

# HVAC/R Technician



## IAQ End-User Profile

### Overview

“HVAC/R Technician” is a general term for a professional who specializes in the design, installation, and maintenance of heating, ventilation, air conditioning, and refrigeration systems and equipment. This individual may be an independent contractor or in-house resource that maintains HVAC in addition to other equipment within the facility. HVAC/R professionals are broken down into a number of different specialties: mechanical, plumbing, sheet metal work, heating, refrigeration, test and balance. They typically choose to focus on residential, light commercial, and industrial customers, or some combination of the three.

The HVAC/R industry is highly seasonal. As a result, there is widespread acknowledgement among contractors of the need to better manage their businesses to withstand the relatively lean periods. A slowly growing number of contractors are providing additional services in an effort to drive incremental revenue in the off-season. One of those services is Indoor Air Quality, and industry publications, associations, and manufacturers are actively engaged in educating contractors on how to provide these types of services.

HVAC/R contractors are price sensitive, though more so with residential. The average residential contractor may have up to \$100 (U.S.) per month to spend on test tools and other equipment. Contractors are usually expected to provide their own tools; however, companies will often provide more expensive specialty tools.

Many contractors work on a flat rate basis, fueling the need to complete jobs on time and within budget. Test tools and equipment that help them operate more efficiently are key.

### Minimum Qualifications:

Uniform licensing laws are virtually non-existent, with individual states holding different requirements. Technicians typically enter the trade at an apprenticeship level, then work towards journeyman and ultimately become licensed contractors. Advancement usually involves a combination of work experience, written exam, and fees.

### Population:

Estimated 80,000 (U.S.)

### Buying Patterns:

HVAC/R is highly seasonal, with upswings in the early spring and fall in anticipation of the cooling and heating seasons. Technicians will pur-



chase from their local HVAC/R distributor, and tend to make purchasing decisions based upon counter sales feedback, word of mouth from peers, and distributor catalogs.

### Where they Buy:

- HVAC distributor storefront
- Catalog
- Industrial distributor storefront

**Toolbelt:**

- Contact thermometer
- IR thermometer
- Thermohygrometer
- Carbon monoxide tester
- Flue gas analyzer
- Combustion checker
- Combustible leak detector
- Digital multimeter
- Clamp meter
- Flow hood
- Vane anemometer
- Hot wire anemometer
- Manometer
- Refrigerant leak detector
- Pressure/vacuum tester

**Fluke Offering:**

- 983 Particle Counter
- 971 Temperature Humidity Meter
- CO-220 Carbon Monoxide Tester
- CO-210 Carbon Monoxide Probe
- CO-205 Aspirator Kit
- Fluke 62 Mini IR Temperature
- Fluke 63 IR Temperature
- 337 Clamp
- Fluke 16 DMM
- Fluke 179 DMM
- Fluke 87V DMM
- T5-600 Electrical Tester
- 80PK-8 TC Clamp
- PV350 Pressure Vacuum Module

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