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EMERSON

Emerson Educational Services Helps Fill the Knowledge Gap

Technician training programs address modern HVACR service complexities

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Emerson Educational Services offers comprehensive training programs that not only cover essential service skills, but also keep your teams up to date on the latest electronic controls, diagnostics and protection technologies.

Over the past decade, the commercial refrigeration and AC landscapes have experienced unprecedented changes. Persistent regulatory activity, an influx of new system architectures and rapidly evolving industry trends have combined to create a perfect storm of complexity for service technicians. Compounding these challenges are the known attrition rates of seasoned technicians and the difficulty of attracting younger job seekers to the HVACR trades.

More than ever, contracting businesses are looking to equipment and component manufacturers to help train their technicians on how to service emerging refrigeration systems and utilize new technologies. Emerson Educational Services is designed to do just that.

Emerson Educational Services offers comprehensive training programs that not only cover essential service skills, but also keep your teams up to date on the latest electronic controls, diagnostics and protection technologies. Emerson provides a wide variety of educational options to meet today's diverse training needs — including hands-on seminars in the classroom or online and mobile tools in the field.

Training options for a variety of trainee needs

Emerson Educational Services provides a combination of course offerings and teaching tools to help technicians of all skill levels work with new technologies and complex systems. These options are designed to allow technicians to continue their education according to their preferences, needs and schedules.

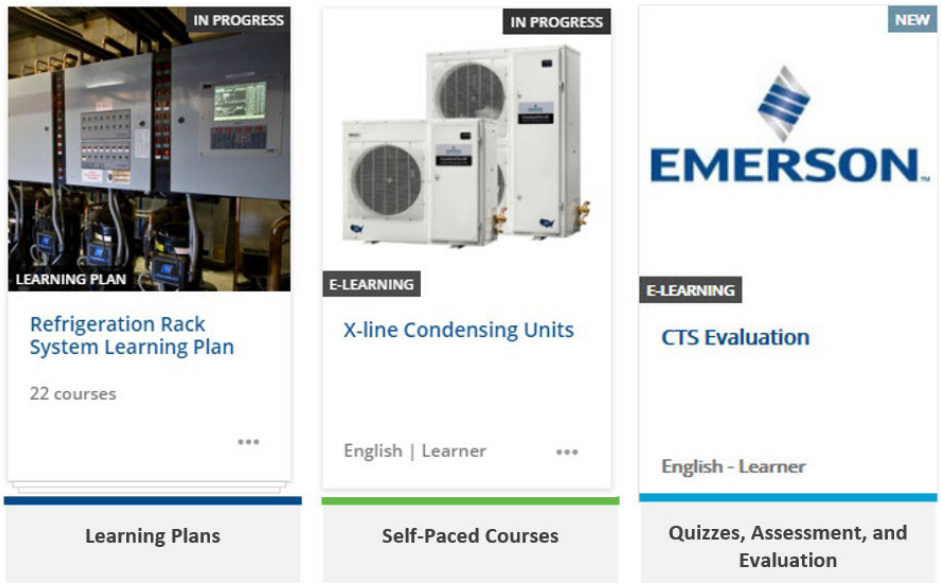
- ***Foundational learning:*** Provides expertise on foundational industry concepts, skills and tasks to prepare for working with systems of all sizes and complexities.
- ***Product-specific learning:*** Enhances technician knowledge about specific product applications, functionalities and operations; helps them successfully select, install and troubleshoot system components.
- ***Hands-on/expert-led training:*** Allows technicians to work with experts to gain an in-depth understanding and hands-on experience with systems and components, giving them the confidence and familiarity needed to effectively service these types of systems.
- ***On-the-job performance and support tools:*** Supplement formal learning by giving technicians access to online and mobile resources that serve as real-time performance guides on the job and in the field, such as smartphone applications and short videos.

Combined, these programs and tools provide a variety of options geared toward technicians of all expertise levels, specializations and job requirements.

Online learning

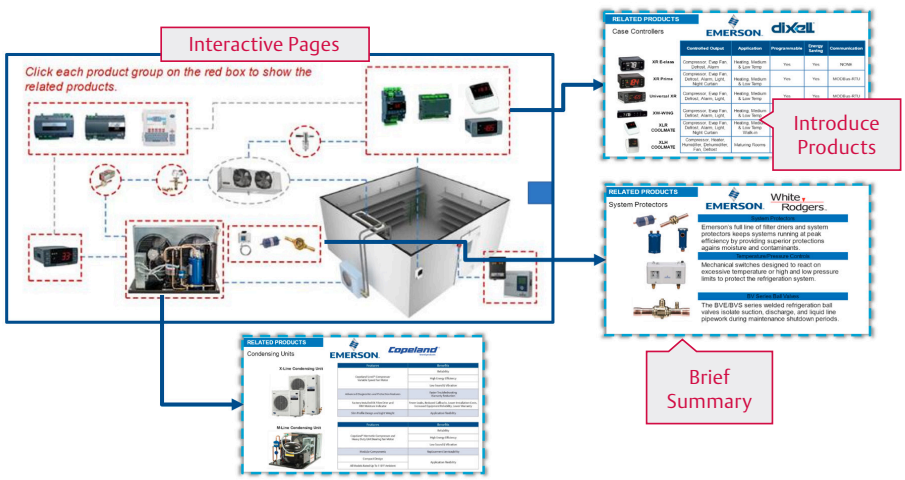
At Education.Emerson.com, Emerson Educational Services offer e-learning programs and resources that cover a wide range of foundational HVACR topics, applications and products. This online learning portal allows technicians to learn at their own pace, regardless of their location. Offerings include:

• Learning plans • Self-paced training courses • Recorded webinars • Quizzes and assessments

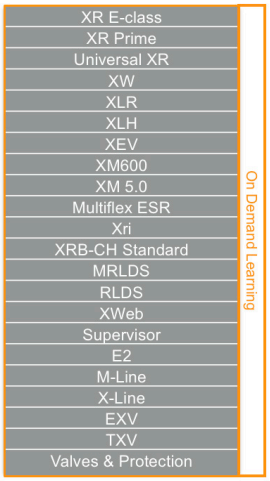


Our recently added Asset and Product Training section is organized into learning plans about specific HVACR applications, such as: condensers, rack systems, display cases and walk-in refrigeration. Each plan starts with a short course that explains how the application operates, reviews its features and benefits, and shows where it's commonly used. The learning plans then provide details about the Emerson components used in each respective application, followed by additional modules that provide in-depth training on each of the components/products used in that application.

Asset Based Modules (15 min.)



Product Training (25 min.)



Expert instructor-led seminars

Emerson Educational Services employs an expert staff of Emerson-certified instructors who conduct seminars at locations all around the country. These sessions are typically offered on dates and times designed to have the least impact on a contractor's business. Upon completion of a course, attendees receive North American Technician Excellence (NATE) credits.

On-the-job, in-the-field support links

Emerson offers a variety of online tools to provide support for technicians in the field, including:

- Emerson Commercial and Residential Solutions, YouTube channel
- Emerson mobile apps
- Online product information
- Online Q&A

Visit our website to learn more about Emerson Educational Services or sign up for a training session.

Encountering a dynamic landscape

Because of the existing technician shortage, there are tremendous career opportunities for new technicians entering the HVACR service trades. However, those who choose this promising career path will encounter a dynamic, yet challenging landscape — one that's being shaped by the following industry trends:

- Energy efficiency and refrigerant regulations are driving the adoption of new products, electronic components and lower-GWP system architectures.
- Rapidly changing food retail formats, omnichannel delivery models and consumer-driven preferences are augmenting traditional fulfillment methods.
- The demands for higher efficiency and reliable performance are being addressed with advancements in smart, connected technologies.
- The need for precise tracking of temperatures and energy usage requires new tracking tools, advanced controls, and facility and energy management systems.

While these new technologies provide significant improvements in serviceability, automation and end user control — e.g., setpoint management and temperature monitoring — they represent a paradigm shift in approaches to system maintenance.

Training programs must be designed to address these new complexities and tailored to technicians' comfort levels with new technologies. Those accustomed to traditional mechanical system design are often reticent to embrace electronic components, while the new generation of technicians may find familiarity and greater utility from the use of digital tools.