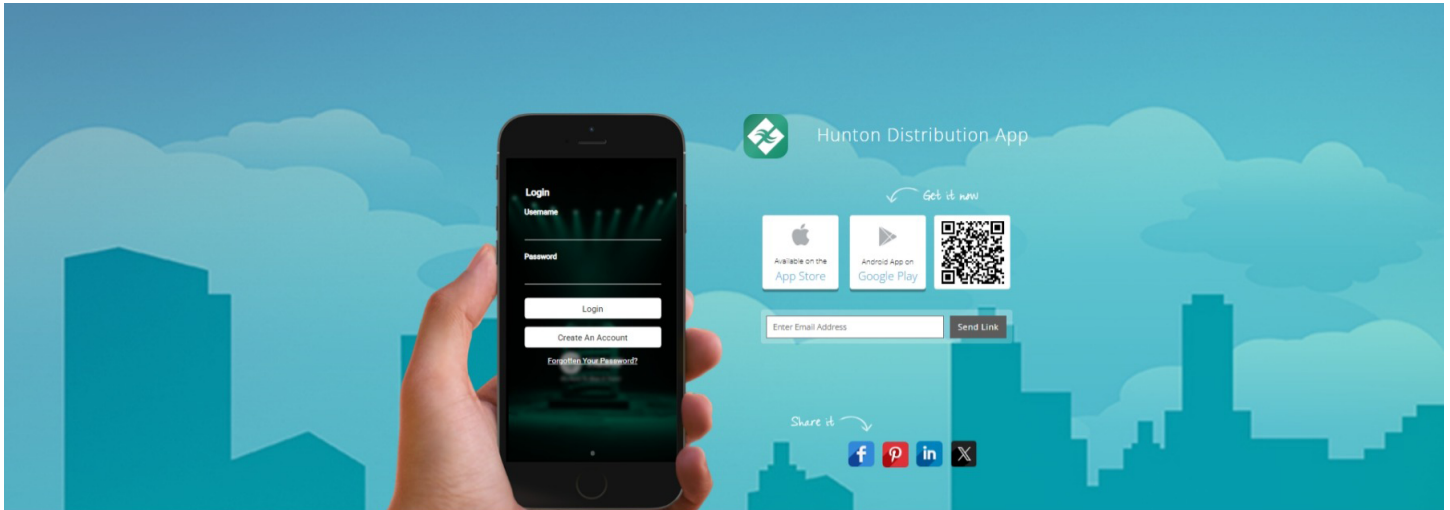


The Hunton Distribution Mobile App

A How-To Guide

How to Download



Available via Apple App Store: [CLICK HERE](#)

Available via Google Play Store: [CLICK HERE](#)

The Homepage

What tools are at your disposal?

Warranty	page 2
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One Stop For All Your HVAC Needs.

North Houston
16335 Central Green Blvd.

West Houston
10560 Bissonnet St. STE #100

South Houston
735 FM 1959 (Dixie Farm Rd.)

College Station
4930 Lakeway Dr. STE #200

281-486-8661
www.HuntonDistribution.com

Warranty

A How-To Guide

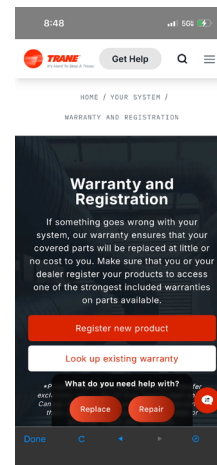
What can I access through this page?

Warranty Credit Request (WCR)

Dealers, contractors, and service technicians can submit online warranty claims for HVAC parts or units (covering residential, light commercial, and heavy commercial products). Users can use this form to report equipment failures, provide serial numbers and diagnostic details, and request either a replacement part or an invoice credit.

Trane Warranty Lookup

For HVAC professionals, this page is primarily a tool for customer service and operational workflow. Dealers frequently use the site to register newly installed equipment on behalf of homeowners to secure the extended 10-year warranty, which is also a prerequisite for selling optional extended labor warranties. Additionally, technicians use the lookup feature before repairs to verify if parts are still covered, dictating whether they should bill the homeowner directly or file a warranty claim with their distributor.



Mitsubishi Warranty Lookup

For Mitsubishi Electric HVAC systems, this page serves as a warranty lookup tool. Contractors, technicians, and homeowners use it to verify the active warranty status of installed equipment (such as ductless mini-splits) and to retrieve or print official warranty certificates. Checking this database allows HVAC professionals to confirm whether a unit is covered under the standard 5-year base warranty or an extended 10- to 12-year warranty, which dictates whether parts are covered during a service call.



Tools/Resources

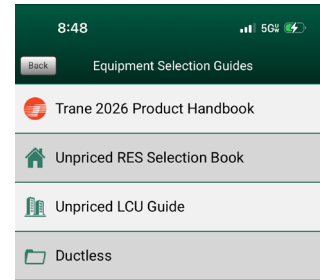
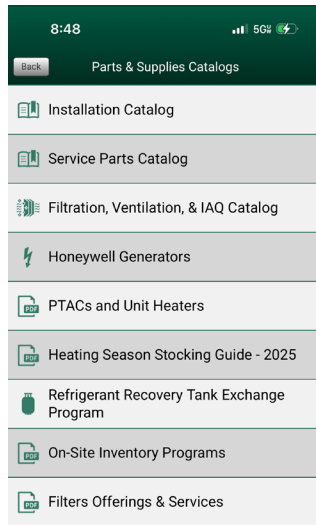
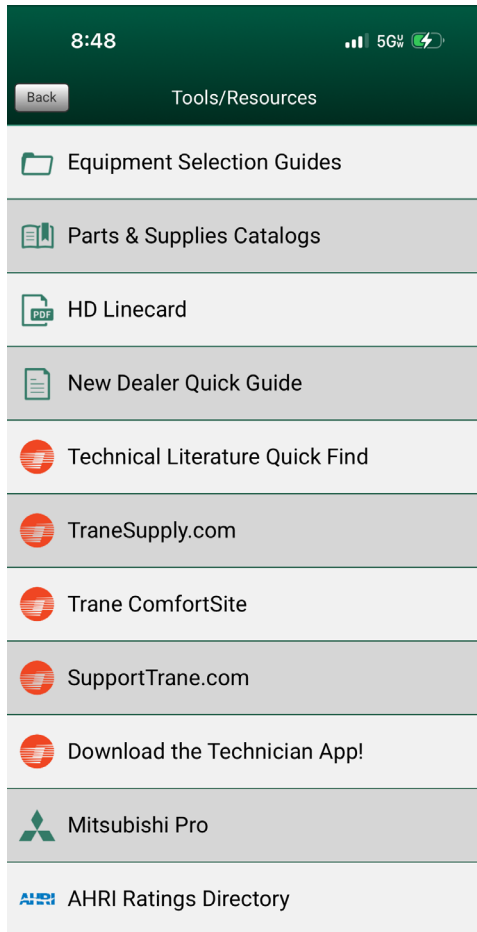
A How-To Guide

What can I access through this page?

In this section of the Hunton Distribution app, you have comprehensive access to our full range of **parts and supplies catalogs**, as well as detailed **equipment selection guides**. To support our newest partners, we've included a convenient **New Dealer Quick Guide**. You will also find direct links to **Trane Support** for troubleshooting, service alerts, and equipment literature, alongside **Trane Supply** to help you instantly identify, price, and order the exact replacement parts you need. Finally, our Tools and Resources section provides quick connections to essential industry platforms like **Mitsubishi Pro** and the **AHRI Ratings Directory**.

YOUR ONE-STOP RESOURCE

Discover the Essentials: Dive into Our Exclusive Catalogs and Resources!



E-Store

A How-To Guide

The Hunton E-Store is an essential digital hub designed to streamline the day-to-day operations of HVAC contractors, dealers, and technicians across Southeast Texas. Built as a comprehensive online portal, it provides 24/7 access to the operational tools and inventory resources necessary to keep residential and commercial HVAC projects moving efficiently.

For HVAC professionals out in the field or in the back office, the E-Store serves several critical purposes:

Streamlined Warranty Processing: Through the built-in Warranty Credit Request (WCR) portal, dealers can easily submit and track warranty claims for Trane, Mitsubishi Electric, and other equipment. Technicians can enter serial numbers, log diagnostic details, and request invoice credits or replacement parts directly, eliminating paperwork and speeding up the claims process.

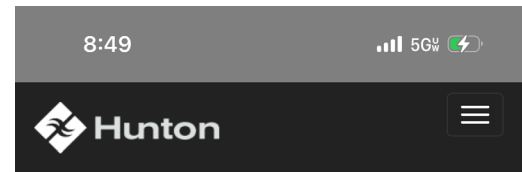
Inventory and Ordering Convenience: The platform connects professionals directly to Hunton Distribution's extensive inventory of OEM components, aftermarket parts, tools, and installation supplies. This allows for quick identification, pricing, and ordering of exact replacement parts, which minimizes customer downtime.

Centralized Technical Resources: The E-Store acts as a gateway to vital support materials, including equipment selection guides, service parts catalogs, and troubleshooting documentation, keeping the collective knowledge of the Hunton team right at a technician's fingertips.

Operational Efficiency: By allowing dealers to manage their accounts, verify product compatibility, and coordinate orders with local Houston-area branches (such as the Bissonnet, Central Green, and Dixie Farm Rd. locations), the platform minimizes counter wait times.

Ultimately, the Hunton E-Store is designed to be a reliable digital partner, helping HVAC professionals save time, reduce administrative friction, and deliver superior, uninterrupted service to their customers.

What can I access through this page?



Please sign in

email address

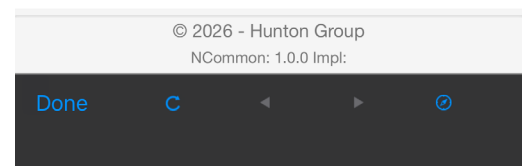
Password

Remember Me No

Sign in

I Forgot my Password

I don't have an account



Training

A How-To Guide

What can I access through this page?

The Training section is your dedicated hub for professional development and continuing education. Designed to help HVAC contractors and technicians stay current on the latest equipment and industry standards, this section allows you to:

Register for Courses: Quickly sign up for upcoming training sessions to expand your team's expertise.

Reserve the Training Lab: Book our dedicated training facility for private, hands-on instruction tailored to your specific team's needs.

Browse Schedules & Catalogs: Access the most up-to-date training schedules and explore our comprehensive course catalog to find the right educational resources for your business.

Ultimately, this tool makes it easy to manage your team's technical growth and ensure everyone is up to speed on the newest HVAC technologies.




HUNTON LEARNING CENTER **TECHNICAL TRAINING CLASSES**

SPRING 2026			
Course Name	Date & Time	Location	Cost Per Attendee
XV18 & XV20 Variable Speed, CL II, Link, & Trane Zoning	Thursday, January 8 8:30 - 3:30	Central Green Blvd.	\$85*
XV18 & XV20 Variable Speed, CL II, Link, & Trane Zoning	Tuesday, January 20 8:30 - 3:30	Disie Farm Road	\$85*
Trane Air Handlers	Thursday, January 22 8:30 - 3:30	Central Green Blvd.	\$70*
Trane Air Handlers	Tuesday, January 27 8:30 - 3:30	Disie Farm Road	\$70*
Mitsubishi M&P Series	Thursday, January 29 8:30 - 2:30	Central Green Blvd.	\$85*
Mitsubishi M&P Series	Tuesday, February 3 8:30 - 2:30	Disie Farm Road	\$85*
Airflow & Duct Design	Thursday, February 12 8:30 - 3:30	Central Green Blvd.	\$135 (TCS & Non-TCS) Includes ACCA Duct Calculator
Cooling Update	Tuesday, March 3 8:30 - 3:30	Disie Farm Road	\$70*
Cooling Update	Thursday, March 5 8:30 - 3:30	Central Green Blvd.	\$70*
LCU Commercial Symbio	Tuesday, March 17 8:30 - 3:30	Disie Farm Road	\$95*
LCU Commercial Symbio	Thursday, March 19 8:30 - 3:30	Central Green Blvd.	\$95*
XV18 & XV20 Variable Speed, CL II, Link, & Trane Zoning	Tuesday, March 31 8:30 - 3:30	Disie Farm Road	\$85*
XV18 & XV20 Variable Speed, CL II, Link, & Trane Zoning	Thursday, April 2 8:30 - 3:30	Central Green Blvd.	\$85*
Mitsubishi M&P Series 2-Day Class	Tuesday & Wednesday May 12 & 13 8:30 - 4:30	Mitsubishi Training Center Katy, TX	\$225 (TCS & Non-TCS)
Mitsubishi M&P Series 2-Day Class	Tuesday & Wednesday May 19 & 20 8:30 - 4:30	Mitsubishi Training Center Katy, TX	\$225 (TCS & Non-TCS)

*Optional for Purchase: Zoning Application: 950 / 1050 / Link Zoning - \$25 each
*Tuition is exempt for Trane Comfort Specialist (TCS) Dealers

Register online: <https://bit.ly/HuntonTraining>

Full tuition is due for all no-shows or cancellations (including TCS dealers) within 48 hours of class start time.

Lee Anne Simmons, Technical Services Coordinator
Direct: 832-747-2010 | Email: training@huntongroup.com

8:49 5Gw

Back Training

- 📄 Online Course Registration
- 📅 Training Lab Reservation
- 📄 Training Schedule
- 📄 Training Catalog



Tech-Support

A How-To Guide

The Tech Support section of the Hunton Distribution app is a vital, on-the-go resource designed to help technicians troubleshoot and resolve complex HVAC issues directly from the job site.

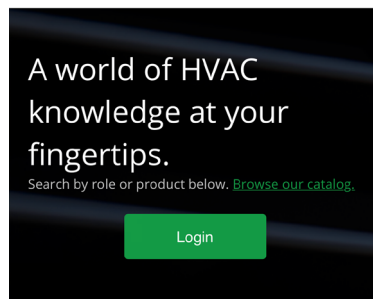
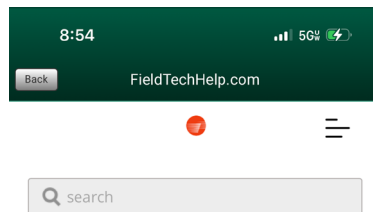
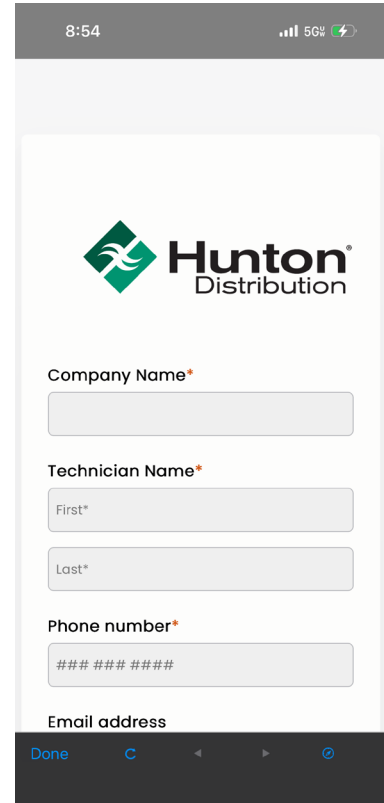
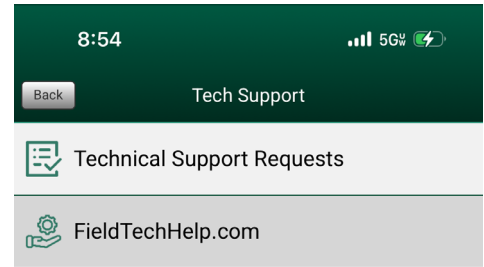
This section provides two primary avenues for assistance:

FieldTechHelp.com Integration: This links directly to a comprehensive Trane knowledge base, offering immediate access to a world of HVAC information, role-based training modules, and catalog browsing to help you find quick answers independently.

Technical Support Requests: When you hit a roadblock that requires escalated help, you can use the integrated assistance request form. By simply entering your company details, technician information, and the nature of the problem, you can quickly route a support ticket to Hunton's technical experts to get the guidance you need without having to leave the app.

This dual approach ensures you have both self-service resources and direct lines to expert help whenever you need them in the field.

What can I access through this page?



- Need **Role-Based Training?**
- Service Technician >
 - Installation Technician >
 - System Designer >
 - Retail Sales >



Locations

A How-To Guide

The Locations section of the app is your quick-reference guide to finding the nearest Hunton Distribution branch while you are on the road. Designed for convenience, it ensures you always know exactly where to go and when our doors are open so you can get the parts and supplies you need without delay.

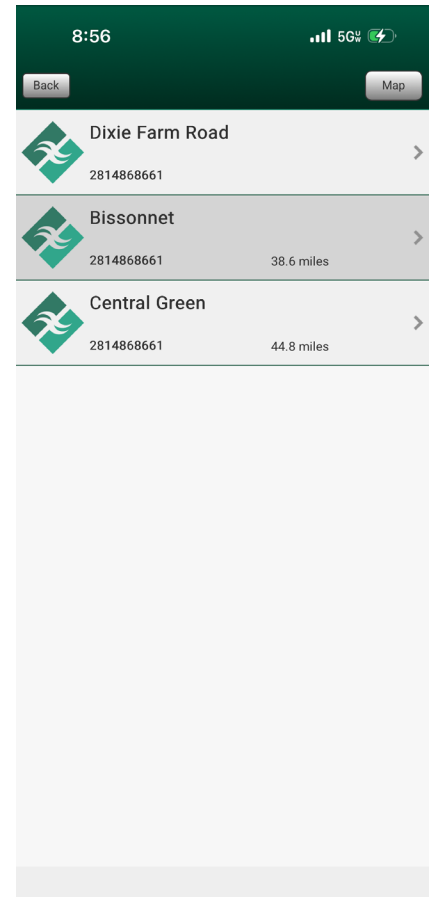
By using this section, you can:

Find Your Nearest Branch: Instantly access the exact addresses and routing information for all our facilities across the Houston area and beyond.

Check Operating Hours: Quickly verify the current hours of operation for each specific location, allowing you to confidently plan your counter pickups and avoid wasted trips.

Whether you are mapping out your daily route or need to find the closest supply house in a pinch, this section keeps our physical branches just a tap away.

What can I access through this page?



Promos

A How-To Guide

What can I access through this page?

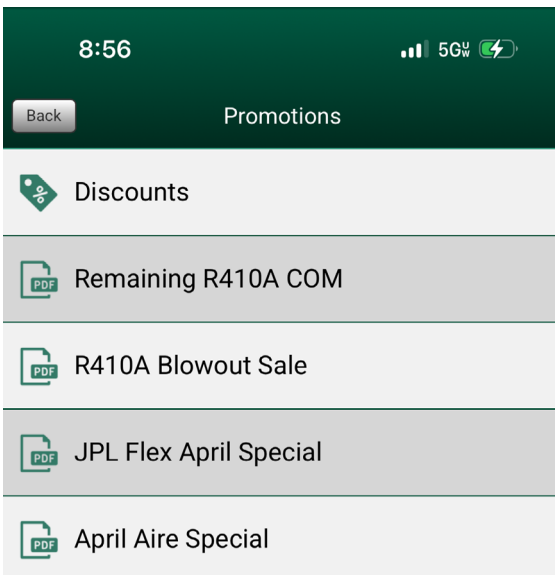
The Promos section of the Hunton Distribution app is your dedicated space for maximizing your purchasing power. We update this section regularly to ensure you have immediate access to our most competitive pricing and exclusive offers right from your phone.

By checking this page, you can easily:

Find Discounted Products: Quickly browse our current inventory of marked-down equipment, parts, and supplies to help you lower job costs.

Access Sales and Specials: Stay informed about our latest promotional campaigns, seasonal sales, and limited-time dealer specials so you never miss an opportunity to save.

Whether you are looking to stock up on everyday essentials or find a deal on a specific system, the Promos section is designed to help you improve your bottom line on every job.



Rentals

A How-To Guide

The Rentals section of the Hunton Distribution app provides immediate access to quick, easy, and scalable temporary climate control solutions. When your customers need emergency cooling, dehumidification, or supplemental air movement without delays, this hub connects you directly to our dedicated rental fleet and support team.

Through this section, you can easily:

Browse the Rental Linesheet: View our comprehensive lineup of portable and water-cooled equipment, including Climate Pro units (from the D12 to the K60), Air Max Air Movers, and DryMax XL dehumidifiers.

Access Spec Sheets: Instantly pull up technical specifications for specialized units like the KwiKool KPO series and OWC water-cooled systems to ensure you are selecting the exact capacity and footprint your job site requires.

Contact the Rentals Services Team: Connect directly with our dedicated rental specialists to coordinate fast deployment. With our fully equipped fleet standing by, you can secure the right temporary equipment and arrange for easy installation as soon as you need it.

Whether you are managing a planned outage or responding to an emergency failure, this tool ensures our entire portable and scalable rental inventory is just a tap away.

What can I access through this page?

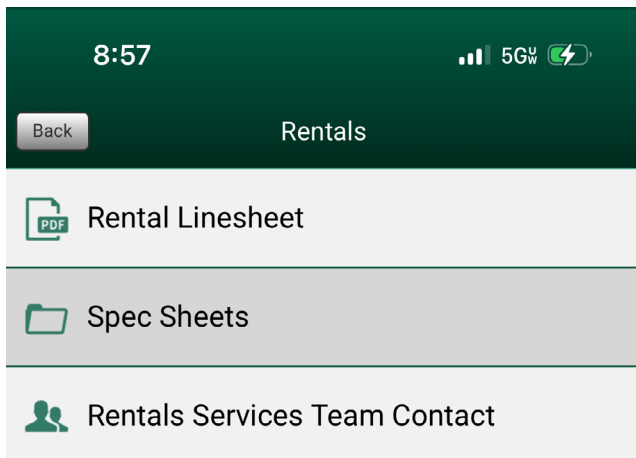
QUICK AND EASY RENTAL SOLUTIONS
NO DELAYS!

Contact Our Rental Team Today!
346-568-7856

- ▶ **Portable**
- ▶ **Scalable**
- ▶ **Easy Installation**

Hunton Distribution *One Stop For All Your HVAC Needs.*

North Houston 16335 Central Green Blvd.	West Houston 10560 Bissonnet St. STE #100	South Houston 735 FM 1929 (near Farm Rd.)	281-486-8661 www.huntondistribution.com
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Contact Us

A How-To Guide

What can I access through this page?

The Contact Us section of the Hunton Distribution app is your direct line to our entire team. We know that when you are in the field or managing a busy shop, you need fast, reliable communication options.

This section centralizes all the ways you can reach us, giving you the flexibility to choose the method that works best for you right now:

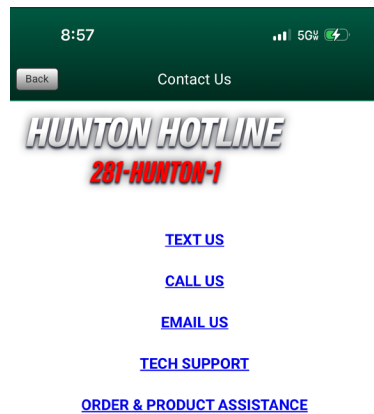
Text Us / Call Us: Reach the “Hunton Hotline” (281-HUNTON-1) instantly with a tap for immediate assistance via text or phone call.

Email Us: Send a detailed inquiry to our team when you have questions that aren’t time-sensitive.

Tech Support: Connect directly with our technical experts to troubleshoot equipment issues or get guidance on complex installations.

Order & Product Assistance: Get help tracking a delivery, checking inventory, or verifying that you have the right parts for an upcoming job.

No matter the issue, the Contact Us page ensures that the support you need from Hunton Distribution is always just a click away.



In-Store Check-In

A How-To Guide

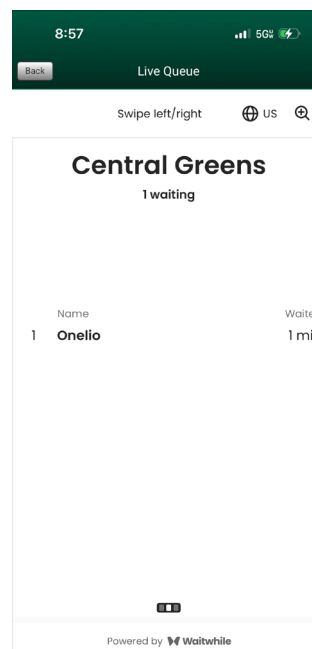
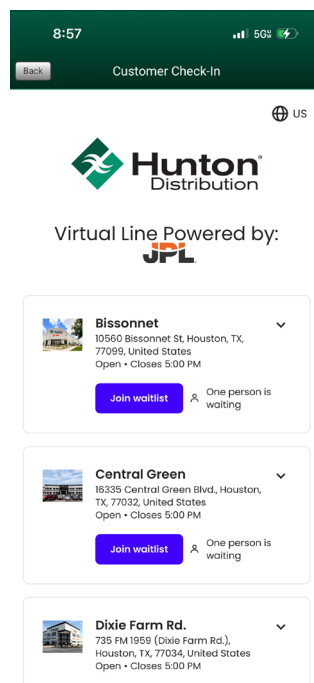
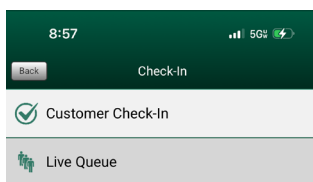
What can I access through this page?

The Customer Check-In feature is designed to completely eliminate waiting at the parts counter. This tool allows you to secure your spot in line before you even arrive at the branch.

Reserve Ahead of Time: Select your destination—whether it's the Bissonnet, Central Green, or Dixie Farm Rd. location—and tap "Join waitlist" to lock in your place.

Live Queue Visibility: Before you check in, use the Live Queue to see exactly how many people are currently waiting at any given store, helping you plan your route more efficiently.

Automated Notifications: Once you are in the system, you no longer need to stand around waiting. You will receive an automated text message the moment it is your turn to head to the counter.



Hunton Listens

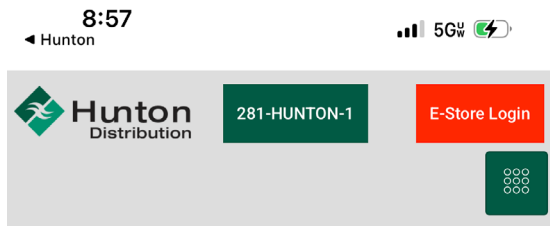
A How-To Guide

What can I access through this page?

The Hunton Listens section is your direct channel to our leadership team. We are constantly striving to improve our service, and your feedback is the most important tool we have to do that.

Share Your Experience: Use this quick form to let us know how we are doing. Whether you had a frustrating delay, an issue that needs to be addressed, or just want to highlight an employee who provided exceptional service, we want to hear about it.

Make an Impact: Your submissions are reviewed directly by our management team (anonymously, if you prefer), ensuring your voice helps shape how we operate and serve you better in the future.



Hunton Listens

May we share your submission with our Team Members? *

- Yes
- Yes, but please keep anonymous
- No

Company Name *

Your Experience *



Overall, how would you rate your experience with us?

How can we improve? *

Please remain anonymous if requested. Thank you for your time.

