

# High-Performance HVAC™ Training



*If you don't measure, you're just guessing™*

## Take Your Company and Your Team to the Next Level with NCI Educational Programs

**National Comfort Institute** (NCI) offers cutting-edge educational programs from technical, business, sales, and marketing perspectives. Learn from knowledge experts who saved countless lives through contractors who have taken our eye-opening Carbon Monoxide Safety and Combustion course. Discover the secrets to understanding airflow from the organization that started it all. Our experienced instructors can help you lead your team to success, improve your sales approach, and develop Key Performance Indicators (KPIs) that keep you and your staff accountable.

Earn unique certifications taught by innovators in the HVAC industry. Get started today and become a leader in High-Performance HVAC™ Contracting.



### AIRFLOW TESTING & DIAGNOSTICS

**Add \$2,000 to \$3,000 to every residential installation at incredible 60 to 70% gross profit margins**

Intended for HVAC contracting firm owners, managers, and technicians, this course provides technical training on performing static pressure testing, how to properly install static pressure test ports, and how to measure and interpret static pressures.

#### Learn how to:

- Measure and understand system static pressures
- Identify fan type and fan speed
- Locate fan tables and plot fan airflow
- Diagnose and perform Air Upgrades on HVAC equipment and duct systems.



*Airflow Testing & Diagnostics*



### DUCT SYSTEM OPTIMIZATION

**Test and Improve Poorly Performing HVAC Systems**

Learn how to deliver high quality, profitable duct system renovations that really work! Set yourself apart from competitors by knowing how to optimize a duct system so it delivers the heating and cooling the equipment was designed to provide.

By taking this course and passing the exam at the end of Day 2, you will earn NCI's Duct System Optimization Specialist certification.

#### Learn how to:

- Identify customer comfort issues using NCI's Comfort Survey, then provide optimized solutions
- Test and diagnose air distribution systems and uncover upgrade opportunities
- Accurately estimate room airflow and pinpoint duct system deficiencies.



*Duct System Optimization*



Most classes qualify for Continuing Education Units (CEUs) for NATE and BPI recertification, and for licensing CEUs in several states. Contact NCI at **800 633-7058** with any questions.

# NCI's Cutting-Edge Training from the Industry



## COMBUSTION PERFORMANCE AND CO SAFETY

**Improve System Performance, Prevent CO Hazards, and Increase Profits**

Without conducting full combustion and carbon monoxide (CO) diagnostics, there is no way of knowing whether an HVAC system is safe or efficient. Get the technical knowledge and certification you need to improve customers' system performance, prevent carbon monoxide hazards, and increase profitability. Use this knowledge to perform combustion performance and safety tests.

### Learn how to:

- Measure ambient carbon monoxide levels
- Identify the corrective actions to take based on ambient carbon monoxide levels
- Identify common sources of carbon monoxide
- Determine proper combustion and draft test locations
- Measure carbon monoxide, oxygen, and temperature in flue gas
- Measure draft pressure
- Measure and tune field-measured performance and efficiency of installed equipment.



[Combustion Performance & CO Safety](#)



## REFRIGERANT-SIDE PERFORMANCE

**Deliver high quality testing and produce professional reports and documentation to differentiate your company from your competition!**

Intended for HVAC contracting firm owners, managers, and technicians, this course provides technical training on performing static pressure testing, how to properly install static pressure test ports, and how to measure and interpret static pressures.

### Learn how to:

- Apply a performance-based, systematic approach to refrigeration-side diagnostics
- Explore new HVAC refrigeration cycle performance-related solutions
- Identify surgical system repairs to improve performance
- Use inspection, testing, and system history to determine if and when you need to tap into the refrigeration circuit
- Address underlying issues that impact the system before adjusting the charge.



[Refrigerant-Side Performance](#)



## COMMERCIAL AIR BALANCING

**Deliver High Quality Air Balancing Services and Professional Reports**

This course helps equip HVAC professionals with the knowledge and tools they need to balance commercial HVAC systems up to 25 tons, including kitchen exhaust and make-up air systems.



[Commercial Air Balancing](#)

NCI's 3-day program gives the HVAC professional a comprehensive education on the airside testing and adjusting processes needed to maximize air delivery and overall performance. We start with the basics of pressure, temperature, and airflow testing and build up to more complex air balancing techniques.

### Learn how to:

- Provide real solutions to issues that have been plaguing commercial buildings for years
- Reduce callbacks and warranty issues
- Tie specific tests to specific repairs
- Generate new work from existing customers
- Provide assurances the job will be delivered with the promised results.

# Leader in High-Performance HVAC Contracting™



## RESIDENTIAL HVAC SYSTEM PERFORMANCE

*Open the door to increased sales and customer loyalty through professional testing and diagnostic services*

Through this course the HVAC Industry has training that addresses the vital importance of measuring delivered Btu's of the total HVAC system at the equipment and into the conditioned space. By taking the certification exam after completing the course, you can earn NCI's Residential System Performance Specialist certification.

### Learn how to:

- Discover and repair hidden energy-draining comfort system defects other companies miss every time
- Reduce call-backs and increase customer satisfaction
- Guarantee results using NCI's exclusive system delivered Btu technology
- Test both new and existing installations
- Provide real solutions through system renovations and documented results.



Residential HVAC System Performance



## RESIDENTIAL AIR BALANCING

*Provide certified Air Balancing on your installations with this day of training and certification:*

Once you're trained in Duct System Optimization and/or Residential HVAC System Performance, you can provide Certified Air Balancing on your installations with this additional day of education and testing.

### Learn how to:

- Discover the importance of testing and balancing your installations for maximum system comfort and efficiency
- Complete balancing reports required by many building departments and utility programs
- Increase your ability to air balance your customers' HVAC systems to keep you ahead of the competition!

### Prerequisites:

To qualify student must hold a current NCI certification (or must be registered to complete a class and certification exam) in one of the following disciplines:

- Duct System Optimization
- Residential System Performance.



Residential Air Balancing



## COMMERCIAL SYSTEM PERFORMANCE

*Find and repair commercial HVAC problems you never knew even existed!*

Did you know NCI studies have shown the average commercial HVAC system only operates at 63% of rated capacity? You'll learn how to test, diagnose problems, prepare a scope of work, and renovate commercial HVAC systems to perform the way they were intended.



Commercial System Performance

### Learn how to:

- Review performance of a typical HVAC system
- Overview of test methods and instruments
- Examine static pressure measurement, diagnostics, and repairs
- Diagnose and prescribe pressure repairs to improve performance
- Airflow measurement, diagnostics, and repairs
- Air capture hoods and duct traverse methods
- Temperature testing, diagnostics, and repairs
- Apply Fan Laws to identify and solve performance issues.



## AIRFLOW TESTING & DIAGNOSTICS IMPLEMENTATION WORKSHOP

**Learn to implement Airflow Testing & Diagnostics in your business & add more than \$2,000 to each installation by selling Air Upgrades.**

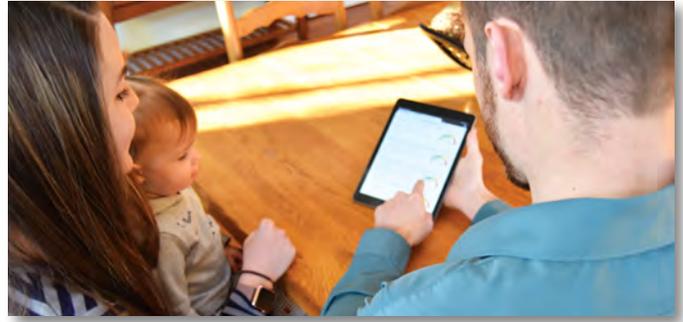
Learn how to sell and deliver Air Upgrades. This is a service that will separate you from competitors and provide your customers significantly improved comfort, health, and energy efficiency while safeguarding their equipment – all with a minimal investment in new tools you already own.

### Learn how to:

- Identify the "ideal" customer
- Recognize why lead generation strategies are so important
- Actively engage with the secret to positive customer communications
- Integrate this process throughout your company.



*Airflow Testing & Diagnostics Implementation Workshop*



## PERFORMANCE-BASED SELLING™ BOOTCAMP

**Learn NCI's unique step-by-step selling process that will help you change the game forever!**

Invest three days in learning a revolutionary sales process that will help you achieve the business results you've always dreamed about. This class is the first step in creating a high-performance sales team with better closing rates and delighted customers.

### Learn how to:

- Create a great first impression and excellent rapport
- Identify opportunities to solve customer safety, health, comfort, and efficiency concerns
- Assess system requirements and performance through observation and measurement.



*Performance-Based Selling Bootcamp*

## Additional Training from NCI:



### ONLINE TRAINING:

Several NCI courses are available online live. Led live by an NCI instructor with plenty of time for questions, you can get certified from the comfort of your own home or office. Plus, with over a hundred hours of pre-recorded webinars and self-guided online training, you can learn 24/7 at your convenience through our Online University. **For more information visit: [NCIlink.com/Learn247](http://NCIlink.com/Learn247).**



### ONSITE TRAINING:

HVAC contractors are discovering the value of bringing NCI training onsite to their facilities. The same NCI Certification training that we offer year-round can be delivered right to your doorstep. This flexible and cost-effective option is ideal for training a group or launching a company-wide implementation of new services.

Onsite training allows for virtually no travel expenses and your employees spend more time training with NCI instructors. Plus, you'll save on productivity costs as field work and large projects won't be put on hold. NCI training can be delivered as our standard curriculum or completely customized to match the training goals for your team. **For more information visit: [NCIlink.com/onsites](http://NCIlink.com/onsites).**



*Onsite Training*



*SCE Training*

### UTILITY TRAINING:

**Southern California Edison (SCE)** has partnered with National Comfort Institute to offer subsidized training for HVACR contractors that service SCE residential and commercial customers. **For more information visit: [NCIlink.com/SCESchedule](http://NCIlink.com/SCESchedule).**

**TECH Clean California** is a \$120 million initiative designed to help advance the state's mission to achieve carbon neutrality by 2045. The TECH Clean California Electrification Program has selected NCI as it's provider of subsidized technical training for Program participants. **For more information visit: [NCIlink.com/TECHCleanCA](http://NCIlink.com/TECHCleanCA).**

**Austin Energy** registered contractors with it's **Residential Power Save Programs as a Home Performance with ENERGY STAR®** may qualify for training rebates. Contact Austin Energy for any details.



*TECH Clean Training*



**Visit [NCIlink.com/ClassSchedule](http://NCIlink.com/ClassSchedule) to view the latest schedule.  
Call **800.633.7058** for more information.**