



Patterson-Kelley

Sales & Technical Education Program

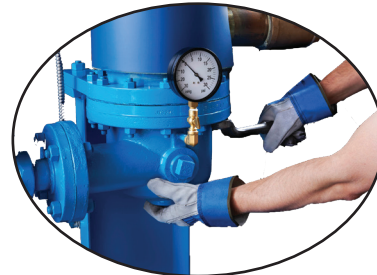
S.T.E.P

At **Patterson-Kelley** we offer a robust catalogue of educational courses comprised of **technical and sales training**.



Our educational program consists of 5 different instructive series. The list includes a **Comprehensive Boiler Re-Certification, Water Heater Product Review, Steam Course, Water Heater 101 Class, Boiler Product Review, & a Sales Series.**

The **Technical Series** we offer incorporates the application processes, troubleshooting, & start-up certification. This **Technical Series** was specifically designed with **Service & Facilities Technicians & Maintenance Personnel** in mind.



The **Sales Series** is designed to inform sales representatives of the features & benefits of the **Patterson-Kelley product-line**, along with selling strategies.

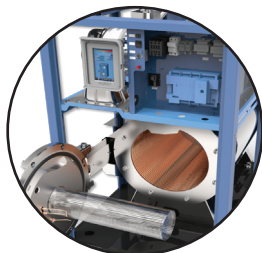
Class Features:

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|------------------------------------|----------------------------------|----------------------------------|---------------------------------|
| ✓ Start-Up | heater only fired equipment | trap and condensate systems | ✓ Summary of safety relief |
| ✓ Electrical Requirements | ✓ Detailed overview of control | ✓ Sizing of steam equipment | products, along with safety |
| ✓ Combustion | valves, regulators, steam traps, | ✓ Technology of P-K equipment | systems for water heaters |
| ✓ Hydronic | relief products, and water | ✓ Competition | ✓ Servicing of heat exchangers |
| ✓ Pump Location/Piping | heater controls | ✓ Controls Platform | ✓ Piping and water quality best |
| ✓ Venting | ✓ Troubleshooting | ✓ Applications of Piping and | practices |
| ✓ Gas Volume | ✓ Hands-on training for steam- | Water Quality | ✓ Common errors experienced |
| ✓ Piping Configuration (sizing all | fired water heating systems | ✓ Specifications | during field work and how to |
| properly formatted) | ✓ Overview of the different | ✓ Sales Material & Order Entry | correct them |
| ✓ Technical training on all | possible styles of control | ✓ Marketing Materials and | ✓ Maintenance schedule and |
| unfired water heating products | valves and steam regulators | Marketing Tools | routine |
| ✓ Technical training on water | ✓ Overview and demos of steam | ✓ Who's Who at Patterson- Kelley | |



Patterson-Kelley

Keep in **S.T.E.P** with the latest technology from Patterson-Kelley



COMPREHENSIVE BOILER PRODUCT REVIEW

Certification will occur during the months of:

**February, March,
April, May, June,
July, August,
September, & October**

The objective of our 4-day Boiler Certification course is to teach attendees the basic start-up procedures for P-K products and their advanced processes. Day 1 is spent in P-K's classroom, learning theory and troubleshooting methods. Days 2 and 3 are spent in the lab for hands-on experience with Patterson-Kelley equipment, including troubleshooting real world field applications under the observation of P-K's Technical Instructors. Day 4 is spent between the lab and the classroom, taking a written and hands-on technical pass or fail exam. The certification is valid for 3 years from the date of passing.



STEAM TRAINING

Certification will be available during the months of

**March, May,
September, November**

Patterson-Kelley's newest addition to the training catalogue is a 3-day Steam Training Course that only a select few manufacturers offer. The Steam Training will be about the basics 101 of steam, water, and heat; taught from our brand-new steam lab. Steam Training certification exam will consist of a written portion and a hands-on segment. The certification process provided by Patterson-Kelley will give each attendee the proper knowledge to confidently handle the operations of any piece of P-K equipment.



SALES REP

Training is open during the months of

**January, February,
August**

Patterson-Kelley's sales training is a 3-day course directed towards the sales professional. The attendees will gain product knowledge, application expertise and expand on the marketing and sales tools available through P-K's Representative Website. The attendees will be able to gain a high-level of knowledge of P-K's operational procedures.



Water Heater Training

Certification will be offered during the months of

April, July

This 2-day class is an overview of all P-K Water Heater products. Since the course's concept is an overview there is no exam. During the course, the class will go over everything from troubleshooting to technical overviews of P-K products.