



# Heatcraft Certified Contractor Program

## Frequently Asked Questions

### Q1. What is the Heatcraft Certified Contractor Program?

A1. The Heatcraft Certified Contractor Program is a network of select refrigeration contractors that are trained and certified on HRP proprietary products.

### Q2. Who are we targeting with the Heatcraft Certified Contractor Program?

A2. The Heatcraft Certified Contractor Program is targeting “best-in-class” refrigeration contractors that value providing superior service and are committed to the training and development of their employees.

### Q3. What are the benefits of the Heatcraft Certified Contractor Program?

A3. The Heatcraft Certified Contractor Program provides the following benefits:

#### ■ To Wholesalers

- Opportunity to partner with Heatcraft in providing training and certifications of contractors
- Program will build contractor loyalty and drive additional business with wholesaler
- Provide ability to grow revenue with existing customers
- Form closer ties and relationships with contractors to provide refrigeration equipment and services

#### ■ To Contractors

- Technical training and certification on Beacon II, QRC and Smart Controller
- Program referrals from contracting company being listed as a certified contractor on Heatcraftcpd.com
- Use of the program logo to advertise their affiliation with Heatcraft on vehicles, their website, advertisements and employee apparel
- 30% training discount on all HRP technical training
- Access to our commercial end user finance program that includes a referral promotion for contractors to earn cash back rebates
- Opportunity to serve on the Contractor Advisory Council

#### ■ To End Users

- Quicker installation and servicing of your Heatcraft refrigeration equipment
- More consistent, trouble-free operation Lower maintenance costs and “down-time”
- Improved overall satisfaction and trust in your Heatcraft refrigeration equipment

### Q4. What are the key requirements for the Heatcraft Certified Contractor Program?

A4. The Heatcraft Certified Contractor Program key requirements are:

#### ■ For the contracting company

- Must be properly licensed and insured
- Lead with, and promote Heatcraft Refrigeration Products
- Maintain at least one certified contractor at each participating location
- Commitment to ongoing training

#### ■ For the individual refrigeration technician

- Minimum of 5 years of experience in commercial refrigeration
- Must pass a pre-qualification exam on basic commercial refrigeration
- Must complete required certification courses and pass exam on Heatcraft proprietary equipment



**Q5. A key program requirement is that the contracting company must agree to lead with and promote Heatcraft products. Does this mean they cannot sell a competitor brand?**

A5. No, this does not mean that they cannot sell other competitor products. If Heatcraft does not have a refrigeration product the end user is looking to purchase, that is ok. We are only requiring the contractor promote Heatcraft products whenever possible.

**Q6. How do contractors sign up for the Heatcraft Certified Contractor Program?**

A6. Contractors can sign up the Certified Contractor Program by going to [www.heatcrafttrpd.com/contractor](http://www.heatcrafttrpd.com/contractor) and submit the short contact form. Upon receipt we will email a formal application to be completed

**Q7. Will the Heatcraft Certified Contractor Program provide the opportunity to bid on installation jobs?**

A7. The Heatcraft Certified Contractor Program does not directly offer opportunities to bid on installation jobs. Contractors may receive requests for bids on installation jobs from customer using the Certified Contractor list on our website.

**Q8. As a Certified Contractor will I have the ability to purchase directly from Heatcraft?**

A8. No, as a certified contractor you will not have the ability to purchase directly from Heatcraft.

**Q9. Will service warranty work be offered after joining the Heatcraft Certified Contractor Program?**

A9. There is no guarantee service warranty work will be offered upon joining the Heatcraft Certified Contractor Program.

**Q10. What is the cost for the training and certification?**

A10. The cost for the training and certification is \$200 per technician.

**Q11. Where will training and certification classes for the Heatcraft Certified Contractor Program be held and how many contractors can each class accommodate?**

A11. The training and certification classes for the Certified Contractor Program will be held at Heatcraft's Stone Mountain facility and each class can accommodate up to 24 contractors.

**Q12. Will there be opportunities for training and certification classes for the Heatcraft Certified Contractor Program to be held regionally?**

A12. If you have a circumstance where it would be more beneficial for the training and certification class to held regionally, please reach out Joe Jones and we work with you in getting the training and certification classes scheduled.

**Q13. Can the refrigeration technician retake the pre-qualification exam if they do not pass?**

A13. Yes the refrigeration technician can retake the pre-qualification exam.

**Q14. Can a technician only take the training and certification courses for QRC and Smart Controller?**

A14. No, Beacon II training and certification is a prerequisite. The technician cannot take the QRC and Smart Controller training and certification only.



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**Q15. Will the Certified Contractor Program offer additional training and certification classes in the future?**

A15. Yes, we will continue to develop curriculum to offer training and certification on additional Heatcraft proprietary products.

**Q16. What is the contractor referral promotion for the commercial finance program?**

A16. If a contractor finances the following amount they will be able to receive the following cash back.

<b>Financing</b>	<b>Referral Fee</b>
\$10K - \$25K	\$100
\$25K - \$50K	\$250
\$50K +	\$500