

Sullair Training Website - User Instructions & FAQ's

This document is intended to assist students and managers with the Sullair Training website and it's processes. Here you will find instructions for registering for courses, e-modules, videos, instructions for accessing standard training documents, and also an FAQ section regarding users experiences. Please read through the document carefully and if you still cannot find the assistance that you need, please reach out to Training@Sullair.com or call 1-219-861-5623.

Note: SullairTraining.com is intended solely for use by Sullair employees and employees of authorized Sullair Distributors.

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I. Creating a Sullair Training Account

In order to utilize the Sullair training website, each user needs to register for an account by visiting <http://www.SullairTraining.com> and choosing "*Distributor Training*". This will send you to the training login screen. From here, you can view the *Training Calendar* and the *Training Certification Path* in the black toolbar on top. Consider viewing and becoming familiar with the *Training Certification Path*. Click "*register here*" under the login fields on the right-hand side to create an account. The next screen will prompt you to enter your *Sullair Account Number* and other pertinent information (if you are a Sullair employee, enter in your 9-digit department chargeback code in place of the "*Sullair Account Number*").

Once the account is created, the user can login and view the training by clicking on the "*Course Catalog*" tab from the tool bar at the top, then selecting either the catalog "*Stationary Air Power*" or "*Portable Air Power*" from the list. Sullair training consists of an online library of videos, tech tips & service bulletins, interactive training e-modules, and of course, our world-class training courses that are held at the brand new Sullair Training Center in Michigan City, IN. There is a short video tutorial near the login fields that walks you through the registration, login and the course enrollment process.

II. Registering for Training Courses at the Sullair Training Center

With the exception of “Customer Stationary”, registration for all Sullair training courses is open strictly to the employees of authorized Sullair distributors only. If you are an end-user interested in the “Customer Stationary” training course, please contact your local Sullair distributor for assistance. To find your local stationary distributor, click [HERE](#).

To view the service training courses currently offered by Sullair, users must have a Sullair Training account (please see above for how to register). Go to <http://www.SullairTraining.com>, select “Distributor Training” and then log in. To view the training courses that are currently being offered and their scheduled session dates, click on the “Course Calendar” in the toolbar at the top of the screen. To register for any of these training course at the Sullair Training Center, select the “Course Catalog” tab from the same toolbar at the top of the screen (must be logged in for the “Course Catalog” tab to be viewable). Each training course is located in the following *Course Catalogs*:

Catalog: Portable Air Power

- Small, Medium, & Large Portables – Level 1

Catalog: Stationary Air Power

- Stationary Level 1
- Advanced Electricity
- Advanced Microprocessor/VSD
- Air Treatment
- EPA Section 608 Certification
- Master VSD
- Master Stationary

Select the catalog that corresponds to the desired course; either the “*Portable Air Power*” or the “*Stationary Air Power*” catalog. Once you choose a catalog, select “*Courses at Sullair*”, and then pick you class. Once you are at the web page for the desired class, you will see all of the details for the course; cost, time & date, start & end time, location of training center, course topics, required materials, rules & regulations, and most importantly, the required pre-requisites that must be completed before registration can take place. Every training course offered at the Sullair Training Center has at least one pre-requisite, whether it being online modules to take a basic course, or a basic course before taking an advanced course. If all listed pre-requisites for the desired course have been completed by the user, an apple icon/button will be listed at the top of the course page:



Enroll

If the pre-requisites have not been completed, registration will be locked out. This could include e-modules, or in-person courses that must be taken before moving on to advanced or master-level courses. For information on how to enroll in e-modules, please read the next section.

If all pre-requisites have been completed, click on the apple/enroll button. The next screen prompts for a *Coupon Code* to be entered – this is where a PO# for the cost of the course must be entered. Work with the appropriate people in your company to get a *Purchase Order* made for the cost of the course and enter in the PO# in the coupon code text box and click “*update*”. If you do not have a purchase order at this time and must leave to continue later, click “*Logout*” in the top right-hand corner of the screen. When you log back in, you can resume from this step by clicking on “*My Cart*”. Once a PO# has been entered and the “*Update*” button has been selected, the screen will prompt you to return back to the “*My Account*” page.

This next and final step is very important: once you are back to the “*My Account*” page, click the green “GO” button next to the course name this will bring you to the page that allows you to choose the course session date by clicking on the “+”. **If you do not schedule a session date, you have not completed the enrollment process for the course and your seat will be automatically forfeited!** Each training course is offered at different dates throughout the year. Once you click the “+” symbol, you will see a list of the available course sessions to choose from (sessions may be full, as there are only a limited number of seats available in each class). Select the desired session date. Once you select and confirm your session date, your registration for that course is confirmed. An automated email will be sent out to the email address associated with the account in use, confirming enrollment and providing further details.

III. Registering for e-Modules (Online Pre-requisites for Training Courses)

Please be advised that the Sullair Training Website is optimized for the Google Chrome web browser. The Sullair Training Team recommends that users download and use Google Chrome as the active web browser when using the training site. Additionally, users can modify the internet settings to further optimize the experience with the site by going to <http://training.sullair.com>, scrolling to the bottom of the page and clicking on the link entitled “System Test”. Choose the button labeled “Test My Workstation”. Ideally, every item will have a green check mark next to it if the settings are aligned to provide the best user experience. If any of the items are missing a green check mark, users should perform an online search for how to correct the problem (ie. Google search “How to disable popup blocker on Google Chrome”).

Many of the Sullair training courses require interactive online modules to be completed before registration can begin. These e-Modules are subject-specific, interactive learning opportunities that give students the chance to build their compressor skills and knowledge before coming to the training course, which helps to ensure that the entire class has a strong enough basis to build upon. A good way to view which e-Modules are pre-requisites to corresponding training courses is to go to <http://www.SullairTraining.com>, select “*Distributor Training*” and choose the “*Sullair Training Certification Path*” from the toolbar at the top of the page.

To register for Sullair training e-Modules, users must log in to the training website. Once logged in, users must choose the “*Course Catalog*” tab from the toolbar at the top of the page and select the desired catalog. All of the e-Modules featured on the *Sullair Training Certification Path* are located in either the catalog “*Portable Air Power*” or “*Stationary Air Power*”. There are also other e-Modules available, such as those that are located in the catalog “*Warranty*”. Please feel free to explore each catalog that is available on your account.

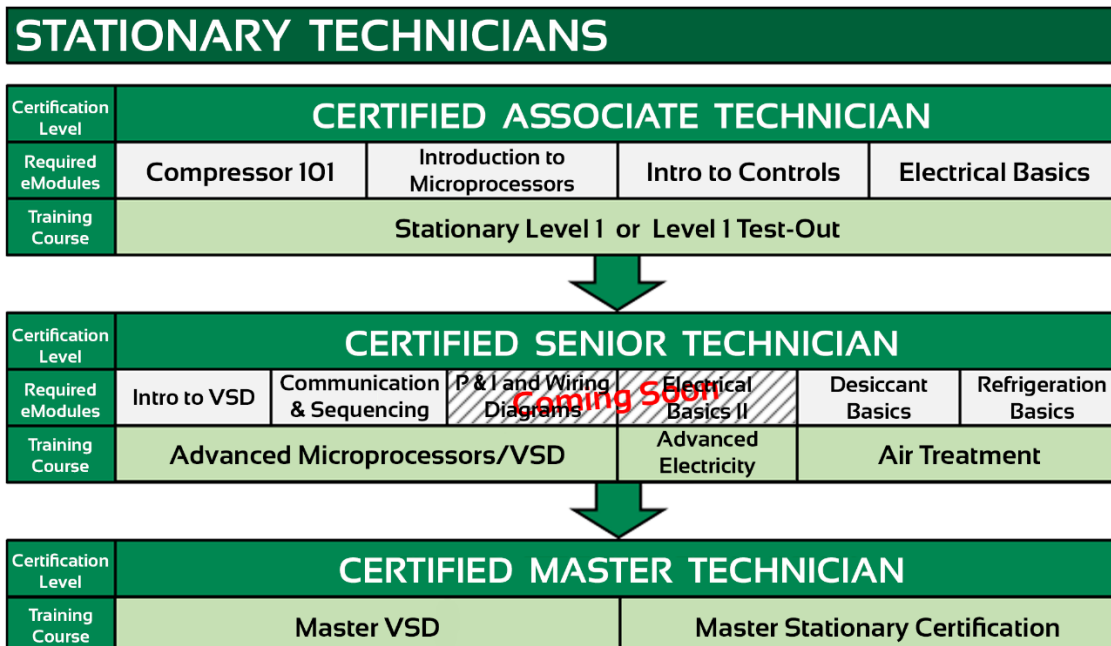
To access the e-modules relating to Sullair portable compressors, choose the catalog “*Portable Air Power*”, select “*e-Learning Modules*”, click the desired e-Module, then choose the *Apple* icon to enroll. You will then be prompted to return to the “*My Account*” page, where you can select the “GO” button next to the course name and the e-module will launch.

To access the e-modules relating to Sullair stationary compressors, choose the catalog “*Stationary Air Power*”, select “*e-Learning Modules*”, choose either “*Level 1 Certification Modules*”, if the user is just beginning, or “*Advanced Certification Modules*”, if the user is working towards more advanced topics & courses. Next, click the desired e-Module and then click on the *Apple* icon to enroll. You will then be prompted to return to “*My Account*”, where you can select the “GO” button next to the course name and the e-module will launch.

IV. Sullair Training Certification Path

The Sullair Training Certification Path is a workflow consisting of both online and in-person training courses that allow for the development of the necessary knowledge and skills needed by Sullair distributor technicians to achieve recognized levels of service training certification. The path outlines the necessary requirements for each corresponding level of certification. Sullair certification is backed by world-class training courses and instructors. Each courses offer a tired-and-true learning experience that will benefit expert and novice technicians alike.

Currently, the certification path is separated into two sections: the path for “*Portable Technicians*” and the path for “*Stationary Technicians*”. The type of Sullair distributor that each user is employed by – whether they deal with Sullair portable compressor units (with wheels/diesel), stationary compressor units (without wheels/industrial/electric), or both - is what determines which certification path each technician should choose to pursue.

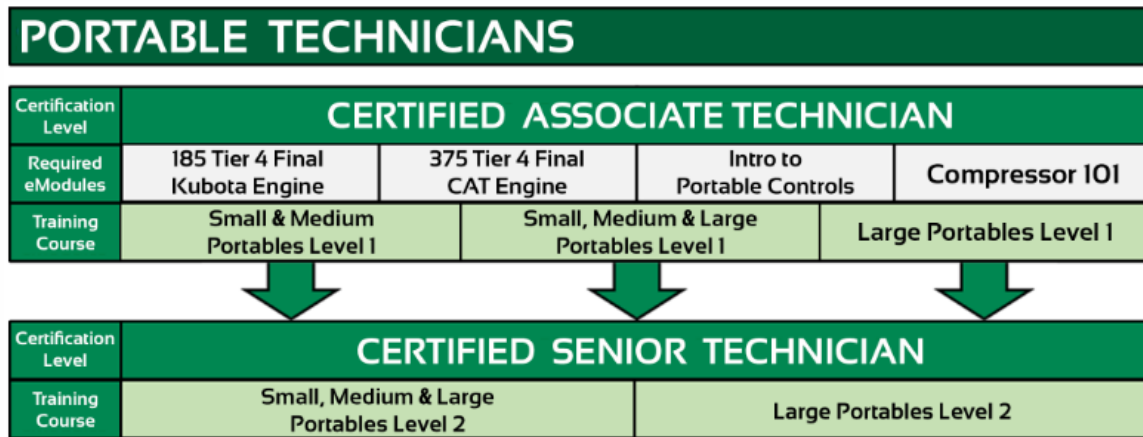


Shown above is the certification pathway designed for technicians who work strictly, or at least primarily, on Sullair stationary compressors. There are three levels of certification on the stationary side that technicians employed by authorized Sullair distributors can work towards: “Certified Associate Technician”, “Certified Senior Technician” and “Certified Master Technician”. Each level must be worked towards and achieved in order, beginning with Associate, ending with Senior.

To begin working towards certification, users must first complete all 4 of listed online modules under the “Certified Associate Technician” block. To learn how to register for online modules, please see the above [Section III](#). Once all modules are complete, the user can choose either attend the “Stationary Level 1” training course at the Sullair Training Center or they can opt to take the “Level 1 Test-Out” option. The test-out option is designed for the more experienced technicians who are looking to pursue the more advanced courses but need the credit for all pre-requisites. The test-out option may only be taken 1 time. For more information on the test-out option, please see the following [Section V](#).

To achieve certification for the “Senior Technician” and “Master Technician” levels, this same pattern of completing pre-requisites and corresponding course is repeated. For information on how to register for courses please see [Section II](#).

Below is the certification path for “Portable Technicians”:



The model for portable compressor training is considerably different than that of the stationary side. The majority of the portable training courses are held on-site at distributor locations and the e-Modules are suggested and not required. Scheduling an on-site portable training course must be done well in advance, typically a year, because of the high demand and limited resources. Please contact Training@Sullair.com for info.

Each distributor course is designed around the primary machines used by the facility. If the distributor location only uses large portable compressors (ie. 900/1150 models), the user would want to register for “Large Portables Level 1” and not “Small, Medium & Large Portables Level 1”. There are limited sessions for the “Small, Medium, & Large Portables – Level 1” held at the Sullair Training Center each year. The registration process for those sessions would be the same as that described in [Section II](#).

V. Stationary Level 1 & the Test-out Option

In recognition of the fact that many distributor technicians are experienced enough to not have to take a Level 1 course to effectively continue on to more advanced courses, Sullair Training offers the online “*Stationary Level 1 Test-Out Option*”. This one-time-only opportunity offers technicians a chance to put their current knowledge and skillset to the test to determine if they are sufficiently knowledgeable of all of the topics covered in “*Stationary Level 1*”, as to allow them to pursue more advanced courses. If the user passes, they will be awarded a credit equal to that of the level 1 course which will count as the necessary pre-requisite to continue on to other courses.

To register for the test-out option, users must log in to their training account, select the “*Course Catalog*” tab from the toolbar, choose the catalog “*Stationary Air Power*”, select “*Stationary Level 1 Test-Out Option*” and then click on the apple icon to enroll. Once enrolled, users must return to the “*My Account*” page, click on the green “GO” button next to the course name. This will launch a pop-up window which contains the link to the online test-out. Again, users are only allowed to take the test-out one time. Once completed, the Sullair Training Department will grade the test, and reach back out to the user. If the users passes, a credit will be awarded. If the user does not pass, they will need to register for “*Stationary Level 1*” and all of the online pre-requisites in order to continue along the certification path and other courses. No exceptions are made to this rule.

VI. Air Treatment & the EPA Section 608 Certification

Sullair Training offers a 4-day “*Air Treatment*” training course with an optional 5th day for the “*EPA Section 608 Certification*”. The first 4 days contain all Sullair content administered by a Sullair trainer, with the 5th day containing strictly EPA Section 608 content, offered by a very qualified EPA Certified proctor.

A purchase order for the full cost of the “*Air Treatment*” course and the “*EPA Section 608 Certification*” is required for registration to take place. It is possible to create just one PO for both costs, as long as it is itemized with both part numbers on it (Air Treatment Part No: 02250211-035, EPA Part No: 02250211-936). In order to register for the “*Air Treatment*” course, technicians must have already taken the “*Stationary Level 1*” course or have taken the “*Stationary Level 1 Test-Out Option*”. If the tech has indeed fulfilled one of those requirements, there are also two e-learning modules that must be taken before they can enroll in the course – “*Desiccant Basics*” & “*Refrigeration Basics*”. Please see [Section III](#) for instructions on how to register for e-modules.

To register for both the course and the certification, choose “*Course Catalog*” from the toolbar, navigate to the catalog “*Stationary Air Power*”, select “*Courses at Sullair*”, choose “*Air Treatment*”, and then click the apple icon to enroll. Next, enter in your PO# into the text box under “*Price*” and click “*Update*”. Go to “*My Account*”, hit the green “GO” button next to the course name to open the course, and then click the “+” to schedule a session date. **This next and final step is very important: once you are back to the “*My Account*” page, click the green “GO” button next to the course name**

this will bring you to the page that allows you to choose the course session date by clicking on the “+”. **If you do not schedule a session date, you have not completed the enrollment process for the course and your seat will be automatically forfeited!** Once a session date is selected from the available options, registration is complete and an email confirmation will be sent to the user at the email address associated with their account. To register for the optional 5th day of certification, please repeat these same steps – only once in the catalog “*Courses at Sullair*”, select “*EPA Section 608 Certification*” from the course catalog and continue following the same instructions. **Be sure to choose a session date for the EPA Certification, as well.**

VII. Administrator Rights – Sullair Distributor Service Managers Only

For Service managers, Sullair Training offers the ability to grant their accounts “Admin Rights” on the training website. This means that they can generate reports for the technicians in their company to track their training history (techs must have a Sullair Training account) and to see where they stand – when they last took a course, what courses they completed, what scores they earned, etc. An admin account can even log in and impersonate their technicians to get them signed up for all of the courses that they wish, minimizing the amount of time that each technician is spending off the road and, ultimately, making it easier for them to take only what they need. If you are a service manager with an authorized Sullair distributor and are interested in having your account granted admin rights, please reach out to Training@Sullair.com or call 1-219-861-5623.

VIII. FAQ's

This section covers the most frequently asked questions regarding any training-related material. Please read through the entire section and if you have a question that is still not answered, reach out to Training@Sullair.com or call 1-219-861-5623.

Q: What are the directions to the new Sullair Training Center?

A: Sullair has just recently finished constructing a brand new, world-class training facility located at 1100 W. Kieffer Road, Michigan City, IN 46360.

Directions from Hwy 94

When traveling on I-94 in Indiana, take Exit 34B “US-421 N; Michigan City”. Turn left and head West at the first stoplight, which is W. Kieffer Road (turning right becomes W. 400 N), for ½ a mile. The Sullair Training Center will be on your right-hand side at 1100 W. Kieffer Rd. It is a large, white building with a black Sullair sign. The glass double-door entrance labeled “Sullair Training Center” at the front of the parking lot is the main entrance to the facility.

Directions from the Sullair Main Campus

When leaving the main Sullair Campus, located at 3700 East Michigan Boulevard, turn right and head West on Michigan Boulevard. Turn left and head South at the first stoplight, which is Johnson Road, and continue for 1.3 miles. Once you have reached US-20, which is the second stoplight, turn right and head East for 3 miles. Next, turn left onto Ohio St. and head South for 1 mile. Turn Right onto W. Kieffer Road and head West for 1 block. The Sullair Training Center will be on your right-hand side at 1100 W. Kieffer Rd. It is a large, white building with a black Sullair sign. The glass double-door entrance labeled “Sullair Training Center” at the front of the parking lot is the main entrance to the facility.

Q: What hotel accommodations do you recommend for technicians attending your courses?

A: We recommend that travel accommodations be made to arrive on the Sunday before class, and for most 4-day courses, use Friday to return. This is because a Mon-Thurs course will utilize most of Thursday. Midway & O’Hare in Chicago, IL are the largest airports near the training center. South Bend, IN has a small airport even closer, with a very short commute, but it is often more expensive and can be too limited for many people.

Recommended Hotel Accommodations:

Hampton Inn
3674 N Frontage Road
Michigan City, IN 46360
(219) 814-4164
<http://hamptoninn3.hilton.com/en/index.html>
Mention that you are with Sullair:
Discounted rate of \$95
(½ mile from the Sullair Training facility)

Blue Chip Casino and Spa
777 Blue Chip Dr.
Michigan City, IN 46360
(219) 879-7711
<http://www.bluechipcasino.com/>

The Harbor Grand
111 W Water St.
New Buffalo, MI 49117
(269) 469-7700
<http://www.harborgrand.com/>
Mention that you are with Sullair:
Discounted rate of \$99
(Mon-Thurs, off-season only, until April/May)

Q: What is the difference between Practical Electricity and Advanced Electricity? Stationary level 1 and Distributor Level 1?

A: As of 2016, all of our standard Stationary course offerings have been redesigned and improved. The Advanced Electricity, Advanced Micro/VSD, Air Treatment and Stationary level 1 are all new courses that serve as an advanced and more synergistic follow-up to our previous offerings.

Q: How does my technician get a Sullair Service Coat and Patch?

A: The Sullair Service Coat is an incentive for distributor technicians attending training courses here at our Michigan City Training Facility. Any technician who arrives and passes the course is awarded the coat and respective patch for the course. Technicians are only eligible to receive one coat when they come take “*Stationary Level 1*” at the Sullair Training Center, or, if they have taken the test-out option, when they come take their first course at the Sullair Training Center in Michigan City, IN. No exceptions are made to this.

Q: My technician took SJ training Level1 / Distributor Level 1 last year, do they get a Sullair Certification Coat?

A: SJ training and Distributor Level 1 are completely different courses than Stationary Level 1. In order for technicians to enter the certification system, they will to either test out of Stationary Level 1 or attend the course. The coats are intended to be an incentive for attending our newly redesigned courses. We encourage you to participate in the new training roadmap.

Q: What is the Sullair “Customer Stationary” Course?

A: Sullair currently offers a “*Customer Stationary*” course for end-users. This 4-day, instructor-led course is designed for customer personnel new to stationary rotary screw air compressors and air systems. With the exception of this course, registration for all other Sullair training courses is open strictly to the employees of authorized Sullair distributors - this is the only course offered to end-users. If you are an end-user interested in registering for the “*Customer Stationary*” training course, please contact your local Sullair distributor for assistance. To find your local stationary distributor, click [HERE](#).

Q: My technician took the old Microprocessor/VSD course, can they take Master VSD?

A: To ensure that technicians are apprised of the latest drive and software releases, technicians may only register for Master VSD if they have taken Micro/VSD during 2014 or later.

Q: When I log into the training site from my mobile device, I can only launch courses that I am currently enrolled in. How do I sign up for new courses on the mobile site?

A: At this time, the mobile version of the training site is limited. Scroll down to the bottom of the site and select the “Desktop Version” of the website for full functionality.

If you have a question that is not addressed in this document, please reach out to Training@Sullair.com or call 1-219-861-5623.