



360° Future.

Your expertise is our success.

Become a professional with the training modules.

Efficient heating redefined with HERZ!

The Herz product portfolio is characterised by proven technology, maximum efficiency and convenient operation. A wide range of accessory options enables an optimally customised heating system, while modern control components guarantee networked and convenient heating from anywhere. Comfortable heating with sustainable heat, that's what my heart wants!

„Your expertise is our success. seminars & training courses at the Pinkafeld training centre.“

Modern, practical and future-oriented - the training centre in Pinkafeld offers you the best conditions for expanding your knowledge in the field of sustainable energy solutions. In modern training rooms and directly at the plant, we impart know-how that will help you in practice.

Working together for a sustainable future

As one of the leading specialists for sustainable energy systems, we organise over 200 seminars and training courses every year for our sales partners, installers, employees, planners, chimney sweeps, educational institutions and technical offices.

Our goal: To equip you in the best possible way for your daily challenges - with expertise, experience and practical application.

Networked with education & practice

In close cooperation with numerous educational institutions, we regularly welcome pupils, students and teaching staff. We not only provide exciting insights into our company and our products, but also show live how modern heating and energy systems work.

Our training programme - versatile & modular

Our training concept has a modular structure and can be flexibly customised. You can choose exactly the seminars that are relevant to you and your job - from entry to specialisation.

Basic seminar

In our basic seminar, we provide you with a solid foundation. You will familiarise yourself with the technologies, applications and systems in detail and lay the foundations for the next step in practice.

Advanced seminar & specialisation

Try out & apply - our practice-orientated seminars focus on concrete implementation: from installation and commissioning to service and troubleshooting. This means you are ideally prepared for work on site and can support your customers professionally.

Refresh

Knowledge thrives on exchange and further development. We therefore offer regular refresher training for modules that have already been completed. You can renew your certificate every two years as part of a recertification process. We will bring you up to date with the latest technology, discuss current developments and answer individual questions from the field in a Q&A session.

Reference system tour

What sounds good on paper only really becomes tangible in practice. That is why we regularly invite people to view our reference systems. Large-scale projects live on site show how efficient and reliable our systems are - and impress with their successful implementation.

Focus

Our seminar programme is aimed at all those who value durability, quality and environmentally friendly thinking. Because those who act sustainably today are actively shaping the energy future of tomorrow.

At the HERZ training centre in Pinkafeld, you will not only gain theoretical knowledge, but also a deep insight into practice: We will show you how biomass systems and heat pumps are used efficiently - and how you can successfully apply your know-how on the market. You will always have your finger on the pulse of technology and be ideally equipped for the requirements of today and tomorrow.

Modern training rooms and a broad seminar programme awaits our guests

- Direct access to the production site in Pinkafeld allows a look behind the scenes
- Practical learning in an extensively equipped hydraulics training room for a professional appearance with customers

360° Well-being.

In addition to interesting and instructive days at the training centre, the following services are also offered to participants:

- Catering including lunch snack in the training centre
- Overnight stay in a hotel including breakfast

Click here for digital registration



Your feedback counts

Have you already taken part in a seminar or training course? Then tell us how it was! Your opinion will help us to further develop the programme and make it even more practice-oriented.

Just write to us at: training-energie@herz.eu



Overview of our seminar programme

INFO SEMINAR



INFO SEMINAR

Factory visit

Duration: 2 hours

consisting of the following modules:



SHE. 1.0 Be on Board

BASIC SEMINAR



BASIC SEMINAR

Basic training

Duration: 1.5 days

consisting of the following modules:



SHE. 1.0 Be on Board



SHE. 2.0 Theoretical basics consisting of:



SHE. 2.1 Electronics



SHE. 2.2 Hydraulics



SHE. 2.3 Control unit

ADVANCED SEMINAR



ADVANCED SEMINAR

Assembly

Duration: 0.5 - 1 day(s)
depending on system type

consisting of the following modules:



SHE. 1.0 Be on Board*



SHE. 3.0 Assembly



360° Education.
We care about your education!

ADVANCED SEMINAR-----



ADVANCED SEMINAR Commissioning

Duration: 0.5 - 1 day(s)
depending on system type

Commissioning for biomass systems consisting of the following modules:



SHE. 2.0 Theoretical basics consisting of:



SHE. 2.3 Control unit



SHE. 2.4 Combustion



SHE. 2.5 Safety technology & fire protection



SHE. 4.0 Commissioning

Commissioning for heat pumps consisting of the following modules:



SHE. 2.0 Theoretical basics consisting of:



SHE. 2.3 Control unit



SHE. 2.6 Refrigeration technology



SHE. 4.0 Commissioning

ADVANCED SEMINAR-----



ADVANCED SEMINAR Maintenance

Duration: 0.5 - 1 day(s)
depending on system type

consisting of the following modules:



SHE. 1.0 Be on Board*



SHE. 5.0 Maintenance

SPECIALISATION-----



SPECIALISATION Troubleshooting

Duration: 1 day
depending on system type

consisting of the following modules:



SHE. 1.0 Be on Board*



SHE. 6.0 Service and troubleshooting

SHE. 1.0 Be on Board: The module is omitted in the respective seminar if it has already been successfully completed.*

„We'll make you a heating technology specialist. Training courses at the Pinkafeld training centre.“

SPECIALISATION-----



SPECIALISATION

Legacy systems

Duration: 1 day
depending on system type

consisting of the following modules:



SHE. 1.0 Be on Board*



SHE. 7.0 Legacy systems

SPECIALISATION-----



SPECIALISATION

Chimney sweeps

Duration: 0.5 days

consisting of the following modules:



SHE. 1.0 Be on Board*



SHE. 9.0 Chimney sweeps

REFRESHING-----



REFRESHING SEMINAR

Renewal of certificate

Duration: 1 - 2 days
depending on system type

consisting of the following modules:



SHE. 8.0 Recertification

SPECIALISATION-----



SPECIALISATION

Sales & planning

Duration: 2 days

consisting of the following modules:



SHE. 1.0 Be on Board*



SHE. 10.0 Sales & planning

SHE. 1.0 Be on Board: The module is omitted in the respective seminar if it has already been successfully completed.*

360° Education. We care about your education!

Seminar booking: Training portal

Save valuable time and conveniently book your next training course online.



**Simple &
uncomplicated
registration**

Everything at a glance

Training centre:

Herz Energietechnik GmbH,
Herzstraße 1, 7423 Pinkafeld, Austria

Queries:

If you have any questions, please contact us at

Contact data:

✉ training-energie@herz.eu

☎ +43 3357 42 840-268

Registration:

Registrations can be made online or by e-mail at any time and will be confirmed after processing.

A seminar programme with all relevant information about the upcoming stay will be sent by e-mail in good time before the start of the seminar.

Seminar duration:

The actual duration of the seminar may vary depending on the units and product groups selected. A detailed timetable will be drawn up after registration has been received and sent with the confirmation of registration.

Certificate & confirmation of participation:

After successfully completing the seminar, participants will receive a confirmation or certificate of personal attendance.

Cancellation:

In case of cancellation, we ask for timely notification at least 1 week before the start.

Should a cancellation occur at short notice, any cancellation costs incurred will be passed on.

Always up to date: Member portal

We provide documents for daily use and for reference in our member portal



**Always be up
to date!**

Access data: You can obtain login data for your personal access to the member portal simply by sending an e-mail to technical.office@herz.eu

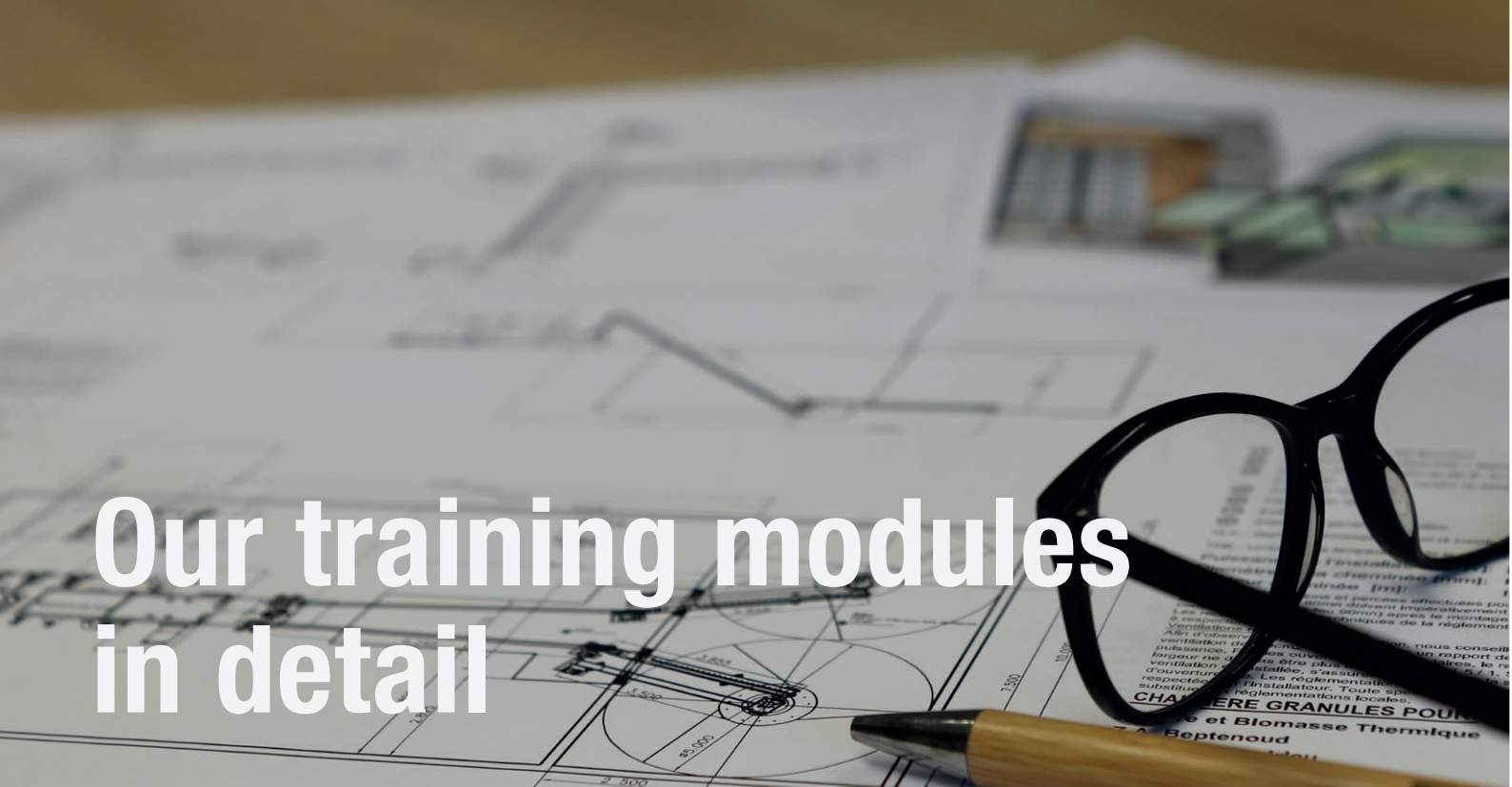
Training modules in detail

A customised seminar offer enables us to optimally combine our modules with each other and thus achieve the best possible result for each seminar unit.

You can find more details and a brief description of the individual modules on the following pages or on our website.



**Details & more
information**



Our training modules in detail

1.0

SHE. **Be on Board**

The 'Be on Board' module gives you a comprehensive insight into the company history and product diversity of the Herz Group - a leading specialist in the field of building technology. Here you can find out how renewable energy sources are not only emphasised in theory, but also in practice at the Pinkafeld site. The focus is on the development and production of biomass systems and heat pump systems, which are continuously optimised in the company's own research and development centre. Energy awareness and a pioneering spirit characterise the entire development process - from the initial concept to the finished system. A particular highlight is the tour of the modern production halls. Here you will get an exclusive look behind the scenes and see how production is organised right through to delivery of the products in a state-of-the-art production environment. This module not only offers valuable insights into the Herz Group and its innovative products, but is also offered to educational institutions that want to provide their pupils or students with practical experience and insights into the world of renewable energies and building technology.

Module duration: 2 hours

Prerequisite modules: None

Max. number of participants: 50 people

Module consisting of::

- Company presentation
- Factory visit

2.0

SHE. **Theoretical basics**



2.1

SHE. Electronic

In this module, you will gain specialist knowledge of the electrical components of all Herz systems. The focus is on the correct cabling of systems as well as discharge systems and modules. You will learn how all electrical parts are securely connected to each other to ensure smooth operation of discharge systems and modules. Another important part of the module is error analysis and troubleshooting: here you will expand your knowledge in order to quickly identify error sources and efficiently implement solutions. This practice-orientated training course prepares you to install and maintain electrical systems independently and competently and to react quickly in the event of a fault. This module not only provides you with comprehensive knowledge, but also the ability to optimise complex systems and reliably rectify faults - a key qualification for successful customer service.

Module duration: 2 hours

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Electrical basics
- Electrical connection according to specifications
- Tips and tricks for wiring and fault analysis
- Electrical system components

2.2

SHE. Hydraulics

A well thought-out hydraulic concept is crucial for the efficient and trouble-free operation of any heating system. In this module, you will first receive a compact, practical introduction to the fundamentals of hydraulics - as a solid basis for subsequent in-depth study. The focus is on the hydraulic design of the Herz biomass and heat pump systems. You will learn about the specific requirements and special features of the various system types in the product portfolio and understand how they can be optimally planned, installed and operated. The module also deals with combined system solutions - i.e. the intelligent connection of different heat generators and components within a system. You will develop a comprehensive understanding of the hydraulics of modern heating systems and will be ideally prepared to implement even complex systems efficiently. This module offers an ideal combination of theory and application - for more clarity, safety and competence in daily use.

Module duration: 2 hours

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Fundamentals of hydraulics
- Structure of the Herz hydraulics based on the system-specific hydraulic diagrams



2.3

SHE. Control unit

The control unit is the centrepiece of every heating system. In this training module, you will gain in-depth knowledge of the different control types, their setting parameters and the product-specific features of the Herz control systems. Practical application takes centre stage: Using predefined hydraulic diagrams, you will practise configuration and adjustment directly on the device. You will learn how to optimally adjust controls, recognise sources of error and operate systems efficiently. Another focus is on modern remote maintenance functions: With the myherz.at online portal, we offer a powerful solution for location-independent access to heating systems. In addition, options for integrating a home automation system will be presented in order to integrate heating systems into digital building concepts in a future-proof manner. This module combines an in-depth understanding of technology with modern application orientation - for greater safety and efficiency.

Module duration: 8 hours

Prerequisite modules: SHE 1.0 Be on Board

SHE 2.2 Hydraulics

Max. number of participants: 5 persons

Module consisting of:

- Control units
- Product-specific settings and control components
- Remote maintenance
- Connection options to home automation system

2.4

SHE. Combustion

Whether logs, pellets or wood chips - with biomass systems from Herz, you are actively shaping the energy revolution and making a valuable contribution to a sustainable future. In this module, you will gain in-depth knowledge of wood combustion and learn about the various technologies and systems used. The focus is on the technical design of modern biomass plants and the various combustion technologies that ensure efficient and low-emission operation. You will also be trained in the correct procedure for readjustments and troubleshooting using practical scenarios - for safe, reliable operation in customer service operations. This module offers you the perfect combination of theory and practice - for more confidence, expertise and sustainability in your day-to-day work.

Module duration: 6-8 hours

Prerequisite modules: SHE 1.0 Be on Board

SHE 2.3 Controller

Max. number of participants: 5 persons

Module consisting of:

- Combustion basics
- Combustion technologies
- Settings and measures for optimum combustion with minimum emissions

2.5

SHE. **Safety technology & fire protection**

This training module is all about the safe planning and construction of boiler rooms in accordance with the requirements of ÖNORM H5170. You will gain a sound insight into the applicable safety regulations and learn how to properly equip and operate a boiler room - including all relevant safety equipment. Whether fire protection, ventilation, shut-off valves or safety valves - you will learn what really matters when it comes to implementation in order to ensure safe and standard-compliant operation. The module is aimed at practitioners who are entrusted with the everyday installation and maintenance of heating systems and would like to update their knowledge of safety and regulations.

Module duration: 2 hours

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Safety basics according to ÖNORM H51703
- Safety devices

2.6

SHE. **Refrigeration technology**

This module focuses on the heat pump as a versatile all-rounder. The focus is on understanding the refrigeration circuits and the functionality and technical possibilities of modern Herz heat pumps. In addition, the module provides practical basic knowledge about refrigerants - including safe and professional handling in accordance with current regulations. You will learn how the various components of a refrigeration circuit interact, what is important during installation and maintenance and how to utilise the full potential of the technology in customer service operations. An ideal module for all those who want to deepen their knowledge in the field of refrigeration technology and make themselves fit for practice.

Module duration: 4 hours

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Function of the heat pump
- Refrigeration circuits of the product portfolio
- Basic knowledge of refrigerants



3.0

SHE. Assembly

The assembly module provides you with in-depth knowledge and practical skills for the professional completion of our systems. From preparation to final realisation, you will train all relevant work processes step by step. The focus is on the independent execution of typical assembly and connection work - practical, realistic and in accordance with our quality standards. This not only teaches technical skills, but also covers important aspects such as occupational safety, documentation and compliance with standards. This module is the ideal basis for demonstrating expertise and diligence when installing biomass systems and heat pumps - directly at the customer's premises or in the technical field service.

Module duration: 4-8.5 hours (varies depending on system type)

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Assembly and installation of biomass systems or heat pump systems

4.0

SHE. Commissioning

In this module, you will independently carry out a complete commissioning - in a practical and realistic manner. This includes all necessary adjustment and inspection work in accordance with the official commissioning protocol. You will learn step by step how to commission technical systems properly, optimise settings and reliably check their function. This module prepares you specifically for typical tasks in the day-to-day work of installers and customer service technicians - with real practical relevance and direct applicability in customer use.

Module duration: 4-8.5 hours

Prerequisite modules: SHE 1.0 Be on Board

SHE 2.1 Electronics

SHE 2.2 Hydraulics

SHE 2.3 Control unit

SHE 2.4 Combustion (for biomass systems)

SHE 2.6 Refrigeration technology (for heat pumps)

Max. number of participants: 5 persons

Module consisting of:

- Commissioning of biomass systems or heat pump systems



5.0

SHE. Maintenance

Smooth and efficient operation of our biomass systems and heat pumps requires regular maintenance and thorough cleaning. This module provides you with all the practical knowledge and skills you need to carry out these tasks independently and professionally. The focus is on the structured execution of maintenance according to the protocol, as well as the proper cleaning of all relevant system parts. You will learn how targeted maintenance measures can extend the service life of the system, prevent breakdowns and keep efficiency high in the long term. This means you are ideally prepared to guarantee the functionality and safety of the system in the long term - in line with our quality and sustainability standards.

Module duration: 4-8.5 hours (varies depending on system type)

Prerequisite modules: SHE 1.0 Be on Board
SHE 2.3 Control unit

Max. number of participants: 5 persons

Module consisting of:
- Professional maintenance and cleaning of systems

6.0

SHE. Service and troubleshooting

Professionalism at every level - this is the focus of our Service and Troubleshooting module. This practical training course focuses on the structured analysis and efficient rectification of faults as well as targeted optimisation measures for the heating system. Participants learn how to systematically analyse alarm and error messages, select the appropriate spare parts and competently solve typical service cases. Particular attention is paid to the application of clearly defined solution steps in order to eliminate sources of error quickly and sustainably. Fine-tuning system settings to increase efficiency is also part of the programme. With this module, we make specialists fit for the professional handling of demanding service assignments - competent, solution-orientated and manufacturer-appropriate.

Module duration: 6 hours (varies depending on system type)

Prerequisite modules: SHE 1.0 Be on Board
SHE 2.1 Electronics
SHE 2.2 Hydraulics
SHE 2.3 Control unit
SHE 2.4 Combustion (for biomass systems)

Max. number of participants: 5 persons

Module consisting of:
- Fault analysis & rectification; alarm messages
- Settings & readjustments
- Spare parts management & maintenance



7.0

SHE. Legacy systems

In order to meet increasing customer requirements and to keep up with the times, HERZ systems are constantly being further developed and technologically optimised. But earlier generations of systems also deserve competent support - and this is precisely where the legacy systems module comes in. This training module is all about HERZ products that are no longer included in the current scope of delivery but are still in use and require regular maintenance, servicing or modernisation. Participants learn how to professionally analyse older systems, identify sources of faults, allocate spare parts and carry out maintenance work in accordance with technical specifications. The aim is to ensure the operational reliability and efficiency of these systems in the long term - even beyond the current series standard. With this module, we strengthen expertise in dealing with existing systems - an indispensable contribution for service technicians and maintenance managers who want to ensure long-term customer satisfaction.

The following products are currently available:

- pelletstar Standard / pelletstar BioControl / BioMatic / firematic USF / Hiquel control / LWi control / BioControl

Module duration: 8.5 hours (varies depending on system type)

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Service of legacy systems
- Maintenance of legacy systems
- Control units and software updates

8.0

SHE. Recertification

In line with the motto 'Put to the acid test', all previously completed modules are brought up to date during the biennial recertification. The aim is to refresh existing knowledge, integrate current developments and ensure a high level of technical expertise in the long term. Compact theoretical and practical blocks are used to check whether the content from the previous training courses is still present and how confidently it is applied. At the same time, all technical innovations, system optimisations and product updates since the last certification are communicated. A structured exchange of experiences among the participants and an open Q&A session will provide additional space for individual feedback and specific practical examples. Recertification is not just a mandatory date - it is a promise of quality: For professional work with HERZ systems according to the latest state of the art

Module duration: 14 hours

Prerequisite modules:

SHE 3.0 Assembly
SHE 4.0 Commissioning
SHE 5.0 Maintenance
SHE 6.0 Service and troubleshooting
SHE 7.0 Legacy systems

Max. number of participants: 5 persons

Module consisting of:

- Q&A incl. exchange of experience
- Review of already acquired modules as well as refresher & news

9.0

SHE. **Chimney sweeps**

Our chimney sweep module is a practice-orientated training course that is specifically tailored to the requirements of chimney sweeps. This training course provides comprehensive knowledge and practical skills in the operation and control of the chimney sweeping function of our systems. The aim is to optimally prepare specialists for dealing with modern heating technologies and to provide them with the necessary expertise. Participants benefit from a sound insight into how our systems work, relevant legal requirements and safety and environmental aspects. The training thus actively contributes to quality assurance in the area of emission control and to the safe operation of the systems.

Module duration: 2 hours

Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Chimney sweep functionn
- Accesses & preparations for flue gas measurements

10.0

SHE. **Sales & planning**

The Sales & planning module focuses on the HERZ product portfolio with all its components. The aim is to enable participants to plan complete heating systems competently and present them convincingly. Particular attention is paid to the preparation of quotations, the selection of suitable system solutions and the holistic consideration of individual customer requirements. Whether for single-family homes, multi-party properties or commercial applications - well thought-out planning is the foundation for successful projects. Thanks to practical training content, product examples and simulations, you will be optimally prepared to convince others with your in-depth knowledge and technical confidence in consultations. As a HERZ brand representative, you not only strengthen your sales opportunities, but also the customer's confidence in a sustainable and future-proof solution.

Module duration: 14 hours

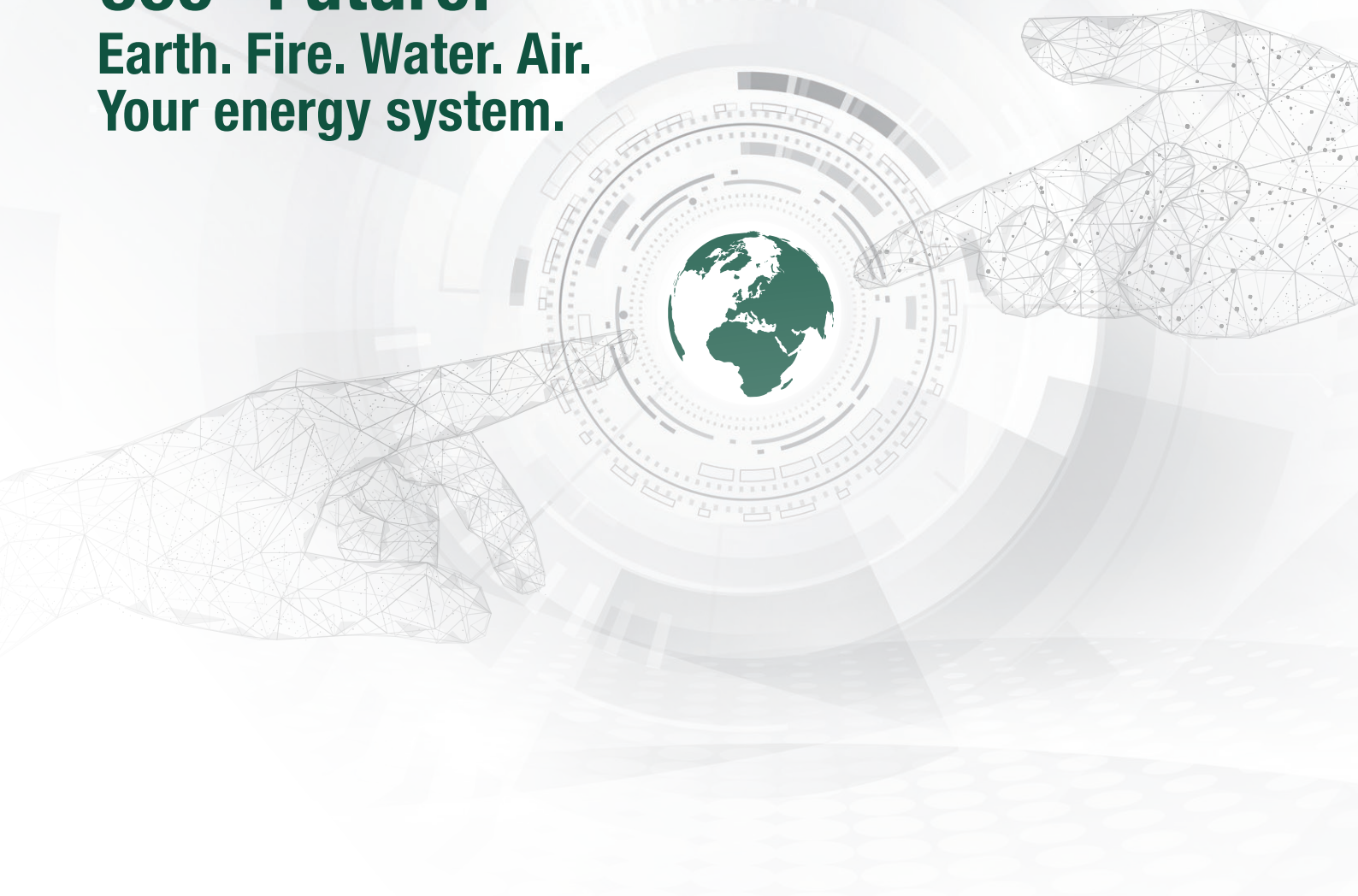
Prerequisite modules: SHE 1.0 Be on Board

Max. number of participants: 5 persons

Module consisting of:

- Herz product portfolio and sales-promoting arguments (USP's)
- Planning basics
- Overview of the essential laws and standards for the installation of Herz systems
- Application of the normative and legal regulations based on practical examples

360° Future. Earth. Fire. Water. Air. Your energy system.



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