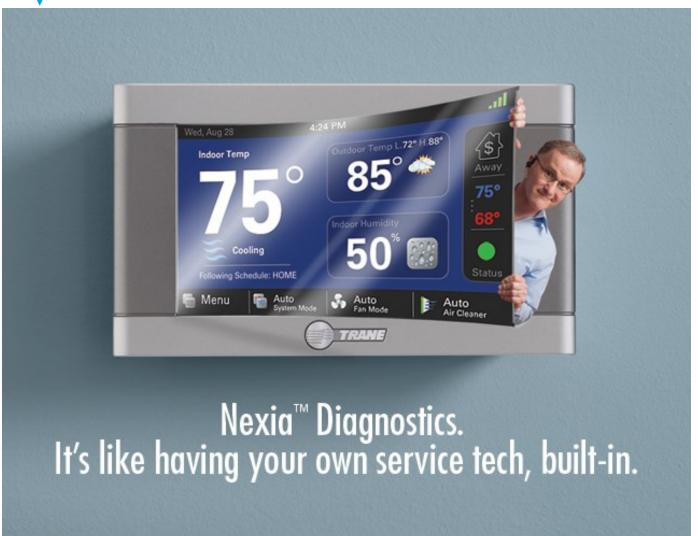


TRAINING CATALOG FALL 2015-SPRING 2016

Sign-up online NOW at incetraining.com







It's Hard To Stop A Trane.

Nexia[™] Diagnostics.

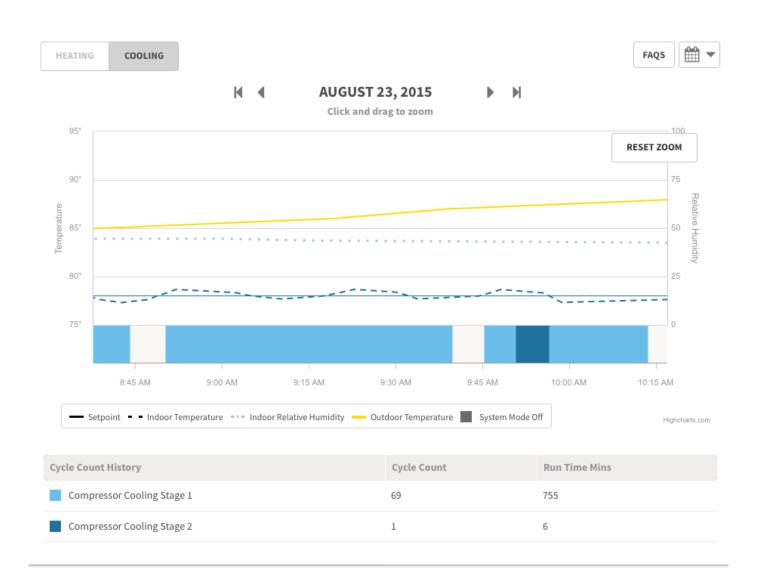
It's like having a full-time service tech in every customers home.

That's because Nexia-enabled controls can now email you if there is ever an issue that may need attention. Simply log-in remotely to your personal portal to access diagnostic history on your customers' HVAC systems from wherever you are. You'll be better prepared before you leave the shop, reducing the chance of multiple service calls. Staying on top of minor issues and preventing major ones improves customer satisfaction with both the system itself and your service, helping to build a long term relationship between you and your customers. Strengthen loyalty and make sure your customers never forget who to call with Nexia™ Diagnostics.

Take advantage of this exciting new opportunity to stay connected to your customers.



The Nexia™ Diagnostics dashboard helps simplify your business and keeps your customers happy. Ask your Ince Distributing TM for a demonstration.



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nce Distributing, Inc

Dear Trane Dealer:

Welcome to the Ince Distributing training planner for fall 2015 and the spring of 2016. As in the previous years you will find both sales and technical schools available. Let us take just a moment to reconfirm the objectives of both Ince Distributing and Trane concerning our network of dealers. Our objectives are as follows:

1 – To Improve Dealer Profitability



2 - To Help the Dealer Grow His Business



3 - To Improve the Dealers Mix of XL/XV Products



4 - To Improve Technical Skills



Training provides "outside of the box," value for you and your customers. Properly trained sales people close more sales and are able to establish how the value of your product and your company exceeds the price. It is at this point that consumers buy.

Ince Distributing, will again be offering Fall and Spring technical schools, just in time for the coming seasons. Properly trained service technicians complete more calls on the first trip, have fewer callbacks, take less time to complete a call, and are more profitable for the dealer.

Please join us in this training effort. Your sales representative can help you with any questions you may have. We look forward to your company's participation.

Sincerely:

Ince Distributing, Inc.

Things to keep in mind:

All classes are eligible for 50/50 co-op to the extent of dealer earnings.

All participants must have an active account with Ince Distributing, Inc.

Most classes are limited to 30 participants and will be filled on a first come first serve basis. Please register as soon as possible.

Addresses

Ince Distributing, Inc. 2233 N.W Loop 410 San Antonio, Texas 78230 210-341-7161

Embassy Suites - Austin Central 5901 N. I-35 Austin, Texas 78723 512-454-8004

Emerald Beach Hotel 1102 S. Shoreline Blvd. Corpus Christi, Texas 78041 361-883-5731

Marriott North West 3233 NW Loop 410 San Antonio, Texas 78213 210-377-3900 Embassy Suites 7750 Briaridge San Antonio, Texas 78230 210-340-5421

Holiday Inn Express 421 S. International Blvd. Weslaco, Texas 78596 956-973-2222

Ramada Plaza 800 Garden Street Laredo, Texas 78040 956-727-5800

Things to remember:

Go online to <u>incetraining.com</u> or fax reservation forms to IDI 30 days prior to the start date of the training.

If staying overnight make hotel reservations 30 days prior. Dealer lodging may be co-opable IF meeting location is 50+ miles away from dealer main office.

If your plans change please notify IDI two weeks prior to the class so that we may fill your spot. If you do not cancel you will be billed the full amount for the class.

After each, class you will be billed for ½ of the cost of the school and the balance will be charged to your co-op funds up to the limit of your earnings.

2015-16 Course Calendar

SA = San Antonio A = Austin CC = Corpus Christi V = Valley L=Laredo

Fall Classes

September	
29th	Gas Furnace Service (A)
October	
1st	Gas Furnace Service (SA)
13th	TruComfort / XV 20i (A)
15th	TruComfort / XV 20i (SA)
November	
3rd	Heat Pump Service & Application (A)
5th	Heat Pump Service & Application (SA
11th	Heat Pump Service & Hyperion (L)
December	
1st	Hyperion Heating (CC)
2nd	Hyperion Heating (V)
15th	Integrated Zoning Service (SA)
17th	Integrated Zoning Service (A)

Spring Classes

January	
5th-7th	WrightSoft (SA)
12th	Light Commercial (A)
14th	Light Commercial (SA)
20th	Light Commercial (L)
26th-27th	VRF Systems - Tyler, Tx
February	
2nd	System Startup & Charging (CC)
3rd	System Startup & Charging (V)
10th	System Startup & Charging (L)
March	
1st - 4th	Trane Boot Camp (SA)
8th	System Startup & Charging (A)
10th	System Startup & Charging (SA)
22nd	Trane Mini Split (A)
24th	Trane Mini Split (SA)



GAS FURNACE SERVICE

Learn how to set up/service/maintain the current Trane furnace line. Service procedures will include proper diagnosis of: Integrated furnace controls: older silicon carbide and the new silicon nitride hot surface igniters/ignition systems: Pressure switches: Checking micro amperage: Review of wiring diagrams. **Also included –** 95% installation & service.

Speaker Richard Williams – Ince Distributing

Cost \$80.00 / registration includes course materials, and Lunch.

Date/Time September 29, 2015 Austin 8:00 a.m. - 12:00 p.m.

October 1, 2015 San Antonio 8:00 a.m. - 12:00 p.m.

Locations Austin – Embassy Suites – Austin Central

San Antonio – Embassy Suites



TruComfort - VARIABLE SPEED OUTDOOR PRODUCT

Learn about the new Variable Speed Outdoor unit. We will learn about installation, safety, Com Sys basics, integrated variable speed control, troubleshooting, software upgrade process and much MORE! There will be a <u>certification test</u> at the end of the training. All Trane Dealers must have at least one representative "TruComfort Certified" to purchase and install TruComfort Systems.

Speaker Richard Williams – Ince Distributing

Cost \$40.00 / registration includes service manual and Lunch

Date/Time October 13, 2015 Austin 8:00 a.m. - 3:00 p.m.

October 15, 2015 San Antonio 8:00 a.m. - 3:00 p.m.

Locations Austin – Embassy Suites – Austin Central

San Antonio – Embassy Suites



HEAT PUMP SERVICE & APPLICATION / HYPERION

Learn how to service Trane Heat Pump's. Procedures will include checking of defrost controls, proper charging, low voltage wiring.

*Corpus Christi and the Valley will include Hyperion Heating

Speaker Richard Williams – Ince Distributing

Cost \$80.00 / registration includes course materials, and Lunch

Date/Time November 3, 2015 Austin 8:00 a.m. - 12:00 p.m.

November 5, 2015 San Antonio 8:00 a.m. - 12:00 p.m.

November 11, 2015 Laredo 8:00 a.m. - 12:00 p.m.

*December 1, 2015 Corpus Christi 8:00 a.m. - 12:00 p.m.

*December 2, 2015 Valley 8:00 a.m. - 12:00 p.m.

Locations Austin – Embassy Suites – Austin Central

San Antonio – Embassy Suites

Laredo - Ramada Plaza

Corpus Christi - Emerald Beach Hotel

Valley - Holiday Inn Express

TRANE COMFORTLINK II INTEGRATED ZONING SERVICE

This class will review the installation and service procedures of the new Trane Integrated zoning systems designed for residential use. We will cover the basics from startup tips to tricks we've learned to solve application and customer issues. A major portion of the class will be used to train technicians on the features of the new Trane TZONE950 comfort control used to monitor these zoning systems for smoother startups and diagnosing harder service calls. This is a required attendance for dealers with installed systems.

Speaker Richard Williams – Ince Distributing

Cost \$80.00 / registration includes zoning service literature, hand outs, and Lunch.

Date/Time December 15, 2015 San Antonio 8:00 a.m. – 12:00 p.m.

December 17, 2015 Austin 8:00 a.m. – 12:00 p.m.

Locations Austin – Embassy Suites – Austin Central

San Antonio - Embassy Suites





WRIGHTSOFT COMPUTER LOAD CLASS-Right-Suite Universal

Right-Suite® Universal, the leading residential HVAC design and sales package featuring automated load, duct, equipment costs, parts takeoffs, proposals and reports.

Learn Right-Suite® Universal from Wrightsoft: Wrightsoft has trained thousands of HVAC contractors how to use Right-Suite. Learn lots of shortcuts, using templates and the basics about the program. This is a hands on class. Each participant will need to provide a laptop computer and mouse to follow the instructor through the program. (see pg 12 for details)

Speaker Wrightsoft Corporation http://www.wrightsoft.com/

Cost \$800.00 per person for all 3 days - program includes Demo Software, and Lunch

or

\$300.00 per person day 3 ONLY – (have basic understanding but need help

with advanced features and problem solving)

Date/Time January 5 – 7, 2016 San Antonio 8:00 a.m. - 4:30 p.m.

Location San Antonio – Marriott North West

LIGHT COMMERCIAL SERVICE

This class will cover service procedures for Voyager and Precedent models. The unique micro electric control systems will be covered extensively. Plus the new Plenum Fan set up and troubleshooting.

Speaker Richard Williams – Ince Distributing

Cost \$80.00 / registration includes course materials and Lunch

Date/Time January 12, 2016 Austin 8:00 a.m. - 12:00 p.m.

 January 14, 2016
 San Antonio
 8:00 a.m. - 12:00 p.m.

 January 20, 2016
 Laredo
 8:00 a.m. - 12:00 p.m.

Locations Austin – Embassy Suites – Austin Central

San Antonio - Embassy Suites

Laredo - Ramada Plaza

VRF Product, Application, Installation and Commissioning

Training** We will cover the product line in detail as well as techniques regarding application and installation of VRF systems. We will focus our efforts on the Single Phase (mini) VRF system the first day and the Three Phase VRF System the next day. A laptop computer is required for this course. Please load the VRF software prior to class.

Speaker Andy Bugg – The Trane Company

Cost \$250/ registration includes course materials, 2 night hotel stay and meals

Date/Time January 26-27, 2016 Trane Factory – Tyler, Tx 8:00 a.m. - 5:00 p.m.

Locations Tyler, Tx – The Trane Company - VRF Training Room

SYSTEM START UP & CHARGING

This class will be a reader's digest short course in refrigeration and setting and checking air flow. The goal is to relay the minimum knowledge required for service technicians. Learn how to use the performance charts in the Service Facts. Learn to check both Super Heat and Sub Cooling. After learning these basics, we will analyze refrigerant cycles and make a diagnosis with our new knowledge. **Also included-** learn how to diagnose and charge systems with the new EEV's!!

Speaker Richard Williams – Ince Distributing

Cost \$80.00 / registration includes course materials and Lunch

Date/Time February 2, 2016 Corpus Christi 8:00 a.m. - 12:00 p.m.

 February 3, 2016
 Valley
 8:00 a.m. - 12:00 p.m.

 February 10, 2016
 Laredo
 8:00 a.m. - 12:00 p.m.

 March 8, 2016
 Austin
 8:00 a.m. - 12:00 p.m.

 March 10, 2016
 San Antonio
 8:00 a.m. - 12:00 p.m.

Locations Corpus Christi - Emerald Beach Hotel

Valley – Holiday Inn Express Laredo – Ramada Plaza

Austin - Embassy Suites - Austin Central

San Antonio - Embassy Suites

^{**}This specialized program is very limited on space and sold on a first come - first served basis.

If you are interested in signing up or need more details see your TM today!





Trane "BOOT CAMP"

Trane Boot Camp is guaranteed to help you boost your residential HVAC sales and profits . . . and have more fun selling than ever before! The step-by-step process you will learn is easy, but you can't get it from a book, you must experience it first hand at Trane Boot Camp. You'll learn the No-Pressure Selling® formula, which explains in detail how to help people sell themselves. (When it's their idea, there's no resistance.) You'll also learn how to use value to annihilate price objections. When value has been established, up to 80% of your future customers will pay more to deal with you. After Boot Camp you'll love snatching jobs away from low ball competitors.

Speaker Greg Woodman - The Act Group http://www.nopressureselling.com

Cost \$1,600 / registration includes seminar, w/ lunch included

Date March 1 – 4, 2016 8:00 a.m.- 4:00 p.m. All Days

Location San Antonio – Marriott North West



TRANE MINI SPLIT SYSTEMS

The program will cover the application & installation of our Ductless Split Systems. We will cover different applications, proper methods of sizing, code compliance considerations. We will also cover the electrical requirements and equipment specifications. The installation portion will focus on equipment specific requirements, as well as industry-excepted best-practice standards. We will touch briefly on basic system service and operation of the units, along with customer education after the installation.

Speaker Richard Williams – Ince Distributing

Cost \$40.00 / registration includes course materials, and Lunch.

Date/Time March 22, 2016 Austin 8:00 a.m. - 12:00 p.m.

March 24, 2016 San Antonio 8:00 a.m. - 12:00 p.m.

Locations Austin – Embassy Suites – Austin Central

San Antonio – Embassy Suites

FALL CLASS SIGN UP SHEET

Sign up online <u>incetraining.com</u>

Or Fax this sheet to 210-308-4621

Sign up required 30 DAYS PRIOR TO CLASS DATE

SA = SAN ANTONIO A = AUSTIN CC = CORPUS CHRISTI V = VALLEY L=LAREDO

DATE	CLASS NAME	ATTENDING	COST	
September 29th October	Gas Furnace Service (A)	x	\$80	=
1st 13th 15th	Gas Furnace Service (SA) TruComfort / XV 20i (A) TruComfort / XV 20i (SA)	x x	\$80 \$40 \$40	= = =
November 3rd 5th 11th	Heat Pump Service & Application (A) Heat Pump Service & Application (SA) Heat Pump Service & Hyperion (L)	x x	\$80 \$80 \$80	= = =
December 1st 2nd 15th 17th	Hyperion Heating (CC) Hyperion Heating (V) Integrated Zoning Service (SA) Integrated Zoning Service (A)	x x x	\$80 \$80 \$80 \$80	= = =
Company Name)		Bil	Total II My Account P.O. # []

Authorized signature required to bill account for classes

Dealer Principle Signature

Note: All classes are eligible for 50/50 co-op to the extent of dealer earnings

Sign up online <u>incetraining.com</u>

Date

^{*} Cost of class is per company

SPRING CLASS SIGN UP SHEET

Sign up online <u>incetraining.com</u> Or Fax this sheet to **210-308-4621**

FORMS ARE DUE 30 DAYS PRIOR TO CLASS DATE

SA = SAN ANTONIO A = AUSTIN CC = CORPUS CHRISTI V = VALLEY L=LAREDO

DATE	CLASS NAME	ATTENDING	COST	
January				
5th-7th	Wrightsoft (COMPLETE 3 day program)	X	\$800	=
7th	Wrightsoft (Day 3 ONLY)	x	\$300	=
12 th	Light Commercial (A)	X	\$80	=
14th	Light Commercial (SA)	X	\$80	=
20th	Light Commercial (L)	x	\$80	=
26th-27th	VRF Systems	x	\$250	=
February				
2nd	System Startup & Charging (CC)	X	\$80	=
3rd	System Startup & Charging (V)	x	\$80	=
10th	System Startup & Charging (L)	x	\$80	=
March				
1st - 4th	Trane Boot Camp (SA)	X	\$1,600	=
8th	System Startup & Charging (A)	x	\$80	=
10th	System Startup & Charging (SA)	x	\$80	
22nd	Trane Mini Split (A)	x	\$40	=
24th	Trane Mini Split (SA)	x	\$40	=

		Total	
Company Name		Bill My Account P.O. #	[]
Dealer Principle Signature	Date		

Authorized signature required to bill account for classes

Note: All classes are eligible for 50/50 co-op to the extent of dealer earnings

Sign up online incetraining.com

^{*} Cost of class is per company

eLearning Course Offerings



Our eLearning courses are available to you 24 hours a day, 7 days a week. Bolded courses are available to play on a mobile device. All courses listed below are offered at no cost to you.

Product Sales

- Nexia™ Home Intelligence Dealer Sales Guide
- Nexia[™] Home Intelligence Frequently Asked Questions
- TruComfort™ Variable Speed
- ComfortLink™ II Consumer Benefits
- ComfortLink™ II Sales
- ComfortLink™ II Remote Thermostat Sales
- CleanEffects™: 10 Minute Tutorial
- XB300

Customer Experience

- Professional U: Telephone Skills, Part 1
- Professional U: Telephone Skills, Part 2
- Customer Service Part I: Communicating Skills
- Customer Service Part II: Resolving Conflict
- Extended Warranty
- Trane Consumer Financing
- Women Consumers=Profits

Technical Basics

- HVAC Basics
- Gas Heat Equipment
- Gas Heat Foundation
- Introduction to R410A
- Troubleshooting Electronic Expansion Valves

Light Commercial

- Light Commercial Leasing
- Precedent™ Sales
- Voyager™ Sales

Product Technical

- Nexia™ Home Intelligence Installation with XL624 Control
- Nexia[™] Home Intelligence Installation with ComfortLink[™] II Control
- Nexia[™] Home Intelligence and Wireless Technology Guide
- Nexia™ Home Intelligence Technical FAQs
- ComfortLink™ II Controls Technical
- ComfortLink™ II Error 91
- ComfortLink™ II Model Number Changes
- ComfortLink™ II Furnace Technical
- ComfortLink™ II Heat Pump/Air Conditioner Technical
- ComfortLink™ II Remote Thermostat Installation

Parts Series

- Control Boards
- Installation Items II
- Filter Driers
- Motors
- Gas Valves
- Service Parts I
- General Furnace Parts
- Specialized Tools
- Installation Items I
- Thermostats and Transformers

Core Principles

- Air Volume Measurement*
- Basic Cooling System Components*
- Basic Cooling System Operation*
- Basic Heat Pump Operation*
- Basic Refrigeration*
- Compressor Start Circuit*
- Electronic Components*
- Inductance & Capacitance*

- Motors*
- Ohms Law*
- Properties of Air*
- Schematics*
- Superheat & Subcooling*
- Three Phase Line Voltage*
- Transformers*
- Watts*

How do I log in to the Trane Learning Management System (LMS)?

Log in to www.ComfortSite.com and select Training Center from the left menu. Clicking the Trane LMS - Single Sign On link will automatically sign you in to the LMS. A course catalog will also be available in the eLearning section of ComfortSite™. Selecting a course from the catalog will automatically sign you in to the LMS. Or you can go to www.tranelearningresources.com and use your ComfortSite user id as your username and welcome as your password. Instructions are also posted on the Training Center page in ComfortSite™.

^{*}In order to receive NATE credit for NATE recognized elearning courses, please submit your printed certificate to NATE. For more information, go to NATE's website: www.natex.org or call NATE at 877-420-NATE.



RESIDENTIAL TRAINING

UNIVERSAL

Class Name

Right-Suite[™] Universal **Residential Training**

Class Description

2-day training program that teaches you how to use Right-Suite™ Universal for load calculations, design and proposals.

Class Mission

Enable individual to use RSU to design residential HVAC systems

CLASS OUTLINE

Notes: This class will be conducted using ACCA Manual J 8th Ed. (Right-J™) and ACCA Manual D (Right-D®) calculation methods.

DAY ONE:

1. Overview of Right-Suite™ Universal

- A. The power of a single universal HVAC design tool
- B. Designing, selling, and costing a job
- C. The Approach: Replacement vs. new construction
- D. Time Savers: Templates, libraries, wizards, and the Navigator Bar
- E. Calculation options

2. Template Wizard

- A. Designer information
- B. Design conditions and building description
- C. System and distribution preferences
- D. Report packages
- E. Saving a template

3. Project Wizard

- A. Customer and job information
- B. Reviewing and changing default settings
- C. Verifying project information
- D. Saving a project

4. Familiarizing Yourself with Right-Draw®

- A. The "Preflight Checklist"
- B. The HVAC Shapes™
- C. Property sheets
- D. Block load example

5. Working Smarter in Right-Draw

- A. Drawing non-rectangular shapes
- B. Duplicating drawing objects
- C. Notation tips

6. Practical Application: Room-by-Room Design

- A. The "Assembly Line" approach
- B. Focusing on the corners
- C. Hands-On Design: First Floor
- D. Grouping objects and global changes
- E. Additional Floors
- F. Hands-On Design: Bonus Room

7. Zoning and Equipment Selection

- A. Air vs. hydronic systems
- B. Variable air vs. equipment zones
- C. Screens affected by zoning
- D. Load evaluation
- E. Selecting the equipment

Day One Optional Material:

Cost comparisons

DAY Two:

1. Review

- A. Opening and saving files
- B. Setup wizards and libraries
- C. Right-Draw basics

2. Additional Right-Draw Features

- A. Using an AutoCAD file
- B. Catalog items
- C. Drawing Q&A

3. Air Distribution

- A. Setting the system CFM
- B. Static pressure settings
- C. Friction rate calculations

4. Duct Library

- A. Calculation preferences
- B. Duct types
- C. Duct size schedules
- D. Register details
- E. Fitting types

5. Connecting the Dots: **Duct Design in Right-Draw**

- A. Selecting register locations
- B. Balancing supply and return air
- C. Setting register sizes and materials
- D. Hands-On Design: One-Level Duct System
- E. Bending flex duct and using flex ends
- F. Creating and using vertical duct
- G. Hands-On Design: Multi-Level Duct System

6. Editing a Duct System

- A. Repositioning the trunk
- B. Changing duct and fitting materials
- C. Changing notation for an installer-ready design

7. Sales and Proposal

- A. Using an automated, customized proposal
- B. Bill of materials and parts takeoff
- C. Parts library
- D. Overview of parts mapping
- E. Overview of the Excel import

WRIGHTSOFT CORPORATION 131 HARTWELL AVENUE LEXINGTON, MA 02421 www.wrightsoft.com RES2D TRAINAGENDA 0711

INCE DISTRIBUTING - FALL & SPRING TRAINING - 2015-2016

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