

# ARIZONA HEAT PUMP COUNCIL

## SPRING 2021

⦿ Master Heat Pump  
Technician Program

⦿ HVAC System  
Consultant Series

⦿ Commercial  
Technician Series

## CONTINUING EDUCATION PROGRAM

### *Safety Notice*

*Courses being held in person will adhere to the latest public health guidance and state and local orders. We are closely monitoring health department and Centers for Disease Control and Prevention (CDC) guidelines to ensure a safe classroom and office environment.*



**edu.elaz.org**  
Phone: 602.263.0115  
Fax: 602.274.0029



## Who We Are

The Arizona Heat Pump Council (HPC) is part of the Electric League of Arizona (ELA) founded in 1960. HPC members are an active group of professionals who are committed to benefiting Arizonans through the use of energy efficient heating, ventilation, air conditioning, and refrigeration (HVACR) products and services. Visit [www.ELAZ.org](http://www.ELAZ.org) for more information.

## Educational Opportunities

Since 1985, Arizona Heat Pump Council has offered a full array of continuing education opportunities for HVACR professionals. Thousands of individuals have chosen HPC courses to enhance their knowledge and skills in the industry.

- All HPC courses qualify for North American Technician Excellence (NATE) Continuing Education Units.
- Many HPC courses qualify for Building Performance Institute (BPI) Continuing Education Units.



### Certificate Programs

#### Master Heat Pump Technician



The Master Heat Pump Technician (MHPT) Program is designed specifically for the technician who is seeking to gain the skills and certification to take them to the next level in their career. Technicians completing this seven-course program with a "B" or better become Master Heat Pump Technicians and earn a patch to proudly display on their uniforms as well as a certificate of completion. All seven courses are offered each semester. We strongly recommend courses be taken in the order they are outlined. A one-time certificate fee is required – **see Course Registration Form to register.**

#### HVAC System Consultant

The HVAC System Consultant (HSC) Program is specifically designed for the individual in the position of consulting and designing the right system for their customers. The series is designed to give the consultant the knowledge and skills required to properly assess the customer's needs and to help the customer find the best system to meet those needs. Consultants completing the seven-course program receive a certificate of completion. A one-time certificate fee is required – **see Course Registration Form to register.**

## Heat Pump Council Membership Benefits

In the Arizona Heat Pump Council referral program, members enjoy all the benefits the ELA has to offer plus some unique opportunities to grow their business and participate in cooperative marketing initiatives with Arizona utilities. This referral program provides consumers with a fast and efficient response to their needs and supplies Council members with quality sales and service referrals. **For more information on membership, contact 602-263-9391 or visit [www.elaz.org](http://www.elaz.org).**

## Heat Pump Council Education Requirements

For existing members to maintain an active status in Heat Pump Council Referral Program, the following requirements apply:

**Each company must accrue a minimum of eight continuing education credits (2 classes) during each semester (Spring & Fall).**

Contractors may select various employees to attend courses based on their specific needs. More than one person may attend the same class to receive credit as long as a passing grade of "C" or better is earned. By emailing, mailing or faxing your registration, you are committing to attend the designated classes and therefore are eligible to participate in the referral program.

# Business & Introductory Courses



### HPC 126 Refrigeration Fundamentals

Date: January 13, 2021

Time: 6:00pm - 9:30pm

Instructor: Rich Porter



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3.5 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This class covers all the fundamentals of refrigeration and is highly recommended to take prior to the popular Refrigeration Theory & System Diagnosis.

**Who Should Attend:** This is a great class for beginning technicians and non-technical staff but is also highly recommended for anyone wanting to brush up on their refrigeration knowledge.



### HPC 100L Lab Refrigeration System Diagnostics

Date: April 6, 2021

Time: 5:00pm - 8:30pm

Instructor: Rich Porter



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3.5 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** This is a hands-on lab and requires the student to bring some diagnostic tools. Meters, temperature clamps, thermometers, manifold gauges and digital Manometers or Magnehelic gauges will be needed for this class.

**What You Can Expect:** This new course is a "Hands-On" lab designed to give the ENTRY level technician a better understanding of where and how to get the readings necessary to properly diagnose any system. This class focuses on the fundamentals needed to work safely and efficiently around all residential/light commercial systems. Special emphasis on voltage, amperage, capacitors, superheat, sub cool, static pressure, and temperature split as well as preventative maintenance procedures are the main focus of this 2.5-hour lab.

**Who Should Attend:** Especially suited for the ENTRY level technicians. Anyone new to the industry, or with less than 2 years' experienced individuals will benefit the most from this class. Maintenance/warranty repair technicians and anyone who wants to brush up on the BASICS.



### HPC 149 HVAC Troubleshooting

Date: April 22, 2021

Time: 6:00pm - 9:30pm

Instructor: Travis Howard



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3.5 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This course will discuss proper steps and procedures for effective troubleshooting. We will discuss troubleshooting tool usage, calibration and care. We will review troubleshooting charts for electrical and mechanical heating and cooling.

**Who Should Attend:** New service technicians and all installation technicians.



### HPC 152 Delivering Professional Service

Date: April 20, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Carl Bartoli



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/3.5 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This class is designed to create a professional service technician, who can deliver a consistent level of service that exceeds your customer's expectations and creates a loyal customer. Learn correct invoice writing, how to market repairs or replacements in a positive way, and how quality service can overcome price objections.

**Who Should Attend:** Principals, supervisors & technicians who want to deliver a higher level of service and create a more professional service technician and provide a professional service experience for their customer.

## Master Heat Pump Technician Program

### HPC 101 Refrigeration Theory & Systems Diagnosis

Session 1: January 25 & 27, 2021  
Session 2: March 29 & 31, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Rich Porter



Fees: \$150 Non-Members/\$120 Members/\$84 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/7 NATE Continuing Education Hours  
S1-Location: Online  
S2-Location: SRP Pera Club, 1 E. Continental Drive, Tempe, AZ 85281

**Note:** Included with this class is a SuperCool Slide Rule.

**What You Can Expect:** This course will review mechanical refrigeration theory and system troubleshooting. The four basic components, reversing valves, superheat, sub-cooling, sensible heat, latent heat and BTU's are all reviewed. This course will focus on heat pump operation and diagnosis. If you do not have service experience and/or refrigeration training, **Refrigeration Fundamentals** is a recommended prerequisite.

**Who Should Attend:** This class is designed for those wanting to master the heat pump refrigerant system. Technicians of all levels will benefit from this course. This course is also part of the Master Heat Pump Technician program.

### HPC 102 Charging, Piping, and Dehydration

Dates: January 28, February 2 & 4, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Joel Harris



Fees: \$170 Non-Members/\$140 Members/\$98 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/10.5 NATE Continuing Education Hours  
Location: SRP Pera Club, 1 E. Continental Drive, Tempe, AZ 85281

**What You Can Expect:** Did you know factory studies of failed compressors show that a large amount of compressor failures are caused by improper refrigerant levels? This is not a well-known fact in our industry. Refrigerant charge imbalances cause slow degradation of the compressor bearings, valves and motor windings. This results in compressor failures occurring some time after the charge becomes unbalanced, making the connection between refrigerant levels and malfunctions difficult. Improper piping and contaminants are also big offenders.

**Who Should Attend:** Technicians of all experience levels will benefit from this course. This course is also part of the Master Heat Pump Technician program.

### HPC 103 Electrical Fundamentals for Heat Pumps

Dates: February 16 & 18, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Carl Bartoli



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/7 NATE Continuing Education Hours  
Location: SRP Pera Club, 1 E. Continental Drive, Tempe, AZ 85281

**What You Can Expect:** This class will focus on basic electricity as it pertains to heat pump operations. Topics to be covered include basic electron theory, electromagnetism and PSC motor theory. You will understand how compressors run and start systems work. Having an understanding of capacitor and potential relay operation on an electron level can help the service technician diagnose and avoid malfunctions that are commonly overlooked.

**Who Should Attend:** Technicians of all experience levels will benefit from this course. This course is also part of the Master Heat Pump Technician program.

### HPC 104 Control Systems for Heat Pumps

Dates: February 23 & 25, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Carl Bartoli



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/7 NATE Continuing Education Hours  
Location: SRP Pera Club, 1 E. Continental Drive, Tempe, AZ 85281

**What You Can Expect:** Participants will attain the knowledge to design an entire electrical system for a residential heat pump. You will also learn the theory of operations and diagnostics of heat pump control circuitry including calibration and testing of common brands of thermostats, cooling and heating anticipation circuits, and commonly used electromechanical and electronic defrost systems.

**Who Should Attend:** HVAC technicians who want a better working knowledge of heat pump controls. This course is also part of the Master Heat Pump Technician program.



### • **HPC 105 Customer Service & Selling Skills**

Date: February 3, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Rich Porter



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/3.5 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** What is the importance of quality service? How do you provide it? This real-world customer service program will help you develop the techniques to provide top quality service. Win with customers when they are angry or complaining. Listen and learn about what your customer needs. Do you know when to service and when to sell? There comes a time when it is no longer in your customer's best interest to repair the HVACR equipment any longer. Learn how to make your customer's lives better, educate the customer and arouse their interest; provide additional information and benefits, and offer maintenance agreements and/or new equipment.

**Who Should Attend:** This course is geared specifically to the HVAC service technician. This course is also part of the Master Heat Pump Technician program.

### • **HPC 106 HVAC Code & Safety**

Dates: February 22 & 24, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Travis Howard



Fees: \$204 Non-Members/\$174 Members/\$122 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/7 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** Included in this class is a copy of the current **2018 International Mechanical Code**.

**What You Can Expect:** This class is designed to make you more comfortable with the International Mechanical Code. In this interactive class, popular code issues and interpretations will be discussed. Come prepared to discuss your personal experiences with the Code.

**Who Should Attend:** Principals, supervisors and technicians who want a practical insight on code and safety in the mechanical trade. This course is also part of the Master Heat Pump Technician program.

### • **HPC 107 Airflow Dynamics**

Session 1: March 1 & 3, 2021  
Session 2: April 12 & 14, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Rich Porter



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/3.5 BPI Continuing Education Credits  
Session 1 Location: Online  
Session 2 Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** Included in this class is a **Duct Calculator**.

**What You Can Expect:** Airflow is one of the most critical issues for customer comfort. Many comfort complaints and improper system operation problems are a result of poor air distribution. A thorough understanding of airflow dynamics can enable you to uncover and resolve system problems. This course will help you identify inadequate or excessive airflow issues. It will help you solve hot spot, drafty, noisy and stale air complaints. Frequently airflow problems can be easily solved by a minor adjustment or changing to a better register.

**Who Should Attend:** Anyone involved in estimating and home sales. Service technicians and installers will definitely benefit from this class. This course is also part of the Master Heat Pump Technician program.

## HVAC System Consultant Series

• **HPC 105 Customer Service and Selling Skills** (See above for specific class information.)

• **HPC 106 HVAC Code & Safety** (See above for specific class information.)

### • **HPC 108 Wake Up To Heat Pumps**

Date: April 27, 2021  
Time: 6:00pm - 8:00pm  
Instructor: Rich Porter



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/2 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** Recommended course for new members.

**What to Expect:** Wake Up To Heat Pumps is a class designed to educate the student on all the benefits of Heat Pump operation. The hows and whys will be covered in depth, as well as the economical value that these systems provide. Natural Laws, Efficiency, Heat Transfer, and definitions are also covered in this class as well as why this climate is perfect for Heat Pumps.

**Who Should Attend:** This class is for anyone who wants a better understanding of this viable alternative to the standard electric or gas furnace.

### • **HPC 111 Proper Installation Procedures**

Dates: March 8 & 10, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Rich Porter



Fees: \$189 Non-Members/\$158 Members/\$111 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/7 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** Included in this class is a copy of the reviewed **Technicians Guide for Quality Installation**.

**What You Can Expect:** This course focuses on all the skills required for proper installations of split and package heat pumps. You will learn the tricks of the trade and how to avoid common installation mistakes made in the field. Other topics include: proper trap and condensate design, brazing techniques, refrigerant line design and setup, flex duct installation and application, control wiring fundamentals, thermostat installation and more. Send your installer to this class to make your installation department more profitable as well as reduce post installation service problems.

**Who Should Attend:** This class is designed primarily for installers and those service technicians that want to gain knowledge of what proper installations should look like.



### • **HPC 115 Manual J**

Dates: March 11, 16 & 18, 2021

Time: 6:00pm - 8:00pm

Instructor: Alex Williams



Fees: \$219 Non-Members/\$184 Members/\$129 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/9 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** If you have a laptop or smart device with a Manual J/load calculation software on it, please bring it to class. Included in this class is a copy of **ACCA's Manual J 8AE**.

**What You Can Expect:** Learn about the basic principles of heat transfer, R-values and heat transfer multipliers. A step-by-step example of single-zone, single-family, or detached calculation for a whole house will be reviewed. Sample calculations for multi-zone, variable air-volume systems, multi-zone split-coil systems, and mobile home load. Review the methods used to estimate annual energy consumption and operating costs. An optional procedure for making leakage and infiltration CFM calculations on a component-by-component basis will also be reviewed.

**Who Should Attend:** Anyone involved in estimating or in-home sales including service technicians, supervisors, managers and owners looking to expand business and increase technical skills.

## Advanced Technician Courses

### • **HPC 139 Duct Diagnostics and Repair**

Date: March 30, 2021

Time: 5:30pm - 9:30pm

Instructor: Alex Williams



Fees: \$189 Non-Members/\$158 Members/\$111 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/2 BPI Continuing Education Credits

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** Included in this class is a copy of **ACCA's Technician's Guide for Duct Diagnostics and Repair**.

**What You Can Expect:** This class will help you understand major duct issues concerning efficiency, comfort, health, and safety. Get practical tips on installation, repair, testing and diagnosing duct systems.

**Who Should Attend:** This class is designed for the Master Heat Pump Technician, advanced technician, system designers and other HVAC professionals.

### • **HPC 158 Wi-Fi Controls**

Dates: April 19, 2021

Time: 6:00pm - 9:00pm

Instructor: Rich Porter



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This class will help take the "WHY" out of Wi-Fi. We will cover the principles of Wi-Fi, wireless, and communicating controls. Special attention will be given on wiring and connecting to the internet. Also covered is the technology needed to operate these "Smart Thermostats". Customers want to be able to monitor and adjust their controls from everywhere as well as being notified if there is any problem. Wi-Fi enabled thermostats do this and so much more.... Give your customers what they are asking for.

**Who Should Attend:** This class is for anyone who does not feel comfortable with this new technology.

### • **HPC 159 Zone Systems**

Dates: April 21, 2021

Time: 6:00pm - 9:00pm

Instructor: Rich Porter



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This informative class focuses on the installation, set-up, wiring, and troubleshooting of Zone Systems. Participants will gain full working knowledge of these systems. Regardless of brand, the technician will be empowered properly diagnose, by-pass (to provide temporary comfort), and repair these often confusing systems.

**Who Should Attend:** This class is designed for anyone who wants the understanding to build confidence and professionalism.

### • **HPC 161 Introduction to Home Performance**

Dates: April 13, 2021

Time: 5:30pm - 8:30pm

Instructor: Brandon Walton



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This course is designed for contractors new to the Home Performance with Energy Star® Program.

We will demonstrate how to integrate HPwES into the company's current air conditioning installation plans to help customers seal their home envelope; creating energy efficiency and utility bill savings. The course will review thermal dynamics, energy modelling, pressure boundaries, and combustion safety testing as well as techniques to promote HPwES to your customers. Requirements to qualify to participate in the HPwES Program will also be discussed.

**Who Should Attend:** HVAC company owners, service managers, and technicians interested in learning the process of becoming HPwES qualified

### • **HPC 162 HVAC Variable Capacity Systems**

Dates: April 1, 2021

Time: 6:00pm-9:00pm

Instructor: Travis Howard



Fees: \$134 Non-Members/\$104 Members/\$73 APS Qualified Contractor Rate

Credits: 4 Continuing Education Credits/3 NATE Continuing Education Hours

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This course will discuss the different types of systems from 2 speed compressors to true variable speed compressor systems. We will go over controls, design differences, operation and servicing procedures.

**Who Should Attend:** Service Managers, service technicians and installation technicians.



### ◆ HPC 163 Advanced HVAC Troubleshooting

Dates: April 29, 2021  
Time: 6:00pm-9:00pm  
Instructor: Travis Howard



Fees: \$144 Non-Members/\$114 Members/\$80 APS Qualified Contractor Rate  
Credits: 4 Continuing Education Credits/3 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This course will help the technician develop a systematic approach to HVAC troubleshooting. We will begin developing and working out solutions and methods for diagnosing electrical, mechanical, refrigerant cycles and, air flow. We will learn how to diagnose advanced components such as communicating controls and variable frequency drives.

**Who Should Attend:** Service Technicians and Installation Technicians.

### ◆ HPC 167 NATE Exam Overview & Testing

Dates: April 9, 2021  
Time: 8:00am-4:30pm  
Instructor: Rich Porter

Fees: \$475 Non-Members/\$425 Members  
Credits: 4 Continuing Education Credits

Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**Note:** We strongly recommend that before taking this course you are certified as an Arizona Heat Pump Council Master Heat Pump Technician or are re-certifying for a NATE Exam you've previously passed in preparation for the exams. Please bring a valid driver's license or state issued ID.

**What You Can Expect:** This course will provide the student with study knowledge in preparation for the 1.5-hour Core Exam and 2.5-hour Specialty Exam for North American Technician Excellence (NATE) Certification. Topics covered include safety, tools, heat transfer, comfort, basic science, basic electrical, installation, planned maintenance, system components, and design considerations. Sample test questions will be reviewed. The NATE Exams will be administered by the certified proctor directly after the exam overview.

**Who Should Attend:** This class is designed for the Master Heat Pump Technician, advanced technician, system designers, and other HVAC professionals.

## Commercial Technician Courses

### ◆ HPC 147 Commercial Refrigeration

Dates: April 8, 2021  
Time: 6:00pm - 9:30pm  
Instructor: Vic Pietkiewicz



Fees: \$134 Non-Members/\$104 Members  
Credits: 4 Continuing Education Credits/3.5 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This course will discuss commercial refrigeration systems, including walk-in refrigerators and freezers. Operating conditions, refrigerants and refrigerant selection will be reviewed. The focus will be on wiring, defrost control and operating strategies, and we will discuss refrigeration theory as it applies to product cooling. Mechanical and electrical troubleshooting will also be covered.

**Who Should Attend:** This class is designed for the Master Heat Pump Technician, Commercial Technician, and other advanced level technicians.

**Prerequisites:** HPC 101 Refrigeration Theory & Systems Diagnosis

### ◆ HPC 165 Design & Operation of Commercial Chilled Water Systems

Dates: May 11 & 13, 2021  
Time: 6:00pm-9:00pm  
Instructor: Vic Pietkiewicz



Fees: \$144 Non-Members/\$114 Members  
Credits: 4 Continuing Education Credits/6 NATE Continuing Education Hours  
Location: ELA Training Center, 2702 N. 3rd Street, Suite 2020, Phoenix, AZ 85004

**What You Can Expect:** This two-session class provides an overview of the design & operation of Building Chilled Water Systems including piping design systems and equipment.

**Who Should Attend:** This class is designed for the Master Heat Pump Technician, Commercial Technician, and other advanced level technicians.

## Quality Instructors = Quality Education



#### Joel Harris

Mr. Harris has worked for over 25 years in the HVAC industry. Joel's extensive residential and commercial expertise is in troubleshooting, special applications and design which contribute to his successful training and management abilities utilized in daily operations.



#### Vic Pietkiewicz

Mr. Pietkiewicz has over 45 years of experience in the engineering and construction industry. He is the Owner of Dove Valley Services, LLC a consultant to the construction industry. Previously he owned his own air-conditioning company. Many of his years included creating training programs for mechanical and electrical engineers, managers, estimators, construction workers, and technicians. In addition to holding a technical school certificate in AC Engineering, and a B.Sc. in Engineering Technology (HVAC) he holds three AZ Registrar of Contractors licenses and a Federal EPA license.



#### Travis Howard

Mr. Howard has been working in the HVAC industry in the Phoenix metro area since graduating from Universal Technical Institute (UTI) June 1990. Travis has spent his career in residential and light commercial services. He is NATE certified and has the Heat Pump Master Technician certification through the Arizona Heat Pump Council. Travis is a firm believer in continuing education to stay up-to-date of the latest advancements, standards, and technology in the HVAC industry. As the Assistant Service Manager at Howard Air he utilizes his experience to provide technical support and training to all service technicians and installers to aid in problem solving and continuing education. He also provides field technical support to solve operational problems and give personal attention to customers to ensure a high level of satisfaction during complicated HVAC system problems.



#### Brandon Walton

Brandon Walton is a former Building Performance Institute Proctor/Trainer and has over 26 years' experience in residential building construction, HVAC and home performance contracting. He is currently a BPI Certified Envelope Professional and Building Analyst. He has personally retrofitted thousands of homes to the highest quality of efficiency, air tightness, airflow, and insulation. Brandon looks forward to contributing to High Performance homes here in the Valley of the Sun. On his spare time, you can find him exploring Arizona's trails or rivers with his wife, kids and grandkids!



#### Carl Bartoli

Mr. Bartoli has been in the HVAC industry for 35 years and is starting his 30th year with Donley Service as Director of Operations. Carl over sees all departments, air conditioning and plumbing service, installation, solar and call center. Mr. Bartoli takes an active role in training Donley Service's 60 employees, for technical, marketing and customer service.



#### Rich Porter

Mr. Porter has been in the service industry for over half his life. He is a NCI CO/Combustion Analyst and is also N.A.T.E. certified in the installation and service of gas furnaces, air conditioners, and heat pumps. Rich is proud to serve on the Professional Advisory Committees for RSJ, AAI and UEI. He enjoys working with other industry professionals to help shape curriculums and better prepare students for a career in the HVAC industry.



## SPRING 2021 COURSE REGISTRATION

### Special Discounts May Apply

The APS Qualified Contractor Discount Rate applies only to contractors participating in the APS Residential Qualified Contractor Program. For more information on how to take advantage of these great training rates and other program benefits, call the APS Energy Answer Line at 602-371-3636.

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

Company: \_\_\_\_\_ \*\*\*E-mail: \_\_\_\_\_

Position: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: Arizona

Zip: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_ \*\*\*Fax #: \_\_\_\_\_

Person/Company responsible for payment: \_\_\_\_\_

Are you a member of the ELA? ☐ Yes ☐ No

Are you an APS Qualified Contractor? ☐ Yes ☐ No

\*\*\* We may use this fax number or email address to inform you of similar educational courses. **Email required.**

### Cancellation Policy and No-Shows

A full refund will be issued as long as **written notice is received 48 hours** prior to the class starting time. Due to the number of courses held and registrations received, we do not provide written or verbal confirmation. Returned checks are subject to a \$30.00 returned check fee. **All registrations received by mail or fax are confirmed registrations unless cancelled within the proper time frame. Participants are charged the full fee amount if they register but do not attend. There are no refunds for no-shows.**

\*\* \_\_\_\_\_ Please initial here to indicate you have read, understood, and agreed to this cancellation policy.

Rates:	Non-Member Rate	Member Rate	APS Qualified Contractor Rate
<input type="checkbox"/> HPC 126 Refrigeration Fundamentals	\$144	\$114	\$80
<input type="checkbox"/> HPC 100L Lab Refrigeration System Diagnostics	\$144	\$114	\$80
<input type="checkbox"/> Master Heat Pump Technician Cert. Fee	\$50	\$30	
<input type="checkbox"/> HPC 101 Refrigeration Theory & Systems Diagnosis (Session 1)	\$150	\$120	\$84
<input type="checkbox"/> HPC 101 Refrigeration Theory & Systems Diagnosis (Session 2)	\$150	\$120	\$84
<input type="checkbox"/> HPC 102 Charging, Piping & Dehydration	\$170	\$140	\$98
<input type="checkbox"/> HPC 103 Electrical Fundamentals for Heat Pumps	\$144	\$114	\$80
<input type="checkbox"/> HPC 104 Control Systems for Heat Pumps	\$144	\$114	\$80
<input type="checkbox"/> HPC 105 Customer Service & Selling Skills	\$144	\$114	\$80
<input type="checkbox"/> HPC 106 HVAC Code & Safety	\$204	\$174	\$122
<input type="checkbox"/> HPC 107 Airflow Dynamics (Session 1)	\$144	\$114	\$80
<input type="checkbox"/> HPC 107 Airflow Dynamics (Session 2)	\$144	\$114	\$80
<input type="checkbox"/> HVAC System Consultant Series Cert. Fee	\$50	\$30	
<input type="checkbox"/> HPC 108 Wake Up to Heat Pumps	\$134	\$104	\$73
<input type="checkbox"/> HPC 111 Proper Installation Procedures	\$189	\$158	\$111
<input type="checkbox"/> HPC 115 Manual J	\$219	\$184	\$129
<input type="checkbox"/> HPC 139 Duct Diagnostics & Repair	\$189	\$158	\$111
<input type="checkbox"/> HPC 147 Commercial Refrigeration	\$134	\$104	
<input type="checkbox"/> HPC 149 HVAC Troubleshooting	\$134	\$103	\$73
<input type="checkbox"/> HPC 152 Delivering Professional Service	\$134	\$104	\$73
<input type="checkbox"/> HPC 158 Wi-Fi Controls	\$134	\$104	\$73
<input type="checkbox"/> HPC 159 Zone Systems	\$134	\$104	\$73
<input type="checkbox"/> HPC 161 Introduction to Home Performance	\$134	\$104	\$73
<input type="checkbox"/> HPC 162 HVAC Variable Capacity Systems	\$134	\$104	\$73
<input type="checkbox"/> HPC 163 Advanced HVAC Troubleshooting	\$144	\$114	\$80
<input type="checkbox"/> HPC 165 Design & Operation of Com. Chilled Water Systems	\$144	\$114	
<input type="checkbox"/> HPC 167 NATE Exam Overview & Testing	\$475	\$425	

\*The Heat Pump Council is now providing appetizers and soft drinks served from 5:30 - 6:00pm.

**Method of Payment:** Payment must be received prior to the start of class. **Please provide email above to receive credit card receipt.**

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Or mail registration and payment to: Arizona Heat Pump Council, 2702 N. 3rd St, Suite 2020, Phoenix, AZ 85004, or fax to: 602-274-0029 or email to [education@elaz.org](mailto:education@elaz.org).

Call 602-263-0115 for more information [www.elaz.org](http://www.elaz.org)



**Arizona Heat Pump Council**  
2702 N. 3rd Street  
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