAINING CENTER

350 N. Mannheim Rd.
Hillside, IL 60162
(708) 547-1121



MUNCH'S SUPPLY

HOBART

1951 NorthWind Pkwy.
Hobart, IN 46342
(219) 400-0400



MICHIGAN

MUNCH'S SUPPLY

GRAND RAPIDS

5805 Weller Ct. Ste C
Wyoming, MI 49509
(616) 559-0076



MUNCH'S SUPPLY

LANSING

AC Hotel
3160 East Michigan Ave.
Lansing, MI 48912



MUNCH'S SUPPLY

JACKSON

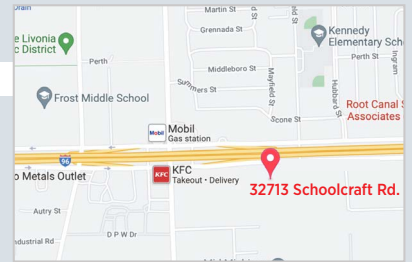
1021 Belden Rd.
Jackson, MI 49203
(517) 782-0557



MUNCH'S SUPPLY

LIVONIA

32713 Schoolcraft Rd.
Livonia, MI 48150
(734) 742-5350



MUNCH'S SUPPLY

SAGINAW

3951 Bay Rd.
Saginaw, MI 48603
(989) 754-1413

