

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

It's easy to sell a product you believe in and that you know will bring value to your customers. TECH Clean California wants to show contractors how awesome hybrid (heat pump) water heaters are, and to do that, we want to give contractors' sales and installation teams first-hand experience with the equipment. As part of the Hybrid Water Heater Quick Start Training Program, TECH Clean California will sponsor the purchase of hybrid units for applicable 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.*



TECH Clean California will pay for the cost of the water heater(s) from the distributor/manufacturer for contractors who meet the following requirements.

Participation Requirements

- Contractor must be enrolled in TECH Clean California.
- Contractor must take one TECH Clean California and one ENERGY STAR® HPWH Manufacturer Action Council (ESMAC) Heat Pump Water Heater Education Training course.
- Contractor must be licensed for water heater installation and have a plumbing department.
- Contractor must be in a targeted region and/or in a DAC census tract.
- 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 Clean California.
- Units are expected to be installed for employee sales and installation leads only.

Once the contractor has completed all required training they can pick up their units and install. After installation, contractors must provide installation details by uploading into Iris via Excel spreadsheet.

How to Get Started

Application is easy. Simply provide the following information to Sandy Laube via email at **slaube@energy-solution.com**, or by calling 510.482.4420x4241.

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? Provide the names and roles of recipients.

After confirming that you have completed the manufacturer training, you will provide your order details (model, size) to TECH Clean California and we will order through your preferred distributor. You will be notified when units are ready for pick up. We ask that you take pictures of the installation and provide the same information that you would upload into Iris (an Invoice, pre- and post-installation photos, – For the full list please visit **<https://switchison.org/contractors/tech-clean-california>**).

FAQ

Q: Who owns the water heater?

A: The person who owns the residence where the unit is installed will own the water heater. When the units are picked up from the distributor, the contractor assumes ownership and ownership passes to the employee 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 Clean California.

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

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 Clean California program (if you opt for the Rheem 120V unit, make sure you choose the HydroBoost units that have TMV built in).

Q: What training will my company need?

A: To properly install the unit, contractors must assess sizing needs by looking at the number of occupants, number of bathrooms, customer preferences for shower length, and presence of large soaking tubs. They must also identify and discuss the pros and cons of suitable HPWH locations, 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. Please see **www.techcleanca.com/events** and **<https://aea.docebosaas.com/learn>** for more information on available trainings.