The Industry’s First Training and Certification Program for Manufacturer Sales Representatives
The industry’s first independent sales training and certification program is here!

Manufacturer sales representatives can now take advantage of years of training and curriculum development produced by the Institute of Door Dealer Education and Accreditation.

This course is designed to enable manufacturer sales representatives to know in detail the needs of door systems dealers by earning the professional designation Certified Door Dealer Consultant.

IDEA has developed programs for dealers, installers and service technicians to create professional recognition that can be held out to the general public attesting to a high level of knowledge and dedication. Now, sales professionals who serve the needs of door systems dealers can also hold out the IDEA symbol of certification.

The program is ideally suited for both experienced door systems sales professionals and newcomers to the industry. The curriculum is a combination of materials from the IDEA Dealer Accreditation program, technician certification courses and a newly published content targeted specifically to manufacturer sales representatives.

Certification is our industry’s future

The CDDC Program is a unique opportunity for members of the door and access systems manufacturing community to join in the trend towards public recognition of industry professionalism.

Door systems dealers are joining in the professionalism campaign in growing numbers and steadily recognizing that consumer demands of the 21st Century are evolving from those of past generations.

IDEA created the CDDC program to give manufacturer sales representatives the opportunity to be a part of this exciting and promising trend.

If you represent a manufacturer in the sales or marketing field, you owe it to yourself and your customers to show your commitment to industry professionalism by earning the Certified Door Dealer Consultant designation.

Maintaining Certification

Door Dealer Consultant Certification applies for a three-year beginning with the effective date assigned by the IDEA after completing all of the program requirements. In order to maintain certification, each applicant will be required to submit a renewal form with a renewal fee. In addition certified consultants must earn 9 Continuing Education credits (1 hour of education equals 1 CE credit) during the three-year renewal cycle. IDEA will provide certified consultants with additional information regarding the availability of eligible CE courses.

For more information, visit the IDEA website at: www.dooreducation.com
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IDEA has created a comprehensive curriculum for the Certified Door Dealer Consultant Certification program. This course of study is designed to both measure and enhance expertise.

### Introduction
- Getting to Know the Door and Access Systems Dealer
- Selling To and Through the Door Dealer
- Current State of the Industry
- Overview of Industry Organizations

### Business Model of a Typical Door Dealer
- Overview of Industry Products
- Helping the Dealer Overcome Problems
- Installation Issues

### Safety, Risk Management and Regulations
- Introduction to Safety
- Hazard Assessment for the Technician
- Organizations and Regulations
- Federal Guidelines
- UL 325: Rules and Regulations
- State Legislation for Door and Operator Systems
- Maintenance
- Understanding Codes and Standards

### Fundamentals of Residential Installation
- Job Quality
- Productivity
- Internal and External Communication
- Truck, Tools and Equipment

### Residential Garage Doors and Operators
- Sectional Door Components
- Door Operators
- Proper Installation for Safe Operation
- Preparing the Door for the Operator
- Sectional Door
- One Piece Jamb Type
- One Piece Horizontal Track
- Hanging the Operator
- Connecting to a Power Source

### Adjustments and Safety Tests
- Protection Devices
- Accessories
- Homeowner Operation and Safety
- Testing and Maintenance
- Operator Systems

### Wind Loads and Garage Doors
- Garage Door Wind Load Performance - More Than a Hurricane Issue
- Development of the First DASMA Wind Load Guide
- Specific Wind Load Provisions in Various Building Codes

### Insulation
- R, K, and U-Factor Insulation
- Flame Spread and Smoke Rating
- Types of Insulation and Properties

### Commercial Sectional Doors
- History and Description
- Materials and Finishes
- Product Components
- Torsion Springs
- Track and Hardware
- Installing a Commercial Sectional Door
- Special Applications
- Troubleshooting and Maintenance
- Servicing a Sectional Door
- Methods of Operation
- Environmental Considerations and NEMA Standards
- Access Control Selection
- Important Safety Precautions for Automatic Door Operating Systems
- Typical Installation Instructions for Electric Operators
- Control Wiring
- Maintenance and Troubleshooting
- Installing a Commercial Rolling Door
- Obtaining the Correct Door
- Ordering/Receiving the Door
- Site Inspection
- Headroom Requirements
- Job Site Organization
- Guide Installation
- Attaching Curtain to Barrel Assembly
- Troubleshooting the Rolling Door

### Commercial Rolling Doors
- Materials and Finishes
- Product Components
- Types of Rolling Doors
- Methods of Operation
- Automated Door Systems - Electric Operators
- Emergency Egress
- Environmental Considerations and NEMA Standards
- Access Control Selection
- Important Safety Precautions for Automatic Door Operating Systems
- Typical Installation Instructions for Electric Operators
- Control Wiring
- Maintenance and Troubleshooting
- Installing a Commercial Rolling Door
- Obtaining the Correct Door
- Ordering/Receiving the Door
- Site Inspection
- Headroom Requirements
- Job Site Organization
- Guide Installation
- Attaching Curtain to Barrel Assembly
- Troubleshooting the Rolling Door

### Rolling Steel Fire Doors
- The Importance of Fire Walls and Fire Doors
- Materials and Finishes
- Product Components
- Types of Fire Rated Rolling Doors
- Methods of Operation
- Automatic Closing Devices
- Rolling Fire Door Resetting Theory
- Automatic Closing
- Non-Spring Release Fire Door Operators
- Release Devices
- Closing Speed
- Detectors
- Location
- Sash Chain and Cable