



MASTER INSTALLER PROGRAM – PARTICIPATION AGREEMENT

By signing this participation agreement for the Master Installer Program, I, _____,
agree to the following criteria (**Please initial each point below**): (Contractor Contact Name)

_____ I attended a NW Ductless Heat Pump Project (Project) Installer Orientation webinar on ___ / ___ / ___ (date).

_____ I attended the Project’s Installation Best Practices webinar on ___ / ___ / ___ (date).

_____ I understand and will incorporate all elements of a “Best Practices Installation” on installations, including:

- Using proper installation tools, including R410A flaring tools, a programmable refrigerant scale, a torque wrench and R410A Gauge and Hose Set
- Installing the outdoor and indoor units according to manufacturer instructions
- Protecting the outdoor portion of the line set from UV degradation and damage and will use rigid protection when possible
- Providing the homeowner a walk-through of operation and maintenance of the Ductless Heat Pump (DHP), including explanations of the settings, operation of the remote control, and directions for cleaning the filter(s)
- Leaving a copy of the “Homeowner Guide” for the customer to reference as they operate their DHP and a way to reach you with questions

_____ I have submitted photo documentation for **two utility-incented** installations

_____ I have submitted documentation for **one utility-incented** homeowner testimonial

_____ I have completed a minimum of **25 total** installations (**15 or more utility-incented installations**) in the last three years and recorded install information on the Project provided installation data template

_____ I understand the Project may verify installation, customer satisfaction and customer education on non-utility incented and utility incented installations

_____ To maintain Master Installer status, I must have a **minimum of five ductless installations per year**

_____ I agree to submit **evidence of installation activity**, due by March 31 annually, for the previous year using the Project provided installation data template

_____ I agree that all installers within the company are responsible to uphold Master Installer requirements

_____ I understand that failure to satisfy the criteria above may result in removal from the Master Installer Program at the discretion of the Project and utility partners; removal will be communicated in writing to the installer. If an installer is removed from the Master Installer Program more than once, it will be permanent.

***Signature required on back page.**

MASTER INSTALLER PROGRAM – PARTICIPATION AGREEMENT

Company Name

Company Address	City	State	Zip
------------------------	-------------	--------------	------------

Print Contractor Name	Position
------------------------------	-----------------

Contractor Email	Contractor Phone
-------------------------	-------------------------

Contractor Signature	Date
-----------------------------	-------------

Reminders:

- All installers at your company are responsible to uphold Master Installer requirements
- One QA inspection resulting in deviation or failure may result in immediate removal from the Master Installer Program
- An installer can be removed at any time from the Master Installer Program at the discretion of the of the Project and utility partners

Note: The Project will verify all Master Installer Program enrollment requirements are met, including installation data, testimonials, photos and attendance at both the Orientation and the Installation Best Practices webinars. Once all requirements are verified, we will send an email confirmation welcoming you to the Master Installer Program.

Please submit this agreement and other enrollment materials through the on-line learning platform at

<https://training.goingductless.com/learn>

or to:

NW Ductless Heat Pump Project

Info@GoingDuctless.com

Phone: 503.467.2159