



# PSA News

*The Association for Service Professionals*

## Calling All Members- Your Association Needs Your Help!

By Randy Carney- PSA Executive Director

You have undoubtedly heard the phrase “a chain is only as good as its weakest link”. A chain has to have a consistent structure and each link must be able to hold its own. It’s the same when talking about an organization like PSA. To paraphrase, “an organization is only as strong as its membership.

We have a diverse and very talented membership here within PSA- business owners, technical professionals, customer service specialists, operations staff and just about any other type of professional a thriving enterprise needs. As members of PSA, we’d like to help you leverage your skills and talents for the betterment of our entire industry.

The Professional Service Association is led by our Board of Directors- people just like you that have an intense interest in making the appliance service industry the very best it can be. These people volunteer to take leadership positions within the organization, and give hours upon hours in support of PSA. They do a fantastic job representing your interests, and we’d like to ask you to help support them. Each Board member works on a committee, and we need people to help support their efforts by assisting them in their work. As a committee member, you’ll get a chance to assist in the development of programs and initiatives that help support our entire industry, and you’ll be amazed at how fulfilling this can be. You will do most of your work by phone and with the members of the committee you would like to work with, and while you’ll spend some extra time as a result of your volunteering, I believe that you’ll find it an enjoyable experience. After all, we are all working toward the same goals.

The following committees are currently active and looking for the type of fresh input and ideas that you can supply:

**Certification-** Work with industry certification program development and management

**Technology-** Assist in the development of new initiatives to enhance the ability of our industry partners to better run and manage their business operations

**Industry Relations-** Be a part of working within the industry to identify and resolve issues with suppliers, manufacturers and other service support entities

**Publications-** My favorite! Help put together PSA News, oversee new features such as PSANet and work with other industry publications

**Benefits-** Identify opportunities and options for helping improve conditions in multiple areas within the industry

**Convention-** Helps plan and run the annual NASC convention- layout classes, identify locations and many other tasks

**Finance-** Oversees PSA finances and helps to identify and develop revenue streams to help maintain and improve the organization’s financial standing

**Management-** Helps to develop and refine management training initiatives for PSA members and industry initiatives

**Marketing-** Creates promotional material and coordinates association mailings and promotional activities across a wide spectrum of customers

As you can see, there is a wide variety of areas where you can help, and in order to provide you, the membership, with the very best support, we do need your assistance. We hope that you will give it some thought and decide that you can utilize your talents to help support YOUR association. We look forward to hearing from you- if you are interested, please contact me at [rcarney@psaworld.com](mailto:rcarney@psaworld.com). You’ll be glad you did!

## Home appliance industry initiative will address unattended cooking fires

The Association of Home Appliance Manufacturers (AHAM), plans to help reduce the potential for unattended cooking fires, using a new test procedure for evaluating sensors and other devices that can prevent the fires.

The group said more than 100 million ranges and cooktops are in use in the United States, and largely without incident. Still, unattended cooking remains the leading cause of household fires in the United States and Canada.

Joseph M. McGuire, AHAM president, said the plan will represent a "leap forward" in product safety, made feasible by recent technology advancements.

"It will take cooperation and collaboration from all stakeholders and ultimately will allow the industry to provide significant safety enhancements to the appliances that consumers rely upon daily," McGuire said.

By the end of 2014, AHAM will propose to U.S. and Canadian safety standards organizations—UL and the Canadian Standards Association—a test procedure to evaluate sensors and other devices that will prevent cookware from reaching the ignition temperatures associated with common cooking oils.

The new test procedure will apply first to electric cooktop requirements, helping to reduce the potential for surface cooking fires.

The industry will prioritize standards development for electric coil ranges and cooktops, as these represent the majority of cooking-fire-related incidents. Technical and product safety experts in AHAM member companies will work together to determine how similar tests and requirements can be applied to radiant glass ceramic, induction, and gas cooktops and ranges.

AHAM said its members believe a phased approach provides the best balance between protecting consumer interests and continuing to offer high-performance products. The overall plan, coupled with enhanced consumer education and awareness activities, is intended to contribute to a significant reduction in unattended cooking fires.

AHAM represents a vast majority of kitchen range and cooktop manufacturers that sell in North America.

## BAT's Across the Country!

PSA's Basic Appliance Training (BAT) initiative is continuing to sweep the country!

The BAT program focuses on basic principles and repair functions related to electricity, gas and refrigeration, the core basis of a successful appliance service technician. The BAT training provides a solid foundation for new technicians, along with a strong refresher course for more experienced techs that will make the product specific training offered by manufacturers more understandable and also help to make your technicians more efficient and effective.

There is one BAT class remaining in 2015- please keep your eye on PSA News and our web site [www.psaworld.com](http://www.psaworld.com), for the 2015 BAT and PSA training schedule...

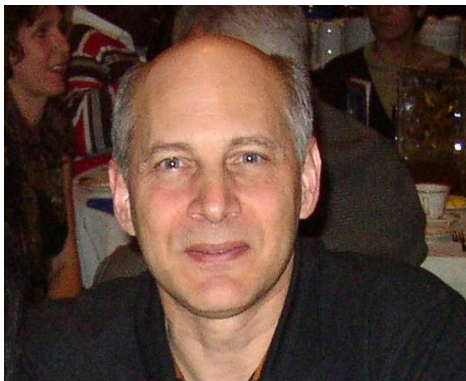
**November-** Tribles Appliance Parts- Upper Marlboro, MD **November 11-13**

**January, 2015-** PENDING

**February-** Appliance Parts Depot- Houston, TX **February 10-12**

# Basic Appliance Training

PSA Certified B.A.T. Training Program



**Carmine D'Alessandro**  
PSA Official Appliance Technology Instructor

**3 Full Days**  
**Only**  
**\$425.00**  
**Including Lunch each Day**

**Date:** November 11-12-13, 2014  
**Tues, Wed, Thurs**  
**Time:** 8 am - 4:30 pm  
**Where:** Tribble's Appliance Parts  
16200 Queens Ct  
Upper Marlboro, MD 20774

## Day 1-Basic: Electricity

Electrical Safety  
Theory, Voltage, Amperage, Wattage, Resistance  
Ohm's Law and application of Ohm's law  
Alternating and Direct Current  
Circuit Fundamentals, series, parallel, combination circuits  
Electrical component operation and testing  
Use of Test Instruments  
Recognizing electrical symbols  
Reading electrical schematics and diagrams  
Diagnostic routines and troubleshooting

## Day 2- Basic: Gas

Gas Basics, Safety, Characteristics  
Fuel Gas Code requirements for Gas appliances Gas testing devices  
Gas Ranges, operate and test components  
Gas Dryers, operate and test components  
Gas Water Heaters, operation and testing components

## Day 3-Basic: Refrigeration

The Refrigeration system  
Refrigeration system components  
Refrigeration system components operation  
Fundamentals and application of refrigeration systems  
Refrigerants  
Troubleshooting refrigeration systems  
EPA Requirements and Refrigerant Recovery

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## To Register:

Go to [www.psaworld.com](http://www.psaworld.com) and click on  
**Basic Appliance Training Registration**  
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Payment due at registration  
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- **Send Your New Tech!**
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- **Send the Old Guy Who Just Needs a Refresher!**



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# Thoughts from the Executive Director

By Randy Carney, PSA Executive Director

Hello to all. We hope that everyone has had a great fall, the farmers have been able to get their crops in the barn, and everyone has been out enjoying the (mostly) great fall weather. This remains my favorite time of the year- warm days but much cooler nights, lots of leaf color in the upper Midwest, and a bit of a breather before the holidays hit us. Enjoy it- you folks in the north know what is coming soon!



Time for a few industry nuggets and PSA news and notes...

- A while back, it was announced that there would be more consolidation within the appliance industry with the news that Electrolux was buying the GE Appliance Group. There seems to have been little news coming out of either side since, and that is not unusual. I have been through a couple of these restructures, and they are not a lot of fun. Its tough when you have to analyze the business of two large players like these, identify what you want your new company to look like, and then wade through the hundreds of positions and perhaps thousands of employees to develop what you hope will be a functional and successful organization. We wish the best to both organizations as they work their way through the process- they are both long standing industry icons and are important to the service industry.
- As noted in the accompanying article, the 2014 Basic Appliance Training (BAT) season is winding down. The program will continue into 2015, and there are likely to be some changes and additions to the training program. Offerings are likely to include advanced training, for those that have already gone through the basic program or might need a refresher, more product specific training, such as refrigeration, laundry or cooking classes, and perhaps some on-line training opportunities. Keep an eye to *PSA News* for additional details as the 2015 program is rolled out.
- We are very excited with the initial reactions to NASC 2015 in Orlando- the early bird sign up went well, and now is your chance to sign up for the rate of \$499. After 1/1/15, the rate goes up to \$549, so take the time to get your registration set up at the lower rate today! You will get 4 full days of both technical and business training, take part in our large and varied trade show, get free certification opportunities, take part in BAT programs, and, most importantly, get the time to meet with and develop friendships with your peers in the appliance service industry. Remember- this is an **investment** in YOUR business- it should not be viewed as an expense. Sign up today at [psaworld.com](http://psaworld.com), and we look forward to seeing you in Orlando!
- A new feature is coming soon to our website, [psaworld.com](http://psaworld.com). APDA will be putting Part Finder on the website, allowing you to search for parts that you might be having a tough time finding locally. The look up system will leverage stock within the inventories of APDA members- in 2013 alone, there were 218,935 searches leading to 6,692 orders, most of which NLA from suppliers, or very slow movers. Keep an eye out for this new tool!

## Whirlpool Corporation to Showcase Resource-Efficient Technologies at Greenbuild

Whirlpool Corporation will showcase its resource-efficient appliances and technologies in New Orleans, Oct. 22-23, 2014, at the Greenbuild International Conference and Expo. The appliances on display in booth 430 will include a ventless clothes dryer, an award-winning, water recycling dishwasher, and a resource-efficient refrigerator.

"The products we showcase at this year's conference incorporate the sustainability strategy that is built into nearly every aspect of our business, from materials and processes, to product technologies and end-of-life recycling," said Ron Voglewede, global sustainability director at Whirlpool Corporation.

The heat pump clothes dryer that will be on display is designed to give builders and remodelers greater laundry room design flexibility.

The ventless Whirlpool HybridCare dryer (model WED99HED) uses the company's Hybrid Heat Pump technology to reduce overall energy costs for end users. Being ventless, it gives remodelers and designers of single family and multifamily housing the freedom to place dryers virtually anywhere. The dryer's refrigeration system dries and recycles hot, moist air instead of wasting energy by venting the air out of the home.

Whirlpool Corp.'s KitchenAid brand will display the new Architect Series II dishwasher with a water recycling system dubbed. It is designed to give the dishwasher 33% less water consumption. It uses water from the dishwasher's final rinse cycle in the pre-rinse cycle of the next load.

Whirlpool Corp.'s Amana brand will show an Energy Star-qualified 19-cu-ft bottom-freezer refrigerator that saves consumers 42% more energy (model ABB1924BRM) and up to \$400 during the lifetime of the appliances. (Compared to average annual everyday use of a pre-2000 refrigerator, average use, assuming a 12 year life cycle.) The unit meets CEE Tier 1 standards and is manufactured using Honeywell's new Solstice liquid blowing agent (LBA) in its insulation. The global warming potential of this LBA is 99.9% lower than 245fa, a foam blowing agent widely used within the U.S. industry.

Earlier this year Whirlpool Corp. said it would implement the use of Solstice® LBA in all U.S.-made refrigerators and freezers. Conversion of all U.S. manufacturing centers should be completed by the end of 2014.

The impact to the global warming effect will be the equivalent of removing more than 400,000 cars from the road, according to Whirlpool (based on U.S. Environmental Protection Agency Greenhouse Gas Emissions Equivalency Calendar and company calculations of a total CO2 reduction. <http://www.epa.gov/cleanenergy/energy-resources/calculator.html>).

## Whirlpool completes purchase of majority interest in Indesit

Oct 17, 2014

Whirlpool Corporation, through its wholly owned subsidiary Whirlpool Italia Holdings S.r.l., acquired a 56% stake in Indesit Company S.p.A. The stake represents 61.9% of the voting stock of Indesit. Indesit is an Italian-based appliance maker.

Whirlpool acquired the shares under two share purchase agreements signed July 10, 2014, with Fineldo S.p.A. and Merloni family members. These acquisitions bring Whirlpool's total stake in Indesit to 60.4%, representing 66.8% of the voting stock.

Indesit Ukraine LLC, whose operations were about 3% of Indesit's 2013 revenues, is being held separately pending antitrust clearance by the Ukrainian antitrust authority. This is expected by the end of the year.

"The appliance market in Europe is competitive and increasingly global. This transaction will build our market position and enable sustainable growth in the region," said Whirlpool Corp. Chairman and CEO Jeff M. Fettig.

Whirlpool Italia Holdings S.r.l. will now take steps to launch a mandatory tender offer for the remainder of Indesit's outstanding shares, with the intention to delist the company.

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- Certified Service Manager (CSM)
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Sponsored by PSA, the Appliance Service Industry's #1 Certification Association, supporting the industry with Conventions, Management Training, Direct Company Support and Great Fellowship.

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**Early Bird Registration:**  
**\$449**

(before October 1, 2014)

**Registration Fee:**  
**\$499**

(before January 1, 2015)

**Late Registration Fee:**  
**\$549**

(after December 31, 2014)

#### Cancellation Policy:

More than 90 days prior to event: no charge  
90 days prior to event: \$100 cancellation fee  
60 days prior to event: \$200 cancellation fee  
45 days prior to event: \$300 cancellation fee  
15 days prior to event: no refund

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