



LOWE'S PRO ACADEMY

PROFESSIONAL TRAINING

Visit us at LowesProSupply.com/Training
or email us at LowesProAcademy@Lowes.com

WHAT'S INSIDE

3  Plumbing

4  Electrical

6  Interior

8  Pools

9  OSHA

10  Appliances

11  HUD

12  HVAC

19  Environmental

21  Preventative

23  Lawn and Garden

24  Seasonal

25  PROfessional Development

29  Paint



BEGINNER

Plumbing Basics ⌚ 2 Hours

Join our plumbing repair class, which covers the fundamentals of plumbing troubleshooting for multifamily applications. Learn about basic plumbing system components, plumbing tools, repair methods and the best ways to troubleshoot plumbing issues.

Pipe Dreams

Learn about plumbing anatomy, troubleshooting and repairs.

Classes in this series include:

INTERMEDIATE

Sinkology (Sinks) ⌚ 2 Hours

Don't Get Flushed! (Toilets) ⌚ 2 Hours

Keep It Clean! (Tubs and Showers) ⌚ 2 Hours

ADVANCED

Domestic Supply Lines ⌚ 2 Hours



ADVANCED

Underground Plumbing ⌚ 2 Hours

This course will cover:

- Sanitary Sewers
 - Diagnostics
 - Repairs
 - Maintenance
- Storm Drains
 - Catch Basins
 - Treatment
 - Drain Lines



BEGINNER



Electrical Basics ⌚ 2 Hours

Join our electrical class that covers the fundamentals of electrical wiring as it pertains to basic multifamily applications. This class will employ a hands-on approach to show students the correct methods of basic electrical wiring.

Multimeter Basics ⌚ 2 Hours

This class will cover how to use a multimeter and what to use it for. Topics include circuit basics and continuity/resistance related to appliance electrical troubleshooting.



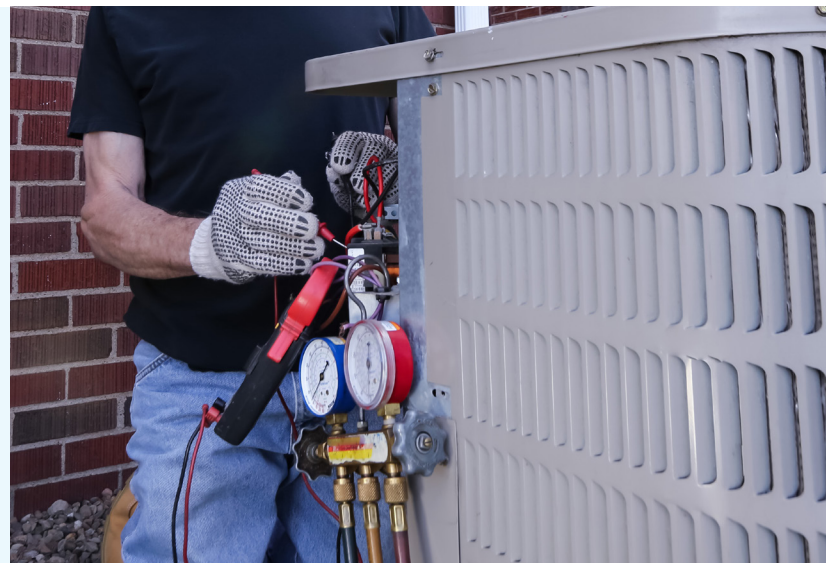


INTERMEDIATE **Appliance Electrical** ⌚ 4 Hours

One cannot be an effective appliance service technician if basic concepts are not fully understood. Everyone understands that electricity makes an appliance work. This course provides a simple and direct approach to the fundamentals of electricity related to the operating functions of refrigerators, freezers, washing machines, clothes dryers, dishwashers, and gas and electric ranges.

ADVANCED **HVAC: Electrical Troubleshooting Fundamentals** ⌚ 3 Hours

This class employs wiring diagrams and illustrations along with detailed descriptions of 15 specific electrical system problems.



ADVANCED **Electrical Theory** ⌚ 4 Hours

Success in the HVACR industry requires a solid understanding of basic electrical theory. This program is a comprehensive resource that provides students and practicing technicians with the information and knowledge necessary to accurately and safely diagnose and solve electrical system problems.



PRO TRAINING INTERIOR



BEGINNER



Preparing a Home ⌚ 2 Hours

This class provides an overview on all aspects of the importance and procedures of making apartment homes ready for a new resident. Topics covered in this class include:

- Walking the makeready
- Accountability and documentation
- Organizing the makeready process
- Scheduling contractors
- Timely completion of makeready work
- Final inspection
- Following up after the resident moves in

Doors and Windows ⌚ 1.5 Hours

If a window opens when a door closes, then we have a problem! This class will cover the basic essentials needed for door and window maintenance and repairs.





PRO TRAINING INTERIOR



BEGINNER

Keys and Locks 🕒 1.5 Hours

Don't get locked out! This class puts the keys to success within your grasp. We will cover basic maintenance of keys and locks.

INTERMEDIATE

Maintenance Hacks 🕒 1.5 Hours

Moving into the future is really going back to the basics. You'll be surprised how many basic tried-and-true methods that your grandparents used can be applied today. Work smarter, not harder! Course includes ideas that will increase productivity and efficiency, a list that is always evolving.



INTERMEDIATE

CPO: Certified Pool Operator*

The CPO certification program includes a review of pool and spa chemistry, testing, treatment, filtration, maintenance, automatic feeding equipment and government requirements. The CPO certification program requires an open book proctored examination.

Class Instructors

- David Turnage
- Josep Veciana
- Terry Munoz
- Rick Sisco

2-DAY COURSE⁺

Available in English and Spanish

Class Fee: Only \$351 + TAX
(Includes materials and test)

Certification good for 5 years!**

Florida eligible, SC additional fees may apply.

Pool School

An **overview of basic systematic measures that are used in troubleshooting pool challenges and solutions to safely resolve the issues that maintenance technicians encounter** on a daily basis. This will be divided into multiple sessions and each session will cover one topic, including various elements of water chemistry, circulation, filtration, pool equipment, codes and safety functions.

CLASSES OFFERED:

BEGINNER

Pool School: Cleaning ⌚ 1.5 Hours

Pool School: Water Safety ⌚ 1.5 Hours

INTERMEDIATE

Pool School: Filtration ⌚ 1.5 Hours

ADVANCED

Pool School: Circulation ⌚ 1.5 Hours

Pool School: Water Chemistry ⌚ 1.5 Hours



*CPO Certification is issued through PHTA. Cameras are required for virtual testing.
**In most states.

† Registration closes 30 days in advance; enrollment is required. No cancellations after enrollment. A second confirmation will be sent after registration is closed. If this confirmation is not received, registration will be canceled.



PRO TRAINING OSHA



OSHA

Safety first is a common motto, but many companies think their employees are acting safely by using common sense. Unfortunately, **maintenance teams find themselves in interesting situations where common sense doesn't always prevail.** That is why consistent safety training is needed.

CLASSES OFFERED:

BEGINNER

Overview ⌚ 4 Hours

INTERMEDIATE

Fall Protection ⌚ 1.5 Hours

Hazard Communication ⌚ 1.5 Hours



APPLIANCES OVERVIEW

These courses provide an **overview of basic systematic measures that are used in troubleshooting appliance problems**. Solutions to safely resolve the issues which maintenance technicians encounter on a daily basis will be covered for:

BEGINNER

Appliance Electrical ⌚ 4 Hours

INTERMEDIATE

Dishwasher/Garbage Disposal ⌚ 2 Hours

Clothes Washer/Dryer ⌚ 2 Hours

Refrigerator/Ice Maker ⌚ 2 Hours

Range (Gas and Electric) ⌚ 2 Hours

Water Heater ⌚ 3 Hours

ADVANCED

Troubleshooting ⌚ 4 Hours



BEGINNER

HUD:Preparing for HUD REAC/ NSPIRE Inspections ⌚ 3 Hours

Do you manage properties that are subject to HUD REAC/ HUD NSPIRE inspections? And if not, did you know that local jurisdictions may have the authority to inspect your properties, especially for licensing requirements? In either case, this 3-hour class offers valuable insights and practical tips to help you successfully prepare your property for inspections.



BEGINNER

A/C Maintenance Professional Certification

This class includes three 4-hour sessions over 3 days. These three sessions cover the refrigeration cycle, refrigerants and oils, and refrigeration circuit components:

SESSION 1

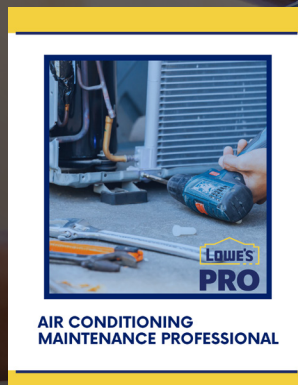
- Lower temperature/pressure relationship
- Heat
- The refrigeration cycle

SESSION 2

- Refrigerants
- Refrigerant oils
- Retrofitting

SESSION 3

- Evaporators
- Condensers
- Compressors
- Metering devices



3-DAY COURSE

\$185*

Enrollment will be required; registration closes 30 days in advance. No cancellations after enrollment.

*Fee includes 3 sessions, materials and certification exam fees.



PRO TRAINING
HVAC



BEGINNER **HVAC:** **BREAK THE CODE**

UNDERSTANDING YOUR PROPERTY'S
HEATING AND COOLING SYSTEMS



FREE WEBINAR

From Lowe's Pro Academy

This course presents an overview of current codes and upcoming changes that will impact the HVAC industry. From field techs to upper management and procurement specialists, HVAC: Break the Code is designed for a wide range of skill levels.

Covered in this course:

- What Is HVAC Certification?
- EPA 608 Certification
- Refrigerant Transition
- GWP & Low-GEP Refrigerants
- A2L
- AIM Act
- Equipment and Installation Standards
- Model Building Codes



BEGINNER

EPA 608 Certification

The federal government requires all individuals who open a system or container holding a controlled refrigerant to be certified. Persons who work on stationary equipment or use refrigerant designed for these systems can become certified by passing a proctored Section 608 examination. This class will include a review of the EPA study guide in three 4-hour sessions over 3 days.

Day 1 will cover Core and Type I

Day 2 will cover Type II and III

Day 3 will cover a complete review

Registration closes 30 days in advance; enrollment is required. No cancellations after enrollment.

3-DAY COURSE*

Available in English and Spanish

Class Fee: \$103.47**
(Includes materials and test)

*Registration closes 30 days in advance; enrollment is required. No cancellations after enrollment.

**Includes fees for study guide and exam, which must be scheduled online with a third-party proctor. Access to the exam is available 72 hours after the class review.

**HEATING
VENTILAT
AIR
CONDITION**



BEGINNER

Introduction to Refrigeration

🕒 3 Hours

This class will cover the basics of refrigeration. You will learn how refrigerants work, the refrigerant cycle, differences in refrigerant pressures and temperatures, and common HVAC terminology.

HVAC for Managers 🕒 4 Hours

This class offers you an opportunity to learn complicated concepts in a simplified class. This class will teach you the basic science of how HVAC works, the components of the system, common troubleshooting steps and various refrigerant options.

HVAC: Basic Refrigeration and Charging Course 🕒 3 Hours

This class covers refrigerant pressures, states and conditions, and how they apply to the refrigeration system, vapor pressures, subcooling, superheat, saturation, latent heat, sensible heat and the refrigeration cycle.

Recovery 🕒 3 Hours

This class will discuss proper steps in recovery. We will discuss vapor vs. liquid recovery, recovery equipment and tools, and safety precautions.

Leak Check and Evacuation 🕒 3 Hours

This class will cover leak detection methods and when to use each one. You will also learn evacuation basics, including pressure/vacuum measurements, boiling points, and the tools and equipment needed.

Charging 🕒 3 Hours

In this session, you will learn about refrigeration tanks, charging charts, charging procedures, condenser split, subcooling, superheat, and the effects of both a low charge and overcharging.

Coil Cleaning 🕒 3 Hours

This session will discuss finding the correct cleaner, cleaning coils correctly, and caring for the evaporator and drain pan.



INTERMEDIATE

Evaporators ⌚ 3 Hours

In this session, we will focus on the evaporator. You will learn the function of the evaporator, terminology, Delta T, moisture removal and humidity, superheat, and the effects of load.

Compressors ⌚ 3 Hours

This session will focus on the compressor. We will cover the basic functions of a compressor, reciprocating compressor operation, lubrication, compression ratios, and types of compressors.

Condensers ⌚ 3 Hours

This session will focus on the condenser. We will cover how the condenser rejects heat, condenser splits, subcooling, low ambient controls, condenser maintenance, new technology, water-cooled condensers and cooling towers.

Heat Pumps ⌚ 3 Hours

- Basic Air Conditioning
- Reversing Valves
- Solenoids
- Defrost Boards
- TXV/Pistons
- Filter Dryers
- Emergency Heat Cycle
- Refrigeration Cycle
- Heat A/C Modes
- Troubleshooting Solutions

Gas/Electric Furnaces ⌚ 3 Hours

- Electrical
- Heating Element
- Gas Pressures
- Air Flow Theories
- Exhaust
- Blowers
- High Limits
- Temperature
- Sensors
- Voltage
- Thermostats
- Fuel Pumps
- Vents
- Air Filters
- Ducts
- Insulation
- Heat Exchanges
- Motors
- Heat Pumps
- Nozzle Sizing
- Electrodes
- Burner Motors
- Cell Relay
- Troubleshooting Solutions





ADVANCED

Low GWP Refrigerant Certification ⌚ 3 Hours for 2 days

The industry will transition to new equipment and new refrigerants, many of which are Low GWP refrigerants. These refrigerants include A2Ls (slightly flammable) and A3s (flammable).

Did you know A2L equipment will require refrigerant detection systems? Did you know there are new protocols for the safe transportation and storage of Low GWP refrigerants?

These are the things you NEED TO KNOW to safely work on new equipment entering the industry. HVACR professionals will need to learn how to utilize tools and adhere to additional SAFETY STANDARDS when installing or changing out older systems and repairing existing systems in the field.

2-DAY COURSE*

Includes an intensive review of the study guide.

Class Fee: \$103.47 + TAX**
(Includes materials and test)

*Registration closes 10 days prior to class. No cancellations after registrations are closed.

**Includes fees for study guide and exam, which must be scheduled online with a third-party proctor. Access to the exam is available 72 hours after the class review.



Electrical Theory for HVAC ⌚ 4 Hours

Success in the HVACR industry requires a solid understanding of basic electrical theory. This program is a comprehensive resource that provides students and practicing technicians with the information and knowledge necessary to accurately and safely diagnose and solve electrical system problems.

Metering Devices ⌚ 2 Hours

This class will discuss the function of a metering device, types of devices, how to make adjustments to lower or raise superheat, identifying the valve, bulb placement and how to read the valve.

Diagnosing A/C Systems ⌚ 2 Hours

In this session, we will cover troubleshooting methods, review “normal” high side and low side conditions, how to diagnose system components, and how to diagnose 9 common system problems.



ADVANCED

Diagnosing Compressor

🕒 2 Hours

In this session, we will cover 4 major causes of compressor failures: liquid slugging, flooding, flooded start and overheating.

HVAC: Refrigeration Troubleshooting Scenarios

🕒 3 Hours

This class employs refrigeration diagrams and illustrations along with detailed descriptions of 15 specific refrigeration system problems.

HVAC: Electrical Troubleshooting Fundamentals

🕒 3 Hours

This class employs wiring diagrams and illustrations along with detailed descriptions of 15 specific electrical system problems.



HVAC: Gas Heating Course

🕒 3 Hours

Depending on what part of the country you reside in, gas-burning heating systems can be either an absolute necessity or a rarity. For those that maintain, service and install gas heating systems or those just looking for a more in-depth source of accurate information, this modular training program focuses on furnaces and boilers that burn natural gas or LP. The combustion of gas to generate heat can be dangerous and should be thoroughly understood by HVAC technicians. This program covers many facets of gas heating, including combustion, system components and controls, heating sequences, installation and troubleshooting.



BEGINNER



Moisture and Indoor Air Quality

🕒 3 Hours

Uncontrolled indoor moisture can cause major damage to the building structure and negatively impact indoor air quality (IAQ). IAQ affects the health and comfort of your residents. This course helps you understand how to appropriately manage these conditions.

Water Extraction Principles

🕒 2 Hours

From small leaks to floods, water intrusion is a common problem. This class reviews the steps needed to properly extract water and dry out areas to mitigate damages or resident claims.





INTERMEDIATE



Mold Remediation Principles ⌚ 2 Hours

This course will discuss industry specifics of how to properly deal with moisture problems, the inevitable fungal growth and fallout from worried residents. This is still a large industry issue that needs to be handled properly and documented thoroughly by trained maintenance staff members. This course will explain what they are looking at, diagnose why it's there, give them techniques to deal with it, and ultimately manage the occurrence properly in order to protect the property, employer and client.

Asbestos Awareness ⌚ 1.5 Hours

Asbestos is the name given to a group of naturally occurring minerals. Asbestos has been used in products such as insulation, floor tiles, building materials, vehicle brakes and clutches. Asbestos is well-recognized as a health hazard and its use is now highly regulated by both OSHA and the EPA. Learn what asbestos is, how to manage it, and the federal laws and guidelines necessary to manage your property. This course incorporates O&M plans and how to operate under these guidelines.



Lead-Based Paint Issues and the EPA's Renovation, Repair and Painting Rule

⌚ 3 Hours

Are your pre-1978 properties EPA-compliant? This overview covers key questions to ponder:

- Has the property been tested for lead-based paint?
- Is the complete copy of the lead-based paint report on-site?
- What triggers the RRP Rule?
- What is a certified firm?
- How long must I save records of lead-based paint work activity?



BEGINNER



Foundation Care and Repair

🕒 1.5 Hours

Keep your buildings on solid ground. This course is designed to help you understand foundations and stress fractures, how to prevent problems and how to handle repairs.

Elevator Maintenance 🕒 2 Hours

Elevators often come with maintenance contracts with the proprietary service company for the manufacturer. However, you still need to be aware of what certain codes and general requirements are. You might be able to save money on your service contract.



Pest Control 🕒 2 Hours

This class will cover basic pest control management. Know when to treat a single apartment unit versus multiple units. Learn small ways to prevent pest intrusions. Understand what to tell your residents when an issue arises.



PRO TRAINING PREVENTATIVE



BEGINNER

Property Exterior ⌚ 1.5 Hours

This class will cover preventative maintenance for property exteriors.



BEGINNER

Moisture and Indoor Air Quality

⌚ 3 Hours

Uncontrolled indoor moisture can cause major damage to the building structure and negatively impact indoor air quality (IAQ). IAQ affects the health and comfort of your residents. This course helps you understand how to appropriately manage these conditions.



INTERMEDIATE

Managing Bedbug Incidents

⌚ 2 Hours

This class focuses on basic information and actionable steps to help you manage bedbug incidents on site. The course covers 7 main topics:

- Bedbug biology
- Methods of detection
- Reasons for increased rate of infestations
- Use of pesticides indoors
- Integrated pest management plans
- Response to resident claims
- Proactive steps you can take





PRO TRAINING LAWN AND GARDEN



BEGINNER



Turf Wars ⌚ 1.5 Hours

We will cover a variety of topics from curb appeal to landscape choices, and irrigation to bed maintenance.

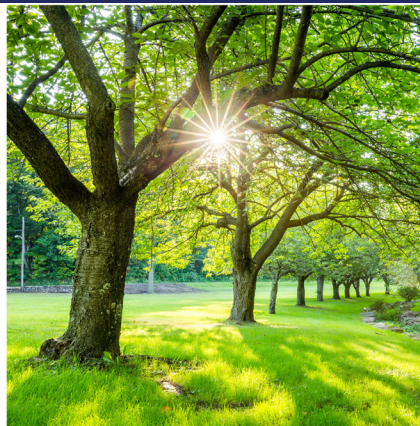


Water Conservation ⌚ 1.5 Hours

What are ways to save water without sacrificing comfort? Learn all the ways you can save on water usage and costs.



PRO TRAINING SEASONAL



BEGINNER Seasonal

Get ready for the upcoming season!

Classes include:

Preparing Fall/Winter ⌚ 1.5 Hours

Preparing Spring/Summer ⌚ 1.5 Hours

INTERMEDIATE

Crisis Response ⌚ 2 Hours

Learn how to be prepared in advance of a crisis, develop a plan, execute the plan and initiate recovery.

- Preparing
- Evacuating
- Team Procedures
- Building Prep
- 72-Hour Emergency Kits
- Recovery
- Insurance





PRO TRAINING PROFESSIONAL DEVELOPMENT



BEGINNER



Maintenance for Managers

⌚ 3 Days, 3-Hour Sessions

This course is designed specifically for managers and is geared toward increasing your knowledge base and improving your management skills. Whether you are new or have been doing this for years, this class will provide excellent tools that will help you grow and develop your knowledge and skills as they pertain to maintenance.

Maximize Efficiency — Priorities Matter

⌚ 2 Hours

Time is constant and cannot be altered, so how do you get the most out of your time? Priority management is NOT time management. This class will provide you with techniques to assist you in setting priorities so you can increase productivity.



Fair Housing — It's Hip to Be Fair!

⌚ 4 Hours

Fair Housing training is at the core of operations, risk mitigation and professional development for every housing industry professional and company. It's Hip to Be Fair provides an in-depth look at Fair Housing laws and best practices including federal, state and local protected categories; reasonable accommodations and modifications; occupancy policies; harassment; prohibited services and more.



INTERMEDIATE



Principles of Service First

🕒 3 Hours

Service principles help everyone understand what creates value for residents. From leasing to maintenance, management and the corporate office, established service principles help to unite and narrow the team's focus, seamlessly deliver on expectations and improve efficiency within the workplace.

Cross the Line, Excellence in Action

🕒 4 Hours

In every task or undertaking, we have a choice. We have a choice to cross the line to greater results, relationships and opportunities, or we may choose not to cross the line and settle for mediocrity and what's always been. What keeps you from **crossing the line** and accomplishing your goals? This course will help you discover what's holding you back and set you on the right track to setting goals and producing great results.



Managing Bedbug Incidents 🕒 2 Hours

This class focuses on basic information and actionable steps to help you manage bedbug incidents on site. The course covers 7 main topics:

- Bedbug biology
- Methods of detection
- Reasons for increased rate of infestations
- Use of pesticides indoors
- Integrated pest management plans
- Response to resident claims
- Proactive steps you can take



PRO TRAINING PROFESSIONAL DEVELOPMENT



Led by nationally recognized soft-skills instructor **Steve Coscia**

In these three courses, you will learn from an industry expert whose instructional materials are used by more than 250 colleges and trade schools.



INTERMEDIATE



Teamwork and Personal Accountability

🕒 1.5 Hours

Take your team to the next level. In this course, we will cover leading by example while remaining flexible and open to change. We will address how humility, a positive attitude and resiliency make successful teamwork a reality.

Communication and Attitude

🕒 1.5 Hours

In this course, we will discuss the relationship between belief, attitude and behavior. We will delve into how to make a memorable first impression, as well as telephone etiquette and the importance of speaking in a professional tone.



Profitable Relationships and Listening

🕒 1.5 Hours

Learn to unlock the meaning behind non-verbal behaviors and body language. We'll cover active listening, eye contact and practicing empathy as a means to add value to your customer's experience.



ADVANCED



Capital Planning ⌚ 3 Hours

This course will provide an overview of the processes of inspecting, analyzing and creating short-, medium- and long-term capital improvement plans. We will cover expected useful life charts for the most common large-ticket items, when they should be replaced and how to estimate costs of those replacements. This class is the start of creating a vision for the property and putting together a realistic and actionable plan in order to preserve and protect the property's value for years to come.

Shop Management — Inventory Control ⌚ 3 Hours

A multifamily real estate annual operating budget allows you to compare the actual financial performance of your property to your long-range projections for future income and expenses. A budget can help you maximize profitability and avoid unforeseen major repairs and expenses. This course will help you determine performance targets; forecast income and expenses; set up inventory controls; and plan for projects, capital improvements and more.





BEGINNER



The Art of Painting ⌚ 1.5 Hours

“PREPPING FOR PRO-FECTION” This class is an overview of how to successfully remove and install caulk like an expert, make essential drywall repairs and master the art of painting.

What Is Paint? ⌚ 1.5 Hours

This class will introduce you to what paint is and how we use it. We will cover different types of paint, function and performance, surfaces and preparation, application and uses, and how to select color.



PRIVATE CLASSES AVAILABLE

NOT SEEING WHAT YOU NEED?

Contact us to discuss a custom solution to meet your needs.

Email us at LoweProAcademy@Lowe.com

While information provided is periodically updated, no guarantee is given that information is correct, complete, or up-to-date. This is awareness training and for informational purposes only; it does not constitute professional advice. Lowe's Pro Supply only facilitates training, and any certification received is from a third-party company. Maintenance Supply Headquarters, LP d.b.a. Lowe's Pro Supply and instructors do not accept any responsibility for any loss which may arise from reliance on information.

©2023 Lowe's. LOWE'S and the Gable Mansard Design are registered trademarks of LF, LLC.

5219575-0210-05