

Customer Service Training – Invitation Letter

Dear CST Candidate,

We would like to extend an invitation to your firm to invite qualified contractors to attend Desert Aire's Service Training School. This year's schedule for factory authorized training is:

Desert Aire CST Class Dates - 2010

May 19 & 20
October 20 & 21

Class Fees –

1. \$ 500 Covers class fees for up to 2 students per contractor, per session.
2. \$1,000 Covers class fees for up to 4 students per contractor, per session.

PLEASE NOTE: The class fee does NOT include hotel, meals or transportation. These arrangements and costs are your / your firm's responsibility.

Registration Fee - Details

A \$50 nonrefundable registration fee is required per student with each application. The balance is due in full 10 days prior to the start of training. We accept check and credit card as well as a P.O. if you have an existing account with Desert Aire. All payment details are outlined on the following application form. Desert Aire will confirm your class reservations 30 days prior to the training class.

Johnson Controls "HVAC Pro" Version 8.08 – Desert Aire Recommended Optional Purchase

HVAC Pro is the software program that interacts with Metasys® controllers. For many years, Desert Aire has used Metasys® controllers on many of our units.

However, we are beginning to use two different controllers on our systems that offer greater programmability for a variety of applications. Our CA2500 Controller provides precise monitoring and control of temperature, RH and even optional water temperature control which is ideal for pool applications. It also offers optional LONWORKS® communications. Our CM3500 Controller, on the other hand, is ideal for interfacing with building automation systems which use LONWORKS®, BacNET™ or Modbus®. In using these two controllers on our dehumidifiers, we will be phasing out Metasys® by the end of 2009 and will have less need for HVAC Pro.

With that said, HVAC Pro is still a very necessary software package that we recommend our CSTs load onto their laptops. We have over 15 years of product in the field that use Metasys® controllers. Thousands of units will continue to require maintenance and servicing for years to come. This means you must have HVAC Pro to connect with a unit that has a Metasys® controller.

To buy a copy of HVAC Pro software from Desert Aire, be sure to fill out the special order form found on the last page of this letter and fax it with your completed CST class application form to Desert Aire.

Also, please note that Desert Aire is one of a few exclusive sellers of HVAC Pro. Johnson Controls limits the number of customers that it authorizes to sell this software. We encourage you to take advantage of this limited purchasing opportunity.

CST Basic Course Agenda (2 days – 18 students max)

Day 1	8 am – 5 pm	Pool Room Unit Training
Day 2	8 am – 5 pm	IAQ / 100% OA Unit Training

Maximum class size is 18 individuals. Classes are filled on a first-come, first-serve basis. Class content covers all product lines. Hands-on training will be provided during both days of classes.



N120 W18485 Freistadt Road • Germantown, WI 53022 • Ph: (262) 946-7400
Fax: (262) 946-7401 • Website: www.desert-aire.com • E-mail: service@desert-aire.com

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Lodging

Desert Aire holds its training at its corporate headquarters in Germantown, WI. We recommend that you stay at either the Country Inn or the AmericInn Lodge which are both around 1 mile away from the plant. Desert Aire can also pass along a special reduced rate to all students who stay at these hotels. See info below.

AmericInn Lodge, Germantown

Rates

All official Desert Aire CST students are eligible to receive a discounted room rate from the AmericInn Lodge in Germantown. For 2010, the hotel has agreed to offer its corporate rate of \$74.00 per night plus tax for any of our students. To receive this special rate and make reservations, contact Nicole Sevcik at (262) 502-9750.

Be sure to ask for the Desert Aire rate!

Contact Information

AmericInn Lodge
Nicole Sevcik – General Manager
W190 N10862 Commerce Circle
Germantown, WI 53022
Toll Free: (800) 634-3444
P: (262) 502-9750
F: (262) 502-9751
Website: www.americinn.com

Country Inn, Germantown

Rates

All official Desert Aire CST students are eligible to receive a discounted room rate from the Country Inn and Suites in Germantown. For 2010, the hotel has agreed to offer its corporate rate of \$83.00 per night plus tax for standard rooms and \$103.00 per night plus tax for one (1) bedroom suites. To receive this special rate and make reservations, contact Country Inn and Suites at (262) 251-7700.

Be sure to ask for the Desert Aire rate!

Contact Information

Country Inn
W188 N11020 Maple Road
Germantown, WI 53022
P: (262) 251-7700

Transportation

Transportation from Mitchell International Airport in Milwaukee to the hotel as well as from the hotel to Desert Aire is the sole responsibility of each CST student attending the class. We recommend that you inquire about rental car agencies with offices at Mitchell International Airport.

For more details, visit our website at www.desert-aire.com and click the “Service” pull-down menu found underneath our logo on our home page.

Thank you. We look forward to having you attend our class.

Sincerely,



Mark Potter
Service Manager
Desert Aire Corp.



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Service Training Application

Please Type or Primary Contact Information Clearly

Company Name: _____
 Street Address: _____
 City/State/Zip: _____
 Phone: _____ Fax: _____
 E-mail Address: _____
 Circle requested date for training: May 19 & 20, 2010 October 20 & 21, 2010

How many years of experience in servicing HVAC equipment?	0 - 5	6 - 10	Over 10
What types of systems do you service most frequently?	Commercial	Residential	
How many service technicians do you have in the field?	5 - 10	11 - 20	Over 20
How many miles are you willing to travel to a job location?	30 - 50	51 - 100	Over 100
Have you ever serviced Desert Aire equipment in the past?	Yes	No	
Do you perform new equipment installations?	Yes	No	
Do you provide new equipment sales?	Yes	No	
Do you hold a refrigerant handling license?	Yes	No	

Please list the name of the Desert Aire Rep that recommended you: _____

Names and E-mail Addresses of Technicians Attending: *(Fill out a second form for additional names and e-mails.)*

1. name: _____	3. name: _____
e-mail: (REQUIRED!) _____	e-mail: (REQUIRED!) _____
2. name: _____	4. name: _____
e-mail: (REQUIRED!) _____	e-mail: (REQUIRED!) _____

You must submit this application at least 30 days prior to the start of training. A **\$50 nonrefundable registration fee** is required per student with this application. The balance is due in full 10 days prior to the start of training. We accept check and credit card. We will also accept a P.O. if you have an existing account with Desert Aire. All payment details are outlined on the **Method of Payment Form**.

Desert Aire also reserves the right to cancel any training session up to 30 days prior to the start of the first day of class. You will be notified of any cancellations and refunded the full cost of the class excluding any prepaid transportation and lodging expenses. Your nonrefundable registration fee will be applied to the next training class you attend.

WE WILL MAIL YOU A CONFIRMATION LETTER 30 DAYS PRIOR TO THE START OF THE TRAINING CLASS.

Signature: _____ Date: _____
(Must be authorized service manager's signature.)

FAX THIS TWO PAGE FORM TO - ATTN: Service Manager at (262) 946-7400



Method of Payment Application

Desert Aire accepts several methods of payment for CST Training including check, credit card or P.O. if you have an existing Desert Aire account that's in good standing.

We are pleased to announce that we've reduced our class fees for 2009!

Class Fee - Total Due

A \$50 deposit per student is due with your application and is applied towards your total class fee. Your balance is due 10 days prior to the start of the first day of class. Or, pay in full with this application.

1 Technician: \$500	Deposit due with this application: \$50	Balance: \$450
2 Technicians: \$500	Deposit due with this application: \$100	Balance: \$400
3 Technicians: \$1,000	Deposit due with this application: \$150	Balance: \$850
4 Technicians: \$1,000	Deposit due with this application: \$200	Balance: \$800

NOTE: If you would like to purchase "HVAC Pro," be sure to fill out the order form on the next page and fax it with this application form to the number listed below.

Check Instructions

Check payable to: Desert Aire

Mail to: Desert Aire
N120 W18485 Freistadt Road
Germantown, WI 53022

Credit Card Instructions

Circle your credit card: Visa MasterCard

Card number: _____

Expiration date: (Mo. & Yr.) _____

Signature as shown on card: _____

Purchase Order Number Instructions

If you do not have an account and would like to establish one with Desert Aire, call us at (262) 946-7400.

Provide your purchase order #: _____

FAX THIS TWO PAGE FORM TO - ATTN: Service Manager at (262) 946-7401



Johnson Controls “HVAC Pro” Version 8.08 – Order Form

HVAC Pro - Important Required Tool for CSTs

HVAC Pro is the software program that interacts with Metasys® controllers. Desert Aire has used Metasys® controllers on many of our products and we continue to install this controller on our ND/SA dehumidifiers.

For the last 15 years, we have also delivered thousands of units to the field which use Metasys®. These units will continue to operate long into the future and will require routine service and maintenance. For this reason, Desert Aire highly recommends that all of our CSTs have a copy of HVAC Pro loaded on their laptops. We are also one of only a few Johnson Controls customers that is authorized to sell this software. We hope you take advantage of this limited sales opportunity and submit this order form with your class application.

Classroom Training of HVAC Pro

Because of the continued need for HVAC Pro in the field, a good portion of our class time covers this software. Therefore, if you don't already have a copy of HVAC Pro on your computer, we highly recommend that you order this software from us and bring your laptop with you to class. (*NOTE: Students are NOT required to bring a laptop to class. You should only bring one if this is your first time purchasing and loading HVAC Pro.*) We will give you the CD on the first day of class. Training will include detailed instruction on uploading, downloading, commissioning and remote monitoring using this software. We will also teach you how to use the connection hardware which is necessary to interface your laptop with Metasys® controls.

Laptop Requirements for Loading and Using HVAC Pro

If you intend to purchase HVAC Pro, please understand that your laptop must meet the following requirements:

- Operating System – Windows XP or older.
- Windows Vista has not been approved by Johnson Controls.
- CD ROM Drive – Software is available on CD only.

Connection Requirements

In addition to having the proper computer, you will need the appropriate Desert Aire-approved connector cable that is compatible with your laptop. One of the two cables listed below must be purchased from B&B Electronics. To purchase either cable, visit B&B Electronics' website which is also listed below.

If you have a ...

9-pin Port on Back of Laptop

B&B Electronics 9-Pin RS-485 Converter – Model #485-SD9TB

USB Port on Back of Laptop

B&B Electronics USB Isolated RS-422/485 Adapter – Model #US0TL4

B&B Electronics Website: www.bb-electronics.com

If you have any questions about the software or the laptop and connection requirements, please contact me, Mark Potter, Service Manager at (262) 946-7400.

Yes, I want to purchase HVAC Pro from Desert Aire for only \$450! _____

***IF ORDERING HVAC PRO, FAX THIS FORM ALONG WITH YOUR
CST CLASS APPLICATION TO – ATTN: Service Manager at (262) 946-7401***



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