

PARTNERS PROGRESS CONFERENCE



2022

hosted by



13-14 OCT 2022



AMERISTAR[®]
CASINO ★ RESORT ★ SPA
— ST. CHARLES —

These are brief descriptions of what you can expect from the business and technical breakouts. Please use the provided form to sign up. Breakout sessions will be assigned on a first-come first-serve basis.

Register early!

Capitol has reserved a block of rooms for the night of October 13th for the rate of \$139.00. This does not include state and local taxes or incidentals.

Call 855-888-7273 or visit www.ameristartstcharles.com/groups to make your reservation.

Please reference "Capitol Group HVAC Conference" or enter promo code "CAPJ22C" for the discounted rate.

Reservations must be made by September 28th. After that it will be based on availability and you will need to go through Capitol Group.

- TECHNICAL SERIES
- BUSINESS SERIES
- NETWORKING
- VENDOR SHOWCASE

(217) 793-8611

3125 Cockrell Lane
Springfield, IL 62711

capitolgroupinc.com

THE TECHNICAL BREAKOUTS



AIR & WATER SOLUTIONS

Unitary HVAC Product Overview

GE Air & Water Representatives

- Introduction to the all-new residential ducted HVAC product line-up
- Learn about the benefits of the pro-centric units
- Upcoming regulatory changes and rebates to consider

Residential Water Heater Introduction

Dan Capelle

- Introduction to GEA Water Heating, overview of current offering
- RealMAX atmospheric gas water heaters introduction
- What differentiates the GE Air & Water from the industry
- Upcoming regulatory changes and rebates to consider

REZNOR®

Simple Heat Load Calculating & Unit Sizing

David Larsson

Basics on how to do a simple building heat load calculation. How to size Unit Heaters and Tube Heaters for a commercial building. Showcase some of the newest products that Reznor has to offer!

Rinnai

Residential Tankless Water Heater

Trent Sheridan

- Top Reasons to Install Tankless
- How Tankless Water Heaters Work
- Sizing a Residential Water Heater



Pipe Joining

Jon Scharfenberg

This presentation will review many of the product advancements and pipe joining techniques available today that add value, increase efficiency, improve project safety, and significantly improve bottom line profits

Website / Mobile App

Diana Cox

Reviewing product groups, barcodes, cart approval for techs, promoted products, quick order, etc.



LYNX 18 Seer Inverter Heat Pump

Thom Hardy & Daniel Leach

Installing and commissioning of the LYNX 18 Seer Inverter Heat Pump. A LYNX unit will be in room for demonstrating and to have hands on teaching. The LYNX board will be powered up!



Mini-Splits

David Larsson

- Introduction to GREE Mini-Splits
- Overview of the ULTRA Heating & Cooling Capabilities
- FLEXX System Overview - Ducted Air Handler paired with an Outdoor Inverter Heat Pump heats down to -22
- MultiPro Overview - Light Commercial Multi-Zone Systems up to 5 Ton 208/1 phase



Boiler Product Updates

Bill Fey

- DOE 2023 changes to boilers
- Ecotec versus AquaBalance (wall hung combi)
- Projected product availability this heating season
- Installation tips for installing and maintaining steam boilers
- EG Steam & Water Compared to LGB Steam & Water



2023 DOE Regulatory Changes

Scott Uhwat

Learn about the 2023 DOE Regulatory changes and how it affects Allied Commercial products.



Indoor Air Quality Products

Gary Naarup

10/13 @ 1:00 and 10/14 @ 8:15

An introduction to IAQ and an overview of PremierOne products.

10/13 @ 3:20

An overview of the current state of IAQ and how our products line up with new regulations and ASHRAE guidelines.

PEU QUALIFIED BREAKOUTS

Boiler Installation Best Practices*

Tim Birch

Advance Training Course.

Proper installation, venting, piping & wiring. Controls, set-up and programming, Start up, maintenance and troubleshooting.

**Limited to two (2) participants per company.*

NOTICE: St. Louis County licensed dealers can earn 1.0 HVAC Service Installer Trade / Pipefitter Trade / Sheet Metal Trade / Sprinkler Fitter Core Professional Education Units (PEU) credit for Course Number _____. Individuals with ONLY a St. Louis City License will no longer need to sign for PEU credit due to St. Louis City's process taking certificates only. Please make sure you get a certificate for the class. As a reminder, be sure to bring your current license/licenses to obtain this credit.

HVAC Motors*

Dan Ballieu

Azure motors and how to replace a standard motor with Azure motors.



THE BUSINESS BREAKOUTS



Rick Houchens || *Nationally known Business Coach*

With over 40 Years in the Heating and Air Conditioning business Rick has had much success. Chief/Bauer Service Experts under the Leadership of Rick was awarded 4 Service Experts Presidents Club awards. Under his leadership, the center also has been a two (2) time International Service Leadership (ISL) Center of the Year award winner, The Champaign County Chamber of Commerce small business of the year and many other business measurement achievements.

Rick was the General Manager at a local Service Experts center. In his tenure, the center had improved from a low revenue business with negative profits to a company that had over doubled its revenue and made sound profits. Following center leadership Rick helped Service Experts in regional management to grow the region to an all-time high.

Specialties: Management of P & L, Balance Sheets, Operations Accountability, Inventory Procurement, Mergers and Acquisitions, Sales Management and Coaching the "In Home Sales Process", and Tech Communication. Perhaps the strongest area is Process Management, Business Coaching, and Customer Service and Satisfaction.

Rick Houchens ~ "LEARN SOMETHING NEW EVERYDAY!"

"At The Customers Home" Investment at the kitchen table...

This breakout has been designed to help you and your organization reach a higher potential. The Steps we will go over have been carefully crafted using original content and practices from top sales performers.

As you know, today's consumer is empowered, informed, and better prepared to make smart decisions. That means your role at the kitchen table needs to change, and your talents re-aligned around a fresh set of consumers.

Throughout this breakout, we will provide you with the best possible plan of action to leverage during your sales call, ensuring optimal results.

"Know your Numbers" – KPIs & Model Companies

This breakout is to provide world-class training that will make a difference in your life, and help you make a difference in the lives of your customers and co-workers. You of course, do this by making your customers' homes and workplaces comfortable, healthy and safe. An integral part of this mission is "Knowing your Numbers".

"Knowing your Numbers" is not a program or a process, but a way of life. It is based on proven financial and operational standards and best practices but is flexible to accommodate changes in your business or the business climate. Financial and operational planning are the cornerstones of any business and ours is no exception. This breakout will start to help you build a foundation and a systematic approach for long-term profitability.

What the Tech can do for You

Times have changed; even consumers have changed. The purpose of this breakout is to make the job as a tech easier. Your purpose is to learn how to introduce your customers to the Maintenance Agreement option or ask permission for a tech-lead turnover— without selling.

This breakout is a Train the Trainer workshop. You will be able to:

- Describe how the technician's approach impacts customer interactions.
- Communicate with customers to build warm relationships based on trust.
- Use a 3-step interaction model to guide the customer in making a Repair or Maintenance Agreement purchase decision (or, if necessary, tech-lead turnover).

Form must be received by **Wednesday, October 5, 2022**

Email your completed form to Diana Cox at dcox@capitolgroupinc.com or fax to 217.793.4399

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Space is limited! Breakout sessions will be assigned on a first-come first-serve basis. Registration starts at 12:00P! **Complete agenda to follow by email.**

● PARTICIPANT (please print):

First / Last Name:

Badge Name (if different):

Company Name:

City / State:

Email:

Cell Phone:

October 13 – 1:00 - 1:50	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> Ducane	<input type="checkbox"/> Ducane
<input type="checkbox"/> Reznor	<input type="checkbox"/> Reznor
<input type="checkbox"/> Weil-McLain	<input type="checkbox"/> Weil-McLain
<input type="checkbox"/> Premier 1	<input type="checkbox"/> Premier 1
<input type="checkbox"/> GE Water Heaters	<input type="checkbox"/> GE Water Heaters
<input type="checkbox"/> At the Customers Home	<input type="checkbox"/> At the Customers Home

October 13 – 2:10 - 3:00	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> Allied Commercial	<input type="checkbox"/> Allied Commercial
<input type="checkbox"/> GREE	<input type="checkbox"/> GREE
<input type="checkbox"/> Pipe Joining	<input type="checkbox"/> Pipe Joining
<input type="checkbox"/> Rinnai	<input type="checkbox"/> Rinnai
<input type="checkbox"/> GE Water Heaters	<input type="checkbox"/> GE Water Heaters
<input type="checkbox"/> Know Your Numbers	<input type="checkbox"/> Know Your Numbers

October 13 – 3:20 - 4:10	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> CG Online/App	<input type="checkbox"/> CG Online/App
<input type="checkbox"/> Ducane	<input type="checkbox"/> Ducane
<input type="checkbox"/> Reznor	<input type="checkbox"/> Reznor
<input type="checkbox"/> Weil-McLain	<input type="checkbox"/> Weil-McLain
<input type="checkbox"/> Premier 1	<input type="checkbox"/> Premier 1
<input type="checkbox"/> GE HVAC	<input type="checkbox"/> GE HVAC
<input type="checkbox"/> What the Tech can do	<input type="checkbox"/> What the Tech can do

● Oct. 13th - Vendor Product Show – 4:30 - 6:00

● Oct. 13th - Dinner – 7:00 - 9:00

October 14 – 8:15 - 9:05	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> Premier 1	<input type="checkbox"/> Premier 1
<input type="checkbox"/> Ducane	<input type="checkbox"/> Ducane
<input type="checkbox"/> GREE	<input type="checkbox"/> GREE
<input type="checkbox"/> Weil-McLain	<input type="checkbox"/> Weil-McLain
<input type="checkbox"/> What the Tech can do	<input type="checkbox"/> What the Tech can do

October 14 – 9:25 - 10:15	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> Rinnai	<input type="checkbox"/> Rinnai
<input type="checkbox"/> Allied Commercial	<input type="checkbox"/> Allied Commercial
<input type="checkbox"/> Reznor	<input type="checkbox"/> Reznor
<input type="checkbox"/> Pipe Joining	<input type="checkbox"/> Pipe Joining
<input type="checkbox"/> Know Your Numbers	<input type="checkbox"/> Know Your Numbers

October 14 – 10:35 - 11:25	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> Rinnai	<input type="checkbox"/> Rinnai
<input type="checkbox"/> Ducane	<input type="checkbox"/> Ducane
<input type="checkbox"/> GREE	<input type="checkbox"/> GREE
<input type="checkbox"/> Weil-McLain	<input type="checkbox"/> Weil-McLain
<input type="checkbox"/> At the Customers Home	<input type="checkbox"/> At the Customers Home

October 14 – 9:25 - 11:25 - PEU Classes Limited to 2 people per company	
First choice (pick 1)	Second Choice (pick 1)
<input type="checkbox"/> Boiler Installation - Qualifies for 1 PEU	<input type="checkbox"/> Boiler Installation - Qualifies for 1 PEU
<input type="checkbox"/> HVACR Motors - Qualifies for 1 PEU	<input type="checkbox"/> HVACR Motors - Qualifies for 1 PEU

Cancellation Policy: In an effort to keep costs at a minimum as well as providing an accurate amount of class materials and refreshments, we ask that all cancellations take place by 10/6/22. Failure to cancel prior to 10/6/22 will result in your company being charged \$200.00.