



PSA News

The Association for Service Professionals

It's Election Time!

Time to Perform Your "Civic" Duty and Elect Your Leadership for the Next Year

By Randy Carney- Executive Director

Unless you live in Iowa or New Hampshire, you might not be thinking of elections right now. If you do live in either of those states, you might be sick of elections right now. But, November kicks off the annual election for PSA officers and board members, and we want all of our members to consider the options before you and vote for the members that you feel can best represent your interests and the interests of PSA in the coming year.

As a volunteer based organization, these elections are important to PSA. The officers that you elect will be making decisions that impact both PSA and the appliance service industry of which we are all a part, and your thoughtfulness and attention to what these folks bring to the respective positions will be important as we move through the coming year. Our industry continues to experience many challenges and changes, as does our organization, and we all want good, attentive representation as we move forward.

As noted above, the people putting themselves out there for election are volunteers, and deserve the respect of all of us for their willingness to use their valuable and limited time to support PSA, and our members. All of these people have freely given of their time and resources in order to make our industry a better place for all of us, and that experience and dedication demands and deserves our full attention to this election. Regardless of the outcome, they are all winners and can be expected to represent all of us in a professional and dignified manner.

This year's candidates are as follows- in the contested race are comments from the candidates expressing their desire to run and vision for both PSA and the appliance service industry...

President- 1 Year Term



Don Holman, MCAP, CSM: "While I have served as your President for a few years now, I don't feel my job is complete. We have made many strides in our industry, but there are many hurdles yet to overcome. With help of our entire board, we have progressed from one Executive Director to another, we have expanded the BAT program throughout the country, and we have worked hard to expand our offerings at the annual NASC program.

Moving forward, I want to work with PSA to drive our membership- this organization has a lot to offer and I want to help get as many companies involved as we possibly can. I'd also like to help drive improved automation of our systems, including a new and redesigned web site, with improved and more varied content. We have also taken a big step by moving our annual NASC to the fall, and it is important to me to see that we continue to grow that very important symbol of our organization.

I would appreciate your vote as we continue to make PSA the best trade association that it can be, and if you can see yourself volunteering for a committee position, the PSA Board of Directors would welcome your contributions"



Phil Whitehead, MCAP: “My mission as President of PSA will be to use my expertise in the training arena and addressing the needs of technicians to build PSA into a Nationally recognized training authority. Once PSA is recognized as the training authority, I will push for the current PSA Training and Technician Certification programs to have more credence in the Appliance Service Industry.

I will work to get our training and certification programs recognized by manufacturers and parts distributors alike. I will campaign to have factory authorized technicians certified and parts distributors to only sell parts to certified technicians.

PSA already has an outstanding group of people in its membership but we need to grow the membership to help gain recognition within the industry and build a stronger association. I plan to do my best, as President, to help build the current membership and increase value to the members within PSA.

I plan to be instrumental in fortifying our current Certification programs and creating other leading Certification programs to accommodate the industry and assist our membership in their jurisdictions and fulfill their needs. In short, I want to build membership, gain recognition for PSA, and create more value for current members.

Vice President- 1 Year Term

Carmine D’Alessandro, MCAP, CSM



Administrative Vice President- 1 Year Term

Linda Knudsen, MCAP, CSM



Director- 2 Year Term

Hans Hansen, MCAP, CSM



Director- 2 Year Term

Jim Campbell, MCAP



Starting the week of November 3, ballots will be sent out to all members via PSANet. We urge all members to vote and return the ballot as directed. After all, this is YOUR organization and we all want PSA to be the very best it can be. This is your chance to make that happen!

PSA Tech Corner

By Jim Campbell, Mcap

SUBJECT THIS MONTH: Error Codes

Pertaining to long drain, etc.

FRONT LOAD, DIRECT DRIVE WASHERS- WP, MTG, Amama

Air Trap Assembly Blockage/Obstruction

Models:

MHW3100DW0	MHW5400DC0	NFW5800DW0	WFW8740DW0
MHW4100DW0	MHW5400DW0	WFL98HEBU0	WFW87HEDCO
MHW4300DC0	MHW7100DC0	WFW72HEDW0	WFW87HEDW0
MHW4300DW0	MHW7100DW0	WFW81HEDW0	WFW95HEDCO
MHW5100DC0	MHW8100DC0	WFW83HEDCB0	WFW95HEDU0
MHW5100DW0	MHW8100DW0	WFW8740DC0	WFW95HEDW0

Serial Numbers:

Date Range - C436xxxxx - C532xxxxx

One or more of the following error codes (symptoms) may be observed by the consumer:

- F3E1 (Water Level System Error)
- F8E1 (Long Fill, No Water Detected, Water Level Sensor not Detected)
- F8E3 (Overfill, Over Suds Condition)
- F9E1 (Long Drain)

Potential Cause:

In rare circumstances, during the Air Trap Hose molding process, it is possible that flash could have been generated that closes off the internal air trap feature. The flash blocks/obstructs the air flow to the pressure sensor resulting in the possible concerns listed above.



Trap with obstruction



Trap free of obstruction

The Air Trap Assembly attaches to the rear of the Alpha Washer tub. Remove the Air Trap from the Air Trap Hose and inspect the inside of the hose for blockages or obstructions caused by flashing. Inspect by using a flashlight to shine through the hose (see the illustrations and). If a blockage exists, replace the Air Trap Assembly W10626116.

Correction:

Always check the usual causes as outlined in the tech sheet when the washer exhibits the behaviors listed above. If those checks are OK, then inspect the Air Trap Assembly.

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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
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BAT's All Over the Country!

PSA's Basic Appliance Training (BAT) initiative is continuing to sweep the country in 2015 and into 2016!

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 are more BAT classes confirmed in early 2016- please keep your eye on PSA News and our web site www.psaworld.com, for the complete 2016 BAT and PSA training schedule...

December- Appliance Parts Depot- Phoenix, AZ – December 8-10

January- Century Global Supplies- Van Nuys, CA- January 26-28

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Thoughts from the Executive Director

By Randy Carney, PSA Executive Director

OK... baseball is over. Never want to see it again. Forget what I said last month. RIP until spring.

At least they knocked the Cardinals out.

Hey- it's football season! What d'ya know! The Hawks are undefeated (at least as of this writing) so there is something worth watching. Beats reruns of *How I Met Your Mother*. Gag.

Otherwise, get out and enjoy what is left of fall, especially if you are in the northern climes. You-know-what will be here before you know it!

And on to this month's notes...



- From the rumor mill- it sounds like LG is making some noise in the field service arena, as there have been reports they are looking to hire "outside contractors". I'm not really sure what that means, but it could signal the development of at least a semi-factory service environment, either with service providers doing strictly LG work or as actual, full-fledged factory service agents.

This has been tried before at LG- there were scenes of an acre of LG labeled factory vans in Huntsville, AL, but not too much ever came out of that. This could be a new effort, or perhaps it's a little different than it's coming across. We have talked to a couple service providers that were approached some time ago, but there has been no additional follow up. If any of our readers has additional detail, please drop us a note and set us straight!

- Along similar lines, Sears appears to be really pushing its contractor model in several markets, along with the persistent and seemingly never-ending rumors that A&E Factory Service will be sold off to a manufacturer. I know that has been heard before... but who knows. At any rate, Sears seems to be into the contractor model right now, and perhaps its right for your business. Make sure you study it carefully and make a good decision- it might be a fit but maybe not. Don't get yourself over extended for what may not work well for you at this time- understand your business and make your decision based on what is best for you.
- The cover article this month is about election of PSA officers and board members and I hope that you all pay attention to it. These are the folks that will be heading up YOUR organization in the coming year, and as members, you owe it to yourself to make as informed a decision as possible. You'll be seeing info on PSANet in the coming weeks on the candidates that have expressed a willingness to run, and their comments on why they believe in PSA and what they want to accomplish. Please take the time to read and acquaint yourselves with these folks, and acknowledge the time and effort they are expending on your behalf. Whatever the results of their particular races, they deserve a lot of credit for putting themselves out there on your behalf!

Technician Evaluation

Here's a Great Hiring Tool!

When preparing to hire new appliance technicians for your business, it's important to make use of all the tools that are available to you in order to make the best choice.

The PSA Technician Evaluation program evaluates the skill level of your prospective employee by testing them in 8 key categories- Customer Relations, Core Knowledge, Cleaning Products, Convenience Products, Cooling Products, Gas Cooking, Electric Cooking, and Microwave Cooking. The material will help you gauge the fundamental knowledge level of your candidate, while also identifying areas where additional time may need to be spent in training.

This is also a great tool to use in order to test your existing technician workforce in identifying areas where training or mentoring may be required.

The PSA Technician Evaluation program can be ordered through the PSA website at psaworld.com/member_tools. The cost is \$39.95.

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Warranty Issue Leaves California Woman Without a Refrigerator for 4 Months

WALNUT CREEK, Calif. (KGO) –

Imagine living without a refrigerator. That's what happened to a Walnut Creek woman who couldn't get help until she turned to 7 On Your Side.

You may not realize how important a refrigerator is until you don't have one. Mavis Sonnier couldn't get hers fixed or replaced, and she found herself living without one of the most important kitchen appliances.

Sonnier stocks her cooler with plenty of food, but it's not for a picnic. "I have some leftovers there for just reheating," she mentioned.

It's not for camping out, either, though you might say she's camping in.

Sonnier has been living out of three coolers for the past four months, ever since her Samsung refrigerator broke.

"I wish this whole nightmare was over," she said.

Technicians kept trying to fix it but nothing worked. All the while, Sonnier had to make do - condiments on the dining table, perishables in coolers.

Then came the real challenge.

"Having to buy ice, especially in this hot weather, and get it home before it melts," she added.

Sonnier had to replace the ice every day and it tended to melt on the way home. "I tried to go around the store a few times and get the bags cool and a towel cool enough to wrap around the ice so that it stays cool," she said.

Finally technicians declared the fridge was a lost cause but maybe Sonnier could get a full refund under a five-year warranty.

However, Samsung told her the warranty was no good, all because she'd bought the fridge from a non-authorized dealer.

"So I protested, I got a little bit angry, so I called 7 On Your Side, pleading," she said.

7 On Your Side contacted Samsung and after a review, the company said there was a mistake. Her warranty actually was valid.

A spokesperson said, "Customer satisfaction is core to our business success and we aim to deliver the best possible experience. We regret the experience that Ms. Sonnier had."

The company refunded the entire purchase price of that refrigerator -- \$2,240.

"And I was amazed," she said.

Now Sonnier is no longer a slave to her coolers. "I can go play golf and do whatever I want to do and I don't have to be back to buy ice."

This case was also complicated because her contractor bought the refrigerator on her behalf.

If your contractor buys your appliances, make sure they are registered in your name.