



SPRING 20

COURSE DESCRIPTIONS

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RIGHT PRODUCTS. RIGHT NOW.™



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RIGHT PRODUCTS. RIGHT NOW.™

MUNCH BUSINESS ACADEMY 2026-2027 MBA PROGRAM



**Our 2026-2027 MBA program will begin this spring.
To pre-register, visit munchsupply.com/training.**

**COST - \$499/MONTH or \$4,999 total.
OVER \$1,000 IN SAVINGS!**

Program can be fully reimbursed using marketing funds when you complete all courses.

Ready to grow your business? The Munch Business Academy (MBA) Program offers a practical, well-rounded roadmap designed specifically for owners who are ready to scale. We move past the guesswork by providing actionable insights into the core pillars of your operation. Our curriculum focuses on driving consistent sales, building a functional marketing plan and managing your financials with confidence. The MBA Program isn't just a series of lessons - it's a detailed strategy to help you build a more professional, profitable and efficient HVAC business.

MBA BENEFITS



- Receive a guaranteed seat for attendance at each class designated as MBA
- Over \$1,000 in savings on business classes
- Develop a customized plan with your Territory Manager, focusing on your company's goals
- Individual custom coaching sessions through GroundWork
- Convenient monthly billing
- Certificate upon completion
- \$5,000 in advertising dollars (**must complete all classes and coaching**)

CLASSES (Classes subject to change on availability)

- Business Planning Workshop (\$299 value, August 2026)
- Book Any Call: Wow More Customers and Make More Money! (\$299 value, October 2026)
- Admin Accelerator (\$598 value, September 2026)
- Profitable Pricing and Compensation (\$598 value, March 2027)
- Planning your PMA Program (\$299 value, March 2027)
- American Standard ASSET/Trane Boot Camp (\$1,895 value, March/April 2027)
- Three individual custom coaching sessions for your business through Groundwork (\$1,647 value)
- Duct Design 101 (\$99 value*, choose Fall 2026 or Spring 2027)
- Electrical Motors and Controls 101 (\$99 value*, choose Fall 2026 or Spring 2027)
- Furnace 101 (\$99 value*, choose Fall 2026 or Spring 2027)
- A/C 101 (\$99 value*, choose Fall 2026 or Spring 2027)
- Symbio Light Commercial Troubleshooting and Product Review (\$99 value, choose Fall 2026 or Spring 2027)
- Heat Pump 101 (\$69 value, choose Fall 2026 or Spring 2027)
- S-Series* (choose Fall 2026 or Spring 2027)



COURSE DESCRIPTIONS

ILLINOIS

Register online today at munchsupply.com.

CATEGORY: BUSINESS

Consumer Financing

½-day class FREE

This class is designed for both new and existing users of the program, including dealers who may be hesitant to offer financing. Owners, managers, sales professionals, selling technicians and even office or administrative staff will find clear, practical value in this session.

Topics include:

- Why offering financing matters and how to present it with confidence
- Proven strategies to strengthen your proposals
- An overview of Wells Fargo's process and digital tools that make financing simple
- Price sheet insights, including trends and top-performing credit plans
- How to build financing costs directly into your proposals

Instructor: Steve Johnson

April 14, 9 a.m.-noon - Hillside

Planning Your PMA Program

 MBA Certification

1-day class \$299

Planned Maintenance Agreements (PMAs) are the engine of a healthy business, yet few companies maximize their potential. This course moves beyond the theory of recurring income to give you a tactical, hands-on blueprint for building a high-performance maintenance program. Through interactive sessions and real-world case studies, owners, managers and office administrators will develop and fine-tune every component of their PMA strategy. You'll leave with the tools to stabilize your cash flow, lock in repeat customers and turn slow seasons into growth opportunities.

Instructor: Ryan Ott

March 5, 8 a.m.-4 p.m. - Hillside

Profitable Pricing and Competitive Compensation

 MBA Certification

2-day class \$598

In a market of rising costs and shrinking labor pools, guessing at your numbers is a liability. This course delivers the proven strategies you need to maximize margins, outpace the competition and build a culture of high performance. We're breaking down effective pricing techniques that do more than cover costs - they position you as a market leader. You'll also learn how to engineer compensation structures that align your team's motivation with your business goals, boosting both retention and your bottom line.

Instructor: Ryan Ott

March 3-4, 8 a.m.-4 p.m. - Hillside

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 Six continuing education hours  MBA Certification

1-day class \$99

This course is built for residential installers and service techs new to the trade who want to understand how A/C systems really work.

Topics include:

- Core refrigeration concepts including temperature glide, fractionation, latent heat and sensible heat
- Proper A2L refrigerant handling and safety requirements
- System operation basics like superheat and subcooling and why they matter
- Major refrigeration components and how to apply them correctly
- Charging fundamentals, oil types and retrofit considerations
- Installation essentials including wiring practices and breaker selection
- Lineset sizing, factory application guides and best practices
- Equipment accessories needed for reliable low-ambient operation

Instructor: Mike Rosato

April 1, 8 a.m.-2:30 p.m. - Wheeling

April 30, 8 a.m.-2:30 p.m. - Alsip

CATEGORY: FUNDAMENTAL HVAC

Duct Design 101

 Six continuing education hours  MBA Certification

1-day class \$99

This foundational duct design course introduces HVAC teams to residential and light commercial duct applications, sizing, construction and installation. You'll learn how to read system pressures, choose the right components, and see how duct design directly affects airflow and equipment performance. All training follows ANSI, ACCA, SMACNA and ASHRAE standards so the work is done right the first time.

Instructor: Mike Rosato

March 19, 8 a.m.-2:30 p.m. - Wheeling

Furnace 101

 Six continuing education hours  MBA Certification

1-day class \$99

Stop guessing and start mastering the trade. This isn't just a "sit and watch" class - it's about learning how to handle 80% and 90% gas furnaces like a pro. You'll review proper install practices, accessory add-ons like humidifiers and electronic air cleaners and break down the sequence of operation. The course also covers basic maintenance for both 80% and 90% systems, using Trane, American Standard, RunTru and Ameristar 34-inch equipment as reference.

Instructor: Mike Rosato

March 17, 8 a.m.-2:30 p.m. - Hillside

March 31, 8 a.m.-2:30 p.m. - Alsip

Heat Pump 101

 Four continuing education hours  MBA Certification

1-day class \$99

Master the technical complexities of modern heat pump technology. This course is designed for technicians to master one-stage, two-step and two-stage units while breaking down heating cycle mechanics, component ID and critical balance points. We're cutting through the noise with a deep dive into demand defrost logic and installation best practices, including hands-on training with defrost simulators.

Instructor: Mike Rosato

April 2, 8 a.m.-2:30 p.m. - Alsip

May 12, 8 a.m.-2:30 p.m. - Hillside

Hydronics 101: Introduction and Basic

2-hour class FREE

Stop treating hydronics like a guessing game. This course breaks down basic terminology, diverse boiler types and proper installation practices while identifying the precise location of every component within a hydronic loop. We're cutting through the noise with a focused look at essential formulas and sizing basics to ensure peak performance.

Instructor: Jay Lurquin

February 25, 9 a.m.-11 a.m. - Hillside



COURSE DESCRIPTIONS

ILLINOIS

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

Hydronics 201: Tools Needed for Residential Installation 2-hour class FREE

Gain a professional edge in residential hydronics by focusing on the core essentials of system design and installation. This course breaks down the specialized tools required for residential setups and provides a high-level review of the critical formulas needed to ensure system reliability. You will evaluate product and pump sizing to optimize flow, analyze modern system design strategies and explore the benefits of emerging technologies in the field.

Instructor: Jay Lurquin
March 4, 9-11 a.m. - Wheeling

Hydronics 301: Servicing and Troubleshooting a Hydronic System 2-hour class FREE

Stop swapping parts and start taking control of the system. This course offers an in-depth exploration of the reasons behind system failures. We go beyond the basics to analyze the cause-and-effect relationships in piping, advanced control logic and the essential science of water quality and heat transfer. From properly sizing precision circulators to implementing high-level preventative maintenance, you'll learn to diagnose and troubleshoot issues with accuracy.

Instructor: Jay Lurquin
April 7, 9-11 a.m. - Hillside

CATEGORY: PRODUCT

AprilAire IAQ 3-hour class FREE

We'll break down AprilAire's humidification, dehumidification, air purification, ventilation and control solutions - what they do, why they matter and where they work best. You'll see how AprilAire IAQ products function together as a complete whole-home system and how to match the right solution to real homeowner comfort concerns.

Instructor: Doug Hoffman
March 18, 9-11 a.m. - Hillside
April 14, 9-11 a.m. - Alsip

Intro to Trane/American Standard LINK™ Communicating Systems ½-day class FREE

The future of connectivity has arrived. Link is the next-generation platform replacing ComfortLink II and AccuLink, and this course is your roadmap to mastering it. We're diving deep into the hardware, the software and the massive benefits this evolution brings to your customers and your business. Get hands-on with live Link trainers to master setup, configuration and advanced operation.

Gear Up:
Bring your smartphone - you'll be installing the app and connecting to live equipment in real-time.

Instructor: Ryan Stevens
March 10, 8 a.m.-noon - Hillside
March 24, 8 a.m.-noon - Wheeling

eLearning Resources

Munch's Supply offers eLearning resources for you and your team. A variety of class formats are available including webinars, on-demand classes and training resources. Classes are updated frequently.

For more details, please visit
munchsupply.com/training.



CATEGORY: PRODUCT

Light Commercial Introduction to Symbio with Economizers

 Six continuing education hours  MBA Certification
2-day class \$198

Conquer the Symbio platform in this two-day technical deep dive. Using live simulators and the Symbio mobile app, you'll move beyond the manual to command the third generation of Trane and American Standard light commercial controls.

Day One:
We cover proper installation practices, service workflows, app connectivity, configuration parameters, commissioning procedures and advanced troubleshooting using real-time data.

Day Two:
We will focus on economizer fundamentals, sensor logic and fault detection. You will apply proven field procedures to configure economizer controls, validate operational performance, interpret alarms and perform diagnostic and repair techniques.

Gear Up:
Bring your smart device.
Instructor: Terry Haworth
March 11-12, 8 a.m.-2:30 p.m. - Hillside
May 12-13, 8 a.m.-2:30 p.m. - Alsip

S-Series MBA Certification ½-day class FREE

Get a total command of the S-Series lineup. Discover the features, wiring configurations and installation protocols that define this high-performance furnace line. We strip away the guesswork, focusing on the critical technical details that ensure every install is a "one-and-done" success. You'll gain proficiency in control types, blower configurations and combustion air and venting requirements. We round out the session with commissioning, maintenance and service procedures, equipping you with the skills to deliver long-term reliability for your customers.

Instructor: Ryan Stevens
March 19, 8 a.m.-noon - Hillside
April 30, 8 a.m.-noon - Wheeling



COURSE DESCRIPTIONS

ILLINOIS

Register online today at munchsupply.com.

CATEGORY: PRODUCT

TruComfort and AccuComfort Variable-Speed Systems Certification Course

1-day class \$69

Unlock the full potential of Trane and American Standard variable-speed technology. This certification is the mandatory gateway for anyone looking to sell, install or service the TruComfort and AccuComfort outdoor product lines.

We break down the fundamentals of variable-speed operation, focusing on the high-performance features that set these systems apart. Whether you're in sales, installation or service, you'll gain a technical command of proper installation practices and precision commissioning. Leave this course ready to deliver the ultimate in home comfort, boost customer satisfaction and drive higher profitability on every high-efficiency job.

Instructor: Ryan Stevens

April 8, 8 a.m.-2 p.m. - Hillside

JB Warranty, Google Business Profile and Mitsubishi Contractor Success Journey

½-day class FREE

Building a dominant business requires more than just technical skill. Offered by Mitsubishi, this session delivers a high-performance toolkit to scale your operations, from maximizing extended warranties to optimizing your Google Business Profile for total market visibility.

We will be covering finance, insurance, accounting, marketing and employee management.. Get a strategic head start on the systems that drive profitability and long-term growth.

Special Incentive:

Attend this course on any of our dates and be entered to win \$1,000.

Instructor: Sara Kuhar, Jorge Norrick, Jen Milazzo

February 17, 8 a.m.-noon - Wheeling

February 20, 8 a.m.-noon - Alsip

February 23, 8 a.m.-noon - Hillside

Mitsubishi Electric: Product Overview

½-day class FREE

Stay ahead of the curve with a comprehensive deep dive of the 454B product line, focusing on both M- and P-Series systems. We'll sharpen your "Why Mitsubishi Electric" value proposition, empowering you to improve your sales pitch. We will discuss the new features and benefits applicable to all models. Attendees will also receive a workbook along with the latest M&P Product Catalog.

Instructor: Jen Milazzo

March 20, 9 a.m.-noon - Wheeling

April 1, 9 a.m.-noon - Hillside

CATEGORY: SALES

American Standard ASSET/Trane Boot Camp

4-day class \$2,295

Level up your sales approach. This hands-on boot camp focuses on the No Pressure Selling tool, including the comfort concerns list, wheel of value and energy savings chart. Through real-world role-playing and direct feedback, you'll learn how to overcome objections and close deals with confidence — no pressure, just results.

Instructor: Chris Carlile

March 24-27, 8 a.m.-5 p.m. - Hillside

CATEGORY: TECH

HVAC Maintenance Calls: Preparation, Diagnosis and Recommendations

½-day class \$69

Master the professional service call from the first handshake to the final signature. We're breaking down the logic of a perfect visit: building homeowner confidence, setting clear expectations and translating technical findings into rock-solid repair or replacement recommendations.

This is hands-on training. You will perform complete system maintenance, test live components and verify operation in real time.

Instructor: Mike Rosato

May 14, 8 a.m.-noon - Hillside

May 20, 8 a.m.-noon - Hillside

Top Gun Technician

2-day class \$925

Technical skill gets you in the door, communication keeps you there. This course equips service technicians with the tools to dominate service calls and transform every interaction into a long-term client relationship.

Through high-impact breakouts and real-world scenarios, we break down a defined service delivery procedure that eliminates callbacks and drives revenue. You'll learn how to present repair and accessory options with confidence, navigate complex customer interactions and turn a standard service ticket into a source for referrals and five-star reviews.

Understand the financial engine behind your department and increase your value to the company by shifting from a repair mindset to a client service mentality.

Instructor: Jasen Laws

March 10-11, 8 a.m.-4 p.m. - Wheeling



COURSE DESCRIPTIONS

MICHIGAN-GRAND RAPIDS

Register online today at munchsupply.com.

MICHIGAN-GRAND RAPIDS

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 Six continuing education hours  MBA Certification

1-day class \$99

This course is built for residential installers and service techs new to the trade who want to understand how A/C systems really work.

What You'll Learn:

- Core refrigeration concepts including temperature glide, fractionation, latent heat and sensible heat
- Proper A2L refrigerant handling and safety requirements
- System operation basics like superheat and subcooling and why they matter
- Major refrigeration components and how to apply them correctly
- Charging fundamentals, oil types and retrofit considerations
- Installation essentials including wiring practices and breaker selection
- Lineset sizing, factory application guides and best practices
- Equipment accessories needed for reliable low-ambient operation

Instructor: Mike Rosato

March 11, 8 a.m.-2:30 p.m.

Furnace 101

 Six continuing education hours  MBA Certification

1-day class \$99

Stop guessing and start mastering the trade. This isn't just a "sit and watch" class - it's about learning how to handle 80% and 90% gas furnaces like a pro. You'll review proper install practices, accessory add-ons like humidifiers and electronic air cleaners and break down the sequence of operation. The course also covers basic maintenance for both 80% and 90% systems, using Trane, American Standard, RunTru and Ameristar 34-inch equipment as reference.

Instructor: Mike Rosato

March 12, 8 a.m.-2:30 p.m.

Heat Pump 101

 Six continuing education hours  MBA Certification

1-day class \$99

Master the technical complexities of modern heat pump technology. This course is designed for technicians to master one-stage, two-step and two-stage units while breaking down heating cycle mechanics, component ID and critical balance points. We're cutting through the noise with a deep dive into demand defrost logic and installation best practices, including hands-on training with defrost simulators.

Instructor: Mike Rosato

March 10, 8 a.m.-2:30 p.m.

CATEGORY: PRODUCT

Intro to Trane/American Standard LINK™ Communicating Systems

½-day class FREE

The future of connectivity has arrived. Link is the next-generation platform replacing ComfortLink II and AccuLink, and this course is your roadmap to mastering it. We're diving deep into the hardware, the software and the massive benefits this evolution brings to your customers and your business. Get hands-on with live Link trainers to master setup, configuration and advanced operation.

Gear Up: Bring your smartphone - you'll be installing the app and connecting to live equipment in real-time.

Instructor: Nathan Duke

April 7, 8 a.m.-noon

CATEGORY: PRODUCT

Light Commercial Introduction to Symbio with Economizers

 Six continuing education hours  MBA Certification

2-day class \$198

Conquer the Symbio platform in this two-day technical deep dive. Using live simulators and the Symbio mobile app, you'll move beyond the manual to command the third generation of Trane and American Standard light commercial controls.

Day One: We cover proper installation practices, service workflows, app connectivity, configuration parameters, commissioning procedures and advanced troubleshooting using real-time data.

Day Two: We will focus on economizer fundamentals, sensor logic and fault detection. You will apply proven field procedures to configure economizer controls, validate operational performance, interpret alarms and perform diagnostic and repair techniques.

Gear Up: Bring your smart device.

Instructor: Terry Haworth

April 9-10, 8 a.m.-2:30 p.m.

S-Series

 MBA Certification

½-day class FREE

Get a total command of the S-Series lineup. Discover the features, wiring configurations and installation protocols that define this high-performance furnace line. We strip away the guesswork, focusing on the critical technical details that ensure every install is a "one-and-done" success. You'll gain proficiency in control types, blower configurations and combustion air and venting requirements. We round out the session with commissioning, maintenance and service procedures, equipping you with the skills to deliver long-term reliability for your customers.

Instructor: Nathan Duke

February 24, 8 a.m.-noon

TruComfort and AccuComfort Variable-Speed Systems Certification Course

1-day class \$69

Unlock the full potential of Trane and American Standard variable-speed technology. This certification is the mandatory gateway for anyone looking to sell, install or service the TruComfort and AccuComfort outdoor product lines.

We break down the fundamentals of variable-speed operation, focusing on the high-performance features that set these systems apart. Whether you're in sales, installation or service, you'll gain a technical command of proper installation practices and precision commissioning. Leave this course ready to deliver the ultimate in home comfort, boost customer satisfaction and drive higher profitability on every high-efficiency job.

Instructor: Terry Haworth

March 26, 8 a.m.-2 p.m.



NATE TESTING



Visit munchsupply.com/training for dates, pricing and to register.

NATE AND EPA TESTING:

Call your local branch for pricing and availability.



COURSE DESCRIPTIONS

MICHIGAN-GRAND RAPIDS

Register online today at munchsupply.com.

CATEGORY: TECH

A2L Refrigerants

3-hour class \$69

Get up to speed on the A2L transition. We cover safe handling, flammability, system and tool updates, fractionation and glide, mitigation strategies and the accessories you need to do the job right.

Instructor: Nathan Duke

May 7, 8-11 a.m.

MICHIGAN-JACKSON

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

Heat Pump 101

 Six continuing education hours  MBA Certification

1-day class \$99

Master the technical complexities of modern heat pump technology. This course is designed for technicians to master one-stage, two-step and two-stage units while breaking down heating cycle mechanics, component ID and critical balance points. We're cutting through the noise with a deep dive into demand defrost logic and installation best practices, including hands-on training with defrost simulators.

Instructor: Mike Rosato

March 24, 8 a.m.-2:30 p.m.

MICHIGAN-LIVONIA

Register online today at munchsupply.com.

CATEGORY: BUSINESS

Consumer Financing

½-day class FREE

This class is designed for both new and existing users of the program, including dealers who may be hesitant to offer financing. Owners, managers, sales professionals, selling technicians and even office or administrative staff will find clear, practical value in this session.

Topics include:

- Why offering financing matters and how to present it with confidence
- Proven strategies to strengthen your proposals
- An overview of Wells Fargo's process and digital tools that make financing simple
- Price sheet insights, including trends and top-performing credit plans
- How to build financing costs directly into your proposals

Instructor: Steve Johnson

April 16, 9 a.m.-noon

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 Six continuing education hours  MBA Certification

1-day class \$99

This course is built for residential installers and service techs new to the trade who want to understand how A/C systems really work.

What You'll Learn:

- Core refrigeration concepts including temperature glide, fractionation, latent heat and sensible heat
- Proper A2L refrigerant handling and safety requirements
- System operation basics like superheat and subcooling and why they matter
- Major refrigeration components and how to apply them correctly
- Charging fundamentals, oil types and retrofit considerations
- Installation essentials including wiring practices and breaker selection
- Lineset sizing, factory application guides and best practices
- Equipment accessories needed for reliable low-ambient operation

Instructor: Mike Rosato

April 8, 8 a.m.-2:30 p.m.

MICHIGAN-LIVONIA

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

Duct Design 101

 Six continuing education hours  MBA Certification

1-day class \$99

This foundational duct design course introduces HVAC teams to residential and light commercial duct applications, sizing, construction and installation. You'll learn how to read system pressures, choose the right components, and see how duct design directly affects airflow and equipment performance. All training follows ANSI, ACCA, SMACNA and ASHRAE standards so the work is done right the first time.

Instructor: Mike Rosato

March 26, 8 a.m.-2:30 p.m.

Furnace 101

 Six continuing education hours  MBA Certification

1-day class \$99

Stop guessing and start mastering the trade. This isn't just a "sit and watch" class - it's about learning how to handle 80% and 90% gas furnaces like a pro. You'll review proper install practices, accessory add-ons like humidifiers and electronic air cleaners and break down the sequence of operation. The course also covers basic maintenance for both 80% and 90% systems, using Trane, American Standard, RunTru and Ameristar 34-inch equipment as reference.

Instructor: Mike Rosato

March 25, 8 a.m.-2:30 p.m.

Hydronics 101: Introduction and Basic

2-hour class FREE

Stop treating hydronics like a guessing game. This course breaks down basic terminology, diverse boiler types and proper installation practices while identifying the precise location of every component within a hydronic loop. We're cutting through the noise with a focused look at essential formulas and sizing basics to ensure peak performance.

Instructor: Jay Lurquin

March 10, 9 a.m.-11 a.m.

Hydronics 201: Tools Needed for Residential Installation

90-minute class FREE

Gain a professional edge in residential hydronics by focusing on the core essentials of system design and installation. This course breaks down the specialized tools required for residential setups and provides a high-level review of the critical formulas needed to ensure system reliability. You will evaluate product and pump sizing to optimize flow, analyze modern system design strategies and explore the benefits of emerging technologies in the field.

Instructor: Jay Lurquin

March 18, 9-10:30 a.m.

Hydronics 301: Servicing and Troubleshooting

a Hydronic System

90-minute class FREE

Stop swapping parts and start taking control of the system. This course offers an in-depth exploration of the reasons behind system failures. We go beyond the basics to analyze the cause-and-effect relationships in piping, advanced control logic and the essential science of water quality and heat transfer. From properly sizing precision circulators to implementing high-level preventative maintenance, you'll learn to diagnose and troubleshoot issues with accuracy.

Instructor: Jay Lurquin

March 18, 10:30 a.m.-noon

eLearning Resources

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munchsupply.com/training.



eLearning

CATEGORY: PRODUCT

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**Intro to Trane/American Standard LINK™
Communicating Systems**

½-day class FREE

The future of connectivity has arrived. Link is the next-generation platform replacing ComfortLink II and AccuLink, and this course is your roadmap to mastering it. We're diving deep into the hardware, the software and the massive benefits this evolution brings to your customers and your business. Get hands-on with live Link trainers to master setup, configuration and advanced operation.

Gear Up:

Bring your smartphone - you'll be installing the app and connecting to live equipment in real-time.

Instructor: Nathan Duke
March 17, 8 a.m.-noon

**Light Commercial Introduction to Symbio
with Economizers**

 **Six continuing education hours**  **MBA Certification**
2-day class \$198

Conquer the Symbio platform in this two-day technical deep dive. Using live simulators and the Symbio mobile app, you'll move beyond the manual to command the third generation of Trane and American Standard light commercial controls.

Day One:

We cover proper installation practices, service workflows, app connectivity, configuration parameters, commissioning procedures and advanced troubleshooting using real-time data.

Day Two:

We will focus on economizer fundamentals, sensor logic and fault detection. You will apply proven field procedures to configure economizer controls, validate operational performance, interpret alarms and perform diagnostic and repair techniques.

Gear Up: Bring your smart device.

Instructor: Terry Haworth
March 31-April 1, 8 a.m.-2:30 p.m.

**Mitsubishi Electric: M&P Installation and
Service Essentials**

 **MBA Certification**
2-day class \$120

Gain a comprehensive understanding of the NV- and P-Series lineups in this intensive two-day technical workshop. We're tearing down the concepts and theories of system operation, including a granular look at electrical and refrigerant circuits.

This course isn't just theory, it's built on high-impact troubleshooting techniques reinforced by practical, hands-on exercises with live equipment. Completion is required for dealers seeking 12/12 warranty eligibility.

Instructor: Preston Meints
May 7-8, 9 a.m.-3 p.m.

S-Series

 **MBA Certification**

½-day class FREE

Get a total command of the S-Series lineup. Discover the features, wiring configurations and installation protocols that define this high-performance furnace line. We strip away the guesswork, focusing on the critical technical details that ensure every install is a "one-and-done" success. You'll gain proficiency in control types, blower configurations and combustion air and venting requirements. We round out the session with commissioning, maintenance and service procedures, equipping you with the skills to deliver long-term reliability for your customers.

Instructor: Nathan Duke
February 26, 8 a.m.-noon

**TruComfort and AccuComfort Variable-Speed
Systems Certification Course**

1-day class \$69

Unlock the full potential of Trane and American Standard variable-speed technology. This certification is the mandatory gateway for anyone looking to sell, install or service the TruComfort and AccuComfort outdoor product lines.

We break down the fundamentals of variable-speed operation, focusing on the high-performance features that set these systems apart. Whether you're in sales, installation or service, you'll gain a technical command of proper installation practices and precision commissioning. Leave this course ready to deliver the ultimate in home comfort, boost customer satisfaction and drive higher profitability on every high-efficiency job.

Instructor: Terry Haworth
March 19, 8 a.m.-2 p.m.

Mitsubishi Electric: Product Overview

½-day class FREE

Stay ahead of the curve with a comprehensive deep dive of the 454B product line, focusing on both M- and P-Series systems. We'll sharpen your "Why Mitsubishi Electric" value proposition, empowering you to improve your sales pitch. We will discuss the new features and benefits applicable to all models. Attendees will also receive a workbook along with the latest M&P Product Catalog.

Instructor: Dianna Cacko
March 5, 9 a.m.-noon

Mitsubishi Electric: Residential Applications

½-day class FREE

Designed for contractors, counter personnel and distributors new to the Mitsubishi Electric Trane HVAC US lineup, this course builds a rock-solid foundation in M- and P-Series solutions. You will gain the technical command needed to identify the best system for any application, ensuring peak performance and customer satisfaction.

Learn to navigate the full product catalog with precision and utilize professional tools to serve your clients better. All attendees will receive a workbook and the updated M&P Product Catalog.

Gear Up: Bring a laptop.

Prerequisite: Mitsubishi Electric: Product Overview

Instructor: Dianna Cacko
March 11, 8 a.m.-noon

**Diamond System Builder for Residential
2-hour class FREE**

Take your design game to the next level. This course is engineered to teach you how to professionally design M- and P-Series projects like a pro. You'll master the Diamond System Builder (DSB) software to select the exact equipment needed to meet design conditions and deliver peak performance.

Gear Up: Bring a laptop with DSB or a Microsoft Surface tablet with DSB.

Instructor: Dianna Cacko
March 24, 9-11 a.m.



MICHIGAN-LIVONIA

Register online today at munchsupply.com.

CATEGORY: SALES

Don't Sell...C.A.R.E

3-day class \$1,225

The best time to solve a customer's comfort problem is the moment they realize they have one. C.A.R.E. is a three-day intensive designed to flip the script on "selling." We know technicians are high-demand pros focused on thermodynamics and psychometrics, not high-pressure sales. This course reframes the conversation, giving you the tools to treat every recommendation as a diagnostic solution.

When you follow the C.A.R.E. process, you aren't pushing products - you're using your technical expertise to offer logical choices. You'll gain the confidence to consistently deliver value through service agreements, duct repairs, system accessories and rock-solid replacement leads.

Instructor: Raud Hampton
April 21-23, 8 a.m.-4 p.m.

CATEGORY: TECH

A2L Refrigerants

3-hour class \$69

Get up to speed on the A2L transition. We cover safe handling, flammability, system and tool updates, fractionation and glide, mitigation strategies and the accessories you need to do the job right.

Instructor: Nathan Duke
May 5, 8-11 a.m.

MICHIGAN-SAGINAW

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

A/C 101

 Six continuing education hours  MBA Certification
1-day class \$99

This course is built for residential installers and service techs new to the trade who want to understand how A/C systems really work.

What You'll Learn:

- Core refrigeration concepts including temperature glide, fractionation, latent heat and sensible heat
- Proper A2L refrigerant handling and safety requirements
- System operation basics like superheat and subcooling and why they matter
- Major refrigeration components and how to apply them correctly
- Charging fundamentals, oil types and retrofit considerations
- Installation essentials including wiring practices and breaker selection
- Lineset sizing, factory application guides and best practices

Instructor: Mike Rosato
May 5, 8 a.m.-2:30 p.m.

Duct Design 101

 Six continuing education hours  MBA Certification
1-day class \$99

This foundational duct design course introduces HVAC teams to residential and light commercial duct applications, sizing, construction and installation. You'll learn how to read system pressures, choose the right components and see how duct design directly affects airflow and equipment performance. All training follows ANSI, ACCA, SMACNA and ASHRAE standards, so the work is done right the first time.

Instructor: Mike Rosato
May 7, 8 a.m.-2:30 p.m.

MICHIGAN-SAGINAW

Register online today at munchsupply.com.

CATEGORY: FUNDAMENTAL HVAC

Heat Pump 101

 Six continuing education hours  MBA Certification
1-day class \$99

Master the technical complexities of modern heat pump technology. This course is designed for technicians to master one-stage, two-step and two-stage units while breaking down heating cycle mechanics, component ID and critical balance points. We're cutting through the noise with a deep dive into demand defrost logic and installation best practices, including hands-on training with defrost simulators.

Instructor: Mike Rosato
May 6, 8 a.m.-2:30 p.m.

CATEGORY: PRODUCT

S-Series

 MBA Certification
½-day class FREE

Get a total command of the S-Series lineup. Discover the features, wiring configurations and installation protocols that define this high-performance furnace line. We strip away the guesswork, focusing on the critical technical details that ensure every install is a "one-and-done" success. You'll gain proficiency in control types, blower configurations and combustion air and venting requirements. We round out the session with commissioning, maintenance and service procedures, equipping you with the skills to deliver long-term reliability for your customers.

Instructor: Nathan Duke
March 3, 8 a.m.-noon

A2L Refrigerants

3-hour class \$69

Get up to speed on the A2L transition. We cover safe handling, flammability, system and tool updates, fractionation and glide, mitigation strategies and the accessories you need to do the job right.

Instructor: Nathan Duke
April 30, 8-11 a.m.

MICHIGAN-TORCH LAKE

Register online today at munchsupply.com.

CATEGORY: TECH

Navien Level 3 Certification

2-day class FREE

Building on your Level 1 and 2 training, this advanced session combines elite technical training with the premier setting of Torch Lake.

Enjoy meals and team activities while securing your top-tier Navien certification. Come for the high-level technical command, stay for the experience and leave as a certified leader in the field.

Prerequisite: Completion of Navien Level 1 and 2 training is required.

Instructor: Balfrey & Johnston
April 14-15, Day 1: 1-6 p.m., Day 2: 8-10 a.m.
April 15-16, Day 1: 1-6 p.m., Day 2: 8-10 a.m.
April 16-17, Day 1: 1-6 p.m., Day 2: 8-10 a.m.

eLearning Resources

Munch's Supply offers eLearning resources for you and your team. A variety of class formats are available including webinars, on-demand classes and training resources. Classes are updated frequently.



For more details, please visit
munchsupply.com/training.

eLearning

MEET THE INSTRUCTORS



Diana Cacko

Mitsubishi Electric Trane

Dianna is a dynamic Area Sales Manager at Mitsubishi Electric Trane HVAC US LLC, hailing from Michigan with a decade of expertise in home performance and residential HVAC. She empowers contractors and customers alike to seize heat pump opportunities. With a passion for Mitsubishi products and utility rebates, Dianna is all about delivering top-notch comfort solutions that elevate customer satisfaction!



Chris Carlile

No-Pressure Selling

Chris is a powerhouse in sales, having excelled as a territory sales manager and earning a coveted spot in the national top 10 for outstanding performance. He's served twice on the board of directors for one of the largest home builders' associations in the U.S. and has been the dynamic master of ceremonies at countless home builders' events. Plus, he showcased his expertise as the HVAC authority on a popular home improvement radio show in Dallas.



Nate Duke

Munch's Supply

After graduating high school, Nate struggled to find a career path he enjoyed and could prosper in. After many discussions with his brother, Nate decided that the HVAC industry could fulfill his passion for a career path. He attended Pikes Peak Community College in Colorado Springs with a focus on trade. Since 2003, Nate has held many roles in the HVAC industry and has been a part of Munch's Supply Technical Team since 2019.



Raud Hampton

No Pressure Selling

Raud is a longtime entrepreneur who excelled in several industries before starting an HVAC career. He first encountered the No Pressure Selling Trane Boot Camp as a student, then successfully applied its principles to his HVAC career. Today, he shares those same skills as a No Pressure Selling instructor.



Terry Haworth

Munch's Supply

Terry began working in his family's HVAC business as soon as he was old enough to carry his dad's toolbox. When the business closed in the early 1990s, he worked for local dealers as both an installer and a service technician. He spent 11 years as a lead service technician and service manager for a TCS dealer. In 2015, Terry joined Munch's Supply as a field sales representative.



Doug Hoffman

AprilAire

Doug brings over 20 years of HVAC expertise to the table. At AprilAire, he's excelled as both the Chicago District Sales Manager and Regional Sales Manager, and has also made his mark in sales management for a national HVAC dealer.



Steve Johnson

Trane Technologies

Steve is the Regional Customer Finance Manager at Trane Technologies, bringing 15 years of experience to the role. He expertly manages the Wells Fargo program and the Trane/American Standard leasing initiative. Steve trains distributors and dealers on the digital financing process, available credit plans and strategies to create compelling finance offers.



Jasen Laws

BDR

Jasen Laws brings over 30 years of HVAC, Electrical, and Refrigeration industry experience to BDR's business coaching clientele. Jasen began his career as a teenager in a sheet metal shop building ductwork and worked his way up by learning every aspect of the HVAC industry, working for various companies, owning his own company, and going into distribution. His experience covers Residential Installation and Service, Commercial Installation and Service, Duct Design and Installation, as well as Electrical Design and Service.



Jay Lurquin

Munch's Supply

Jay Lurquin is our Hydronics specialist. Jay Lurquin comes to us with 30 years of hydronic experience. He has a vast knowledge of all phases of the hydronic industry. Jay has designed radiant floor systems from 1000 sqft basement to 10,000 sq ft freezer floors to a turf conditioning of a professional soccer field. He has sized boilers and radiators to meet the needs of the job.



Preston Meints

Munch's Supply

Preston got his first taste of the HVAC industry from his father. After high school, he joined the military, honing his skills in generators and HVAC systems. Once back home, he pursued a degree in HVACR technology and engineering at Ferris State University. For years, he thrived as the Installation Supervisor for the top Trane contractor in the nation before stepping up as a Field Service Representative with the Georgia-Trane District Service Organization.



Jen Milazzo

Mitsubishi Electric

Jennifer is a seasoned professional in the HVAC industry with a lifelong connection to the field. It began with her family's business, D.M. Dykstra & Co., at which she held various roles, from payroll and sales to operations, accounting and management. Currently, Jennifer works with Mitsubishi to help distributors connect with contractors, enhance brand awareness and drive revenue growth. Her diverse experiences have enabled her to build strong relationships with vendors, contractors, managers and owners nationwide. Jennifer has been recognized as NWBOC Women's Circle of the Year and one of the Top Women in HVAC in 2022. She is an advocate for Women in HVAC, actively engaging in local and national groups, speaking at events and guesting on the HVAC Jerks podcast.



MEET THE INSTRUCTORS



Ryan Ott

GroundWork

With more than 25 years of industry experience, Ryan has been running his family business since 2013. Since then, he has successfully expanded it through acquisitions into a three-branch team of 40 people. At the same time, he also formed GroundWork Consulting, which provides B2B coaching bookkeeping and training services to help other companies implement the changes needed for structured growth.



Mike Rosato

Munch's Supply

Mike is a dynamic Technical Trainer with two decades of hands-on experience. He kicked off his career as a Commercial Service Technician and quickly advanced to Service Manager for national accounts. After training aspiring technicians, Mike launched his own appliance service company to hone his customer service skills following a serious injury. He made a strong comeback in HVAC distribution, where he now shares his expertise and empowers customers with vital knowledge.



Ryan Stevens

Munch's Supply

Ryan Stevens has over 20 years in the HVAC industry, starting with residential and light-commercial installations. He quickly rose to Lead Technician, focusing on training new hires. With in-depth knowledge from years at an American Standard dealer, Ryan joined Munch's Supply in 2012 as a Field Service Representative for Trane and American Standard, bringing his expertise to the technical support team.

FAST-TRACK HVAC TRAINING

A NEW APPROACH TO TRAINING

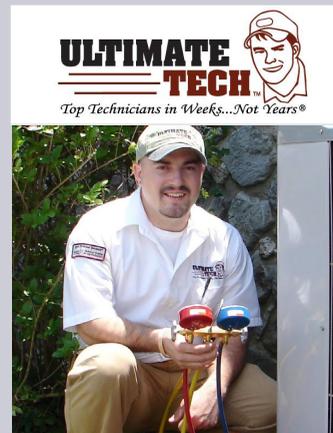
The typical way of training a new technician is to let them ride with another for a season or two. This is costly, unproductive and only as good as the technician they are riding with.

The Ultimate Training Academy's (UTA) one-week, hands-on courses get straight to the point of what technicians need to succeed in this industry.

UTA has mastered the right combination of task- and segment-based training. A lot of schools are segment-based, but spend two or three semesters accomplishing what this targeted program achieves in one-week increments.

With UTA, you can hire an inexperienced person who has some mechanical aptitude, send them to targeted training segments (covering electrical, refrigeration and heating technology) and be confident that they will be able to run air conditioning and heating maintenance upon completion of these courses. Classes are geared toward both intermediate and experienced technicians.

For more information, a complete class listing or to register, visit ultimatetechnician.com or contact Pat Hardwick with UTA at (501) 835-8200 and pat@ultimatetechnician.com. All classes take place in North Little Rock, Arkansas.



EGIA CONTRACTOR UNIVERSITY

EGIA's Contractor University with The Contractor University for the Electric & Gas Industries Association (EGIA) delivers unparalleled HVAC business resources with comprehensive and affordable training programs that help contractors succeed. American Standard dealers participating in the American Standard Master Business Accelerator receive access to all of EGIA's existing industry-leading resources, plus exclusive membership program benefits specifically designed for dealers, including:

- Customized training workshops
- Weekly Comfort Advisor and Service Technician training
- Dedicated accountability coaches
- Exclusive access to the industry's top conferences and events
- Dealer awards and recognition program

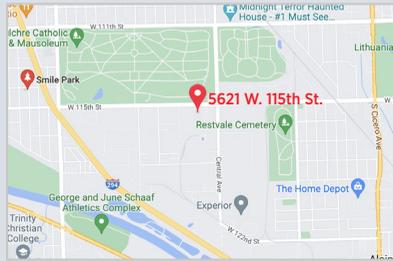
EGIA's Contractor University is available to you for a low monthly payment and includes a 100% money-back guarantee and membership training fee reimbursement. See your Territory Manager for availability.

TRAINING LOCATIONS MUNCH'S SUPPLY

ILLINOIS

ALSIP

5621 W. 115th St.
Alsip, IL 60803
(708) 597-2663



WHEELING

301 Alice St.
Wheeling, IL 60090
(847) 229-9333



HILLSIDE TRAINING CENTER

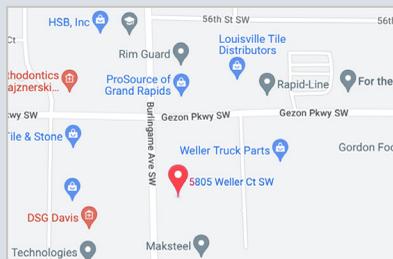
350 N. Mannheim Rd.
Hillside, IL 60162
(708) 547-1121



MICHIGAN

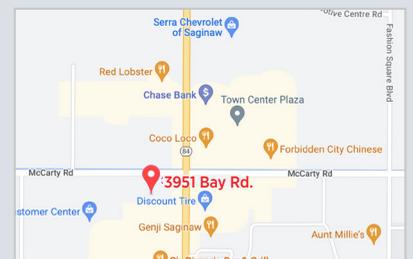
GRAND RAPIDS

5805 Weller Ct. Ste. C
Wyoming, MI 49509
(616) 559-0076



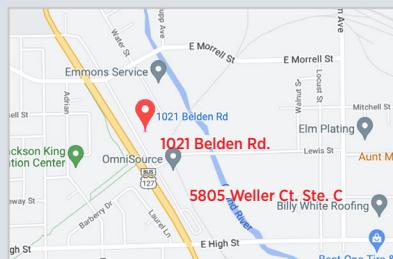
SAGINAW

3951 Bay Rd.
Saginaw, MI 48603
(989) 754-1413



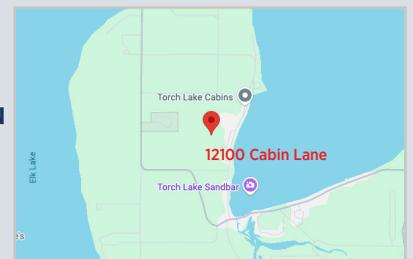
JACKSON

1021 Belden Rd.
Jackson, MI 49203
(517) 782-0557



BALFREY & JOHNSTON

12100 Cabin Lane
Rapid City, MI 49676



LIVONIA

32713 Schoolcraft Rd.
Livonia, MI 48150
(734) 742-5350

