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Master Your Skills: Hands-On Training with Rheem® Water Heaters – Enhance Your Expertise, Boost Efficiency, and Stay Ahead in the Industry

Innovation Learning Center Courses provide classroom instruction and hands on training, walking attendees through product installation, servicing and troubleshooting. Each course has been carefully created by our training and plumbing professionals to give you the knowledge and comfort to sell, install, maintain and service Rheem water heaters.



Residential Tank Water Heating Level I: *Half Day*

Residential Tank Water Heating Level I is the foundational course offered to each group first. This course covers basic electricity, gas, tank anatomy, how it works, installation, tank protection and maintenance. Visual training aids are available and demonstrated throughout class.

Residential Tank Water Heating Level II: *Half Day*

Residential Tank Water Heating Level II is a hands-on course offered after completion of Residential Tank Water Heating Level I. Attendees will learn the use of multi-meters for testing and replacement of elements, thermostats and general troubleshooting on electric tanks. Attendees will learn the use of manometers and combustion analyzers and the importance of performing each test on gas tank products. Replacement of anode rods, ProtectionPlus Kit installation, burner servicing, replacement of Thermal Release Devices, gas valves, thermocouple/thermopile and ignition testing, along with proper venting and best practices will also be covered.



Heat Pump Water Heater Level I: *Half Day*

Heat Pump Water Heater Level I covers all platforms of Hybrid Heat Pump and Heat Pump Water Heaters. Topics include product overview, key features, benefits, product comparisons and warranty. The history of heat pumps, basic refrigeration and how heat pump water heaters operate will be covered in depth. This course is a great introduction to selling and installing heat pump water heaters.

Heat Pump Water Heater Level II: *Half Day*

Heat Pump Water Heater Level II builds upon the knowledge learned in Heat Pump Water Heater Level I. Installation best practices and troubleshooting are the primary topics for this course. Attendees will operate the water heater and interact with the interface controls in Test Mode to diagnose and assess components. The use of multimeters to test individual components, alert codes and solutions will be covered. After completing this course, attendees will have a strong understanding of heat pump water heaters, along with the comfort to sell, install and service heat pump water heaters.



Heat Pump Pitstop: *Full Day*

Single day Heat Pump Water Heater training session covers all platforms of Hybrid Heat Pump and Heat Pump Water Heaters. Topics include product overview, key features, benefits, product comparisons, warranty and installation best practices. The history of heat pumps, basic refrigeration and how heat pump water heaters operate will be covered in depth. This course is Energy Skilled Recognized by the U.S. Department of Energy

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Tankless Water Heater Level I: *Half Day*

Tankless Water Heater Level I is an introduction to our Tankless Electric and Tankless Gas Water Heaters. Tankless electric topics include water heater anatomy, tankless electric operation, service, maintenance and product line-up. Tankless gas topics include the differences between condensing and non-condensing platforms. Full product overview of each tankless gas platform will be presented, including key features and benefits of each product.



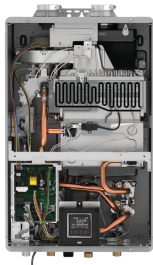
Tankless Water Heater Level II: *Half Day*

Tankless Water Heater Level II is a hands-on course focused on a specific platform (available platforms listed below). Topics include troubleshooting, guided unit tear-down with troubleshooting and parts identification. Installation considerations and common error codes will be covered, along with solutions. “Hands on Training” room activities include flushing the heat exchanger, using a manometer to test gas pressure, navigating the user interface to adjust settings and performing combustion analysis. Proper use and the need for testing tools will be included, as well as venting best practices.

Available platforms: Electric, IKONIC, ThermaForce, Legacy (-2), Legacy (-3)

Tankless Pitstop: *Full Day*

Single day Tankless Water Heater training session covers all Tankless Electric and Tankless Gas Water Heaters. Topics include detailed product over, tankless water heater anatomy, operation service, maintenance. This course also offers hands on training with a guided unit tear down with troubleshooting and parts identification. Installation considerations and common error codes will be covered, along with solutions. “Hands on Training” room activities include flushing the heat exchanger, using a manometer to test gas pressure, navigating the user interface to adjust settings and performing combustion analysis. Proper use and the need for testing tools will be included, as well as venting best practices



Hydronics 101: *Half Day*

Training class covers the basic principles, components, and operation of hydronic (hot water) heating systems. Course will include fundamentals on boilers, pumps, piping, expansion tanks, and controls, along with topics like safety, troubleshooting, and system design. The outcome is to provide a working knowledge of the installation, maintenance, and repair of Rheem boiler systems.



Thermaforce Level I: *Half Day*

Boiler training class provides an essential overview for plumbers, technicians, installers, and building managers, focusing on the platform basics of this super-high efficiency condensing boiler and combi boiler. Key features of the ThermaForce boilers, such as the patented labyrinth heat exchanger for superior heat transfer, the built-in high-efficiency variable-speed pump, and the intuitive illuminated touchscreen control panel, are discussed in detail. The course highlights benefits including high efficiency (up to 96% AFUE), reduced NOx emissions, enhanced serviceability due to shared universal parts, and flexible installation through versatile venting options. Participants learn basic operation sequences including start-up and shut-down procedures, fundamental piping requirements, and basic venting principles. The class also includes a competitive analysis, positioning the ThermaForce's streamlined design (only four or five moving parts) and wireless cascading capability as key differentiators in the market.



Thermaforce Level II: *Half Day*

Training class offers comprehensive training on the operation, maintenance, and servicing of Thermaforce Boilers. Participants will gain a deep understanding of essential system principles, including proper venting techniques and effective piping layouts to optimize performance and safety. The curriculum provides a deeper dive into boiler controls and covers practical skills such as diagnostic troubleshooting, interpreting common error codes, and preventative maintenance procedures. Additionally, hands-on session will include complete teardown and reassembly exercises, ensuring attendees are proficient in all aspects of Thermaforce service and repair.

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FT Series Level I: *Half Day*

Boiler training class provides an essential overview for plumbers, technicians, installers, and building managers, focusing on the platform basics of this super-high efficiency condensing boiler and combi boiler. Key features of the FT Series Combi Boilers, such as the stainless steel fire tube heat exchanger for superior heat transfer, the factory installed and wired primary pump, and the intuitive illuminated touchscreen control panel, are discussed in detail. The course highlights benefits including high efficiency (up to 95% AFUE), reduced NOx emissions, and flexible installation through versatile venting options. Participants learn basic operation sequences including start-up and shut-down procedures, fundamental piping requirements, and basic venting principles.

FT Series Level II: *Half Day*

Training class offers comprehensive training on the operation, maintenance, and servicing of FT Series Boilers. Participants will gain a deep understanding of essential system principles, including proper venting techniques and effective piping layouts to optimize performance and safety. The curriculum provides a deeper dive into boiler controls and covers practical skills such as diagnostic troubleshooting, interpreting common error codes, and preventative maintenance procedures. Additionally, hands-on session will include complete teardown and reassembly exercises, ensuring attendees are proficient in all aspects of FT Series Combi Boilers service and repair.

EPA 608 Refrigerant Certification (HPWHs): *2-Day Training*

EPA 608 Refrigerant Certification (HPWHs) will cover the refrigerant standards set forth by the Environmental Protection Agency (EPA). **No prior refrigeration knowledge is necessary.**



Learning Objectives

- Learn and demonstrate proper refrigerant recovery and storage techniques in accordance with EPA regulations
- Understanding of basic refrigeration fundamentals and how to read a pressure/temperature chart
- Hands-on practice with refrigerant recovery equipment including recovery machine, storage tank, nitrogen tank and piercing valves
- Attendees will be prepared to take and successfully pass the EPA 608 examination
- **Time required 2 days / Maximum class size is 8**



COMING SOON! Intro to Rheem Air Products: *Half Day*

This course provides a comprehensive introduction to HVAC systems and their key components. Participants will learn the fundamentals of heating, ventilation, and air conditioning, including the basic refrigeration cycle and the principles behind air conditioners and heat pumps. The course explores major system components, gas heating systems, and heat pump technologies, offering practical insights into their operation and applications. Additionally, attendees will gain an overview of Rheem's air product offerings, equipping them with the knowledge to understand product features and benefits within the HVAC industry.

LOCATIONS

Roswell Innovation Learning Center
1115 Northmeadow Pkwy, Roswell, GA 30076

Oxnard Innovation Learning Center
2141 Eastman Avenue, Oxnard, CA 93030

Lewisville Innovation Learning Center
1875 Waters Ridge Dr., Lewisville, TX 75057

Lawnside Innovation Learning Center
121 Walter A Gains Way, Lawnside, NJ 08045

Sheboygan Innovation Learning Center
4507 South Taylor Drive, Sheboygan, WI 53081