

# ASSE 13000 Benefits to End Users

## Service Plumber & Residential Mechanical Service Technician Certification Program

*Feel confident and secure hiring ASSE 13000 Certified Service Plumbers and Mechanical Service Technicians.*



The goal of ASSE 13000 personnel certifications is to provide end-users with **highly trained hybrid service technicians** who can **diagnose and solve any plumbing or residential HVAC issues**. They can assist in possible future issues through a **systems analysis and maintenance program**.

### WHAT IS THE ASSE 13000 PROFESSIONAL QUALIFICATIONS STANDARD?

The ASSE Series 13000 is a professional qualifications standard for service plumbers and residential mechanical service technicians, developed by the industry through an open consensus, ANSI-accredited process.

### WHAT MAKES ASSE SERIES 13000 CERTIFIED INDIVIDUALS MORE QUALIFIED THAN OTHER PROFESSIONALS?

- Five years of documented, practical experience in the installation, maintenance, or repair of plumbing or residential HVAC systems is required to qualify for certification. Industry professionals then must take additional training and pass third-party administered practical and written certification exams.
  - End-users can feel confident knowing that the service technician has the working knowledge to listen, diagnose, and ask pertinent questions to solve plumbing and HVAC needs in a clean, cost-effective, and professional manner.

- Certified individuals must recertify every three years, which includes a recertification course and exam.

### HOW CAN ASSE 13000 CERTIFIED PROFESSIONALS HELP YOU?

ASSE 13000 Service Technicians have :

- Listening, communication, and customer service skills.
- Understanding of plumbing and residential mechanical systems.
  - Understanding of local codes, standards, and permit requirements.
  - Understanding of how to diagnose issues.
  - Can provide cost-saving service options, such as replacing a device with a new product that includes possible warranties, or repairing an existing product.
- Provide a basic analysis of your plumbing and HVAC systems.
- Provide possible service and maintenance programs.

