

Introduction to Heating, Cooling & Controls Principles

For wholesalers' non-technical workforce including counter staff and warehouse personnel that have little to no knowledge of comfort heating and cooling systems.

Work Smarter and Serve Consumers Better

This EBOOK Series of 3 detailed guides is a convenient study option to improve customer service skills and basic understanding of products, systems and principles used in modern small heating and cooling systems.

Your staff will communicate confidently about components of ordinary forced air heating and cooling systems including the functions they perform. Technical terms, as well as theoretical and practical scenarios, are reviewed to help enhance your staff members comfort level when interacting with HVAC professionals to address factors affecting heating and cooling issues in the housing industry.

- 3 Exclusive courses provide opportunities to **Learn Anytime, Anywhere**
- Each exam tests your staff members' knowledge & understanding
- See reverse for details on each course & exam

Who could benefit from this course?

Non-Technical Workforce
Counter Staff
Warehouse Personnel

E-Books

Comfort Heating Introduction
\$400

Comfort Cooling Introduction
\$400

Controls: Principles
\$400

Exam
\$50/person/guide

www.hrai.ca/ebooks



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Comfort Heating: Introduction

An overview of residential/light commercial heating. Learn to identify components in a heating system and understand their function. This guide also discusses the construction and climatic factors that affect building heat loss.

E-Book - \$400 (one time purchase per company)

Exam - \$50/person

Comfort Cooling: Introduction

An overview of residential/light commercial cooling. Discusses basic cooling concepts and operating principles. It includes an overview of heat gain, controls and duct systems as a prelude to more detailed study.

E-Book - \$400 (one time purchase per company)

Exam - \$50/person

Controls: Principles

Learn how controls work and how to troubleshoot heating and cooling control problems. Fundamental knowledge of electricity assumed, and a first chapter review provided.

E-Book - \$400 (one time purchase per company)

Exam - \$50/person

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