



Course notes

Officially established in 1946 in Denmark, Danfoss entered the UK in 1991 following the acquisition of Randall Electronics. At its base in Bedford, the company manufactures over 1 million products per year, so surely there was no better site for us to attend the company's heating controls training course? James Moore reports.



Greeted by a selection of pastries and a fresh cup of coffee isn't a bad way to start any day, so Danfoss has certainly got that bit right. Fortunately, such planning and preparation soon became a theme of the 'One Day Hands-On Central Heating Controls Seminar'.

It was immediately apparent that Mark and Paul, the two trainers for the day, were both knowledgeable and passionate about the company, its products and the industry in general. Both had previously worked in the trade, and were able to answer pretty much everything that was thrown at them throughout the day. The two used a presentation as a guidance tool to take attendees through the company's history, its

background in the UK heating controls market, industry issues such as the Part L Building Regulations and TRV applications.

After a relaxed yet enlightening morning – as the room interjected at various points to discuss their own views, projects and experiences in the trade – it was time for a tour of the production facilities. Installers were given the chance to ask a number of (penetrating) questions to a member of the research and development team, who demonstrated the various applications, troubleshooting procedures and tests the company carries out in Bedford.

Speaking to attendees, this was clearly a key part of the day: "It was a great opportunity to ask questions to the heart of the production team –

who really knew their stuff – and it was good to see how rigorous some of the testing procedures are behind the products we fit every day," commented one installer. "It also split up the day and made it a little different to other training days I'd been on."

After a spot of lunch it was back to it, as Mark and Paul took us through a short run through of wiring theory and the latest developments in the controls market. I'll be honest, this part went a little over my head, but it was greeted with appreciative nods of understanding from the installers, so I assumed it all made sense.

Everyone – including me – was then given a training 'briefcase', fitted with a room stat, cylinder stat, programmer, heating valves, boiler,

pump and mains wiring centres. Under the experienced supervision of the trainers, attendees were given a relatively easy-to-understand diagram to follow. Any problems were identified and explained, with the necessary tools supplied and it was a good chance for installers to get to grips with some of the products being talked about throughout the day – as well as providing some friendly, skills-based competition.

That essentially concluded the day, which to sum up, was an enjoyable and enlightening one. The tone was set early on, with the colloquial atmosphere allowing for discussion and debate

amongst installers and the Danfoss team.

From an industry point of view, it was encouraging to see how tips were passed on by experienced installers to those less so, and highlighted the value of manufacturers in putting on such events. It's not only beneficial for them, but by bringing industry professionals together, training events can help drive standards upwards and individuals can share their knowledge and keep up to date with the latest developments. Of course it does mean a day off the tools, but it was clear that Danfoss respected that, consequently putting the efforts in to make it a worthwhile day for all involved.

On an end note, having minimal experience with even the most basic of tools, the fact I managed to get the system working is testament to the patience and knowledge of both the trainers, and installers who guided me through it. So my thanks must go to them and Danfoss for including me fully in the day!

FOR MORE INFORMATION ON THE TRAINING DANFOSS OFFERS, CIRCLE READERLINK 520

INSTALLER VIEWS

Max Liguori – BAM Plumbing

"A great event. It was a well-structured day and presented with enthusiasm by experienced and well-informed staff. The factory tour in particular was an eye-opener."

Derek West – D. West & Sons

"A fine day. There was a good explanation of the products and a very good factory tour. It was hands-on with the trainers demonstrating good understanding. I'm glad I came and it was well worth the money!"





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