

TECH Clean California's Hybrid Water Heater Quick Start Training Program



It's easy to sell a product you believe in and know will bring value to your customers. We want to make contractors believers in how awesome Hybrid (Heat Pump) Water Heaters are, and to do that, the sales and installation teams need to have direct experience with one.

TECH Clean California will sponsor the purchase of hybrid units for curated contractors in areas where there are limited options for customers who are interested in having a heat pump deliver their hot water needs.

Contractors must be trained on hybrid water heater installation and work directly with a manufacturer for support as part of participation in this sub-program.

Participation Rules

- Contractor must be enrolled in TECH.
- Take one [TECH & ESMAC Heat Pump Water Heater Education Training](#).
- Contractor must be licensed for water heaters and have a plumbing department.
- Contractor must be in a targeted region and/or in a DAC census tract.
- TECH will pay the cost of the water heater from the distributor/manuf.
- Contractor must choose a hybrid water heater partner and be trained on the product.
- Contractors must understand sizing, use of thermostatic mixing valves (TMV), location considerations (including electrical needs) and CTA-2045 ports before placing an order with TECH.
- Units are expected to be installed for employee sales and installation leads only.
- Once the contractor has been trained, they can pick up their units and install.
- Installation details will be uploaded into Iris via Excel spreadsheet.

How to get started

Provide details to Sandy Laube slaube@energy-solution.com 510-482-4420 #424

1. Which distributor will you be working with?
2. Which hybrid water heater manufacturer would you like to work with?
3. How many sales/installation leads are at your company? Names and roles of recipients.

After confirming that you've completed the manufacturer training, you'll provide your order (model, size) to TECH and we will order through your preferred distributor. You will be notified when units are ready for pick up. We'll ask for pictures of the installation and details like what you would upload into Iris.

FAQ

Q: Who owns the water heater?

A: The person who owns the residence where the unit is installed owns the 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: Where do I go for product support?

A: To the manufacturer of your water heater.

Q: What is the warranty on these units?

A: Products retain the same warranty the manufacture offers for their products.

Q: Do we have to participate in Demand Response programs if we have a CTA-2045 port?

A: No, there is no requirement.

Q: Will these units be tracked for energy savings?

A: Yes, 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.

Q: Do we have to install the Thermostatic Mixing Valve?

A: Yes, TMV's are a program requirement.

Q: Can we choose the new Rheem 120V units?

A: Yes, these new units are part of the TECH program, choose the HydroBoost units that have TMV built in.

Q: What training will my company need?

A: How to assess sizing needs by looking at the number of occupants, number of bathrooms, customer preferences for shower length, and presence of large soaking tubs. Identify and discuss pros and cons of suitable locations for HPWH, concerns such as noise or size, and what will need to be done regarding condensation, conduits, venting, ducting, etc. In short, all the things you consider when installing into a customer's home.