



SANYO Commercial Solutions

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SANYO EXPERTISE TRAINING (SET) TEST

TEST NAME: 2008 Ductless Split Sales (2008DSSL1)

Dear Sanyo Colleague,

Sanyo HVAC realizes the importance of providing the staff of our various sales distributorships and sales agencies with product knowledge so that not only will your confidence increase but you will be better prepared to properly represent and promote our products. Our goal is to empower you so that your sales will be increased via product specific knowledge.

Our **SANYO Expertise Training** (SET) is designed specifically to compliment this “knowledge building” goal.

This very first SET Test specifically focuses on sales aspects of our Ductless Mini Split systems. We trust that your company will find this to be a valuable resource toward increasing the skills of your sales force (including your counter). This particular SET Test qualifies participants for one award (gift) per individual during the month of May, June, July and August of 2008.

To prepare for the test you must refer to **our new “All Products Brochure”** which was revised February 2008. Do not use any previous versions of this brochure as they are obsolete at this time and may affect your response. This brochure may be downloaded or accessed on our website at www.sanyohvac.com. You will find it located under the tab shown as “Library” and then just click on “Split System Brochure”.

Awards/Gifts: Those who achieve a score of:

- 72% to 88% will receive a Sanyo tee shirt
- 92-96% will receive a Sanyo golf style shirt
- 100% will receive the golf shirt and be placed into our drawing for a \$500 gift certificate to be awarded in September 2008.

INSTRUCTIONS:

1. Complete the following information:

Name		Email:					
Company Name:		Website:					
Company Address:							
		Street 1:					
		Street 2:					
		City/State/Zip:					
Telephone:							
Company Type (Choose one):							
		Distributor		Sales Agency		Contractor	
Position: (Choose one):							
		Inside Sales/Counter Sales					
		Outside Sales					
		Technical Support					
		Engineering					
		Other:					
Shirt Size	S	M	L	XL	XXL		

2. Circle the correct letter for each question using the below answer key.

ANSWER KEY

(2008 Ductless Split Sales SET Test (2008DSSL1))

Question	Answer					Question	Answer			
1	A	B	C	D		14	A	B	C	D
2	A	B	C	D		15	A	B	C	D
3	A	B	C	D		16	A	B	C	D
4	A	B	C	D		17	A	B	C	D
5	A	B	C	D		18	A	B	C	D
6	A	B	C	D		19	A	B	C	D
7	A	B	C	D		20	A	B	C	D
8	A	B	C	D		21	A	B	C	D
9	A	B	C	D		22	A	B	C	D
10	A	B	C	D		23	A	B	C	D
11	A	B	C	D		24	A	B	C	D
12	A	B	C	D		25	A	B	C	D
13	A	B	C	D						

3. Fax or email this page to Gary Nettinger:
 a. Email: gnettinger@sss.sanyo.com
 b. Fax: 678-355-6684

4. Provide any comments you may have:

2008 Ductless Split Sales SET Test (2008DSSL1)

1. When reading the System Model number "18KHS72" the number "2" indicates:
 - a. 115 volts
 - b. 208/230 volts
 - c. 265 volts
 - d. 277 volts

2. When reading the System Model number "18KHS72" the "K" indicates:
 - a. Heat Pump
 - b. 4 Way Cassette
 - c. Wall Mounted
 - d. Multi-Zone

3. The correct outdoor unit model number for a "18KHS72" system is:
 - a. C1872
 - b. CH1872
 - c. KS1872
 - d. KHS1872

4. For the "Flexi Multi" (multi split system) wall mounted indoor units are available in nominal capacities of:
 - a. 7k/Btu, 9k/Btu, 12k/Btu, 18k/Btu, 24k/Btu,
 - b. 7k/Btu, 9k/Btu, 12k/Btu, 15k/Btu, 18k/Btu, 24k/Btu
 - c. 9k/Btu, 12k/Btu, 15k/Btu, 18k/Btu, 24k/Btu, 26k/Btu, 30k/Btu, 36k/Btu
 - d. 9k/Btu, 12k/Btu, 18k/Btu, 24k/Btu, 26k/Btu

5. A 12,000 BTU/hr cooling only system capable of operating in outdoor ambient temperatures as low as zero degrees F is indicated by which of the following letters in its model number?
 - a. H
 - b. K
 - c. L
 - d. S

6. Regarding current generation SANYO HVAC products currently sold in the United States, which of the following refrigerant types are used?
 - a. R-22
 - b. R-134
 - c. R-407c
 - d. R-410a

7. Which of the following features is NOT AVAILABLE for a 18KS72 system?
 - a. Negative Ion Generator
 - b. Wireless Remote Controller
 - c. Wired Remote Controller
 - d. Automatic Fan operation

8. Which of the following properly identify the Limited Warranty for our current generation of Ductless Split HVAC products?
 - a. 1 Year Parts and 5 Year Compressor
 - b. 1 Year Parts and 6 Year Compressor
 - c. 5 Year Parts and 5 Year Compressor
 - d. 5 Year Parts and 5 Year Compressor

9. What is the diameter of the Supply Air duct outlet on a UHW3672R indoor unit?
 - a. 4 inch
 - b. 6 inch
 - c. 8 inch
 - d. 10 inch

10. Which of the following is a correct statement?
 - a. Sanyo indoor units have a 1 speed fan
 - b. Sanyo indoor units have a 2 speed fan with an auto setting
 - c. Sanyo indoor units have a 3 speed fan with an auto setting
 - d. Sanyo indoor units have a fully variable speed fan with an auto setting

11. Which type of refrigerant metering device do SANYO indoor units employ as their primary metering device?
 - a. Capillary tube
 - b. Thermal Expansion Valve, non bleed
 - c. Thermal Expansion Valve, externally equalized
 - d. Electronic Expansion Valve

12. The correct model number for a “wired remote controller” is:
 - a. RCS-TM80BG
 - b. SHA-KC64UG
 - c. RCS-SH1UA
 - d. APO905BH

13. The SEER value of a “18KS72” system is:
 - a. 13
 - b. 15
 - c. 17
 - d. 20

14. The maximum refrigerant piping length for a 12KS71 system is:
 - a. 50 feet
 - b. 65 feet
 - c. 98 feet
 - d. 165 feet

15. The maximum elevation difference when the outdoor unit of a 42XHW72R system is above the indoor unit is:
 - a. 23 feet
 - b. 50 feet
 - c. 68 feet
 - d. 100 feet

16. A CMH1972 outdoor unit may have how many indoor units connected?
 - a. 1
 - b. 1-2
 - c. 2-3
 - d. 2-4

17. Which of the following indoor units is provided with a electric heater installed in the indoor unit?
 - a. KHS1271
 - b. THHW2672R
 - c. XHW26R
 - d. None

18. The built in condensate drain pump of the Ceiling Recessed (XHW series) indoor units allows up to “how many inches” of condensate lift above the drain pump discharge point of the indoor unit?
 - a. 10 inches
 - b. 20 inches
 - c. 30 inches
 - d. 40 inches

19. The correct “Grille Assembly” model number used with a “XHW4272R” indoor unit is:
 - a. C4272R
 - b. CH4272R
 - c. PNR-XH3642
 - d. PNR-XH4242

20. The correct part/model number for a “Fresh Air Intake Plenum” which is used on a XHW3672R series ceiling recessed indoor unit is:
- CMB-GSJ140U
 - AP2510BH
 - RCS5PS4B
 - STK-KSB2050
21. Which of the following tubing kits CAN NOT be used with a 12KLS71 system?
- AP0905BH
 - AP0907BH
 - AP0910BH
 - AP01205BH
22. The correct tubing diameters (narrow and wide) for a 30KHS72R system are:
- 1/4” X 3/8”
 - 1/4” X 1/2”
 - 1/4” X 5/8
 - 3/8” X 5/8”
23. The minimum outdoor unit operating temperature for a “cooling only model above 26,000 BTU’s” is:
- 0 F
 - 23 F
 - 32 F
 - 50 F
24. The minimum outdoor unit operating temperature for a Flex Multi Low Ambient model using “KMS1872” indoor units is:
- 50 F
 - 32 F
 - 23 F
 - 0 F
25. A “30KS72” system has a factory refrigerant charge sufficient for field installed refrigerant lines up to which of the values before additional refrigerant must be added?
- 25 feet
 - 33 feet
 - 100 feet
 - 150 feet