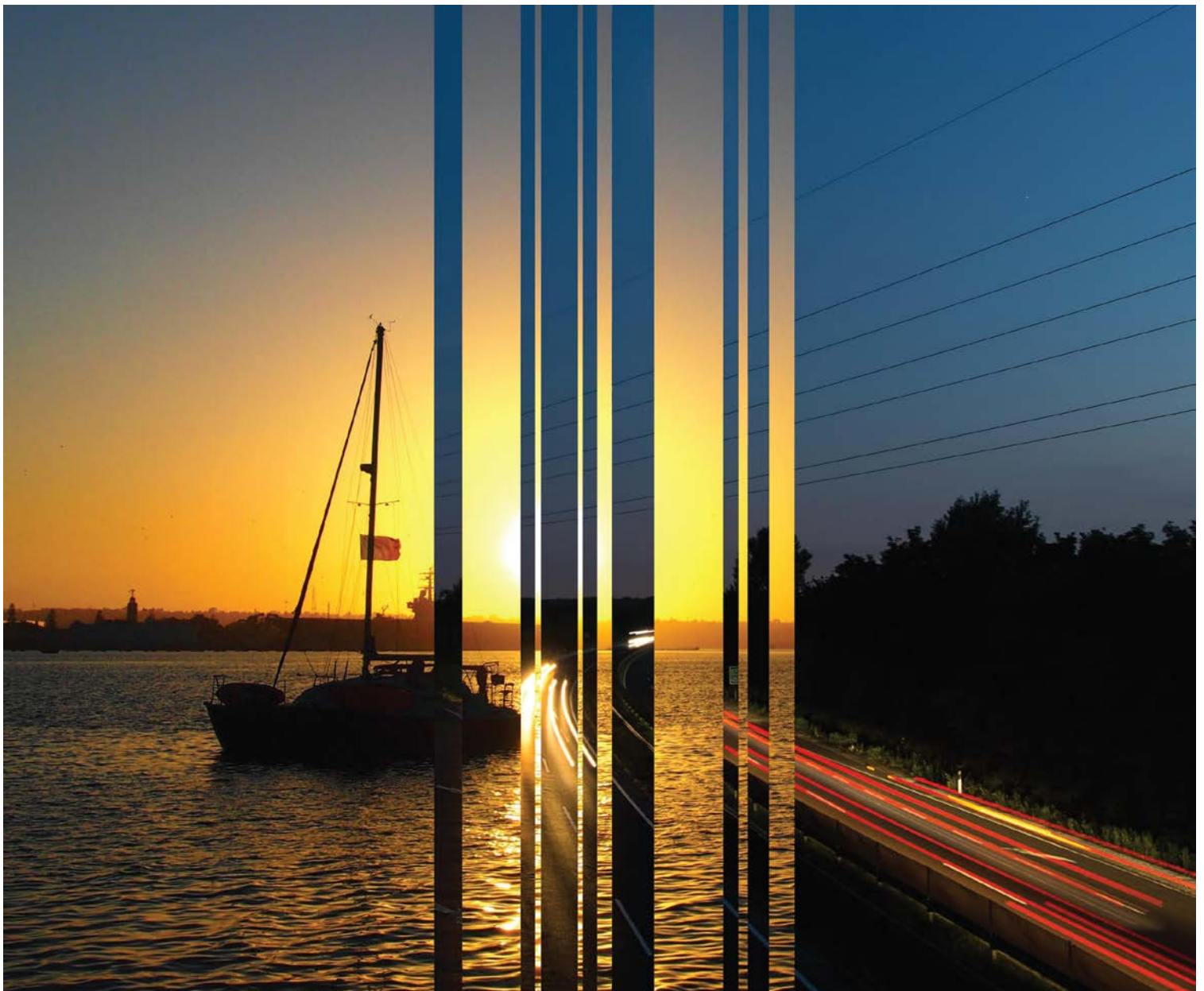


2016 Training Catalogue



Technical Services	
Procedure	Training Request
Page	1 of 1
Rev. date	2-6-13
Rev. no.	06

Technical Training



1 Flowchart

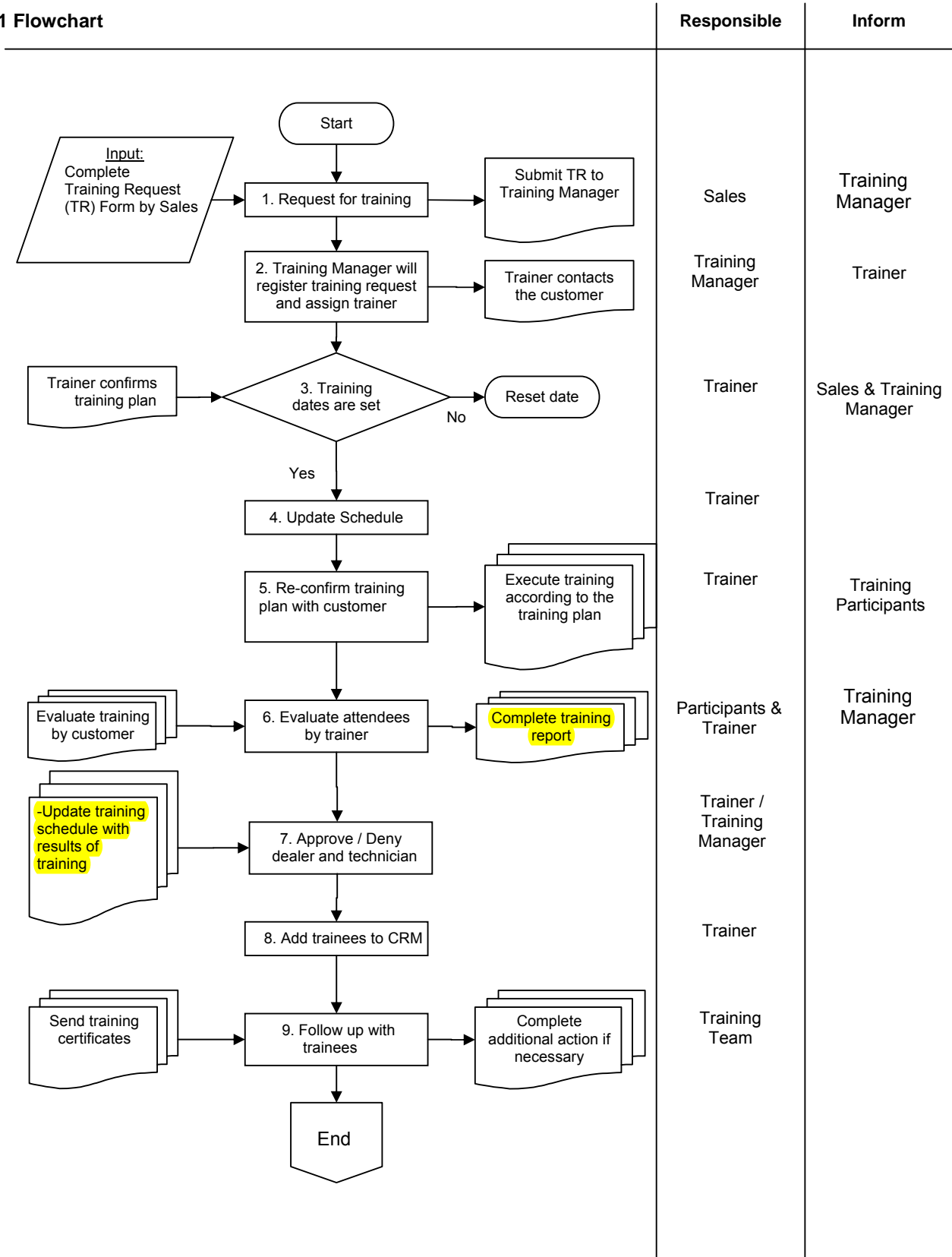


Table of Contents

Air Top Series – Heater Installation Training.....	6
Air Top Series – Heater Service Training.....	7
DBW Series – Heater Installation Training.....	8
DBW Series – Heater Service Training	9
Thermo Series – Heater Installation Training	10
Thermo Series – Heater Service Training	11
Marine Heater – Heater Installation Training.....	12
Marine Air Conditioning – Air Conditioning Installation Training.....	13
Medium Duty HVAC Training	14
Warranty Claim Process.....	15
Procedures to Register or Request Training	16
Web Based Training – eLearning Courses.....	17
Inbuilt Sunroof Installation Training.....	18
Spoiler Sunroof Installation Training.....	19

Air Top Series – Heater Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly install Webasto air heaters
 - Navigate Webasto’s technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WTNA technical support hotline
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify codes and understand troubleshooting using the PC diagnostic interface kit
 - Adjust CO2 for high altitude conditions (where necessary)
 - Properly diagnose and repair the heater
 - Identify install locations / positions for heaters

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Complete installation of at least one heater on a vehicle
- Complete heater disassembly and reassembly
- Hands on diagnosis and troubleshooting

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 4

Training Duration:

- 2-3 days. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Air Top Series – Heater Service Training

Training Goal:

- Prepare each attendee with the knowledge to properly diagnose and repair Webasto air heaters
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify codes and understand troubleshooting using the PC diagnostic interface kit
 - Adjust CO2 for high altitude conditions (where necessary)
 - Properly diagnose and repair the heater
 - Navigate Webasto’s technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WPNA technical support

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Hands on diagnosis and troubleshooting
- Complete heater disassembly and reassembly

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 10

Training Duration:

- 1 day. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

DBW Series – Heater Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly install Webasto coolant heaters
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify engine coolant flow
 - Adjust CO2 for high altitude conditions (where necessary)
 - Properly diagnose and repair the heater
 - Identify install locations for heaters
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WPNA technical support

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Working knowledge of engine cooling systems
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Complete installation of at least one heater on a vehicle
- Hands on diagnosis and troubleshooting

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 4

Training Duration:

- 3-4 days. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

DBW Series – Heater Service Training

Training Goal:

- Prepare each attendee with the knowledge to properly diagnose and repair Webasto DBW Series coolant heaters
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify codes and understand troubleshooting using the PC diagnostic interface kit
 - Adjust CO2 for high altitude conditions (where necessary)
 - Properly diagnose and repair the heater
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WPNA technical support

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Working knowledge of engine cooling systems
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Hands on diagnosis and troubleshooting
- Complete heater disassembly and reassembly

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 10

Training Duration:

- 1 day. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Thermo Series – Heater Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly diagnose and repair Webasto Thermo Series coolant heaters
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify codes and understand troubleshooting using the PC diagnostic interface kit
 - Adjust CO2 for high altitude conditions (where necessary)
 - Properly diagnose and repair the heater
 - Identify install locations for heaters
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WPNA technical support

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Working knowledge of engine cooling systems
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Complete installation of at least one heater on a vehicle
- Hands on diagnosis and troubleshooting
- Complete heater disassembly and reassembly

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) — max number of attendees— 4 (2 per vehicle per trainer)

Training Duration:

- 2-3 days. This can change depending on circumstances.

Thermo Series – Heater Service Training

Training Goal:

- Prepare each attendee with the knowledge to properly diagnose and repair Webasto Thermo Series coolant heaters
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify codes and understand troubleshooting using the PC diagnostic interface kit
 - Adjust CO2 for high altitude conditions (where necessary)
 - Properly diagnose and repair the heater
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WPNA technical support

Prerequisites:

- Basic electrical or equivalent experience
- Working knowledge of engine cooling systems
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Hands on diagnosis and troubleshooting
- Complete heater disassembly and reassembly

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 10

Training Duration:

- 1-2 days. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Marine Heater – Heater Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly install Webasto air heaters in marine applications
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WTNA technical support hotline
 - Identify all heater kit components
 - Identify proper electrical connection sources
 - Identify and program timers (where applicable)
 - Identify codes and understand troubleshooting using the PC diagnostic interface kit
 - Properly diagnose and repair the heater
 - Identify install locations / positions for heaters

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Complete installation of at least one heater on a vessel
- Hands on diagnosis and troubleshooting

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 4

Training Duration:

- 1-2 days This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Marine Air Conditioning – Air Conditioning Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly install Webasto air conditioning systems
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WTNA technical support hotline
 - Identify all air conditioning kit components
 - Identify proper electrical connection sources
 - Identify and program various display/control devices (where applicable)
 - Identify codes and understand troubleshooting using the Blue Cool Expert tool (where applicable)
 - Properly diagnose and repair the system
 - Identify install locations / positions

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- Basic electrical or equivalent experience
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Complete installation of at least one system
- Hands on diagnosis and troubleshooting

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 4

Training Duration:

- 2-3 days. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Medium Duty HVAC Training

Training Goal:

- Prepare each attendee with the knowledge to properly install Webasto HVAC systems
 - Navigate Webasto's technical website (www.techwebasto.com) for information pertaining to all Webasto products and contact information for WTNA technical support hotline
 - Identify all HVAC kit components
 - Identify proper electrical connection sources
 - Properly diagnose and repair the system
 - Identify install locations / positions

Prerequisites:

- Complete Webasto online introduction training (where applicable)
- EPA 609 certification
- Basic electrical or equivalent experience
- Familiarity with common hand and power tools

Training Methods:

- Classroom theory and presentation
- Complete installation of at least one system
- Hands on diagnosis and troubleshooting

Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI at WPNA

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees— 4

Training Duration:

- 2 days – vehicle tie-in kits. This can change depending on circumstances.
- 3-4 days – extreme climate kits. This can change depending on circumstances.

Special Note:

All attendees must pre-register to attend (max class size as specified). All attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Warranty Claim Process

Repair Performance:

- 1) A check of connector, fuse, wiring, fuel supply and battery integrity should be performed prior to conducting any diagnostic test procedure.
- 2) Using the appropriate service and repair manual, you should proceed to test and diagnose to isolate defective components on the heater model in question.
- 3) Proceed with component removal and installation.
- 4) Perform post-repair operational testing.

Submitting a warranty claim:

Claim forms (item number 907859) may be ordered through order processing. All claims must be submitted by means of Webasto's Warranty Claim Form No. 907.859. Warranty claims must be submitted within 90 business days from the date of service. Faxed or photocopies of claim forms will not be accepted. Submitted claims containing incomplete shaded fields will be refused. Approved claims will be reimbursed by a Credit Memo to your account. Webasto will process approved claims within one (1) month of receipt. Defective parts must be retained at the customer for 90 days from the date of service.

Complete warranty claim form :

White Copy - Submit to Webasto Product North America, Inc.

Canary Copy - Dealer Copy

Pink Copy - Retain with Defective Parts

2) Mail completed forms to: Webasto Product North America, Inc.

Warranty Administration

15083 North Road

Fenton, MI 48430

Claim Reimbursement:

- 1) Labor Times - Recovery is based on the applicable labor time guide
- 2) Labor Rate - Recovery is based at a standard rate of \$85.00 per hour
- 3) Parts - Recovery is based on component cost plus markup for shipping and handling.

Special Note: Maintenance components are not covered.

Refused Claims:

In the event that a claim is refused or adjusted, a Warranty Adjustment/Refusal form will be issued to the customer outlining the reason for adjustment/refusal.

Additional warranty claim information can be obtained in our "Product Warranty" section of www.techwebasto.com or by calling our warranty department at 800-860-7866

Procedures to Register or Request Training

- Customers should contact their local sales representative to request training
- Sales representative acquires all relevant information from the customer regarding the necessary training
- Sales representative completes and submits a training request, for the customer, to the training manager at Webasto Product North America
- Training manager approves, schedules and assigns a trainer to complete the training
- Trainers contact the customer to confirm dates, times, location and training content
- Trainers perform the training at the specified location, submit a training report and send certificates to all participants that complete the training

Pre-scheduled trainings have classroom limits. Attendees must register according to instructions given on the invitations. Invitations are mailed and sent via email. Sales Representatives may also contact customers directly to provide registration information.

Web Based Training – eLearning Courses

Training Goals:

- Provide our dealer network with eLearning courses designed to help technicians improve existing skills and to prepare for future classroom training courses and industry certification tests

Training Methods:

- Web-based

Training Dates and Locations:

- Available to Webasto installers and technicians 24/7 through the Webasto Academy

Training Fees:

- TBD

Prerequisites:

- None

Course Names:

- Fundamentals of Electricity
- Advanced Automotive Electrical (Global)
- Electronic and Electronic System (ASE A6 Test)
- Fundamentals of Automotive Air Conditioning
- H900 Introduction

Special Note:

Webasto Dealers and Authorized Installer's please visit www.techwebasto.com for access to the eLearning center under the Webasto Academy link.

Inbuilt Sunroof Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly install the full line of Webasto inbuilt sunroofs

Prerequisites:

- Basic knowledge of electrical systems or equivalent
- Prior inbuilt and spoiler sunroof installation experience
- Working knowledge of automotive interior systems

Training Methods:

- Classroom theory and presentations
- Hands on complete installation of an inbuilt sunroof

Training Dates and Locations:

- As scheduled in Fenton MI (WPNA)
- As scheduled in Santa Fe Springs, CA (WPNA)
- As scheduled at locations to be announced
- Upon request at customers location

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees: 2 attendees per vehicle and a maximum of two (2) vehicles per day.

Training Duration:

- 3-4 days. This can change depending on circumstances.

Special Note:

For all training completed attendees are responsible for their own travel, lodging and meals unless specified otherwise.

Spoiler Sunroof Installation Training

Training Goal:

- Prepare each attendee with the knowledge to properly install the full line of Webasto spoiler sunroofs

Prerequisites:

- Basic knowledge of electrical systems or equivalent
- Prior inbuilt and spoiler sunroof installation experience
- Working knowledge of automotive interior systems

Training Methods:

- Classroom theory and presentations
- Hands on complete installation of a spoiler sunroof

Training Dates and Locations:

- As scheduled in Fenton MI (WPNA)
- As scheduled in Santa Fe Springs, CA (WPNA)
- As scheduled at locations to be announced
- Upon request at customers location

Training Fees (where applicable):

- \$1,000.00 (US) —max number of attendees: 2 attendees per vehicle and a maximum of two (2) vehicles per day.

Training Duration:

- 2-3 days. This can change depending on circumstances.

Special Note:

For all training completed attendees are responsible for their own travel, lodging and meals unless specified otherwise.



Webasto Thermo & Comfort
North America, Inc.

15083 North Road
Fenton, MI. 48430

USA

Toll Free: 800-860-7866
Phone: 810-593-6000

www.webasto.us