



2020-2021 VIRTUAL TRAINING CLASSES

To sign up for a class, go to ShearerSupply.com/virtualtraining. Receive a confirmation email, an email reminder before the class and an email with a link to join the class. Registration is open until class has reached it's limit. Please see back page for full descriptions of classes.

CLASS NAME		CLASS LIMITS	DATE	TIME	COST PP	INSTRUCTOR
S8X1-80%, Single Stage Gas Furnace	Click to Register	50	Tuesday, Nov. 3	8:30-9:30	No Cost	Will Scheiderer
S9V2-96%, Variable Speed, Two Stage Gas Furnace	Click to Register	50	Tuesday, Nov. 10	8:30-9:30	No Cost	Will Scheiderer
Winning with Samsung	Click to Register	50	Thursday, Nov. 12	8:30-9:30	No Cost	Brian Bahn
AUHM-95% Communicating, Modulating Gas Furnace	Click to Register	50	Tuesday, Nov. 17	8:30-9:30	No Cost	Will Scheiderer
Eliminating Mini Split Callbacks-Samsung	Click to Register	50	Thursday, Nov. 19	8:30-9:30	No Cost	Brian Bahn
ASSET	Click to Register	12	Tues., Dec. 1 to Fri., Dec 4	8:30-4:30	\$1595 pp	No Pressure Selling-Mark Gaylor
Variable Speed Certification* Part 1	Click to Register	50	Wednesday, Dec. 9	8:30-12:30	No Cost	Will Scheiderer
Variable Speed Certification* Part 2	Click to Register	50	Thursday, Dec. 10	8:30-12:30	No Cost	Will Scheiderer
TEM8 & TAM9-Variable Speed Communicating Air Handlers	Click to Register	50	Tuesday, Dec. 15	8:30-9:30	No Cost	Will Scheiderer
TEM8 & TAM9 Alerts, Test and Troubleshooting Part 2	Click to Register	50	Wednesday, Dec. 16	8:30-9:30	No Cost	Will Scheiderer
American Standard Commercial Controls (ReliaTel™)	Click to Register	50	Tuesday, Jan. 12	8:30-9:30	No Cost	Will Scheiderer
Intro to Samsung VRF	Click to Register	50	Thursday, Jan. 14	8:30-9:30	No Cost	Brian Bahn
ReliaTel™ Refrigeration Module	Click to Register	50	Tuesday, Jan. 19	8:30-9:30	No Cost	Will Scheiderer
Winning with Samsung	Click to Register	50	Thursday, Jan. 21	8:30-9:30	No Cost	Brian Bahn
ReliaTel™ Micro Components	Click to Register	50	Tuesday, Jan. 26	8:30-9:30	No Cost	Will Scheiderer
Residential Maintenance	Click to Register	35	Wed., Jan. 27 to Thurs., Jan 28	8:00-3:30	\$250 pp	BDR
Variable Speed Certification* Part 1	Click to Register	50	Tuesday, Feb. 2	8:30-12:30	No Cost	Will Scheiderer
Variable Speed Certification* Part 2	Click to Register	50	Wednesday, Feb 3	8:30-12:30	No Cost	Will Scheiderer
Eliminating Mini Split Callbacks-Samsung	Click to Register	50	Thursday, Feb. 4	8:30-9:30	No Cost	Brian Bahn
American Standard Zoning Application and Design	Click to Register	50	Tuesday, Feb. 9	8:30-9:30	No Cost	Will Scheiderer
Managing & Growing Service	Click to Register	35	Wed., Feb. 10 to Thur., Feb. 11	8:00-3:30	\$250 pp	BDR
Airflow Basics	Click to Register	50	Tuesday, Feb. 16	8:30-9:30	No Cost	Will Scheiderer
Intro to Samsung VRF	Click to Register	50	Wednesday, Feb. 17	8:30-9:30	No Cost	Brian Bahn
Lead The Way	Click to Register	35	Tues., Feb. 23 to Wed., Feb. 24	8:00-3:30	\$250 pp	BDR
Managing Excess Air	Click to Register	50	Thursday, Feb. 25	8:30-9:30	No Cost	Will Scheiderer
American Standard Zoning Installation and Configuration	Click to Register	50	Tuesday, March 2	8:30-9:30	No Cost	Will Scheiderer
Samsung Light Commercial Systems	Click to Register	50	Thursday, March 4	8:30-9:30	No Cost	Brian Bahn
Variable Speed Certification* Part 1	Click to Register	50	Tuesday, March 9	8:30-12:30	No Cost	Will Scheiderer
Variable Speed Certification* Part 2	Click to Register	50	Wednesday, March 10	8:30-12:30	No Cost	Will Scheiderer
Samsung Residential Systems	Click to Register	50	Thursday, March 11	8:30-9:30	No Cost	Brian Bahn
Customer Experience Coordinator University	Click to Register	35	Tues., March 30 to Wed., March 31	8:00-3:30	\$250 pp	BDR

*Dealers are required to get VS certification every 2 years. All VS classes are NATE approved. Technicians cannot install nor call into Tech Line if not VS Certified. No discount for multiple sign-ups from one dealership.



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*Sales/Business Class.

Air Flow Basics

Discuss what is airflow and why it is important to our trade. How does improper airflow affect the refrigeration system. What is static pressure and how can it affect the delivery of airflow. How to check airflow in a system and determine if it is acceptable.

American Standard Commercial Controls (ReliaTel™)

Provides unit control for heating, cooling, and ventilating by utilizing input from sensors that measure outdoor and indoor ReliaTel™ temperature.

American Standard Zoning Application and Design

Discuss the theory of zoning and the importance of load calculations and duct design along with other things to consider before applying zoning

American Standard Zoning Installation and Configuration

We will go over our zone controls and discuss the wiring as well as the configuration of a zone system and how to size the zones.

*ASSET-American Standard Sales Excellence Training-No Pressure Selling

American Standard ASSET is by far the best sales training course in the industry today. It details each aspect of the sales process including the specific use of each of the tools (Comfort Concerns List®, Wheel of Value®, and Estimated Energy Savings Chart®). Attendees will see the process in action and learn how to sell their entire product line based on the value the new comfort system provides. Each participant will role-play various aspects of the sales situation, both with partners and with the instructor. Special emphasis is placed on using the No-Pressure® tools to handle almost any objections.

AUHM - 95% Communicating, Modulating Gas Furnace

Setup and configuration of the Integrated Furnace Control Board, User Interface, Modulating Gas Valve, Gas Pressure Setup and trouble shooting a 3 flash on the AUHM furnace.

*Customer Experience Coordinator University-BDR

Customer service and communication training to help deliver 360° of Trust with both internal and external customers. If you build Trust with each customer, they're more likely to be 100% satisfied and refer your company to their friends and families.

Eliminating Mini Split Callbacks-Samsung

No one likes call backs. This course details the proper installation procedures of mini splits to minimize or eliminate common issues.

*Intro to Samsung VRF

New to VRF? No problem. This course will review the concept of VRF and how it can be used in different applications.

*Lead the Way

This class helps Owners & Managers develop the skills to be dynamic leaders who can communicate their vision for the company's future and inspire their team to do what it takes to reach their common goals. Nate approved

*Managing & Growing Service-BDR

In this course, dealers will learn the correct approach to running a profitable service department that can generate 20-35% net income each month. Nate approved

Managing Excess Air

Discuss setting up the airflow on a system. We will go into deep discussion on the different theories on what to do with the excess air once dampers start to close and how American Standard manages it differently.

ReliaTel™ Micro Components

Economizer Module provides the hardware necessary to connect the economizer accessory to the ReliaTel™. Options Module is installed in the indoor fan section and discuss the protocol of the Communication Module and Ignition Module.

ReliaTel™ Refrigeration Module

Discuss the inputs and outputs on the ReliaTel™ Control Board and troubleshooting techniques. This is the heart of ReliaTel™ and ZSM.

*Residential Maintenance-BDR

Weatherproofing your business with a well-managed, profitable maintenance agreement program. By developing your maintenance program, dealers will be able to stabilize profits and cash flow in their companies and develop a long-term client base instead of one-time customers. Attendees will also be able to develop their lead replacement pool and retain a consistent labor force by providing work year-round. Nate approved.

S8X1 -80%, Single Stage Gas Furnace

Overview, Configuration and Troubleshooting the blower motor on the S8X furnaces.

S9V2- 96%, Variable Speed, Two Stage Gas Furnace

Setup and Configuration. Discuss the unique features of the furnace and in detail, the Integrated Furnace Control Board and troubleshooting of the serial port blower motor.

*Samsung Light Commercial Systems

This course will familiarize dealers with Samsung's full lineup of light commercial solutions and their applications.

*Samsung Residential Systems

This course will familiarize dealers with Samsung's full lineup of residential solutions and their applications.

TEM8 & TAM9 - Variable Speed Communicating Air Handlers

Discuss in detail the Air Flow Control Board and how to configure the TEM8/TAM9 Air Handlers

TEM8 & TAM9 Alerts, Test and Troubleshooting

Variable Speed Certification Part 1

Factory videos discussing Application, Installation, Configuration and Sequence of Operation

VS Certification Part 2

Factory videos discussing Protection Algorithms and Troubleshooting

*Winning with Samsung

Learn how to win more jobs in Residential/Light Commercial applications using Samsung VRF systems.