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ROLE OF EQUIPMENT DISTRIBUTORS IN INCREASING QUALITY INSTALLATION

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Director of Government Affairs

OUR MISSION

To advocate on behalf of HVACR Wholesale-Distributors so that they may better operate their businesses, serve their partners and employees, and add value to the economy by remaining “The Channel of Choice for HVACR Manufacturers and Contractors.”

DISTRIBUTOR ROLE IN SUPPLY CHAIN

HVACR VALUE CHAIN

MANUFACTURERS

DISTRIBUTORS
HARDI

CONTRACTORS

CONSUMERS

- Distributors and Contractors have a critical relationship in the value chain:
 - Primary source of equipment and supplies
 - Knowledgebase
 - Warranties
 - Training

DISTRIBUTORS ARE A SOURCE OF INFORMATION FOR CONTRACTORS

Selecting the correct equipment based on the situation

Training for correct installation of equipment

Supplying equipment meeting energy efficiency and refrigerant regulations

WARRANTIES

- Distributors are the source of replacement parts and equipment for products under warranty.
 - Quality installation reduces warranty repairs
 - Annual service spots problems early
- Fewer warranty repairs are better for distributors

TRAINING

- HVAC distributors work with OEMs to train contractors on specific equipment to ensure proper installation
- Lack of training on equipment differences increases poor installations
 - One distributor recently complained about the increase in warranty calls from installations by a specific contracting company caused by refusal to participate in a 4-hour online training to understand how to install the equipment
 - Contractor didn't want to waste 4-hours not having technicians in the field

TRAINING WILL INCREASE IN IMPORTANCE IN COMING YEARS

- Industry is preparing for two major changes in the next half decade:
 - New energy efficiency minimums for residential air-conditioners and heat-pumps starting in 2023
 - Transition to new refrigerants in residential AC in 2025 and VRF in 2026 which include A2L refrigerants
 - A2L refrigerants are classified as “lower flammability”
 - Meeting service needs of existing HFC equipment will require increased recovery of refrigerants from old equipment

CURRENT HVAC LICENSES/CERTIFICATIONS

- Federal:
 - EPA 608 Certification
 - One time test, some certification holders tested when CFCs/HCFCs were the predominant refrigerants
 - Only one certification needed per company to purchase refrigerant from distributor
 - Certified technicians required to connect/disconnect line sets, charge/evacuate equipment
- California
 - C-20 license
 - Excellent training requirements for initial license
 - No requirements for continuing education or re-testing if license is allowed to expire