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Eric Hawkinson and Jeff Hanel, The Outdoor GreatRoom Company  
Starting in January 2020 outdoor appliances will be required to be listed to ANSI Z21.2017. In this session you will learn:  
• the ANSI Z21.2017 safety requirements,  
• how to tell if your outdoor fire products are listed, and  
• advantages and disadvantages of selling listed versus unlisted gas appliances. | 8:30 am - 9:30 am | 1    | Technical  | 291/292 |
| Wed. Mar. 11 | **Electricity Basics - The Relationship of Voltage: Current and Resistance**  
Tom Parks, Coastroad Hearth and Patio  
Part One of Electricity Basics Practically every type of indoor hearth product uses electricity whether it's a circulating fan on a wood burner or a pilot assembly on a gas manual control. Electricity is used by both the simplest and most complex systems. A familiarity with the basics of electricity is crucial to troubleshooting and servicing hearth products. This is the first module of three, which will include electrical concepts and also discuss some typical wiring and component issues on gas, wood and pellet products. Parts Two and Three will cover gas millivolt and electronic ignition systems. | 8:30 am - 9:30 am | 1    | Technical  | 295/296 |
| Wed. Mar. 11 | **Chimney Physics**  
Russ Dimmitt, Chimney Safety Institute of America  
Learn what The House as a System means specifically to you as a retailer and installer of appliances that must vent to the outside atmosphere. This session will include topics like:  
• building envelo,  
• pressure to measure pressure,  
• stack effect and what causes it,  
• house systems and exhaust fans, and  
• techniques to allow hearth appliances to function properly. | 8:30 am - 9:30 am | 1    | Technical  | 293/294 |
| Wed. Mar. 11 | **Chimney Crowns**  
Russ Dimmitt, Chimney Safety Institute of America  
A proper chimney crown serves as a roof over a masonry chimney to protect it from the elements. The majority of masonry chimneys do not have a proper chimney crown allowing the chimney to deteriorate prematurely. This session will include topics like:  
• proper crown construction,  
• proper materials, and  
• repair products as an option. | 9:45 am - 10:45 am | 1    | Technical  | 293/294 |
| Wed. Mar. 11 | **Millivolt Systems -Magnetism and Thermogeneration**  
Tom Parks, Coastroad Hearth and Patio  
Part Two of Electricity Basics Millivolt gas hearth systems have been the industry standard for many years. Understanding how “self-powered” systems produce their electricity and how that voltage creates magnetism is the foundation for understanding millivolt troubleshooting. This session will tie in concepts from Part One, discuss the nature of the various components of millivolt systems, and provide a clear path for diagnosing and fixing both common and complex issues. | 9:45 am - 10:45 am | 1    | Technical  | 295/296 |
### HPBExpo 2020 Education Schedule – Wednesday, March 11 – Technical Only

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| Wed. Mar. 11| **Delivering the Perfect Installation**  
Grant Falco, Falco's  
Companies in our industry are losing money every day because of second trips and call backs on installations. You know it shouldn't be this hard, but it seems to happen over and over again. If this sounds like your world, then this session could change everything.  
• Learn to set up the processes that your business needs to eliminate return trips on installations.  
• Understand how to grow a culture of accountability with your team that is bigger than any one person.  
• Discover how creating a public scoreboard can galvanize your team and improve quality simultaneously.  
• Learn how to structure regular meetings so no job falls through the cracks.  
Stop bleeding money with return trips and take control of your team, raise the quality of your work, blow your customer’s expectations out of the water, and make a ton of money along the way. | 11:00 am - 12:00 pm | 1   | Technical  | 293/294 |
| Wed. Mar. 11| **Electronic Ignition Systems - Diagnostic Methods for Electrical Issues**  
Tom Parks, Coastroad Hearth and Patio  
Part Three of Electricity Basics: Diagnosing and fixing problems with an electronic ignition system can be frustrating. Understanding how the electronic valves, pilot assemblies and control modules work together can simplify troubleshooting and make repairs relatively quick and easy through the process of elimination. This session builds on the understanding of how electromagnetics run millivolt gas systems in Part Two. | 11:00 am - 12:00 pm | 1   | Technical  | 295/296 |
| Wed. Mar. 11| **NSPS Review for Retailers: Do You Know the Law?**  
Rachel Feinstein, HPBA  
With the EPA's wood heater regulations coming into effect May 15, 2020, are you prepared? In this session, we will commit a full hour to reviewing what’s required today, after May 15, 2020, and answering any and all questions you may have. Do you know whether you can install a Step 1 stove after the May 15, 2020 effective date if it was sold before the deadline? What are the rules for donating a stove to a nonprofit organization? Can you sell used stoves after the effective date? If you aren’t sure of the answers to these questions, this is a must attend. If you sell wood or pellet burning products, your business depends on you being familiar with this law. | 11:00 am - 12:00 pm | 1   | Technical  | 291/292 |