

TECHNICAL SERVICE BULLETIN

TB09-115R

TO: RESIDENTIAL DISTRIBUTORS
FROM: TECHNICAL SERVICE DEPARTMENT
DATE: MARCH 16, 2009
RE: MODULATING GAS FURNACE TRAINING REQUIREMENTS

NORDYNE Technical Service have received calls from installers and technicians that have purchased and are installing the 97% Modulating gas furnaces without any iQ AC training or Modulating gas furnace training. It is important that this training be done. Without the knowledge of the iQ Drive controller, dealers can not properly set up or service the Modulating gas furnace.

To insure proper installation and set-up of the Modulating gas furnace, **all installers and technicians must have iQ Drive AC Certification and attend a training class on the Modulating gas furnace.** In an effort to accommodate this requirement, the Modulating gas furnace training book will include the iQ Drive controller set up, along with the furnace information.

In order to track certified installers and technicians, NORDYNE will now require that all TSA's conducting a Modulating gas furnace class submit a class roster to Lori Rikard rikardl@nordyne.com and Doug Priestley priestleyd@nordyne.com . The roster must include the name of the student, dealer, and distributor TSA conducting the training. We will use this information to verify that an installer or technician has attended a Modulating gas furnace class.

IF you don't have a TSA that conducts training, NORDYNE will offer the Modulating Gas Furnace class at you distributorship for the cost of \$3000.00 per class.

If you have any questions please call Nordyne Technical Service Department at 1-800-422-4328 ext. 2.

NORDYNE
Technical Service Department



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