



# COURSE CATALOG

WATER HEATING EDITION



INNOVATION LEARNING CENTER

RACE TO THE  
CHECKERED  
FLAG

# TRAIN YOUR TEAM, BUILD YOUR BUSINESS

## COURSES DESIGNED TO MEET YOUR NEEDS

Rheem® Training is comprehensive, expert instruction that will take your performance to the next level. Covering everything from technical skills to how to grow your business, our classes have been designed by our engineers and plumbing professionals to give you the edge you need.

### Events at Our Innovation Learning Centers

A variety of classes are offered at each of the four Rheem Innovation Learning Centers (ILCs). These classes, typically lasting four hours, provide hands-on practice, walking attendees through product installation, servicing and, troubleshooting scenarios.

**GET STARTED  
ADVANCING  
YOUR CAREER NOW**

## FLEXIBLE OPTIONS TO MEET YOUR SCHEDULE

### ILC Locations

Comprehensive in-person training, live demonstration labs, and instructor-led hands-on provided in a focused learning environment.

- Roswell, Georgia
- Oxnard, California
- Lewisville, Texas
- Waterbury, Connecticut

### In-Person Field Training

In addition to our ILC Training opportunities, we also offer in-field training opportunities at locations throughout the country, meeting professionals where they are.

Focusing on installations, product knowledge, and service tear-downs, these classes of varying length are localized and can be tailored for specific needs.

### Online Training Resources

Training and technical materials are available through MyRheem.com, and are designed to fill gaps in your knowledge and bring your skills and your business to the next level. For more direct guidance, a diverse catalog of how-to and informational videos are free and easily accessible through the Rheem Water Heater Training YouTube channel.



**RheemTraining.com**

# INNOVATION LEARNING CENTERS

Rheem has multiple ILC's across the United States that offer best-in-industry instructor-lead education for professionals in the water heater business.

**Our master plumbers will cover operation, installation, maintenance, troubleshooting, and key benefits while bringing years of direct industry experience to the classroom.**

## Knowledge

Having a solid understanding of Rheem's water heater product line up will allow you to provide better value for your customers whether you are a plumber, a distributor, or a direct sales representative.

## Familiarity

A combination of classroom discussion and hands-on instruction will enforce a solid understanding of the features and benefits while ensuring you have the confidence to provide the best service possible.

## Typical Class Session

Most class sessions are offered as a 4-hour time block. Additional content can be requested. This allows for flexibility based on regional or specific learner needs. Additional content should be agreed upon with the training coordinator and the instructor four weeks before the course date. Multiple groups can be accommodated per week, with class sizes varying based on location.

## Sample Week

Group A arrives Monday evening. Key salespeople, buyers, and management. Courses tailored to their identified needs, less technical, more detailed benefit information, and inventory oriented. Group A departs Wednesday at lunch. Group B arrives just before lunch on Wednesday. Plumbers and apprentice plumbers. Courses are tailored to be more technical, with more hands-on, installation, and troubleshooting information. Key consumer benefits are highlighted. Group B departs Thursday evening.

	Tuesday	Wednesday	Thursday
8 - 12 am	Group A Class 1	Group A Class 3	Group B Class 2
1 - 5 pm	Group A Class 2	Group B Class 1	Group B Class 3

Please contact the Innovation Learning Center Coordinator at [Rutta.Tesfaldet@Rheem.com](mailto:Rutta.Tesfaldet@Rheem.com) to finalize the full class agenda 4 weeks before the ILC training date. This will help ensure that time spent at the ILC provides the most value possible.



**RheemTraining.com**



## RESIDENTIAL TANK

### *Class Time 4 Hours*

This comprehensive class covers residential tank-type water heating fundamentals through in-class discussion and practical demonstration. A thorough overview of electric, gas, and heat pump water heaters, including hybrid models. How they work, normal operation, model differentiation, and how Rheem's quality offers additional customer benefits.

Operation and troubleshooting of model safety features along with warranty and warranty-related products such as the Protection Plus kits are discussed. Installation considerations, such as minimum room size for heat pumps or make-up air calculations for gas tanks, are also covered. This class lays the fundamental groundwork for understanding more advanced water heating products. Perfect for both individuals new to the business and as a refresher for more seasoned professionals.

## CORE TOPICS

### Electric Tank

- Electric Tank Principles
- Elements and their function
- Thermostats
- Water Heater Booster

### Gas Tank

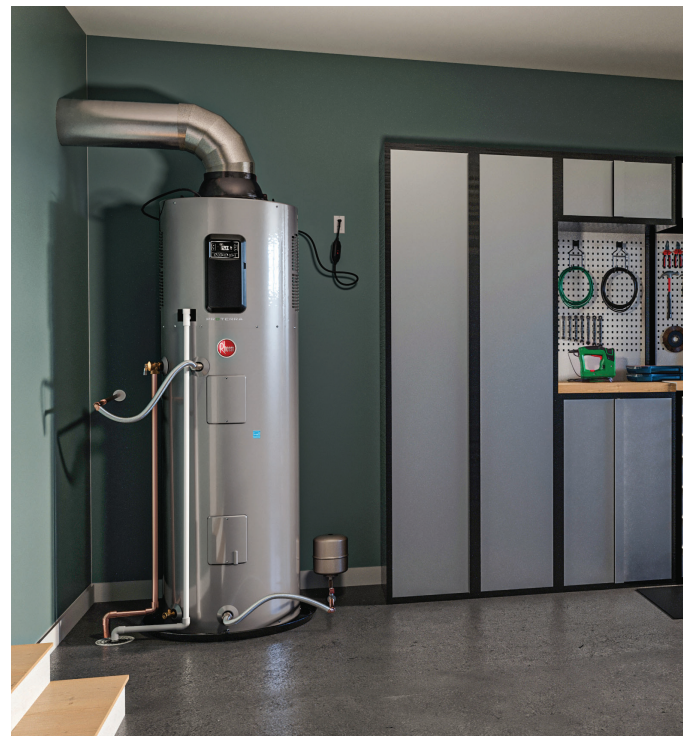
- Gas Valve
- Burner Assembly
- Combustion Chamber
- Venting

### Heat Pump Tank

- Principles of heat pump operation
- Electrical requirements
- Room requirements
- Effective venting considerations
- EcoPort and Demand Response

### Tank Protection

- Glass Lining
- Anode Rod
- Thermal & Pressure Relief Valve
- Thermal Expansion Tanks
- Protection Plus Kit
- Maintenance and Flushing



RheemTraining.com

## TANKLESS LEVEL I

*Class Time 4 Hours*

This class introduces the Rheem tankless gas and tankless electric water heaters. On the tankless electric side, discussion of how they work and proper applications, along with the Product Line-up. The correct application of the Water Heater Booster is discussed. Tankless gas will discuss the differences between the non-condensing and condensing platforms, how they work, application considerations, maintenance, and service, including common error codes.



### CORE TOPICS

#### Tankless Electric

- How They Work
- Product Description
- Features & Benefits
- Proper model selection
- Installation considerations

#### Tankless Gas

- Non-Condensing
- Condensing
- Platforms
- Common Error Codes
- Maintenance
- Venting
- Recirculation Basics

## TANKLESS LEVEL II

*Class Time 4 Hours per platform*

Level I completion is a prerequisite for this course

Platforms offered:

### RTGH

#### Rheem IKONIC

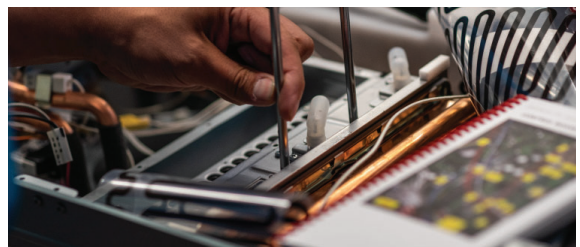
During this class, attendees will perform an organized, systematic tear-down emphasizing safety and proper procedures. Time will also be spent in the Hot Room with live units going through various modes and understanding their functions for diagnostics. All attendees will have an opportunity to flush the heat exchanger. Learn how to use a manometer to test gas pressure and a gas analyzer for combustion analysis. Freeze protection will be discussed in areas as needed. LP field conversion will be covered for the Rheem IKONIC platform.



### CORE TOPICS

#### Tankless Gas - RTGH or Rheem IKONIC

- Overview of components
- Specific functions
- Using the Pocket Manual - RTGH
- Proper tear-down and replacement of components
- Maintenance Mode
- Flushing
- Gas pressure testing
- LP Field conversion - Rheem IKONIC



[RheemTraining.com](http://RheemTraining.com)

## COMMERCIAL

### *Class Time 2 Hours*

This class is specifically geared toward individuals that serve light-duty commercial customers. General overview of Rheem's commercial line, including Marathon, Electric Light Duty, Heavy Duty, Commercial Tankless, Universal Gas, and Triton.



## CORE TOPICS

### Commercial Water Heating Overview

- Available Models
- Venting
- Triton Deep Dive
- Controls
- Gas Valve Manipulation
- Combustion Analysis
- Installation
- Modulated Burner
- General Triton Q&A
- Universal Deep Dive
- System Sentinels

## TOOLS FOR SUCCESS

### *Class Time 2 Hours*

This course is designed for business owners, decision-makers, and those wanting more information about expanding their business opportunities. Introduction to marketing programs, financing, MyRheem, and the Rheem Contractor app. Introduction and overview of the ProPlumber™ program.



## CORE TOPICS

### Drive Your Business Overview

- Motivation
- Address Personal Drivers
- Product Offerings
- Financing
- MyRheem
- ProPlumber
- Rheem Services



[RheemTraining.com](http://RheemTraining.com)

# INNOVATION LEARNING CENTERS

Providing world-class, useful education is the primary goal of Rheem's ILC's. If your team has additional training needs reach out to the training center coordinator to discuss possible options.

Due to the limited time in the ILC, adding optional content may limit the time available for core content. Therefore, additional content must be agreed upon 4 weeks before the scheduled ILC date to allow adequate preparation time.



## ADDITIONAL CONTENT

- **Product Overview**

A comprehensive product overview presented in a Good-Better-Best manner. This content details the broad product lineup while highlighting specific benefits and how to better select and present the correct product.

- **Heat Pump Operation**

A detailed discussion about how heat pumps operate, their main components, and locations. Understanding the value of using the Test Mode to identify operational concerns.

- **Electric Water Heater Diagnosis**

Hands-on, using a multimeter to safely troubleshoot the electrical system.

- **Gas Water Heater Diagnosis I**

Hands-on, using a manometer and a multimeter to troubleshoot operating components.

- **Gas Water Heater Diagnosis II**

Hands-on, using a combustion analyzer to determine faults.

- **Tank Maintenance**

Preventative maintenance and correct flushing techniques.

- **Combustion Analysis**

Understanding and diagnosing combustion issues.

- **EcoNet® Overview**

Overview of features and functions.

- **Water Heater Booster**

Correct installation and benefits.

- **Recirculation**

Correct installation techniques and key benefits.

- **Grow Your Business**

Discussion about opportunities.

- **Costing Out A Job**

Discussing the importance of accuracy.

- **Electronics On The Job**

Technology and increasing profitability.





©COPYRIGHT 2022 RHEEM MANUFACTURING COMPANY



INNOVATION LEARNING CENTER

RACE TO THE  
CHECKERED  
FLAG

[RheemTraining.com](https://RheemTraining.com)