



Manual 7

Residential **T**echnician **T**raining

OPERATING **M**ANUAL

A. INTRODUCTION

*We botch the **training**, We botch the **technician**; We botch the **technician**, We botch the **work**; We botch the **work**, We botch the **Company**.*

Mediocrity or excellence starts with training.

1. Hundreds of recruits have proven that a successful or unsuccessful career in duct cleaning starts at training. Good training through good trainers groom superior technicians. The opposite is painfully true. Bad habits start on Day 1. The Company has been inconsistent in running the training program. When business is slow, training tends to be decent. When we are in a hurry, training is just throwing the recruit to whoever technician who is working. We paid the price for it. Never again, we are going to do that. Neglecting a recruit's training is like neglecting a child's education. It will not finish well.
2. RTT OM outlines in detail how a new hire ought to be trained. The program below is not "paperwork" a trainer takes care when the training is over. It is the guidance tool the trainer uses to conduct the training. Every trainer needs to be trained before being paired with a new recruit. If we do not have a suitable trainer, let's delay the training. Putting a recruit with an unsuitable trainer is paying a recruit to learn bad habits. When assessing an elite unit of an army, the first qualifier we use is often "well-trained" even in this high tech era. Same reasoning for duct cleaning. A good duct cleaning company that is not "mom and pop" starts with well-trained technicians.
3. Finally, let there be no doubt that training is the exclusive responsibility of the ROM. Trainers are there to help the ROM to fulfill this responsibility. The outcome of the training falls solely on the shoulders of the ROM. The ROM is the final signature at the bottom of the training log. On behalf of the Company, the ROM is the person signing off to allow the new hire to perform residential cleanings solo in the field. This responsibility cannot be delegated.

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RD: Residential Dispatcher
RT: Residential Technician
ROM Residential Operation Manager
RSM Residential Sales Manager
RSR: Residential Sales Rep
RTT: Residential Technician Training

TRAINING SCHEDULE

Trainee Name: _____ Start Date (dd/mm/yy): _____

NEW TECHNICIANS ARE REQUIRED TO DRIVE FROM DAY ONE

TRAINED TECHS ARE REQUIRED TO SPOT BACKING UP

TOPICS	TRAINER	TRAINEE	DATE
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B. DAY 1

1. Onboarding / Employee Handbook	_____	_____	_____
2. Shop/office orientation	_____	_____	_____
3. Time Clock			
I) View time card	_____	_____	_____
II) Time off Requests	_____	_____	_____
4. Clock Shark (Satellite Tech Sign-in)	_____	_____	_____
5. The schedule	_____	_____	_____
6. Service Box App/Start-times/Truck Assignment	_____	_____	_____
7. En-Route / Add-On Services Notifications	_____	_____	_____
8. Communication with Dispatcher at Completion of jobs	_____	_____	_____
9. Power Vac Policies			
I) Drug and alcohol (zero tolerance)	_____	_____	_____
II) Sexual Harassment (zero tolerance)	_____	_____	_____
III) Workplace Harassment (zero tolerance)	_____	_____	_____
IV) Smoking Policy (vaporizers ,e-cigarettes, cigarettes)	_____	_____	_____
V) Smoking is strictly prohibited in company vehicles	_____	_____	_____
VI) Cell Phone / Social Media Platform Policy	_____	_____	_____
10. Calling-in-sick Policy			
I) Notification Must be to Assigned ROM	_____	_____	_____
II) Voice Confirmation	_____	_____	_____
III) No text messages / voice mail accepted	_____	_____	_____
11. Employee Professional image expectations			
I) Cargo Style Type Pants/Shorts	_____	_____	_____

- II) Non-offensive Short/Long Sleeve tops
- III) No tank tops

_____	_____	_____
_____	_____	_____

TOPICS	TRAINER	TRAINEE	DATE
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12. Personnel protective equipment (PPE) POLICY

- I) Safety Glasses / Safety Gloves
- II) Steel Toe boots (CSA approved – Green Tag)
- III) Booties
- IV) Construction Builder Site Protocol
- V) Commercial /Industrial Site Protocol

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

13. Type of Equipment

13.1. Heat Seal Truck Equipment Orientation

- I) Engine components
- II) Proper Side Engine Start-up/ Clutch Operation

_____	_____	_____
_____	_____	_____

13.2. Transit Portable Equipment Orientation

- I) Engine components
- II) Portable compressor operation
- III) Hypervac vacuum operation

_____	_____	_____
_____	_____	_____
_____	_____	_____

14. Equipment Safety Hazards

_____	_____	_____
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15. Vehicle Housekeeping Protocol

- I) Restocking of supplies
- II) Proper storing of supplies and equipment
- III) Securing equipment during travel
- IV) Daily cleaning of truck from personal garbage

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

16. Fleet Management (Terry Ivey – 519-239-8621)

_____	_____	_____
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17. Fleet Issues / Maintenance Requests (Terry Ivey)

_____	_____	_____
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18. Schedule 1

_____	_____	_____
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19. Driving a commercial vehicle

- I) Road etiquette
- II) Backing up truck / 2nd Tech Protocol
- III) Distracted driving
- IV) MTO Documents / Weigh Stations
- V) 10' clearance from house
- VI) 407 Toll Route Prohibited
- VII) Driving around the back of the shop (where to drive)

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

20. The Duct Cleaning Procedure

_____	_____	_____
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21. Arrival at Customer House

_____	_____	_____
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22. Yard Sign Protocol

_____	_____	_____
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23. Confirmation of Add-On Services

_____	_____	_____
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24. Location of Thermostat / Test-Fire System

25. Visual Confirmation of Furnace Ignition

TOPICS	TRAINER	TRAINEE	DATE
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26. Location of Furnace Power Switch

27. Explanation of a HVAC system (Supply/Return/AC)

28. Proper Location of Vacuum Access Holes

29. Safe drilling Locations near A/C Coils

30. Setting up the Job

31. Mandatory use of Magnets

32. Blowing down supply vents

C. DAY 2

1. Review of Day 1 Topics

2. Type of furnaces

I) How to identify between types

II) Difference between mid and high efficiency

III) Primary, secondary heat exchangers

IV) Oil furnaces

V) Oil/Wood Combo Furnace

VII) Mobile Homes

VIII) Electric heating coils

IX) Gas valve identification

X) Furnace Ignition Type (Pilot / Spark / Hot Surface Ign)

XI) Pilot Light Identification

XII) Legal boundaries/ limitations

XIII) Fresh Air/Exhaust Venting Not to be Removed

3. Use of skipping line.

4. Cleaning branch lines.

5. Cleaning main trunk lines.

6. Use of the scorpion Head and Rods.

7. Blowing the fan.

8. Wiping/degreasing of the fan housing and fan compartment.

9. Proper Sanitize the System Procedure

10. Cleaning underside of AC coils.

11. Safe drilling locations near AC coils.

12. Checking the top side of AC coils.

13. Ensuring AC Drains are clear

- 14.How to unclog a drain line _____
- 15.Cleaning of systems using duct boards. _____
- 16.Patching and plugging holes. _____
- 17.Leaving spare plugs. _____

TOPICS	TRAINER	TRAINEE	DATE
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- 18.Sticker placement. _____
- 19.Dealing with a furnace that will not restart _____
- 20.Fueling up. _____
- 21.Shop Vac maintenance. _____

- 22.Explanation of pans and drop boxes. _____
- 23.Proper zoning methods for furnaces _____
- 24.Proper Location of 1 inch access holes _____
- 25.Blowing return vents. _____
- 26.Mandatory use of light and mirror. _____
- 27.Inviting customer questions. _____
- 28.Cleaning electronic air cleaners. _____
- 29.Cleaning Heat Recovery Ventilator systems. _____
- 30.Checking Power Status of HRV Prior To Job _____
- 31.Proper use of the fogger and it applications _____

D. DAY 3

- 1.Review of Day 2 Topics _____
- 2.Cleaning of Main Supply and Return Ducts _____
- 3.Cleaning of electronic air cleaners _____
- 4.Inspection hole and cleaning of J-Channel _____
- 5.Cleaning of Furnace Air Filters _____
- 6.Proper Air Filter Placement & Direction _____
- 7.Filters equipped with UV Lights _____
- 8.Ultra-Violet Purification Devices (Swordfish) _____
- 9.Non-removable UV Devices _____
- 10.Use of Fogger Sprayer & Sanitizer _____
- 11.Ensuring Proper Re-Ignition of furnace _____
- 12.Dryer Vent Exhaust Cleaning
 - I)Gas compared to Electric _____
 - II)Types of venting _____
 - III)Proper cleaning procedure (back of dryer to outside) _____
 - IV)Pricing (\$59 minimum) _____
 - V)Assessment of length of run _____

- VI) Proper safe configuration of venting _____
- VII) Safe cleaning procedures for 2nd floor Dryers _____

TOPICS	TRAINER	TRAINEE	DATE
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13. After hours Protocol with Unforeseen Problems	_____	_____	_____
14. Troubleshooting, possible reasons why a furnace will not start			
I) Door not properly installed, switch not activated.	_____	_____	_____
II) Power switch not turned on.	_____	_____	_____
III) Turned off the thermostat.	_____	_____	_____
IV) Heat demand set to low.	_____	_____	_____
V) Gas turned off (rare, typical on a new construction).	_____	_____	_____
VI) Pilot Light went out	_____	_____	_____
15. Preparing the Bill			
I) Adding & Subtracting Vents	_____	_____	_____
16. Debit Machine			
I) Debit Machine if Lost (Technician), \$300/unit	_____	_____	_____
17. Credit card preparation.			
I) 2.5 % Credit Card Surcharge	_____	_____	_____
18. Closing of Work Order	_____	_____	_____

E. DAY 4 - DAY 5

1. Practice All Tasks from Day 1 thru Day 3 with minimal supervision	_____	_____	_____
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F. DAY 6 - DAY 8

1. Complete daily scheduled jobs without supervision	_____	_____	_____
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G. DAY 9 - DAY 10

1. Final Verification of completed training by Assigned ROM	_____	_____	_____
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TOPICS	TRAINER	TRAINEE	DATE
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H. TRAINEE'S TICKET MATRIX

1.WHMIS	_____	_____	_____
2.Fall Arrest	_____	_____	_____
3.Confined Spaces	_____	_____	_____
4.Lock-Out/Tag-Out	_____	_____	_____
5.OSHA	_____	_____	_____
6.OWhSA	_____	_____	_____
7.New on the Job	_____	_____	_____
8.Reid's Heritage Training	_____	_____	_____
9.Ladder Safety	_____	_____	_____
10.Respirator Fit Test	_____	_____	_____
11.AODA	_____	_____	_____
12.Asbestos Awareness	_____	_____	_____
13.Technician Training Test	_____	_____	_____

I acknowledge that by initialing the above area that I am in agreement that I fully understand each of the above training topics.

Trainee: _____ Signature: _____ Date: _____

Trainer Comments :

FINAL SIGN OFF BY THE TRAINEE'S ROM: _____