



## Upcoming Heating Diagnostic Tune-up Trainings

The end of summer is here, which means fall is just around the corner! Join the DTE Energy and Consumers Energy Residential Heating, Cooling and Water Heating (HVAC) programs for **diagnostic tune-up webinar trainings**! These live and interactive webinars are tailored to different aspects of your organization, including:

- **Service – How to perform furnace and boiler tune-ups with combustion analysis**
- **Sales & Marketing – How the diagnostic tune-up benefits your customers and your business**
- **Administration – Capturing the necessary information and submitting a rebate application has never been easier**

**The free training webinars** are a great opportunity to train field technicians, service managers, and administrative staff on the benefits of the service. The webinar will enable everyone on your team to communicate the most accurate and up-to-date information to your customers.

These webinar trainings will continue to offer Continuing Education Credits (CEUs) for attendees of the advanced technical trainings from the North American Technician Excellence (NATE) and Building Performance Institute (BPI) for attendance. Be sure to have your NATE and BPI technician information ready to provide at the time of registration to be eligible for CEUs.

**Reminder:** Contractors who complete tune-up training can opt in to participate in DTE Energy's free Fall 2025 Furnace Tune-Up Promotion. Contact your DTE account manager for more details.

### Introduction to Diagnostic Tune-Ups

**Who Should Attend:** Owners, Service Managers, Administrative Staff

**What Topics Will Be Covered:**

- How to position heating comprehensive tune-ups as a money maker for your business
- Comprehensive tune-up requirements
- Marketing comprehensive tune-ups through technicians and service managers

**Sessions available include:**

Date	Start Time	End Time*	Registration
Sept. 15, 2025	8:00 AM	9:00 AM	<a href="#">Register Here</a>
Sept. 16, 2025	5:00 PM	6:00 PM	<a href="#">Register Here</a>
Sept. 17, 2025	8:00 AM	9:00 AM	<a href="#">Register Here</a>

\*End times are approximate

## Advanced Technical Training

**Who Should Attend:** Field Technicians, Service Managers

**What Topics Will Be Covered:**

- Myths of utility heating comprehensive tune-ups
- Testing methods
- New opportunities for submission through our mobile app, including technology and data requirements

**Sessions available include:**

Date	Start Time	End Time*	Registration
Sept. 22, 2025	8:00 AM	10:30 AM	<a href="#">Register Here</a>
Sept. 23, 2025	5:00 PM	7:30 PM	<a href="#">Register Here</a>
Sept. 24, 2025	8:00 AM	10:30 AM	<a href="#">Register Here</a>

\*End times are approximate

### How to Sign-up for the Webinars

All webinars will be provided via ZOOM. The ZOOM platform has built-in tools that make it easy for participants to listen to the audio, view the information shared through the presenter's screen and ask any questions during the webinar using any desktop or mobile device. An internet connection - broadband wired or wireless (3G, 4G, 5g/LTE) - will be needed to join the presentation.

If you have any questions, please contact an HVAC Account Advocate at:

DTE: 855.539.1906, [dtehvac@icf.com](mailto:dtehvac@icf.com)

Consumers Energy: 855.263.5390, [consumershvac@icfi.com](mailto:consumershvac@icfi.com)

ICF | 1 Energy Plaza | Detroit, MI 48226 US

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