



FREE Heat Pump Water Heaters for Your Staff

You and your staff can get hands-on, personal experience with heat pump technology through **TECH Clean California's Learn & Earn** program. This program awards free heat pump water heaters to participating contractors, which allows more personal experience with the technology so you can share that experience with customers.

The participant's contractor firm must hold a C20, C36, or General B License – see details [here](#). All heat pump water heater units received must be installed at the contractor's home or business, and there is a limit of six units per contracting firm.

Here's how to get your FREE heat pump water heater:

1. **Enroll:** [Sign up](#) to become a TECH Clean California contractor.

- Scroll down until you see yellow "SIGN UP NOW" button.

SIGN UP NOW >

- Finish all seven steps to complete enrollment.
 - Once the enrollment is complete, there will be a confirmation on the page stating a TECH Clean California member will reach out.
 - For those who signed up as a TECH Clean California contractor previously, contractors who have been enrolled as a TECH Clean California contractor at one point in time will be eligible for the incentive and do not need to re-enroll.

2. **Take the Heat Pump Water Heater Training:** Installers can register today for the TECH & ESMAC Heat Pump Water Heater Education Training [here](#).

- One installer is needed per contractor firm for training. Although, it is suggested that all installers, technicians, and owners attend this training.
- Please scroll down until you see "TECH & ESMAC," then click "VIEW DETAIL" for the webinar that best fits your schedule.

TECH & ESMAC

NOV 29 2023 7:00 AM - 9:00 AM
PACIFIC TIME

LIVE WEBINAR

TECH & ESMAC HEAT PUMP
WATER HEATER EDUCATION

TECH & ESMAC

VIEW DETAIL

DEC 11 2023 7:00 AM - 9:00 AM
PACIFIC TIME

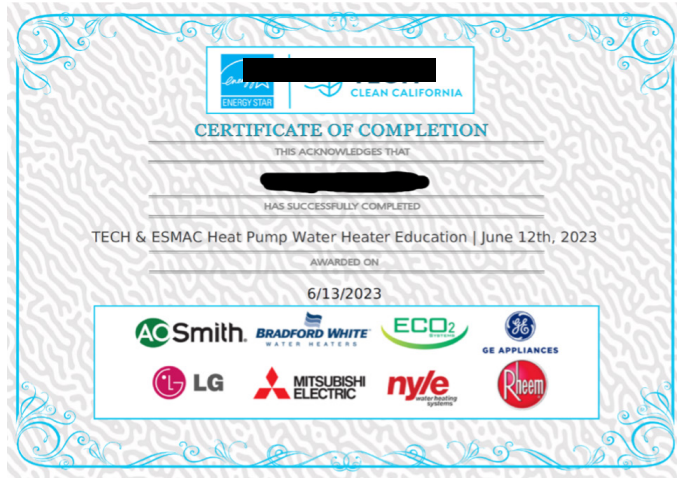
LIVE WEBINAR

TECH & ESMAC HEAT PUMP
WATER HEATER EDUCATION

TECH & ESMAC

VIEW DETAIL

- Once the “TECH & ESMAC” training is concluded, the participating contractor must take the end of course survey to receive a certificate of completion which is required to be eligible for the Learn & Earn Program. This is an example of a certificate of completion:



3. **Take the Manufacturer Training:** All contractor firm installers must complete additional live training with a heat pump water heater manufacturer. In this training, the manufacturer will confirm that the participant understands unit sizing, use of thermostatic mixing valves, location considerations, and CTA-2045 ports.

- More details about the manufacturer training can be found [here](#). Upon completion, the manufacturer or manufacturer’s representative will provide confirmation to TECH Clean California.
- Below is the list of manufacturers that provide the training. Participants are required to complete at least one of the manufacturer training courses. Training is available and details can be found [here](#).

TECH-Approved Manufacturer Trainings		
Manufacturer	Training Format	How to Access Training
AO Smith	Online Recordings	Visit AO Smith University Online at this link
American Standard	Online Live Webinar	Please email Ron Johnson to secure your place in an upcoming session.
Bradford White	Online Live Webinar with Gregg Holladay	Please email Gregg Holladay to secure your place in an upcoming session.
Harvest Thermal	Online Live Webinar	Visit this link to register for training
Rheem	In-person and Online Live Webinar Options	Please contact Kevin Clark for a pre-populated email to schedule personalized TECH Clean California HPWH training
State	Online Recordings	Visit State University Online at this link
American	Online Recordings	Visit American University Online at this link
Lochinvar	-	Information Coming Soon

4. **Select Your Heat Pump Water Heater:** After we have verified that the contractor has completed the enrollment and both training courses, the contractor will be emailed a Learn & Earn participation form to fill out and select their preferred distributor. Check your email for the form from the email address: tech.training@energy-solution.com.
 - Once the form is received, TECH Clean California will then submit the order through the contractor's preferred distributor.
 - Please note that participating contractors will be required to agree to the terms and conditions of the process, which includes submitting installation photos and pre- and post-installation data. These terms and the agreement are in the participation form.
 - The participating contractor is required to install a thermostatic mixing valve and enroll in demand response and/or time-of-use program (TOU) at their installation residence.
5. **Pickup:** The contractor's firm will be notified by TECH Clean California when the heat pump water heater(s) are ready for pick up.
6. **Send Your Verification:** Once installation is complete, the participating contractor will receive a link via email to submit photos of installation and an installation data form for verification purposes. Participants are required to submit **required** photos and data to us using the link from our email within 30 to 60 days after receiving the heat pump water heater unit.

Required installation data includes, *but is not limited to*, the following:

- Recipient Name
- Recipient Address
- Recipient City
- Recipient Zip
- Recipient Phone Number
- Recipient Email
- Employment Title
- Pre-Install Data
 - Water Heater Location
 - Water Heater Gallon Size
 - Water Heater Type
 - Water Heater Fuel Type
 - Is it in a Closet?
 - Is it Earthquake Braced?
- Post-Install Data
 - Date Installed
 - Serial Number
 - Water Heater Location
 - Water Heater Gallon Size
 - Is it in a Closet?
 - Did You Need to Perform Electrical Upgrades?
 - Did You Set It Up for TOU/Demand Response?
 - Please List Any Issues or Comments
- **All of these fields** must be filled out

Frequently Asked Questions

Q: Who owns the heat pump water heater?

A: The person who owns the residence or business where the unit is installed owns the heat pump water heater. When the units are picked up from the distributor, the contractor assumes ownership, and ownership passes to the employee who is receiving the unit once installed.

Q: Who do participants contact for product support or warranty information?

A: For product support or warranty information, please contact the manufacturer of your heat pump water heater. Products retain the same warranty the manufacturer offers for their products.

Q: Will these units be tracked for energy savings?

A: Yes. The units given away through this program are recorded in the program database and claimed as program installs, which makes them part of the tracked data set for TECH Clean California.

Q: Do we need to install the thermostatic mixing valve?

A: Yes, installed thermostatic mixing valves are a program requirement.

Q: Can the participant apply for a rebate or incentive with the free heat pump water heaters?

A: No. Since they are receiving the unit(s) for free, incentives do not apply. As mentioned above, these units are tracked once they are assigned to the recipient.

Q: Can recipients choose the new 120V units?

A: Yes! 120V heat pump water heaters are eligible. Please note, some 120V units have embedded thermostatic mixing valves. Confirm product specifications for the specific unit prior to purchasing an additional thermostatic mixing valve.

Q: If I don't need all six units, can we resell some of them?

A: No. These units are for training purposes for you and your staff so that you can be more familiar with them when you sell to your customers. (One heat pump water heater per employee that completes all requirements and only one SanCo2 unit per company).

Q: Who are the current qualifying manufacturers?

A: AO Smith, Bradford White, Rheem (RUUD), American Standard, Richmond, American, and State

Steps for Manufacturers & Distributors

1. After contractors have signed up and taken the manufacturer training, the person who provided the training (i.e. manufacturer, manufacturer's representative) must fill out [this form](#) in order to confirm completion of the course.
2. From there, TECH Clean California will have the contractor fill out an order form with the equipment that they would like to order. We will ask them directly what distributor they'd like to order from and where they'd like to pick it up. If their distributor location request is not feasible, we will suggest an alternate distributor location or distributor.
3. After the order form is collected, we will submit a purchase order to the coordinating entity. Please then send us the invoice for the order to TECH.training@energy-solution.com.
4. Our team will then send these invoices to our internal accounting team to authorize the payment.
5. Once these orders are placed, we ask that the distributor ***please provide the contractor and TECH Clean California (tech.training@energy-solution.com)*** with the order confirmation and the details for order pick-up. The contractor's details will be on the initial purchase order we provide. The TECH Clean California team will then be able to track when equipment has been ordered, picked up, etc.

Additional Steps for Manufacturers

As the Learn & Earn program has gained momentum statewide here in California, we have realized that we would like to make sure that we have clear communication with you, our partners, to provide these opportunities to contractor communities. With that being said, we would like to propose the following guidelines for the Learn and Earn program within your own training moving forward as of November 1, 2023:

- Is there a live training component for each manufacturer's training required? We would prefer that each manufacturer or manufacturer's representative conduct 'live' training (in-person, online, asynchronous, etc.). However, if you have webinar-based training but offer a dedicated mentor with whom the contractor has immediate contact, that is acceptable. This is subject to approval by TECH Clean California.
 - During your training, mention these four simple steps for receiving a free heat pump water heater:
 - Sign up with TECH Clean California to become a TECH Contractor
 - Take and complete the ESMAC training and post training survey (attendee will receive a certificate)
 - Take and complete the Manufacturer training
 - Provide Post installation data at the request of TECH Clean California
- We would appreciate it if you could send this information on Mondays. This allows us to assist the contractors in the following week. If you trained a contractor on Thursday and sent in their information on Monday, we can contact the contractor Tuesday through Friday of that week.

*PLEASE NOTE: Energy Solutions/Cohen Ventures can only purchase units from distributors with which we have a credit line. If Energy Solutions/Cohen Ventures does not already have a credit line with your organization, please provide information to us, and we will get the process started to obtain a credit line as our process only allows for purchase orders. Thank you!

Additional Steps for Distributors

We would like to propose the following guidelines for the Learn & Earn program for Distributors moving forward as of November 1, 2023:

- You will receive a purchase order in the form of an email from a representative of TECH Clean California.* In this email, it will contain the following information:
 - Purchase Order Number
 - Contractor Name
 - Distributor Location or Zip Code
 - Quantity
 - Manufacturer
 - Model Number
 - Gallons
 - Thermostatic Mixing Valve
 - Pick Up Information - This is the person who will be picking up the units. This will include a person's name, email and/or phone number
- NOTE: If a contractor wishes to have the items delivered, Cohen Ventures (Energy Solutions) will not pay the delivery charge
- When creating an invoice in response to our purchase orders, please include the following in addition to normal invoice items:
 - Purchase Order Number
 - Contractor Name
 - Unit Pricing for Thermostatic Mixing Valves
- Send all invoices to tech.training@energy-solution.com
- If you would like to inform contractors of the Learn and Earn program, please use the Learn & Earn Flyer and direct them to email tech.training@energy-solution.com for more information.
- You can mention the following four simple steps for receiving a free heat pump water heater:
 1. Sign up with TECH Clean California to become a TECH Contractor
 2. Have an installer take and complete the TECH & ESMAC Heat Pump Water Heater Education training and post-training survey (attendee will receive a certificate)
 3. Have all installers take and complete the manufacturer training (attendee will receive a certificate)
 4. Provide post-installation data at the request of TECH Clean California

That is the end of the steps needed by the manufacturers and distributors. From there, we will communicate with the contractors to gather post-installation data and photos which will be used for evaluation purposes.

If you have any questions, reach out to tech.training@energy-solution.com for more information.

Available while supplies last! Units are not permitted for resale, and are not eligible for rebates

