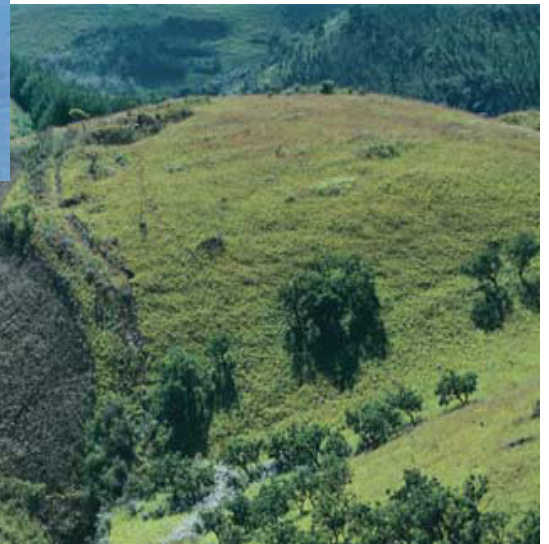


# Webasto Training Program

The way to mutual succes



**Webasto Academy**



# Webasto Product North America Training Catalogue

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## Procedures to Register or Request Training

1. Customers should contact their local sales representative to request training
2. Sales representative acquires all relevant information from the customer regarding the necessary training
3. Sales representative completes and submits a training request, for the customer, to the training manager at Webasto Product North America
4. Training manager approves, schedules and assigns a trainer to complete the training
5. Trainers contact the customer to confirm dates, times, location and training content
6. 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.



## **Because the Best is Never Good Enough!**

### **Introduction:**

Your success is our success! Your commitment to Webasto has led Webasto to enjoy an excellent reputation as the leading manufacturer of innovative, high quality, complete cabin comfort solutions. It cannot be understated, without your abilities and expertise; our continued success couldn't be realized.

Customer excellence is our main focus here at Webasto. It is "mission critical" that we surpass the expectations of our partners and customers. For this reason, Webasto products are sold and installed through a network of authorized dealers, staffed with professionally trained sales and technical experts worldwide.

Webasto values the relationship it has built with suppliers, partners, corporate customers and end users. We are confident that long-lasting relationships can only be maintained based on quality products, excellent services, professionalism and the strength and integrity of our people.

At Webasto, it is important to us that you are informed regularly and to ensure your product knowledge is constantly up-to-date. This training catalogue shows the standard training modules that are currently available for you. As well as our standard courses, you can also ask our trainers to prepare specific training courses tailored to your particular requirements.

As a result, we can offer you the most effective form of training, tailored to your staff, their tasks and the particular installation solutions. Please contact Webasto Technical Services for more information about what our training offers at 800-860-7866 or [info@webasto-us.com](mailto:info@webasto-us.com).

### **Training Programs:**

Please look through this catalogue for the training modules currently available to you. The training modules are updated regularly and our training team is continuously developing new training modules and materials.

If the training you require is not referenced in this catalogue, please check with our trainers at Webasto for the latest status. Because this training catalogue is continuously updated, we recommend that you check for the latest version at [www.techwebasto.com](http://www.techwebasto.com).

### **Webasto Trainers and Locations Worldwide:**

Webasto utilizes over sixty highly educated, experienced and seasoned trainers worldwide. The senior trainers develop the training modules, including the necessary materials and equipment, based on more than 500 years of hands-on experience with Webasto products in several market segments.

Webasto would be pleased to welcome you to one of our training courses to convey our knowledge and expertise. Furthermore, we can give on the job coaching during the start-up phase of your business if required. Webasto trainers conduct training courses in over forty countries on a daily basis. We also would like to offer your technicians the most advantageous training available at one of our many Webasto Training Centers. Our training centers have all the necessary equipment and materials to guarantee an optimal training result.

Webasto Training Centers are located in Fenton (Michigan USA), Stockdorf (Germany), Neubrandenburg (Germany) and Kampen (The Netherlands).

Please contact your local sales manager for more information and to schedule training.



## Web Based Training

### eLearning Courses

#### Training Goals:

- Provide our dealer network with eLearning courses designed to help technicians improve existing skills, 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:

- Webasto Thermo Test
- Hollandia 900 Introduction
- Can Bus Introduction
- Basic Air Conditioning

#### Special Note:

Webasto Dealers and Authorized Installer's please visit [www.techwebasto.com](http://www.techwebasto.com) for access to the eLearning center under the Webasto Academy link.



## BlueHeat Training

### Installation and Service Training

#### Training Goals:

- Identify all BlueHeat kit components
- Determine vehicle coolant flow
- Identify proper electrical connection sources
- Properly install BlueHeat kits
- Identify and program BlueHeat timers
- Install optional Remote kit
- Identify codes and understand troubleshooting using the PC diagnostic interface kit
- Adjust CO2 for high altitude conditions using the PC diagnostic interface kit
- Properly diagnose and repair the BlueHeat system
- Fabricate brackets and identify mounting locations for heaters (generic kit only)
- Navigate Webasto's technical website ([www.techwebasto.com](http://www.techwebasto.com)) for information pertaining to all Webasto products and contact information for WPNA technical support

#### Training Methods:

- Classroom theory and presentations
- Hands on installation of at least 2 complete BlueHeat kits

#### Training Dates and Locations:

- Upon request at customer location
- As scheduled in Fenton MI (WPNA)
- Regional Locations (TBD)

#### Training Fees:

- \$1250.00 (US) per training session with a maximum of 4 technicians

#### 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

## BlueCool Truck Training

### Training Goal:

- Identify the BlueCool Truck (BCT) components contained in the basic kit
- Recognize if the standard alternator will satisfy the requirements of the vehicles accessory and BCT system
- Identify the best location for the BCT storage unit and install it on the frame rail,.
- Install the DC/AC power inverter and understand precautions when handling this device (110V AC)
- Properly route Webasto BCT electric harnesses
- Properly route the coolant hoses, assemble and bleed the cooling system
- Identify the best location for the air handler unit and mount it to the sleeper wall
- Check the BCT storage unit for proper operation
- Complete the air handler unit installation and check it for proper operation
- Diagnose and repair the BCT system
- Navigate Webasto's technical website ([www.techwebasto.com](http://www.techwebasto.com)) for information pertaining to all Webasto products and contact information for WPNA technical support

### Prerequisites:

- Basic knowledge of electrical and air conditioning systems
- Refrigerant Recovery/Recycling/Handling Certification

### Training Methods:

- Classroom theory and presentations
- Hands on complete installation of at least 1 BCT system to a class 8 truck

### Training Dates and Locations:

- Upon request at customers location
- As scheduled in Fenton MI (WPNA)
- Regional Locations (TBD)

### Training Fees:

- \$800.00 (US) per training session with a maximum of 6 attendees per session

### Special Note:

Trainings of more than 4 people require a 2nd truck for installation to maximize productivity during the training and eliminate technicians missing information

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.



## **BlueCool/ Marine Training**

### **Training Goal:**

- Provide attendees with an in depth review of Webasto marine air conditioning products, their function and detailed, hands on installation instruction, diagnosis and repair. This course includes training on the codes associated with our air conditioning diagnostic system.
- Navigate Webasto's technical website ([www.techwebasto.com](http://www.techwebasto.com)) for information pertaining to all Webasto products and contact information for WPNA technical support

### **Prerequisites:**

- Basic knowledge of electrical and air conditioning systems
- Basic knowledge of the marine industry

### **Training Methods:**

- Classroom theory and presentations
- Hands on complete installation of at least 1 BlueCool/ Marine system (where applicable)

### **Training Dates and Locations:**

- Upon request at customers location
- As scheduled in Fenton MI (WPNA)
- Regional locations as required

### **Training Fees:**

- \$450.00 (US) per day with a maximum of 6 attendees per session

### **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.



## **BlueHeat Marine Training**

### **Training Goal:**

- This training course provides an in depth review of Webasto heater marine products, their function and detailed, hands on installation instruction, diagnosis and repair. This course includes training on our PC diagnostic Kit and the codes associated with heaters.
- Navigate Webasto's technical website ([www.techwebasto.com](http://www.techwebasto.com)) for information pertaining to all Webasto products and contact information for WPNA technical support

### **Prerequisites:**

- Basic knowledge of marine electrical systems
- Basic knowledge of the marine industry

### **Training Methods:**

- Classroom theory and presentations
- Hands on complete installation of at least 1 Blue Heat Marine system

### **Training Dates and Locations:**

- Upon request at customers location
- As scheduled in Fenton MI (WPNA)
- Regional locations as required

### **Training Fees:**

- \$450.00 (US) per day with a maximum of 6 attendees per session

### **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 Installation Training

### Training Goal:

- Prepare each attendee with the knowledge to properly install Webasto air heaters
  - ◇ Navigate Webasto's technical website ([www.techwebasto.com](http://www.techwebasto.com)) for information pertaining to all Webasto products and contact information for WPNA technical support
  - ◇ 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
  - ◇ Properly diagnose and repair the heater
  - ◇ Identify install locations for heaters

### Prerequisites:

- Basic electrical or equivalent experience

### 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:

- \$400.00 (US) per day—max number of attendees— 4

### 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

### 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
  - ◇ Properly diagnose and repair the heater
  - ◇ Navigate Webasto's technical website ([www.techwebasto.com](http://www.techwebasto.com)) for information pertaining to all Webasto products and contact information for WPNA technical support

### Prerequisites:

- Basic electrical or equivalent experience

### 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:

- \$200.00 (US) per day—max number of attendees— 10

### 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
  - ◊ Properly diagnose and repair the heater
  - ◊ Identify install locations for heaters
  - ◊ Navigate Webasto's technical website ([www.techwebasto.com](http://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

### **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:**

- \$400.00 (US) per day—max number of attendees— 4

### **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 (Thermo 90S, Thermo 230 / 300, and Thermo Top)
  - ◇ 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
  - ◇ Properly diagnose and repair the heater
  - ◇ Identify install locations for heaters
  - ◇ Navigate Webasto's technical website ([www.techwebasto.com](http://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

### **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:**

- \$400.00 (US) per day—max number of attendees— 4

### **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
  - ◊ Properly diagnose and repair the heater
  - ◊ Navigate Webasto's technical website ([www.techwebasto.com](http://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

### **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:**

- \$200.00 (US) per day—max number of attendees— 10

### **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 Service Training

### **Training Goal:**

- Prepare each attendee with the knowledge to properly diagnose and repair Webasto Thermo Series coolant heaters (Thermo 90S, Thermo 230 / 300 and Thermo Top)
  - ◇ 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
  - ◇ Properly diagnose and repair the heater
  - ◇ Navigate Webasto's technical website ([www.techwebasto.com](http://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

### **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:**

- \$200.00 (US) per day—max number of attendees— 10

### **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.

## **Inbuilt Sunroof Installation / Service Training**

### **Training Goal:**

- Prepare each attendee with the knowledge to properly install Webasto / Hollandia Series inbuilt sunroofs

### **Prerequisites:**

- Basic electrical or equivalent experience
- Working knowledge of automotive interior systems

### **Training Methods:**

- Classroom theory and presentation
- Hands on troubleshooting and unit service
- Complete installation on at least 2 vehicles
- Website Review

### **Training Dates and Locations:**

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

### **Training Fees:**

- \$1250.00 (US) per training session max number of attendees — 4

### **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.



## H900 Series Sunroof Installation Training

### Training Goal:

- Prepare each attendee with the knowledge to properly install the Webasto H900 Series inbuilt sunroof

### 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 H900 series 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:

- \$200.00 (US) per day with a maximum of 2 attendees per vehicle and a maximum of two (2) vehicles per day

### Special Note:

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

## Coolant Technology Training

### Training Goal:

- Provide attendees with the knowledge necessary to identify, recover, and properly dispose of coolant currently used in the automotive industry according to the EPA guidelines

### Prerequisites:

- None

### Training Methods:

- Classroom theory and presentation
- Hands on workshop
- Workbook tasks

### Training Dates and Locations:

- Upon request and as scheduled in Fenton MI (WPNA)
- Regional locations TBD

### Training Fees:

- \$100.00 (US) per attendee per 1 day training session

### 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



## A/C Recovery and Recycling Certification

### Training Goal:

- Provide all attendees with the knowledge to handle and recycle CFC and HFC refrigerants
- Complete and submit EPA / MACS certification tests to gain certification for handling all refrigerants

### Prerequisites:

- Basic knowledge of air conditioning systems and operation
- Shop must have access to a recovery / recycling and charging station

### Training Methods:

- MACS certification manual and guide
- Webasto web based Basic Air Conditioning training course
- Hands on instruction and practice

### Training Dates and Locations:

- Upon request and as scheduled in Fenton Michigan at WPNA
- Fenton Michigan
- Regional locations (TBD based on industry need)

### Training Fees:

- \$100.00 (US) per attendee (test fees included)

### Special Note:

All tests must be completed at the conclusion of each class. Answer sheets will be submitted for scoring and certificates mailed directly to each participant.

## **Basic Automotive Electrical / Electronics**

### **Training Goal:**

- Introduce attendees to basic electrical principles and theory

### **Prerequisites:**

- None

### **Training Methods:**

- Classroom theory and presentations
- Workbook tasks

### **Training Dates and Locations:**

- As scheduled in Fenton MI (WPNA)
- As scheduled in Santa Fe Springs CA (WPNA)

### **Training Fees:**

- \$75.00 (US) per attendee per 1 day session (maximum attendees per class 30)

### **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



## Electrical Certification Training

### ASE A6 Electrical Preparation Training

#### Training Goal:

- Prepare each attendee with the knowledge to pass ASE A6 electrical certification tests

#### Prerequisites:

- Basic Electrical (web based or practical) or equivalent experience

#### Training Methods:

- Classroom theory and presentation
- Hands on diagnosis and troubleshooting
- Reinforcing workbook tasks

#### Training Dates and Locations:

- As scheduled and announced through WPNA Fenton, MI

#### Training Fees:

- \$75.00 (US) per attendee per 2 day training session (maximum attendees per class 30)

#### 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.

## Accessory Product Training

### Training Goal:

- Identify, properly install and service Webasto accessory products

### Prerequisites:

- Basic knowledge of electrical systems or equivalent

### Training Methods:

- Classroom theory and presentations
- Hands on complete installation of Webasto accessory product (s)

### Training Dates and Locations:

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

### Training Fees:

- \$200.00 (US) per day with a maximum of 6 attendees

### Special Note:

For all training completed in Fenton MI 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.

- 1) 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 on your standard service rate, which is a published/verifiable rate.
- 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](http://www.techwebasto.com) or by calling our warranty department at 800-860-7866





**Webasto Product N.A., Inc.**

15083 North Road  
Fenton, MI 48430

Technical Assistance Hotline

USA: (800) 860-7866

Canada: (800) 667-8900

[www.webasto.us](http://www.webasto.us)

[www.techwebasto.com](http://www.techwebasto.com)