



# Heatcraft Certified Contractor Program (HCCP) FAQs

## What is HCCP?

The Heatcraft Certified Contractor Program – or HCCP – provides technical training and certification to refrigeration professionals on Heatcraft Refrigeration Products' proprietary technology. Contractors/technicians who complete the training and pass the certification exams can enhance their reputations as trusted resources for quality service on leading-edge commercial refrigeration products.

## Who is eligible for HCCP?

Any contractor/technician with at least five years of experience in commercial refrigeration who can pass our pre-qualification exam is eligible to apply for the Heatcraft Certified Contractor Program.

## What is required to become a Heatcraft Certified Contractor?

In addition to having five years' experience in commercial refrigeration and passing the pre-qualification exam, contractors/technicians must also complete a two-day certification course on Heatcraft's proprietary intelliGen™ refrigeration controller and successfully pass an exam covering the content presented in class to become a Heatcraft Certified Contractor. Additional certification courses, including one on CO<sub>2</sub> transcritical systems, are being developed.

## How long is a Heatcraft Certification valid?

Heatcraft Certified Contractors must renew their certification every three years.

## How can a contracting company attain Heatcraft Certification?

Companies who wish to display Heatcraft Certification must have at least one Heatcraft Certified Contractor technician at each company location. Additionally, the company must have a state refrigeration and/or contractor license and be fully insured. Finally, the company cannot be enrolled in a certification program of any direct competitor of Heatcraft Refrigeration Products.

## What benefits do I get from HCCP?

Not only will you receive cutting-edge training – including troubleshooting, programming, installation and maintenance – you'll also gain referrals as a Heatcraft Certified Contractor listed on [heatcraftrpd.com](http://heatcraftrpd.com).

Additionally, the Heatcraft Certified Contractor Program courses qualify for CEU credits, that can be applied toward keeping your North American Technical Excellence (NATE) certification current. Benefits for Heatcraft Certified Contractors include:

- One-year extended warranty
- Contractor starter kit valued at \$900
- Company listing on Heatcraft website
- Exclusive use of Heatcraft Contractor Program brand
- Use of 3rd Party customer finance options
- 30% Discount on future Heatcraft training courses



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## How much does HCCP cost?

The registration fee for the HCCP courses is \$875 if you take the class at our Training Center in Stone Mountain, Ga. Regional certification classes are also offered, with a price negotiated by your local distributor.

## How does this fee compare to other industry training?

Course fees for Heatcraft training are on par with other industry training offered by manufacturers and, in fact, our certified course is priced lower than other certification courses in the industry. Pricing takes into consideration substantially higher costs for shipping training simulators, student manuals and instructor travel expenses.

The slight increase in registration fees from previous years are reflective of the increased level of training and the value added to the contractor for making an investment in Heatcraft training.

Additionally, each student receives all the benefits listed above – including the Contractor Starter Kit, valued at \$900. The price difference between classes hosted in Stone Mountain versus remote training is designed to attract more students to come to Stone Mountain for a more impactful experience.

## Where are classes held?

Training and certification classes are held in the state-of-the-art Training Center in Stone Mountain, Ga. Additionally, both regional certification and non-certification classes can be scheduled for contractors to attend in their territory, with sufficient attendance. Heatcraft Refrigeration Products also offers several webinar classes that can be attended remotely.

## Who conducts Heatcraft's training courses?

Heatcraft Refrigeration Products has a robust staff of experienced instructors led by Don Fort (senior technical trainer) and Justin Bailey (technical trainer), each of whom has nearly 40 years of HVACR industry experience. Heatcraft's seven additional certified trainers throughout the country ensure we can meet almost any training need, anywhere.

Additional information on the HCCP can be found at [heatcraftrpd.com/training/heatcraft-certified-contractor-program](http://heatcraftrpd.com/training/heatcraft-certified-contractor-program)

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