



Technical Training May – July 2023

May 23rd and May 25th

Class: Durastar Mini-Split E-1 Error Code Troubleshooting Class

This class was created with the service tech/contractor, or Technical Service Advisor in mind, that is looking for diagnostic info and techniques to help properly diagnose E1 communications error codes on Durastar Mini-Splits. This error is extremely difficult to diagnose, and this class is intended to simplify the process using both a standard digital multi-meter and the DR Smart Inverter detection tool (DRPDRSMART). By following the techniques outlined, you are almost guaranteed a proper diagnosis.

Instructor: Chuck Clarey

Time: 1pm – 2pm CDT

[Click Here to Register](#) for May 23rd

[Click Here to Register](#) for May 25th

May 24th and May 26th

Class: Durastar Multi-Zone Outdoor Unit and Indoor Wall Unit Inquiry Mode Class

This class was created for the service/tech contractor to be able to view running status and know all the information available using the Inquiry Mode.

Instructor: Alex Borton

Time: 2pm – 3pm CDT

[Click Here to Register](#) for May 24th

[Click Here to Register](#) for May 26th

June 21st and June 23

Class: HVAC Customer Service for Contractors

Customer service is just as important as the tools needed for the job of an HVAC contractor or technician. This class will help sharpen your HVAC customer service skills by identifying the different examples of customer service. This class will also inform you of the benefits of providing great customer service and the importance of the “first impression”.

Instructor: Chris Hamm

Time: 12pm – 1pm EDT

[Click Here to Register](#) for June 21st

[Click Here to Register](#) for June 23rd

June 20th and June 22nd

Class: Dr. Smart Basic Functions Class

This class was created for the service technician/installer, or sales representative that is looking for knowledge on the Durastar DR Smart Inverter detection tool (DRPDRSMART) that is used to service and diagnose Durastar Mini-Splits. This class covers everything from connecting the tool to the machine, down to navigating and understanding the menu choices. This is a must attend class for any contractor that is installing or servicing Durastar Mini-Splits.

Instructor: Chuck Clarey

Time: 1pm – 2pm CDT

[Click Here to register](#) for June 20th

[Click Here to register](#) for June 22nd

July 25th and July 27th

Class: M1 High-Efficiency Furnace Condensate, Combustion Air and Flue Piping Class

This class was created for the installer/contractor, or sales representative that is looking to better understand the flue, combustion, and drainage piping of Durastar high efficiency (95+) furnaces. We will go over the proper installation materials, required accessory kits for different applications, and installation methods and techniques, to ensure reliability and overall performance of the heating system.

Instructor: Chuck Clarey

Time: 1pm – 2pm CDT

[Click Here to register](#) for July 25th

[Click Here to register](#) for July 27th

[July 26th and July 28th](#)

Class: M1 Compressors and Inverters Class

In this class the compressors used in the M1 Durastar unitary outdoor heat pumps and air conditioners will be discussed. Students will learn operation, features, and troubleshooting.

Instructor: Alex Borton

Time: 2pm – 3pm CDT

[Click Here to register](#) for July 26th

[Click Here to register](#) for July 27th