

TECHNICIAN CERTIFICATION FOR THE HVACR INDUSTRY \ FEB. 2022

# NATE

M A G A Z I N E

*Celebrating*

# 25

*Years*

NATE'S 25TH  
ANNIVERSARY

NATE BOARD ADVANCES  
GROUP'S MISSION

TRAINING ACADEMY DEBUTS  
FOR CHP-5 EXAMS

SPEAKING THE  
SAME LANGUAGE

## **Digital Edition Copyright Notice**

The content contained in this digital edition (“Digital Material”), as well as its selection and arrangement, is owned by Endeavor Business Media, and its affiliated companies, licensors, and suppliers, and is protected by their respective copyright, trademark and other proprietary rights.

Upon payment of the subscription price, if applicable, you are hereby authorized to view, download, copy, and print Digital Material solely for your own personal, non-commercial use, provided that by doing any of the foregoing, you acknowledge that (i) you do not and will not acquire any ownership rights of any kind in the Digital Material or any portion thereof, (ii) you must preserve all copyright and other proprietary notices included in any downloaded Digital Material, and (iii) you must comply in all respects with the use restrictions set forth below and in the Endeavor Business Media Privacy Policy and the Endeavor Business Media Terms of Use (the “Use Restrictions”), each of which is hereby incorporated by reference. Any use not in accordance with, and any failure to comply fully with, the Use Restrictions is expressly prohibited by law, and may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum possible extent.

You may not modify, publish, license, transmit (including by way of email, facsimile or other electronic means), transfer, sell, reproduce (including by copying or posting on any network computer), create derivative works from, display, store, or in any way exploit, broadcast, disseminate or distribute, in any format or media of any kind, any of the Digital Material, in whole or in part, without the express prior written consent of Endeavor Business Media. To request content for commercial use or Endeavor Business Media’s approval of any other restricted activity described above, please contact the Reprints Department at (877) 652-5295. Without in any way limiting the foregoing, you may not use spiders, robots, data mining techniques or other automated techniques to catalog, download or otherwise reproduce, store or distribute any Digital Material.

**NEITHER Endeavor Business Media NOR ANY THIRD PARTY CONTENT PROVIDER OR THEIR AGENTS SHALL BE LIABLE FOR ANY ACT, DIRECT OR INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR ACCESS TO ANY DIGITAL MATERIAL, AND/OR ANY INFORMATION CONTAINED THEREIN.**



# THE NEW STANDARD IS HERE



Visit  
us at AHR!  
**BOOTH  
C4912**

*TurboRecover.™* The performance you need from the name you trust.

Designed with a powerful 1.25 hp brushless DC motor and twin-cylinder compressor, the **YELLOW JACKET® TurboRecover™ Recovery Machine** provides fast refrigerant recovery. It features a low-pressure switch for automatic shut-off when recovery is complete and a purge function to prevent cross contamination.

- Compatible with Class III, IV and V refrigerants including 410A
- Designed for use with A2L systems
- Simple user interface with a single control valve and easy-to-read high/low gauges
- Lightweight design and shoulder strap ensures easy carrying and transport

©2022 Ritchie Engineering Co.

To learn more, connect at:  
[yellowjacket.com](https://yellowjacket.com)



## In This Issue

FEBRUARY 2022

LETTER FROM THE COO

02

YOU ASKED/WE ANSWERED

04

NATE NEWS

06

INDUSTRY NEWS

07



08

NATE'S 25TH ANNIVERSARY: A TIME FOR STAKEHOLDERS EVERYWHERE TO CELEBRATE!

16

THE NATE BOARD ADVANCES GROUP'S MISSION, FOCUS

22

NATE UNVEILS TRAINING ACADEMY

26

SPEAKING THE SAME LANGUAGE

30

TECHNICIAN SPOTLIGHT





# NATE at 25

CONTINUING TO GROW AND ADAPT TO TECHNICIANS'—AND THE INDUSTRY'S—CHANGING NEEDS



In February 1997, a group of contractors, manufacturers, distributors, educators, and trade associations came together to create a certification program to validate technicians' knowledge and expertise in servicing and installing HVACR equipment. Leading experts from across the industry helped create the NATE Certification exams. In November 1997, the first NATE exams were administered. Today, NATE is the largest non-profit certification organization for HVACR technicians and is supported by the entire HVACR industry.

Over the years, NATE has expanded and evolved to adapt to the changing needs of technicians and the HVACR community. Today, we not only offer certificate and certification exams, but we also provide training and professional development resources for technicians at every stage of their career. As we enter our 25th year, we continue to think about how we can grow to meet the challenges of today's contractors and technicians.

With new refrigerant standards, sophisticated electronics, high-efficiency equipment, and fierce competition for labor talent, the demand for top technicians has never been greater. In response, we are striving to provide more training and testing options, both online and in-person, to give technicians the flexibility and tools they need to thrive. In short, we are committed to being the leader in supporting and developing HVACR contractors and technicians, no matter where the future takes us.

This year, to celebrate our 25th anniversary, we are taking the opportunity to recognize and celebrate the people who have helped develop NATE into the organization it is today. For this special anniversary issue, we sat down with current and former NATE leaders to share NATE's history and evolution with our readers. You can find our interviews with the first NATE CEO, Rex Boynton, as well as former leaders of NATE's Board including Laura DiFilippo, Wade Mayfield, and David McIlwaine, who share their biggest accomplishments while at the helm of NATE.

In this issue, you can also find our interviews with NATE Board of Trustees members Ed McFarlane, Haller Enterprises; Quan Nguyen, Lennox International; and Rhonda Wight, Refrigeration Sales. They discuss their experience with NATE and their visions for our future. We also sat down with our current Technical Committee members to talk about the ways NATE has grown over the past several years. In this issue, you can read their perspectives on how the introduction of the CHP-5 certification pathway, the new Low-GWP Refrigerant certification, Live Online Proctoring (LOP), and official NATE study guides have shaped our organization.

I am proud to be a part of NATE through this important milestone, and I look forward to our continued growth. I hope you will also consider yourself a part of our future. Each step of growth we have taken over the years has been due to feedback we have received from many of you. Thank you for your commitment to NATE over the years—and thank you for encouraging HVACR technicians to reach for their full potential. As we celebrate NATE's 25th anniversary, we can stand together and be proud of what we have achieved. ●



## NATE OFFICES

2311 Wilson Blvd., #410  
Arlington, VA 22201  
P: 877/420-6283  
F: 703/527-2316

## THE NATE BOARD OF TRUSTEES

### EXECUTIVE COMMITTEE

#### Chairman: Kevin Traut

Isaac Heating & Air Conditioning,  
Rochester, New York

#### Immediate Past Chairman: Kevin Dier

Johnstone Supply,  
Portland, Oregon

#### Vice Chairman: Quan Nguyen,

Lennox Residential,  
Richardson, Texas

#### Secretary/Treasurer: Dave Kyle II,

Trademasters,  
Lorton, Virginia

#### Parliamentarian: John Lanier

Chief Operating Officer, NATE and AHRI

### TRUSTEES

#### Mike Hellmann

Endeavor Business Media, Nashville, Tennessee

#### Edward McFarlane

Haller Enterprises Inc., Lititz, Pennsylvania

#### David Meyers

Carrier Enterprise, Indianapolis, Indiana

#### Randy Roberts

Rheem, Atlanta, Georgia

#### Brent Schroeder

Emerson Climate Technologies, Sidney, Ohio

#### Brad Snyder

Goodman Global, Houston, Texas

#### Rhonda Wight

Refrigeration Sales Corp., Valley View, Ohio

### ADVISORY COUNCIL

#### Scott Boxer

Service Experts Heating & Air Conditioning,  
LLC, Lennox International, Plano, Texas

#### Laura DiFilippo

DiFilippo's Service Co., Paoli, Pennsylvania

#### Don Frenberg

Phase 3 Insights, Naples, Florida

#### John Garvelink

Commercial Design Engineers Ltd.,  
Colorado Springs, Colorado

#### Ray Isaac

Isaac Heating & Air Conditioning Inc.,  
Rochester, New York

#### Wade Mayfield

Thermal Services Inc., Omaha, Nebraska

#### David McIlwaine

HVAC Distributors Inc., Mount Joy, Pennsylvania

#### Randy Tice

APR Supply Co., Lebanon, Pennsylvania

# Comfort your customers with Clean Comfort<sup>®</sup> whole-home humidification systems.



HE12M2



HE17A2



HE18FA2

\*OUTSTANDING LIMITED  
WARRANTY PROTECTION

**5 YEAR  
PARTS  
LIMITED WARRANTY\***

\* Complete warranty details available from your local dealer or at [www.cleancomfort.com](http://www.cleancomfort.com).

## Quality and efficiency

Offer your customers a new standard of home humidification with advanced design, patented features and easy installation. Plus, the **Clean Comfort<sup>®</sup>** bypass and evaporative humidifiers deliver quality at a competitive price, providing an easy way to expand your humidification offerings – and profits, too.

**Clean Comfort** components can be installed on virtually any brand of HVAC equipment in any home or installation. **Clean Comfort** products are available at Goodman Distribution Centers and participating Independent distributors.\*\*



Scan code for more information.

Look for the full line of **Clean Comfort Indoor Air Essentials**.

**PURE. CLEAN. AIR.** [www.cleancomfort.com](http://www.cleancomfort.com)



\*\*Select models are not available in Quebec.

Our continuing commitment to quality products may mean a change in specifications without notice. © 2022 Goodman Manufacturing Company, L.P.  
[www.goodmanmfg.com](http://www.goodmanmfg.com)

# You Ask, We Answer

Have you ever wanted to know more about the NATE team that answers your questions when you call or email NATE? We interviewed the customer service representatives that manage NATE's customer service and askNATE and recertification emails to learn more about their favorite part of their job and what they do after work.

## SHAMAR LATUNDE

### When did you join NATE?

I have been with the NATE team for roughly five years.

### On an average day, how many technicians and contractors do you talk to or email with?

On an average day I will say upwards of 60 contractors if I include both phone calls and emails. During the busy season those numbers increase, of course.

### What's your favorite part about your job?

My favorite part about my job is my team. I have unbelievable co-workers that make this line of work a blast.

### What's your favorite part of the workday?

My favorite part of the workday is reviewing the weekly fulfillment reports where I can see all of the new technicians who became certified over the previous week.

### Do you have any hidden talents or hobbies?

I don't have any hidden talents that I am aware of, but I enjoy video games.

### Where did you grow up?

I was born in Washington, D.C., but grew up in Maryland.

### What's your favorite food?

Pizza

### What's your favorite thing that you keep at your desk?

Snacks!

### What are your favorite hobbies outside of work?

I enjoy playing basketball whenever time allows.

### What TV shows are you watching right now?

Oddly, I haven't been watching much TV these days but the last show that I binged was 'Superstore' on Hulu.

## LANA MOUNEIMNE

### When did you join NATE?

I joined NATE in November of 2016.

### On an average day, how many technicians and contractors do you talk to or email with?

I speak with about 25-40 techs a day.

### What's your favorite part about your job?

I love being able to help technicians with their recertifications and simplifying the process for them.

### What's your favorite part of the workday?

Lunch time!

### Do you have any hidden talents or hobbies?

I love to travel and explore new places and cultures.

### Where did you grow up?

I was born in DC and raised in the Langley, Virginia, area.

### What's your favorite food?

I love sushi and burgers!

### What's your favorite thing that you keep at your desk?

My beautiful persimmons! The pretty pink color just brightens up my day.

### What are your favorite hobbies outside of work?

I love reading and checking out new restaurants.

### What TV shows are you watching right now?

I'm currently watching Emily in Paris! I just love the fashion and locations of that show.

## JANELLE ROSE

### When did you join NATE?

I have been with the NATE team for almost a year now on February 1st!

### On an average day, how many technicians and contractors do you talk to or email with?

On an average day I'd say I speak to anywhere between 60-80 technicians, depending on the season.

### What's your favorite part about your job?

My favorite part of my job is the quick and efficient help I'm able to provide to those who call in. We deal with a variety of issues and inquiries; I love when I can make someone's day with a quick fix or small piece of information!

### What's your favorite part of the workday?

My favorite part of the workday is the morning time because I always have my work cut out for me.

### Do you have any hidden talents or hobbies?

I sing and I've been playing the flute since about 2006.

### Where did you grow up?

I grew up back and forth between Baltimore, Maryland, and a small town in North Carolina called Elizabethtown.

### What's your favorite food?

I love seafood. Give me crab legs all day!

### What's your favorite thing that you keep at your desk?

At my desk you can find a picture of my little munchkin, Salem, and post-it notes. Lots of them.

### What are your favorite hobbies outside of work?

I love to fellowship at my church, doing outdoor activities, and checking out new restaurants.

### What TV shows are you watching right now?

I recently finished Money Heist and Insecure. Doing lots of reading now but also awaiting the new season of Snowfall, for sure.

### Anything else you would like readers to know?

I take so much pride in the quality of customer service I'm able to provide. I love solving problems as well as helping people, so I believe this job suits me well!



**Mike Hellmann**, Director Building Infrastructure  
mhellmann@endeavorb2b.com, 978-289-0098

**Mike Eby**, Senior Director of Content—Buildings  
meby@endeavorb2b.com, 913-209-9884

**Steve Spaulding**, Editor-in-Chief—CONTRACTOR  
sspaulding@endeavorb2b.com, 702-848-4703

**Terry Melver**, Director of Content—Contracting Business

tmciver@endeavorb2b.com, 216-346-8978

**Contributors:** Kelly Faloon, Michael Keating, Neal Lorenzi, and Elaine Yetzer Simon

**Joe Agron**, Sales Manager

jjagron@endeavorb2b.com, 941-200-4778

**Bill Boyadjis**, Account Manager, Midwest

bboyadjis@endeavorb2b.com, 973-722-2048

**Brian Sack**, Senior Manager, Business Development, East + Northeast

bsack@endeavorb2b.com, 732-629-1949

**Randy Jeter**, Senior Manager, Business Development, South + West

rjeter@endeavorb2b.com, 512-263-7280

**James Carahalios**, Key Account Manager

jcarahalios@endeavorb2b.com, 303-697-1701

**David Sevin**, Key Account Manager

dsevin@endeavorb2b.com, 401-246-1903

**Jay Thompson**, Account Sales Manager

jthompson@endeavorb2b.com, 913-707-0468

**Steve Suarez**, Media Account Executive

ssuarez@endeavorb2b.com, 816-588-7372

**Beverly Beckert**, Endeavor Business Media Marketing Solutions

bbeckert@endeavorb2b.com, 941-208-4308

**Greg Araujo**, Senior Production Operations Manager

garaujo@endeavorb2b.com, 941-203-3722

**Randy Schirz**, Art Director, 773-259-7253

## ADVERTISER INDEX

AHRI.....	21
American Standard.....	29
Daikin Manufacturing Company.....	13
Fieldpiece Instruments Inc.....	18
Fujitsu General America, Inc.....	25
Goodman Manufacturing Company.....	3, 19
Hodes.....	32
Lennox Residential, Inc.....	BC
LG HVAC.....	18C
LP International Inc./ Powermate.....	32
Mitsubishi Electric- HVAC.....	17
NATE.....	31, 32
Ritchie Engineering.....	1FC
Shortridge Instruments, Inc.....	24
The Chemours Company.....	15
Trane Residential.....	5

WINNER



Printed in the U.S.A.

Copyright © 2022 by Endeavor Business Media

★★★★★  
Lifestory Research\*

AMERICA'S  
MOST TRUSTED®

HVAC

2015 - 2022

# THANK YOU

---

# FROM THE BOTTOM OF OUR COLD, STEEL, PRECISION- ENGINEERED HEART.

**TO OUR DEALERS AND DISTRIBUTORS,** THANK YOU FOR HELPING MAKE TRANE AMERICA'S MOST TRUSTED® HVAC BRAND\* FOR THE EIGHTH YEAR IN A ROW. TOGETHER, WE TRULY ARE UNSTOPPABLE.



**TRANE®**

*It's Hard To Stop A Trane.®*

\* Trane received the highest numerical score in the proprietary Lifestory Research America's Most Trusted® HVAC Brand study for years 2015, 2016, 2017, 2018, 2019, 2020, 2021 and 2022. Study results are based on experiences and perceptions of people surveyed. Your experiences may vary. Visit [www.lifestoryresearch.com](http://www.lifestoryresearch.com). ©2022 Trane. All rights reserved.



# NATE News

## PHCC ANNOUNCES 2021 NATIONAL APPRENTICE CONTEST WINNERS

The Plumbing-Heating-Cooling Contractors (PHCC) — National Association’s Educational Foundation recently announced the winners of the national plumbing and HVAC apprentice contests. Karin Dahlin, Minneapolis Pipefitters local 539, won first place in the HVAC apprentice contest. The contest was held October 21 and 22, 2021, on the tradeshow floor during the PHCC—National Association’s CONNECT 2021 event. A total of 16 plumbing and seven HVAC apprentices from across the nation took part in the contests.

North American Technician Excellence is a proud sponsor of the PHCC apprentice contests. The contests are made possible by the generous support of several industry sponsors who provide monetary support and in-kind material and tool donations.

## STUDY GUIDE FOR LOW-GWP REFRIGERANT CERTIFICATION NOW AVAILABLE

NATE is proud to introduce a new refrigerant certification exam. The exam is designed to validate a technician’s knowledge of the low-global warming potential (GWP) refrigerants becoming common in the HVACR industry due to new state and federal regulations.

While the new low-GWP refrigerants are more efficient, these products are also more advanced and complicated for HVACR technicians to work with. The NATE refrigerant exam is designed to ensure that HVACR engineers and technicians have the necessary skills and job knowledge to handle refrigerants of all types. The study guide is now available at the NATE Online Store (<https://store.natex.org/training>).

## NATE TRAINING ACADEMY DEBUTS

NATE has partnered with Interplay Learning to create the NATE Training Academy, a complete online training program associated with the five Certified HVAC professional exams. The comprehensive online courses allow you to prepare for the NATE certification at your own pace and from the comfort of your own home.

Course subjects cover HVAC Fundamentals, Electrical and Controls, Comfort and Airflow, Installation, and Service. Courses for HVAC Fundamentals launched on January 31, and all courses will be available by the end of May. For more information, contact NATE Marketing Manager Daisy Weill at [dweill@natex.org](mailto:dweill@natex.org).

## MEET THE NATE TEAM

Looking for answers to questions about NATE’s new Low-GWP Refrigerant certification, the CHP-5 certification pathway, official NATE study guides, Live Online Proctoring, the NATE Training Academy, or recertification? Look for us—and the answers—at these upcoming industry events.

EVENT/MEETING	DATE	CITY
Lennox Live	March 4-6	San Antonio, Texas
Johnstone Supply Spring Meeting	March 7-10	Las Vegas
2022 Rheem Pro Partner International Conference	March 7-10	Las Vegas
Lennox Live	March 15-17	Philadelphia
Lennox Live	March 21-23	Orlando, Florida
2022 SC Association of Licensed Trades (SCALT)	March 24-26	Myrtle Beach, North Carolina
Lennox Live	March 30-Apr 1	Las Vegas

# Industry News

## AHRI, ASHRAE RELEASE 2022 TREND REPORT

The HVACR industry is unique in that it is made up of professionals from many different sectors. With that in mind, AHRI and ASHRAE polled a range of associations, companies, and practitioners to identify potential industry opportunities and challenges.

The resulting *2022 Trend Report* highlights the following takeaways and common themes:

- **The future is clean:** Drivers will be decarbonization, electrification, low-GWP refrigerants, and regulation updates.
- **There is a need to grow the professional workforce:** The industry must attract talent from diverse backgrounds, provide attractive opportunities for career growth, rethink the value of employees, and focus on long-term objectives and investments in the workforce.
- **The pandemic has changed the world and industry:** Customers are more aware of their indoor environments, indoor air quality is here to stay, and upgraded HVACR systems keep buildings healthy.
- **The supply chain's importance to business is evident.** The industry is "stretched" for supply, the shipping/freight industry's slowdowns have resulted in unpredictable delays, the industry has been forced to get creative in solving problems, and costs are unpredictable.
- **The industry is stronger when we work together:** It's important to open lines of experience and communication across the supply chain, strengthen understanding of goals and methods to maximize efficiency and equipment performance, and learn from all areas of expertise.

To download a copy of this report, visit [www.ahrexpo.com](http://www.ahrexpo.com).

## ACCA MOVES DATE OF ITS SOLAR FORUM

Citing concerns related to the Omicron COVID-19 virus, the Air Conditioning Contractors of America (ACCA) moved the date of its Solar Forum to November 14-15, 2022. The event, presented by ACCA and Pearl Certification, will be held at the Crowne Plaza in Phoenix, Arizona.

Pearl Certification is a national provider of third-party certifications for high-performing homes. The Solar Forum is said to be the first-ever event to specifically address the challenges and opportunities HVACR contractors face from the rapid adoption of solar, storage, and connected home devices.

Organizers explain that the Solar Forum will enable HVACR contractors to learn strategies to expand into other home services like demand response systems, EV chargers, and home electrical upgrades. They also will learn how homes with solar and batteries can impact the design and sales process and drive adoption of higher-efficiency heating and cooling equipment. The Forum will address other topics including new refrigerants; increased adoption of variable speed compressors, whole-house ventilation systems and other IAQ products, and smart thermostats; and other new technologies. Visit [www.acca.org](http://www.acca.org) to register.

## EMERSON LAUNCHES EDUCATOR RESOURCE PLATFORM

Emerson recently launched its first HVACR Educator Resource platform designed to provide industry educators with access to tools, training, and educational materials to enhance learning for the next generation of HVACR professionals. For those who register, there are exclusive HVACR educational tools and curriculum, as well as educational features such as the Copeland scroll compressor training kit.

This kit features a detailed look inside a scroll compressor—through a torn-down model from Emerson's state-of-the-art lab—offering a hands-on approach to learning the fundamentals of compression technology. The kit also includes custom safety equipment, supplemental learning materials, and interactive digital content to provide a comprehensive educational experience. To sign up, visit Emerson's Educator Resources website at <https://climate.emerson.com/en-us/training-support/hvacr-educator-resources>.

# NATE's 25<sup>th</sup> Anniversary

## A Time for Stakeholders Everywhere to Celebrate!

CONTINUOUS IMPROVEMENT AND OUTSTANDING CUSTOMER SERVICE REMAIN HALLMARKS OF THE PREMIER CERTIFICATION PROGRAM IN THE HVACR INDUSTRY.



As North American Technician Excellence (NATE) gets ready to celebrate its silver anniversary, its former president, Rex Boynton, who served NATE from 1997 to 2010, says the start of NATE was stimulated in part by concerned OEMs. “The equipment manufacturers were beginning to see an increase in their warranty expenses. And part of what they concluded was that the systems being returned to them under warranty had nothing wrong with them. They were not being properly installed and perhaps not being properly maintained. That has a direct bottom-line impact on all these companies.”

Boynton adds that a fateful get-together led to the creation of the premier certification program in the HVACR industry. “There was a casual meeting among the training directors of a couple of manufacturers and a producer of training videos who was well-connected to the HVACR industry. The three were noodling, literally, on a cocktail napkin, as the story goes, and discovered that they did not have a way to validate their training programs.”

So, the trio, early on, sought to create an independent third-party organization, NATE, which would ultimately

help manufacturers validate their training. “And they were going to do that, of course, by going through a vigorous process of developing knowledge standards — things that technicians, service, and installation workers should know, or needed to know, to properly install and service those systems,” Boynton explains. The belief was that this training validation would help correct some of the installation and service problems that the OEMs were experiencing.

NATE as a certification powerhouse came together because manufacturers, contractors, wholesalers, educators, and others from the industry believed that technicians (and by extension, the contractors that employ them) are really the face of the HVACR industry, says John M. Lanier, chief operating officer of NATE since 2013. “The technicians are in everyone’s homes and businesses all the time, so there was a desire to make sure that this very important face of the industry came across as highly competent and confident, and that they would demonstrate the level of professionalism that consumers would expect,” Lanier adds. Since its inception in 1997, NATE has certified more than 350,000 technicians.

“AND THEY WERE GOING TO (VALIDATE MANUFACTURERS’ TRAINING) BY GOING THROUGH A VIGOROUS PROCESS OF DEVELOPING KNOWLEDGE STANDARDS...TECHNICIANS, SERVICE, AND INSTALLATION WORKERS SHOULD KNOW...TO PROPERLY INSTALL AND SERVICE THOSE SYSTEMS.”



— Rex Boynton, NATE President and CEO from 1997 to 2010

Lanier explains that NATE started off on a super-strong foundation. “Its leadership had a very sharp focus on certification and the integrity of the exam development and delivery process, and that has not changed at all. What has shifted a little bit is we listen to the industry, and we listen to how technicians want to learn, and how they want to take the exams. We also listen to contractors and understand better the challenges that they have carving out time for their technicians to pursue training, whether it be initial training, continuing education, or the time it takes to sit for an exam.”

### NATE’S TECHNICAL COMMITTEE

NATE’s Technical Committee is one part of NATE’s strong foundation, says Bob Feathers, a long-time Technical Committee member. He also serves as principal operator, HVAC Specialties TAC (Training-Accreditation-Consulting), and works as an independent contractor trainer. He explains that the committee has played a pivotal role in NATE’s development and growth. One example: the Technical Committee has introduced a lot of improvements to NATE’s Knowledge Areas of Technician Expertise (KATEs). “The committee has worked to keep the certification tests up to date with new technology. Members of the Technical Committee have brought those ideas in, and then we could change or add questions or modify old questions based off the new technology,” Feathers explains.

Everyone has learned a lot on the Technical Committee, according to Feathers. He explains, “In the early years, if we were working on, say, heat pumps as part of a certification test, and you were employed by a furnace manufacturer, you could learn something from a member on the committee whose specialty was heat pumps; everybody got a chance to learn something that somebody else knew at the Technical Committee meetings.”

## 1997

### PRESIDENT AND CEO: Rex Boynton

- NATE created in February 1997 by the industry partners

## 1998-1999

- Memorandum of Understanding was established between ACCA/ NATE and RSES/NATE
- New Air Conditioning Excellence (ACE) was launched

## 2000

- Updated the Air Conditioning Excellence Exam (ACE) with 64 members of the Technical Committee
- Launched a Certified Technician Olympics Competition (CTO) at Comfortech in Atlanta, sponsored by York International and *Contracting Business* magazine

## 2001-2002

- Launch of the Consumer Contractor Connection (C-3) Locator Page
- Certified 10,000 technicians

## 2003

- Electronic Testing Introduced
- RSES and ACCA Partnership
- U.S. Army began awarding promotion points to soliders who earned a NATE Certification
- Montgomery GI Bill reimburses veterans for NATE exams
- U.S. Department of Defense and its Defense Activity for Non-Traditional Education Support Organization, DANTEs, can now administer NATE tests on military facilities worldwide

## 2004

- Updates to the Industry Competency Exam

## 2005-2006

- 2005 Vision: To be a leader in developing and promoting excellence in the installation and service of mechanical and environmental systems and equipment
- 2005 Mission: To recognize quality professional technicians through testing and certification
- Hydronics Exams launched
- Plans to launch the Commercial HVACR and Commercial Refrigeration Exams - per 2003 progress report



ARI Instructor Workshop 2005: More than 150 HVACR instructors attended. NATE offered free exams to attendees (129 instructors participated).





Another member of the NATE Technical Committee, Joel Owen, has been there from the start. “I have had the fortunate opportunity to have been associated with NATE from the days of concept to this point of celebrating 25 years. What a ride!”

Owen, who is manager of Alabama Power’s HVAC Training Center, says at NATE’s creation, a process was developed that would show HVACR customers, manufacturers, distributors, and employers that the technician had the knowledgebase to perform the service.

Owen adds that the National Institute for Automotive Service Excellence (ASE) and its ASE testing and certification program for automotive professionals served as a template for NATE’s certification initiative for HVACR technicians. “The desire was that it would provide higher confidence in the ability of the technician. I saw it as an opportunity to identify and promote excellence in these individuals,” Owen explains.

Jamie Kitchen, account manager, Danfoss, Waterloo, Ontario, Canada, has been a contributor to NATE’s success for a long time. “I have primarily been involved with the NATE Technical Committee, having joined back in 2007 when the original Knowledge Areas of Technician Expertise (KATEs) were being upgraded and further developed.”

Kitchen says one of the biggest changes he’s seen since he became involved with NATE has been the growth in the number of resources put into improving the exam questions. Work has been done to make the questions more applicable to the actual tasks that technicians will need to be able to complete.

He notes, “Areas such as electrical and refrigeration cycle-related queries, as well as interpreting symptoms, have been developed and refined, which reflect the common challenges techs face on a regular basis. By making the questions, distractors (incorrect options in multiple-choice questions), and answers less nebulous and more concise, the NATE certification examinations provide more accurate assessments of a person’s skills outside of just being a ‘good test taker.’”

The path NATE is on today is the right path with multi-level certifications, believes Christopher Mohalley, a member of NATE’s Technical Committee and a 29-year veteran of the HVACR industry. Mohalley also serves as training manager at Regal Rexnord Climate Solutions.

“We continuously improve and update our certifications to keep up with evolving technology. Industry regulations related to efficiency and health will also shape the future of NATE,” Mohalley states. He is convinced that it’s up to the industry to decide at what level of professionalism it wants to operate. “I believe that NATE will continue to evolve so it can support, encourage, and drive our



“THE INTRODUCTION BY NATE OF THE CHP-5 ROUTE TO CERTIFICATION REFLECTS A SHIFT THAT IS PRESENT IN THE INDUSTRY...WE ARE SEEING A RAPIDLY INCREASING DEMAND FOR WAYS TO CERTIFY THE REAL-WORLD SKILLS OF HVACR PROFESSIONALS, AND THE CHP-5 CERTIFICATION PATHWAY PROVIDES AN EXCELLENT FRAMEWORK TO DO EXACTLY THIS.”

– Doug Donovan, CEO of Interplay Learning, a NATE training partner

industry to provide consumers and businesses with the highest level of comfort with safe, reliable, and healthy HVACR systems.”

### **NATE’S UNCEASING EFFORTS TO IMPROVE**

Continuous improvement and outstanding customer service are really what the NATE organization is all about since its founding 25 years ago, Lanier says. “We listen to our key stakeholders, and we respond to what they need.” He explains that at a strategic planning session several years ago, the NATE management team was trying to understand who the NATE primary customer was because the answers were all over the map. “Was our customer the manufacturers who produce the equipment that ties in with us producing the certification exam that supports the installation and servicing of that equipment? Was it the wholesaler-distributor who many, many times gives our exams? Was it the technician that takes the exam?”

Lanier says the NATE team ultimately decided that NATE has two key customers: “They are the technician and the contractors, and we at NATE are trying to make ourselves as relevant and accessible to both of those groups as we can.” Lanier notes the key relationship between the two: “Those technicians want to learn and improve, and the contractors have a vested interest in providing training, education, and certification resources to those technicians.”

The NATE COO also notes the beneficial revisions that NATE instituted in its recertification model. “Those changes made it easier for technicians to track and maintain their continuing education hours.” A lot of modifications were made in NATE programs through the years that were based on inputs from contractors, technicians, manufac-

turers, the Technical Committee, training specialists, and other stakeholders. NATE COO Lanier's conclusion: "We really shifted the NATE organization to be more industry-friendly."

Lanier says the NATE team is working to constantly evolve and improve its exams. One example he offers is the Certified HVAC Professional (CHP-5) certification pathway that is designed to mesh a technician's training and certification efforts with his/her on-the-job learning.

"Where we are today with the CHP-5 exam," notes Lanier, "is really the culmination of several iterations of going from what was originally a very difficult, challenging test. It was likened to a Ph.D.-level exam—to one now that is no less comprehensive in its scope, but we allow technicians to take it little bites at a time. It is like the proverbial saying: 'You eat the elephant a bite at a time.' With the CHP-5 exam, technicians can focus first on the fundamentals of HVACR, then electronics, air flow, installation, and service, and they learn and pursue those certifications much the same way they learn on the job." Lanier adds: "The feedback we've gotten to the CHP-5 exam has been very, very positive, and the improvements have been very well-received."

The CHP-5 pathway demonstrates how training in the HVACR industry is evolving, says Doug Donovan, CEO of Interplay Learning, a NATE training partner. "The introduction by NATE of the CHP-5 route to certification reflects a shift that is present in the industry due to a new generation of professionals who desire greater simplicity in how they train and get certified. At Interplay Learning, we are seeing a rapidly increasing demand for ways to certify the real-world skills of HVACR professionals, and the CHP-5 certification pathway provides an excellent framework to do exactly this." Donovan adds that CHP-5 promises the flexibility to evolve with the needs of a new generation of learners, and the needs of a changing HVACR career landscape.

NATE is partnering with Interplay Learning to create the NATE Training Academy, a complete online training program associated with the five new certified HVAC professional exams. NATE is excited about this expansion of training material, according to Lanier. "In addition to wanting to certify technicians and recognize their excellence within the industry," he says, "we also want to help them get there—so we shifted our model, and we are now right in the midst of developing NATE Training Academy, a training package that will allow technicians to take a very focused set of curriculums that will prepare them for sitting for each phase of the NATE CHP-5 exam."

The comprehensive online courses allow technicians to prepare for the NATE certification at their own pace

## 2007

- Refrigeration Exams Launched
- The Impact of HVAC Technician Certification



2008 Magazine cover

## 2008

- NATE Bowl (Jan. to Sept.) - encourages competition between contractors



## 2009

- NATE launches consumer site for the C-3 program, HVACRadvice.com
- NATE launches Senior Level Efficiency Analyst Exam



2009 Magazine cover

## 2010

President and CEO: Peter Schwartz

- Partnership with IGSHPA begins

## 2011

- AHRI approved the reconciliation of NATE's debt
- Reintroduced the *NATE Magazine*
- ACCA and RSES renegotiated royalty agreements
- Implementation of Job Task Analysis and Passing Score Studies
- Spanish translation of Refrigerant Exam
- NATE endorses the National Air Filtration Association's "Technicians for Life" Program



2011 Magazine cover



and from the comfort of home. Gurminder Sidhu, NATE's senior director, business operations, explains the release plans for the Training Academy: "The Training Academy will initially have courses paired to the five domain areas for a technician to prepare for the CHP-5 exams. The first course, HVACR Fundamentals, launched in January 2022, and all CHP-5 courses will be available by May 2022. In Phase 2, we will pair training to our new low-GWP refrigerant exam."

Another important and recent NATE enhancement since NATE's start 25 years ago: Introducing Live Online Proctoring has made taking NATE exams more convenient and accessible to certification candidates everywhere.

Lanier explains, "It's a bit of a time commitment to sit for one of our exams. What we've done, and it was particularly beneficial during the pandemic, is we have given technicians the opportunity to take our exams really from anywhere. Now, they don't have to go to a testing center with a proctor in the room. We can do Live Online Proctoring, and as long as they have a webcam, a proctor can monitor their taking of the exam online, which again, opens up a lot of opportunities for technicians to take the exam when it is most convenient to them."

Improving accessibility at the myNATE website was a major NATE achievement over the past 25 years, according to Anthony Spagnoli, director, NATE testing and education. He says, "Partnering with Scantron Assessments (formerly Castle Worldwide) to provide a better experience on the myNATE website was an important improvement." He adds that this change allowed technicians to track their certifications, renewal dates, and continuing education hours much more easily. "It also streamlined the exam ordering, online test session creation, and recognized training course submissions of testing and training partners," Spagnoli says.

NATE's series of study guides have also been upgraded. The guides help technicians learn the trade and prepare for NATE certification exams. Lanier notes, "We have worked very closely with our partners to develop study guides that are comprehensive, include lots of graphics, are easy to understand, and are easy to use and learn from. The guides have been very well-received by the industry. They fly off the shelves. We can't keep enough in inventory." (Go to the NATE online store, <https://store.natex.org>, for ordering information.)

NATE is really well-positioned to evolve with the industry, says Jim Hughes, a member of NATE's Technical Committee and a 40-year veteran of the HVACR industry. He is also director, Training Academy, Service Experts Heating & Air Conditioning. Before NATE, contractors and customers alike had no way of knowing if the person

## 2012

- New NATE Website was launched
- "Showcase Your NATE" Sweepstakes for Contractors



2012 New Website: 328 contractors signed up since launch. 783 exams sold that attributed to 422 technicians and \$78,000 in testing revenue

## 2013

### COO: John Lanier

- 2013 Mission: A NATE patch is proudly worn on every technician's shirt.
- AHRI/NATE Management agreement as of February 28
- Restructuring Technical Committee
- NATE takes over ICE exams on April 1
- Translations of the following exams to Spanish:
  - Core, AC Service, Air to Air Heat Pump Service, and Gas Furnance Service
- ICE Exams were transferred to NATE
- NATE was changed to a 501(c)6

## 2014

- Revamped the recertification program from five years (60 hours) to two years (16 hours)
- Switch from VGI to Castle Worldwide (now known as Scantron)
- Partnered with Anant to redesign new NATE website
- HVAC Learning Solutions

## 2015

- Launch of NATE online store
- Developed RTW & HVAC Support Exam and Study Guide
- Modifications made to the Paper Exam Process
- Launch of digital e-certifications through BadgeCert
- Approved as an EPA 608 Testing Organization.

## 2016

- Launched RTW & HVAC Support Exam and Study Guide
- Updated the HPSV and GSSV Exams

## 2017

- Celebrated 20 Year Anniversary
- 2017 Mission: NATE will be the leader in developing and recognizing professional HVAC technicians.
- NATE National Testing Week Administered 502 Exams
- Updated the Air Conditioning Service Exam
- New accounting reports were created
- Updates to the C-3 Reporting
- Launched API with Service Experts for Automatic CEH Tracking
- Restructuring of Board



2017 Magazine cover

Continued on page 14





## DAIKIN *ATMOSPHERA* — DAIKIN'S FIRST R-32 SINGLE ZONE SYSTEM IN NORTH AMERICA

As the only manufacturer of both HVACR equipment and refrigerants, Daikin's dedication to next-generation solutions encompasses design, technology, comfort, and performance while also taking environmental impact into consideration with R-32, a refrigerant with lower Global Warming Potential than R-410A. With the new Daikin *ATMOSPHERA*, begin to discover the next generation of Daikin HVAC systems using R-32 refrigerant.

### » Energy Efficient

- Up to 27.4 SEER | Up to 13.8 HSPF | Up to 16.3 EER

### » Enhanced Capacity

- **Up to 100% rated cooling capacity** at 115°F (46°C)
- **Up to 100% rated heating capacity** at 5°F WB (-15°C WB) and confirmed continuous operation as low as -13°F WB (-25°C WB) ambient temperature.

### » Noteworthy Features

- Built-in Wi-Fi
- CLEAN function
- Hybrid Cooling



**R32**



### ADDITIONAL INFORMATION

Before purchasing this appliance, read important information about its estimated annual energy consumption, yearly operating cost, or energy efficiency rating that is available from your retailer.





“NATE LEVELED THE PLAYING FIELD BY GIVING EVERYONE A MINIMUM STANDARD TO MEET. NOW, CUSTOMERS AND CONTRACTORS KNOW IF A PERSON HAS A NATE CERTIFICATION AND A CERTAIN LEVEL OF KNOWLEDGE IN A GIVEN AREA.”



– Jim Hughes, NATE's Technical Committee

in the field was a Master Craftsman or a shady mechanic. Hughes says, “NATE leveled the playing field by giving everyone a minimum standard to meet. Now, customers and contractors know if a person has a NATE certification and a certain level of knowledge in a given area.”

Hughes explains that the greatest change at NATE over the last 25 years is in how people take their certification exams. “Being able to take a certification exam online and knowing the results immediately is a huge improvement over the days of paper tests and mailing score cards in to be scanned and getting the results a couple weeks later,” he says.

NATE is at the top of its game, says Brett Sumpter, a member of the NATE Technical Committee and HVAC Technical Coach, Nexstar Network. “NATE has done a great job keeping up with changing technologies in the industry and expanding the certification offerings to complement them. NATE now offers over 20 certificates, certifications, and other credentials for the industry.”

Sumpter sees NATE as the ultimate solution. “The industry needs to have a way that allows technicians to prove to employers and clients that they are competent and have gone above and beyond to ensure they will be the right technicians for the problems. NATE fulfills this need, and I am excited for it to continue.”

NATE wants to remain relevant, current, and accessible to its stakeholders over the next 25 years. “It’s all about being accessible to the industry, to the contractors that we serve, and to the technicians. It’s about ensuring that the technicians, through the training and exams that we provide, are skilled and up to date on the technology,” Lanier concludes. ●

Michael Keating is a contributor to the *NATE Magazine*.



2018

- Received the Google Grant
- Updates to the Core Exam
- Updates to the EPA 608 Exam
- Created the Refrigerant Driver’s License and Study Guide (RDL)
- Launched API with Johnstone Supply/BlueVolt for Automatic CEH Tracking



2018 Website Changes

2019

- Development of the Core, Gas Heating and AC/HP Study Guides
- Update the Core Exam
- Launched the Core and Gas Heating Study Guide (Nov 2019)
- Launch of RDL Exam and Study Guide in Pilot Countries
- Launch of the Spanish Translation for the RTW and HVAC Support Exam and Study Guides

2020

- Launch of AC/HP Study Guide
- Launch of Live Online Proctoring
- New Certified HVAC Professional Exam and Study Guide
- Launch of an online training platform

2021

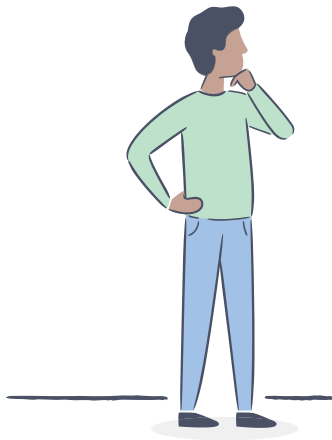
- New Refrigerant Exam and Study Guide
- Exclusive partnership with Interplay Learning to Launch NATE Academy



2022

- Launch of NATE Training Academy
- Celebrating 25th Anniversary
- Launching the EPA 608 Exam in Spanish
- Updating the following exams:
  - » Heat Pump Service
  - » Heat Pump Installation
  - » Gas Heating Service
  - » Gas Heating Installation

Opteon™ XL41 (R-454B)

# Low Flammability, Part of Our Future.



SAFETY GROUPS		
 Higher Flammability	<b>A3</b>	<b>B3</b>
 Flammable	<b>A2</b>	<b>B2</b>
 Lower Flammability	<b>A2L</b>	<b>B2L</b>
No Flame Propogation	<b>A1</b>	<b>B1</b>

(LOWER TOXICITY) (HIGHER TOXICITY)

## Designed with Safety in Mind

As an A2L refrigerant, Opteon™ XL41 offers a balanced solution to both environmental and safety considerations. Its favorable properties help to minimize the risks associated with flammability, so you can feel confident working with it. Its lower flammability also allows it to be used in a broad range of ACR applications. Best practices that you've used for years will still be used with XL41. Additionally, Chemours provides training and support to help you through this transition.

Visit [Opteon.com/GoBeyond](https://www.opteon.com/GoBeyond) for more information on the benefits of Opteon™ XL41.



**Opteon™**

The Performance Today Demands. The Future Tomorrow Deserves.



# The NATE Board Advances Group's Mission, Focus

DEDICATED HVACR PROFESSIONALS KEEP NATE ON ITS PATH TO CERTIFY TECHNICIANS AND MEET THE CHANGING NEEDS OF THE INDUSTRY.

The HVACR industry has made great strides during the past 25 years, and so has North American Technician Excellence (NATE). Meeting the needs of all industry stakeholders—especially technicians—requires steady innovation and shared goals, and that's where NATE's Board of Trustees and chair play a vital role.

NATE was incorporated in February 1997 with representation from the contracting, distribution, manufacturing, and utility communities as well as several trade associations. An interim board of trustees was appointed, while sector committees (precursor to today's Technical Committee) provided advice on test development. The first NATE tests were administered nationally on November 8, 1997.

"The organization is special because it is one of the only organizations to exist solely focused on the technician and their certifiable, quantifiable technical proficiency," according to Edward McFarlane, current NATE board member and vice president of learning and development, Haller Enterprises, Lititz, Pennsylvania.

"Many technicians are very technical, but those who travel the NATE learning path show their commitment to an elevated process," McFarlane says. "Manufacturers and contracting companies alike have come to rely on the indelible standard that NATE sets and develops alongside

industry volunteer members. I am very excited as NATE embraces its living mission to meet the industry's changing needs. The evolving tests and methodologies anticipate the work and needs of today's technicians."

## BOARD SYSTEM AT WORK

NATE's board chairs typically serve two-year terms, and the position is a volunteer one.

"Our industry is full of amazing individuals, and NATE searches them out to serve on the board of trustees," says Laura DiFilippo, president and owner of DiFilippo's Service Company, Paoli, Pennsylvania. "We get recommendations from current board members, scout individuals who we think would help with objectives, and look at our data of testing organizations to find the best people."

These efforts lead to the creation of a well-rounded board that is up to the challenges the rapidly changing industry presents, says DiFilippo, who was the first female chair in NATE's history, serving from 2019-2020. The CHP-5 project was started under her leadership.

"The NATE board is made up of a diverse group of industry professionals who take into consideration the industry at all levels—contractor, distributor, and manufacturer—to offer their opinions and perspective as to what is currently happening in their sector of the industry and how NATE

# Differentiate Your Business

Electric Solutions,  
Exclusive Rewards.

From electric cars to electric water heaters, the future is electric. The world is changing and demand for our all-electric heat pumps has never been greater. There is no better time to join our community of premier HVAC contractors.

## Why Partner with Us?

- No Cost to Join
- #1 Selling Heat Pump in the U.S.
- Nationwide Distribution Partners
- Local Technical Support
- Exclusive Rewards Programs



**Ready to get started?**

[Discover.MitsubishiComfort.com/Contractors](https://Discover.MitsubishiComfort.com/Contractors)



can best serve in that moment,” she explains. “This has been crucial the past several years with our industry being affected by the pandemic.”

David McIlwaine, president of HVAC Distributors, Mount Joy, Pennsylvania, served as NATE chairman from 2017-2018 and past chairman from 2019-2020. He points out the benefits of inclusion and preventing stagnation among board members.

“The rotating board with term limits ensures there are new perspectives and people joining the board to keep things engaged and relevant to the current industry trends,” he says. “[As chair,] I wanted to ensure that all voices were heard and that all aspects of the industry were considered and represented.”

The technician is the most important person in Refrigeration Sales Corp.’s world, according to Rhonda Wight, president of the Valley View, Ohio-based company and current NATE board member.

“Training the technicians and promoting their level of expertise makes all of our lives easier,” she says. “Our

products are becoming more complicated, not less complicated, and highly trained technicians make us and our products better. RSC focuses heavily on training, and we have been promoting NATE certifications successfully for many years.”

RSC values the NATE certification and what it means for technicians’ careers, according to Wight.

“The technicians become experts in their field. They value learning and want to be the best,” she says. “Being NATE-certified is an important component to a resume. We find that technicians who are NATE-certified tend to be better informed, more professional, and more highly compensated.”

The fact that everyone on the board is there for the same reason is what makes it work, according to Ray Isaac, CEO of Isaac Heating and Air Conditioning, Rochester, New York. Isaac was NATE chair for three years, starting in 2008.

“Nobody’s getting paid to be there. You’re there for your constituents and your stakeholders, but you’re there for the greater good...for raising professionalism and all the things that come with it in the industry and creating a better organization because of that,” he says. “That makes it work because everybody is on board for the right reasons. Being on the board and involved for 10 or 11 years, I never really saw anybody that was there for anything other than wholesome reasons.”

Isaac says he still strongly supports NATE: “I think for most people that sit on the board and/or those that become chair, you come away from that experience even more committed than ever. You see, really, the passion that people bring to the organization, and the ‘why,’ and that ‘why’ is really to raise professionalism.”

Wade Mayfield, president of Thermal Services, Omaha, Nebraska, “absolutely loved” his time as NATE chair from 2014 through 2016. He recalls, “I’ve sat on other industry and not-for-profit boards, but this one was near and dear to me. As a young technician new to the industry, when I was told about NATE and the credentialing that it can bring you, that brought me confidence and helped my career development. I truly felt it was an opportunity for me to give back to an organization that really helped me and my career development. It was by far my best experience of volunteerism.”

## MANUFACTURERS’ PERSPECTIVE

Manufacturers have had a long history with NATE, sharing the goal of creating the best-trained technicians in the field.

Quan Nguyen, current NATE board member and vice president and general manager of Lennox Residential, Richardson, Texas, says he is incredibly proud of what NATE has accomplished since its inception 25 years ago.

**Fieldpiece**

Enroll In Refrigerant Recovery Best Practices on Fieldpiece University.

We cover safety practices needed to perform a refrigerant recovery. Earn 0.5 NATE credits. Scan the QR code below to Enroll Today!

www.fieldpiece.com

RECOGNIZED TRAINING PROVIDER

f i y in

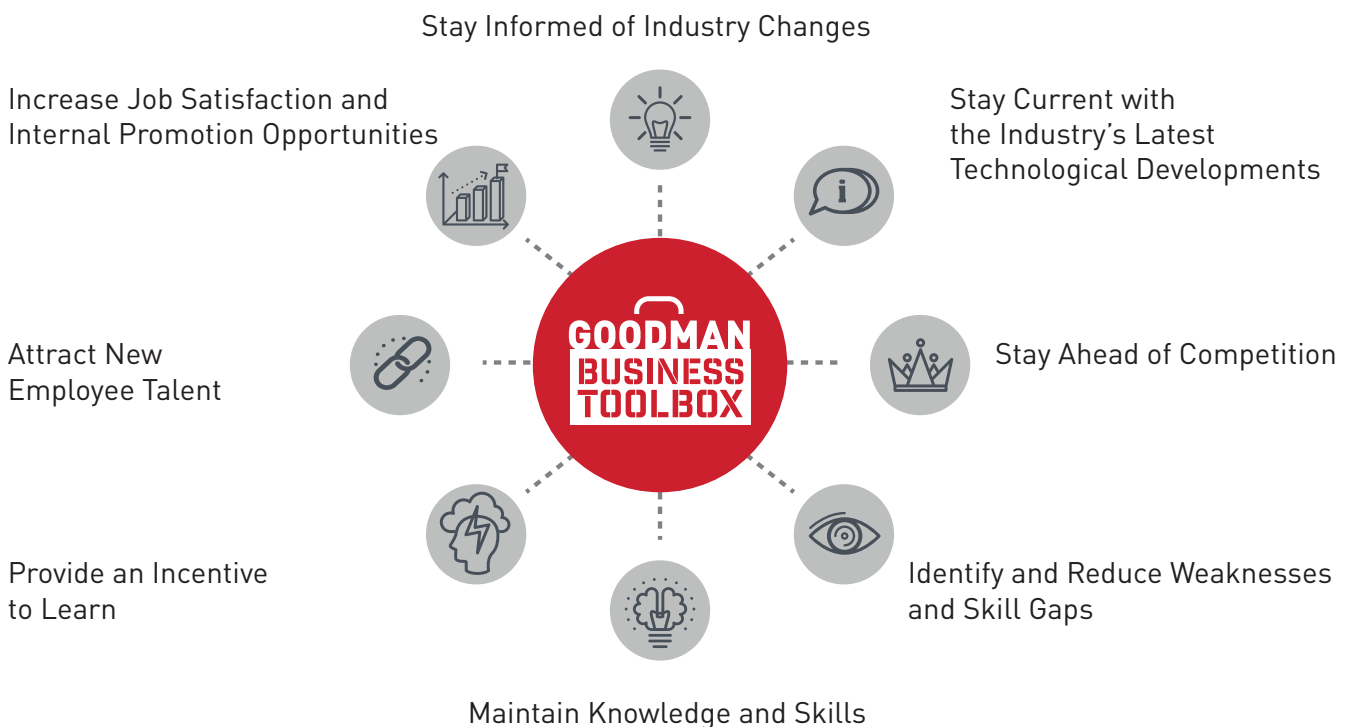
# Are you looking for more time, money or freedom?

## We have the training tools for you.

Training can provide benefits to both an individual and the business where they work. At Goodman, we believe ongoing training is worth the investment. Training may help develop skills that increase productivity, improve employee morale and help boost a company's profit margin.



### Benefits of Ongoing Industry Training:



[www.GoodmanBusinessToolbox.com](http://www.GoodmanBusinessToolbox.com)

Sales • Business • Technician and Technical Training

The Goodman Business Toolbox programs are presented and administered by third-party training organizations. All training programs are designed to support independent HVAC contractors who sell Goodman® brand products. Any costs for the training programs are determined and charged directly by the third-party training organizations.

Our continuing commitment to quality products may mean a change in specifications without notice. 2022 Goodman Manufacturing Company, L.P. Houston, Texas USA

“As an organization focused on performance improvement and excellence, NATE has made tremendous progress within the HVACR industry. NATE certification is now the standard upon which all HVACR technicians are measured, a fact that we have verified through numerous research projects,” he notes.

“Looking forward,” continues Nguyen, the HVACR industry is increasingly dynamic with challenging labor markets, a significant increase in the awareness of indoor air quality and comfort, and changing regulations requiring mildly flammable A2L refrigerants. For the contractor to succeed and the industry to thrive, it’s critical that each and every technician is professionally competent to meet the demands of this dynamic market. That’s why the importance of NATE has never been greater.”

Rheem Manufacturing Company is another partner that has been proud to partner and support NATE in all of its efforts to elevate the HVACR industry through training and certifications for technicians, according to current

NATE board member Randy Roberts, vice president of sales and marketing, Rheem, Atlanta, Georgia.

“The entire industry views NATE certification as the benchmark for excellence, and we are excited to partner with NATE to continue to expand adoption across all sizes and types of contractors,” he says. “In addition, we are excited to work with NATE to help recruit new talent into our industry through programs that raise awareness of what a great career is possible in HVACR.”

Emerson Climate Technologies has been a supporter of NATE for the past 20 years, and its involvement with the group has grown to include multiple businesses and employees at various levels, says Brent Schroeder, president of Emerson’s air conditioning business.

“I have had the honor of serving as an active member on the NATE Board of Trustees since 2015 alongside many great industry leaders,” he says. “The collaboration of this board to find solutions and offer training to address industry concerns regarding field service and installation of HVACR equipment has been integral to the growth and success of the industry. NATE has certified over 35,000 technicians to service and install HVACR systems and components and now, with its new CHP-5 Certification program modules, the industry can be assured technicians have the training and certification they need to install and service systems that meet today’s new efficiency and refrigerant regulations with confidence.”

NATE helps ensure that technicians are properly trained, which in turn helps Emerson leverage those efforts and offer classes to help them understand how to properly use and maintain the company’s products and solutions, adds Schroeder.

“We recognize the value NATE certification provides for multiple groups in the industry, including technicians, contractors, manufacturers, and consumers,” he continues. “Emerson instructors are strong advocates for NATE certification, focusing on practical and technical job skills required by technicians seeking to acquire or maintain NATE certification, such as installation, service, and troubleshooting best practices. Many of Emerson’s courses also align with the general areas of training required of NATE-certified technicians, such as safety and regulatory expertise.”

Schroeder concludes by saying that Emerson is confident in NATE’s success going forward: “We see NATE continuing to play an important role in supporting the advancement of industry drivers, such as comfort and energy savings, which are more important than ever with customers and commercial building owners.” ●

“NATE CERTIFICATION IS NOW THE STANDARD UPON WHICH ALL HVACR TECHNICIANS ARE MEASURED, A FACT THAT WE HAVE VERIFIED THROUGH NUMEROUS RESEARCH PROJECTS.”

— Quan Nguyen, current NATE board member and vice president and general manager of Lennox Residential, Richardson, Texas



Elaine Yetzer Simon is a contributor to the *NATE Magazine*.



# Achieve More



we make life better®



Globally Recognized. Industry Respected.

For more  
information,  
contact  
[ahrinet.org](http://ahrinet.org).

AHRI is the trade association representing manufacturers of more than 75 percent of the world's HVACR and water heating equipment.

With certification programs and equipment performance standards trusted by global manufacturers, specifiers, regulators, and building owners, only AHRI positions you to achieve more.

*Let us show you how our exclusive turnkey solutions can help drive business results.*



# NATE Unveils Training Academy

JOINT PROJECT BETWEEN NATE AND INTERPLAY LEARNING FOCUSES ON CHP-5 EXAMS.



**N**ATE has launched the NATE Training Academy, a more effective and scalable way to provide technical training to industry technicians who are looking to pursue certification via the Certified HVAC Professional (CHP-5) program. To make this happen, NATE has teamed up with Interplay Learning to provide a comprehensive set of courses designed to prepare technicians for the CHP-5 certification exams.

NATE Training Academy consists of five comprehensive sets of courses, each of which match to a CHP-5 exam: HVAC Fundamentals, Electrical and Controls, Comfort and Airflow, Installation, and Service. Now in

development, these online courses will be straightforward in their goal to prep a user to take the appropriate exam.

The first NATE Training Academy course (HVAC Fundamentals) was made available to technicians on January 31, 2022. All other courses will be available by the middle of May 2022. To access NATE University, all users must have a monthly or annual license to SkillMill, Interplay Learning's 3D training simulation tool. For learning trade skills, Interplay Learning develops and hosts a broad catalog of digital training, which includes simulations and video courses, knowledge checks, and assessments for the professional trade workforce.

## DEVELOPING YOUNG TECHNICIANS

NATE Training Academy is different than other training initiatives because it is focused on new learners and not continuing education, according to Anthony Spagnoli, NATE director of testing and education. “We are linking it directly to the CHP-5 section of the myNATE site to make it easy for technicians to find. The course list is being reviewed to ensure that all training aligns with topics covered by the exam—while ensuring that we are not ‘teaching to the test.’”

Spagnoli adds that the goal of this initiative is to create a clear path for technicians who are just entering the industry to take the courses they need to get the fundamental skills and knowledge required for the job. By benchmarking the process with each of the five Certified HVAC Professional exams, employers can be sure their technicians are learning what they need to learn.

The NATE Training Academy will help develop technicians as they are receiving on-the-job training, adds Gurminder Sidhu, NATE senior director of business operations. “Over the years, we’ve heard of the shortage of HVACR technicians and the lack of training. Due to COVID, a lot of in-person training sessions were cancelled, so we had to think ‘out of the box’ to initiate this Academy. Interplay has been an industry player for quite some time, so we decided to explore an opportunity that would allow a technician to learn in different ways. Voice-over PowerPoints, videos, and 3D simulations allow technicians to watch and learn the material.”

Interplay’s online training has been used by thousands of technicians and students to learn critical on-the-job skills in the HVACR, electrical, and plumbing trades. Currently, more than 2,500 contractor companies are using Interplay’s training solution to onboard and upskill technicians.

## TIMELINE TO GO LIVE

The deployment schedule for the CHP-5 Domain Areas is:

- HVAC Fundamentals and Service - January 31, 2022
- Comfort and Air Flow - mid February 2022
- Service and Installation - end of March 2022
- Electrical and Controls - mid May 2022

“Tony Spagnoli and I are meeting weekly with the Interplay team,” says Sidhu. “He is reviewing the subjects that are being added to the course work. Each domain area will have seven to 15 courses it recommends a technician to take. We also are working with our technical committee to review the content.”

Interplay is a recognized training provider that has registered its courses with NATE in the past. “Many of

our industry partners enjoy having their technicians and trainers use the training that Interplay creates,” Sidhu continues. “We’ve received great feedback from technicians, contractors, and manufacturers that have their own partnership with the company. We partnered up with Interplay and another provider last year, which did not gain the traction we were hoping for, so we went a different route with Interplay this time, into an exclusive partnership.”

How will the NATE Training Academy help HVACR technicians? Sidhu says the purpose of the Academy is to help develop technicians. “We’ve heard that the existing certification pathway (Core and Specialty exams) was

too difficult, so we created a new pathway of a series of five exams with 30 questions each. We also have paired up with one of our training providers to teach the material in different ways, so that our technicians can learn however they are comfortable.”

Spagnoli notes that online training has numerous benefits. “During the pandemic, many technicians relied on online training to complete their continuing education hours because in-person courses were not available. We’ve seen an increase in technicians taking online courses for their continuing education hours. Contractors and technicians enjoy the convenience of online training because a technician’s work schedule can be affected by the weather and other external factors.”

### INTERPLAY CONNECTION

NATE Training Academy courses will be available exclusively on Interplay Learning’s online, on-demand catalog product. Technicians will be able to access the Academy via links from the NATE website or directly via Interplay’s website.

## HydroData Multimeter®

0-250 PSI Gage & Differential Pressures  
Associated High Side & Low Side Pressures  
-67 to 250 °F Temperature

100 Reading Memory with Sequential Recall  
English & Metric, Auto-Read



## Shortridge Instruments, Inc.

7855 E. Redfield Road Scottsdale, AZ 85260  
480-991-6744 Fax: 480-443-1267  
www.shortridge.com

Doug Donovan, CEO of Interplay Learning, explains how the system works: Once a technician has signed up for SkillMill, he can link his new account with his unique NATE ID number. After completing the exam prep courses, he can click through to enroll in all areas of the CHP-5 exam right within the platform. Also, certain SkillMill courses will count towards NATE recertification requirements every two years in order to maintain one’s certification.

Point-of-view simulations will be part of the training. These simulations are particularly valuable for training in-the-field diagnostic and installation skills. They are usable via an internet browser, tablet, and even virtual reality headsets if those are accessible by the technicians.

Scenario-based simulation training mimics the in-the-field environment, with the ultimate goal of giving young technicians more field-like experience in a short amount of time. Donovan adds, “Simulations have proven effective when the learning outcome is procedural with many possible variables. Technicians are taken down a honed learning path, which includes a training mode where they get to view an expert execute an activity to challenge assessment mode.”

Technology is playing a crucial role in training today with the rapid adoption of virtual reality technology, 3D simulations, and gamification solutions, such as those offered in the SkillMill catalog. “Students in the skilled trades require critical thinking and analytical skills and the ability to make quick diagnoses when troubleshooting and locating faults. To this end, online simulations are playing a key role in filling the logic gap and providing a bridge between the job shadowing, lecture, and lab components of instruction,” Donovan says.

Beyond the CHP-5 course prep courses, SkillMill’s catalog also can help prepare technicians who prefer to take the traditional Core and Specialty exam pathway. “Interplay and NATE have taken steps to integrate systems to facilitate easier transitions from training to testing or earning continuing education units,” Donovan adds.

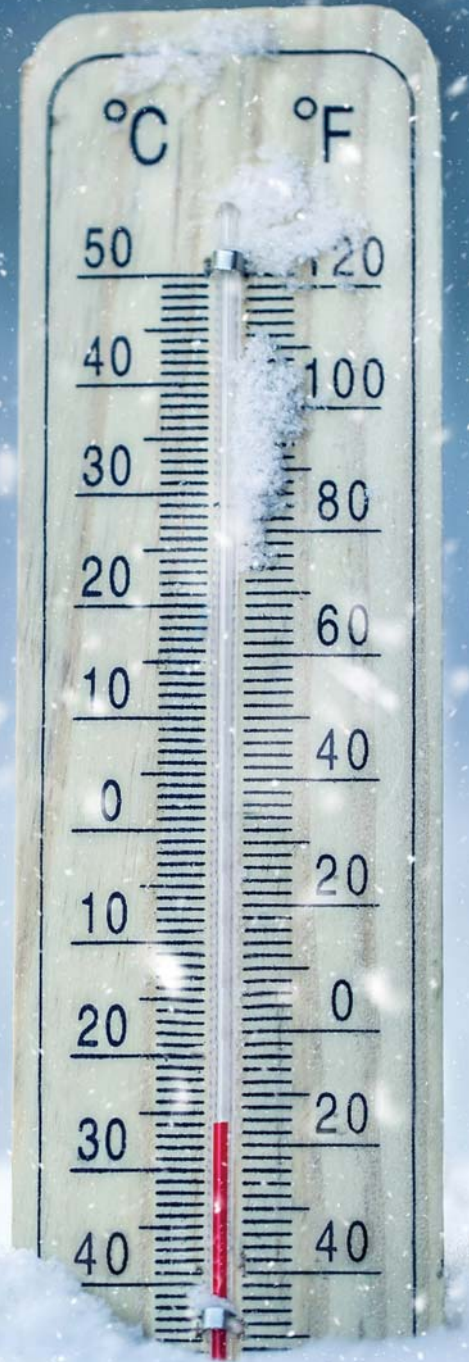
### THE NEAR FUTURE

Looking ahead, does NATE plan to pursue this type of training (in a similar format) in the near future? Spagnoli says that, yes, NATE is interested in developing more courses with a similar format, and is looking to implement something similar for its newest certification exam, Low-GWP Refrigerants. NATE plans to work with Interplay on pairing courses to that exam, as well. ●

Neal Lorenzi is a contributor to the *NATE Magazine*.



# WHEN WINTER IS AT ITS WORST, OUR HEAT PUMPS ARE AT THEIR BEST



**The lowest temperatures deserve the highest performance...  
and Fujitsu General heat pumps deliver performance like nothing else in the field.**

- A perfect fit for residential and commercial applications
- Stay infinitely comfortable down to -15°F
- Superior quality means fewer call-backs
- Highly energy-efficient electrical operation
- Utility rebates available
- Ultimate design flexibility

Get more with Fujitsu General Heat Pumps...  
more installations, more efficiency and more profit!

[constantcomfort.com](http://constantcomfort.com)



**INFINITE COMFORT**





# Speaking the Same Language

HVACR DISTRIBUTOR REFRIGERATION SALES CORP. USES NATE'S CHP-5 PROGRAM TO CREATE STRONGER RELATIONSHIPS WITH ITS VENDORS AND CUSTOMERS.

For more than 75 years, Valley View, Ohio-based Refrigeration Sales Corp. (RSC) has served HVACR contractors in Ohio and western Pennsylvania. It began as Warren Farr Sr. created a wholesale distribution sales division at the Refrigeration Maintenance Corp., a large installing and servicing refrigeration contractor.

However, his refrigeration career started much earlier, as he worked for his father, Earnest Wightman Farr, at the Kelvinator Cleveland Co., which sold appliances, including residential and commercial refrigerators. Warren Farr also attended the much respected Kelvinator Refrigeration Service Training School.



In addition to customers, RSC counter staff and warehouse associates are encouraged to enroll in the distribution firm's training classes free of charge. The company also requires employees to complete at least 12 hours of training each year.

Kelvinator Cleveland transformed into Farr Refrigeration Services. The name changed to Refrigeration Maintenance Corp. as the company expanded and relocated to downtown Cleveland. By 1961, after another expansion and move, the firm was a 100 percent business, so the name was changed again.

Today, Refrigeration Sales Corp.

"RSC IS VERY FOCUSED ON TRAINING OUR CUSTOMERS AS WELL AS OUR ASSOCIATES. WE HAVE TO BE THE EXPERTS IF WE WANT TO SUPPORT THE EXPERTS. THE CONTRACTORS WE SERVE ARE THE BEST IN THE BUSINESS; WE ARE VERY PROUD TO BE PART OF THEIR EDUCATION AND TRAINING."

— Rhonda Wight, President and CEO, Refrigeration Sales Corp.



is embarking on a new chapter with a new owner. The Farr family sold the distribution firm to Rotunda Capital Partners in June 2021.

"This transition to new owners has given RSC the opportunity to continue our mission and maintain our core values while investing in necessary areas of our business to stay relevant in a very increasingly competitive market," explains President and CEO Rhonda Wight, who has been with the business for 28 years. She was named president in 2013.

A large part of that investment is training, a service that wholesale distributors take seriously. Not only does it raise the bar in the industry — ensuring that contractors are well-versed in the newest products and technology — it brings in customers.

"If you help train your customers, they will surely come to you to purchase the products that support the training that you provided for them," notes *Industrial Distribution* magazine in its article, "Distributors: Why Training Your Customers Is So Important" (<https://bit.ly/3IfMstU>). "You will gain mind share and will be respected in

your marketplace as a distributor who can provide value and knowledge. You will find that regardless of the size of market that you are in, contractors talk to other contractors. The more training you provide, the more your business will be mentioned in a positive light."

With new energy-efficient HVACR products rapidly coming to market and the digitalization of building data, proper training is crucial to ensure that products are installed and maintained correctly.

"RSC is very focused on training our customers as well as our associates," she notes. "We have to be the experts if we want to support the experts. The contractors we serve are the best in the business; we are very proud to be part of their education and training."

Wight adds that all counter staff and warehouse associates are encouraged to enroll in RSC's training classes free of charge. In addition, the company requires employees to complete at least 12 hours of training each year.

Providing its contractor customers with the best service is a core value for RSC; NATE certification allows it to accomplish that goal.

“Our entire technical support and training team are NATE-certified,” says Jim Price, RSC’s technical services manager. “We all have roots in the field. We feel it maintains credibility, as well as give us a vantage point for training.”

Price has spent nearly three decades in the HVACR industry — and has only worked for two firms during that period. “I’ve gathered a good amount of real-world experience that I draw from to provide credible training to our customers,” he says. “It has been a long, winding road with many twists — sometimes rocky, but always rewarding.”

## BRINGING PARTNERS CLOSER TOGETHER

NATE certification for HVACR wholesale distributor businesses is a win-win-win for manufacturers, distributors and contractors.

“As a distributor with a technical support department, it is critical that our tech staff have up-to-date credentials,” Price explains. “RSC has been the top certifier in the Great Lakes region for many years now. NATE training is part of our culture here! I feel that RSC uses NATE as a tool to bring our customers and our manufacturer partners closer together. RSC providing NATE training cements those sometimes disparate elements more closely together.”

RSC uses NATE’s newest certification program, the Certified HVAC Professional, also known as CHP-5, to assist in those efforts. This certification program consists of five 30-question exams for five subject areas: HVAC Fundamentals, Electrical and Controls, Comfort and Airflow, Installation, and Service. Each exam has a one-hour time limit but can be taken in any order and spaced to fit into a technician’s schedule.

The program allows HVACR technicians to achieve certification in smaller



Jim Price, Refrigeration Sales Corp. technical services manager, says that NATE certification strengthens the partnerships between HVACR manufacturers, distributors and contractors.

bites rather than tackle the more traditional 50-question core exam and 100-question specialty exams, which can be intimidating to some.

NATE developed the CHP-5 approach to open certification to more people. Now HVACR professionals have a choice in the certification path they take.

“CHP-5 gives us the ability to include a NATE certification for our successful multi-week, year-long HVAC Technology classes,” Price explains. “We have rewritten our current curriculum to accommodate the periodic exams. We feel that CHP-5 gives technicians who may not necessarily have as many years of experience access to the NATE career path.”

He adds that NATE certification is beneficial to RSC because it’s difficult to achieve.

“Normally, difficult isn’t a good thing, but to an employer, a technician who attains NATE certification has a vested interest in their industry,” Price explains. “It’s a great way to stand out. Employees who earn NATE certification have to take the initiative to do so. This is difficult and shows employers that technicians are investing in their

training and careers — and they want to be the best.”

The company’s focus on customer service and industry relationships is embodied in its WholeServer mission of “service speed, expertise, and relationships.”

Wight adds: “I love this industry. It’s a relationship business. Our relationships with our employees, customers, and suppliers are important to me. Our industry is ever-changing, but the people in this industry stay the same. We work hard together to solve customer issues and to support our products. It takes a village!”

For HVACR distributors who have not embraced NATE certification in their companies, Price echoes Wight’s thoughts on the importance of industry relationships.

“NATE creates a stronger relationship between technicians, counter staff, technical staff, and the manufacturer,” he says. “It helps us all speak the same language. The better the communication between these important folks, the better the experience for homeowners and building owners.” ●

---

Kelly Faloon is a contributor to the *NATE Magazine*.



**93%** of American Standard dealers are satisfied with our product quality.



**81%** of people eat chocolate.



## **AMERICAN STANDARD: MORE POPULAR THAN CHOCOLATE.**

It's hard to get everyone to agree on something—but we've come close. American Standard's proven quality, ease of use and customer satisfaction make it easy for dealers to love—and sell.

American Standard received a 93% product quality satisfaction score among current dealers in a proprietary Dealer Brand Health Study conducted by Trane Technologies in 2019. Chocolate habits were reported by Statista in 2019. ©2022 American Standard Heating and Air Conditioning.



See why it makes sense to sell us more at [amsd.us/chocolate](https://amsd.us/chocolate)



# Veteran of HVACR Field Benefits from NATE Certifications

**A** 33-year veteran of the HVACR field, Jim Hamilton has worked for M & A Supply Company Inc., Nashville, Tennessee, since June 2004 as a field service rep. M & A Supply distributes Samsung and York products in Tennessee and Alabama, and Ruud products in Arkansas.

"I primarily support East Tennessee, starting with phone technical support," Hamilton says. "This may evolve into a site visit as needed. I am also authorized to perform factory startup and commissioning on York ducted commercial equipment."

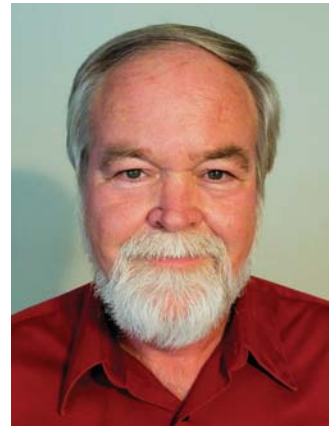
Hamilton develops presentations for the company's classroom training programs along with YouTube videos for its online support. "Because of COVID concerns, we have not been offering as much classroom training as normal, but we have been performing more web-based live training. Also, we have a hands-on training lab in the Nashville branch, which was recently certified as York-authorized."

NATE training and certification has been a big part of Hamilton's success in the field. He has the following certifications: Heat Pump Service and Install (2001); Air Conditioning Service and Install (2001); Gas Heating Service and Install (2001); and Air Distribution (2005). "I believe these certifications helped me to obtain my current position. As for benefitting my company, when someone in the field hears that you are NATE-certified, they are more prone to listen to you during training and, of course, manufacturers will give your opinions more weight."

Along with NATE certifications, Hamilton has a Mechanical Contractors License, Master Gas Pipe Fitters License, and Electrical License. "Taking the NATE tests was on the recommendation of a Trane distributor we were working with at the time. In 2004, the opportunity to work in the technical support role with M & A Supply became available. I am sure competing in what was then known as the NATE Olympics played a large part."

Hamilton recommends NATE's latest Live Online Proctoring offerings to technicians on a regular basis. "I don't know how many people have taken my advice and used Live Online Proctoring, but I have recommended it numerous times. This allows them to schedule a test without having to work out a time with me to proctor it and helps maintain social distancing."

Hamilton advises today's technicians to reach out for all the training they can get and not be afraid to ask questions. "When I was starting out, I would always take home the install manual to read and study the day before installing a new piece of equipment. With today's means of communication, it's easier than ever to do that. Take advantage of the tools that are available." ●



"WHEN I WAS STARTING OUT, I WOULD ALWAYS TAKE HOME THE INSTALL MANUAL TO READ AND STUDY THE DAY BEFORE INSTALLING A NEW PIECE OF EQUIPMENT. WITH TODAY'S MEANS OF COMMUNICATION, IT'S EASIER THAN EVER TO DO THAT. TAKE ADVANTAGE OF THE TOOLS THAT ARE AVAILABLE."

Neal Lorenzi is a contributor to the *NATE Magazine*.



# Celebrating 25 YEARS



[www.NATEX.org](http://www.NATEX.org)







**SAVE TIME, MONEY AND YOUR BACK!**

PowerMate does 100% of the lifting for you!

Proven to reduce the physical effort to move heavy loads by 87%

Most loads can be moved by one person, instead 2 or 3.




[www.PowerMate.info](http://www.PowerMate.info)



1-800-697-6283

To advertise in NATE contact

**Steve Suarez**



Media Account Executive  
 ssuarez@endeavorb2b.com  
**O: 914-259-0867**  
**M: 816-588-7372**

**Low-GWP Refrigerant Certification**

*THE INDUSTRY'S REFRIGERANT CERTIFICATION*

NATE is proud to introduce a new refrigerant certification, designed to validate a technician's knowledge of low-global warming potential (GWP) refrigerants.

The NATE low-GWP refrigerant certification ensures that HVACR engineers and technicians have the necessary skills and job knowledge to handle refrigerants of all types.




**Study Guide Now Available on the NATE Online Store**

[www.NATEX.org](http://www.NATEX.org)

**HODES CO**  
 PROFFERED PLUMBING PARTS

Family Owned and Operated Since 1943

**Free Net Priced Full Line Buyers Catalog**

**Free Same Day Shipping on Over 10,000 Pro Quality Plumbing Parts**

**SIX MONTH PRICE FREEZE**

**1-800-777-6500**  
[www.HodesCo.com](http://www.HodesCo.com)

- Toilet and Tank Repair
- Tubular and Supplies
- Valves, Fittings and Pipe Repair
- Chemicals, Tools, and Utility
- Faucets and External Trim
- Internal Faucet Repair

**LG**Air Conditioning  
Technologies

## This winter, the LG Generation wants you to **Bring The Heat.**

... and they don't want their parent's same old HVAC system. They're seeking modern designs, efficient technology and the seamless smart home integration that LG provides.

As an LG Pro Dealer, you'll have the support you need to deliver comfort all season long.

- **Opportunity:** Access to hands-on training, events, lead generation, priority technical support, marketing materials, exclusive perks and benefits like priority listing on LG's contractor locator and access to pre-negotiated financing programs.
- **Reward:** Earn points\* with LG PerksPLUS and redeem for rewards.
- **Confidence:** You'll have the proven reliability of the LG brand, and the advantage of offering up to a 12-year warranty\*\*.

Learn how to become an LG Pro Dealer today at [www2.lghvac.com/prodealer](http://www2.lghvac.com/prodealer)



Multi V S<sup>®</sup> 3 & 4 Ton  
with LGRED<sup>®</sup>

\*For Gold or Platinum tier LG Pro Dealers.

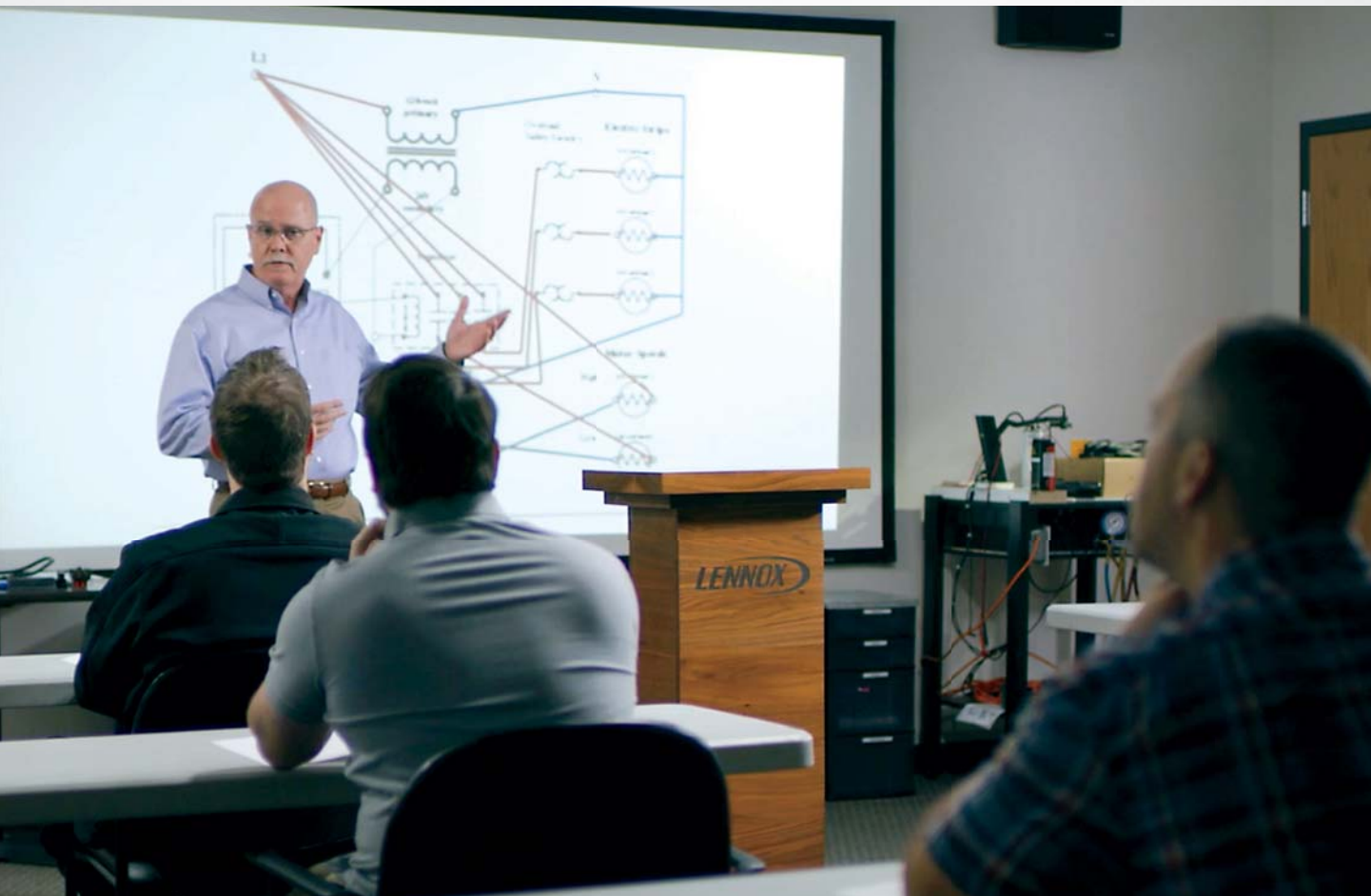
\*\*Upon expiration of the product's original manufacturer's limited warranty period, an extended limited warranty period may apply on parts and compressor for qualified and registered LG Residential Light Commercial (RLC) products.



# We're in the business of setting you apart.

All Lennox dealers benefit from over 125 years of uncontested HVAC know-how. That includes knowing how to give your business a competitive edge, whether you're developing leads, marketing your business or attracting and training new techs. As your partner in perfect air, Lennox has every solution your business needs to be the first choice among homeowners.

Partner with us by visiting [learnlennox.com/airislife](http://learnlennox.com/airislife) or scan this code with your mobile device.



Ultimate Comfort System™



Air is life. Make it perfect.™