



## PSA 2024 Appliance Service Convention CLASS SCHEDULE



| Sunday --- September 22, 2024   |  |                       |       |                                      | # 16   |
|---------------------------------|--|-----------------------|-------|--------------------------------------|--|
| 3 pm - 7 pm                     | Registration Desk Open                                     |                       |       |                                      |  |
| 8 am - 5 pm                     | Certification Testing - Vector - Hans & Team               |                       |       |                                      |  |
| 7 pm - 8 pm                     | New Attendees & Convention Information Meeting - Axis      |                       |       |                                      |  |
| Storage                         | Grand Ballroom VI & VII for the duration of the convention |                       |       |                                      |  |
| Office                          |  |                       |       |                                      |  |
| Monday --- September 23, 2024   |  |                       |       |                                      |  |
| 6 am - 5 pm                     | Registration Desk Open                                     |                       |       |                                      |  |
| 7 am - 8 am                     | WELCOME BREAKFAST - Portsmouth Ballroom (2nd floor)        |                       |       |                                      |  |
| 9:50 am - 10:10 am              | Morning Break - Break Area                                 |                       |       |                                      |  |
| 12:00 pm - 1:00 pm              | LUNCH - Portsmouth Ballroom (2nd floor)                    |                       |       |                                      |  |
| 2:50 pm - 3:10 pm               | Afternoon Break  |                       |       |                                      |  |
| ROOMS / TIMES                   | 8 am - 9:50 am   | 10:10 am - 12 p.m.    | Lunch | 1:00 pm - 2:50 pm                    | 3:10 pm - 5:00 pm  |
| Vector                          | Certification Testing<br>Hans & Team                       |                       |       | Certification Testing<br>Hans & Team | Testing Continues but No New Tests will be started after 3:00 pm |
| Grand Ballroom IV               | 24   | 132                   |       |                                      |  |
| Grand Ballroom I II & III       | 72   |                       |       |                                      |  |
| Amphitheater                    | 70   |                       |       |                                      |  |
| Elevation                       | 55   |                       |       |                                      |  |
| Illustrator                     | 50   |                       |       |                                      |  |
| Latitude                        | 30   |                       |       |                                      |  |
| Axis                            | 30   |                       |       |                                      |  |
| Grand V                         | 24   |                       |       |                                      |  |
| Admiral Boardroom (2nd floor)   | 30   |                       |       |                                      |  |
| Commodore Boardroom (2nd floor) | 30   |                       |       |                                      |  |
| Dinner on your own              |  |                       |       |                                      |  |
| LEGEND >>>                      | MANUFACTURER CLASS   | PSA TECHNICAL CLASS   |       | PSA BUSINESS CLASS                   | VENDOR CLASS   |
|                                 | OUTSIDE RESOURCE   | CERTIFICATION TESTING |       | Hotel will provide Storage Area      | Electronics Classes  |



## PSA National Appliance Service Convention CLASS SCHEDULE



| Tuesday --- September 24, 2024  |   | # 16   |       |   |  |
|---------------------------------|---|--|-------|---|--|
| 7 am - 5 pm                     | Registration Desk Open  |  |       |   |  |
| 6 am - 7 am                     | Early Morning Coffee & Idea Exchange -Latitude - Mike Callahan                            |  |       |   |  |
| 7 am - 8 am                     | BREAKFAST - Portsmouth Ball Room (2nd floor)  |  |       |   |  |
| 9:50 am - 10:10 am              | Morning Break   |  |       |   |  |
| 12:00 pm - 1:00 pm              | LUNCH - Portsmouth Ball Room (2nd floor)  |  |       |   |  |
| 2:50 pm - 3:10 pm               | Afternoon Break   |  |       |   |  |
| ROOMS / TIMES                   | 8 am - 9:50 am  | 10:10 am - 12 p.m.   | Lunch | 1:00 pm - 2:50 pm   | 3:10 pm - 5:00 pm  |
| Vector                          | Certification Testing<br>Hans & Team  |  |       | Certification Testing<br>Hans & Team  | Testing Continues but No New Tests will be started after 3:00 pm   |
| Grand Ballroom IV               | 132 Whirlpool Laundry and Dishwashers<br>Mike Trushinsky                                  |  |       | LG  |  |
| Grand Ballroom I II & III       | 72 Liebherr   | Liebherr   |       | General Electric--- Combo Wafer and Dryer<br>Scott Brooks & Shenika Middleton       | Electrolux --- Cooking: Front Control Range, Cooktop, and Single Wall Oven<br>James Drew   |
| Amphitheater                    | 70 Technical Class TBA  |  |       | Samsung Refrigeration<br>Steve Polzin   |  |
| Elevation                       | 55 My Office Help   | ZLINE  |       | Understanding the Principals and Operational Features of Microwaves<br>Steve Gelman |  |
| Illustrator                     | 50 Implementing Standard Operating Procedures<br>TK Cousins / Service Alliance            | Taking the mysteries out of laundry and dishwasher detergents.<br>Proctor & Gamble Diane Hoffman                                   |       | Networking and Building Strategic Partnerships<br>Zack Crider / Service Alliance    | Vulkan Lockring uses and applications.<br>Sean Allen, Jeremie Hedges and Jesse Lentini   |
| Latitude                        | 30 CSR Front Line Customer Service in Today's Environment<br>PSA Team                     | MGT Taking the Mystery out of your financials- Why you don't need to be an accountant to understand your financials.<br>Don Harris |       | MGT-- Advantagges of Joining a Peer Group<br>Don Harris                             | MGT Key Performance Indicators (KPI's) and Critical Drivers: Learn what to track and what is your breakeven point.<br>Don Harris |
| Axis                            | 30  | SKILLS and Educators meeting<br>Greg Doster / Randy Carney   |       | 9 Google Business Solutions You Shold be Using.<br>Giovanni Livia                   |  |
| Grand V                         | 24 Rossware - Advanced ServiceDesk<br>Kenton Mattos                                       | Rossware - SD Mobile<br>Karie Sevigny  |       | Rossware - Parts Overview<br>Karie Sevigny  | RosswarePay<br>Casey Putvin & Kenton Mattos  |
| Admiral Boardroom (2nd floor)   | 30 LG Television Service<br>Joe Cobia   |  |       |   |  |
| Commodore Boardroom (2nd floor) | 30 Service Bench Business Operations<br>Bobby Hall  |  |       | Service Bench Growing Revenue<br>Bobby Hall   |  |
| 2 PM - 4 PM                     | Tradeshow set-up in Portsmouth  |  |       |   |  |
| 4 PM - 4:30 PM                  | Tradeshow Vendors Meeting   |  |       |   |  |
| 5 PM - 8 PM                     | Tradeshow Opens in Portsmouth Ballroom with Cocktail Social (Cash Bar) - and Hor D'ouvers |  |       |   |  |
| 5 PM - 8 PM                     | The Nation's Top Tech Contest   |  |       |   |  |
| Dinner on your own              |   |  |       |   |  |
|                                 | MANUFACTURER CLASS  | PSA TECHNICAL CLASS  |       | PSA BUSINESS CLASS  | VENDOR CLASS   |
| LEGEND >>>                      | OUTSIDE RESOURCE  | CERTIFICATION TESTING  |       | Hotel will provide Storage Area   | Electronics Classes  |



## PSA National Appliance Service Convention CLASS SCHEDULE



| Wednesday ---September 25, 2024        |  |  |                                 | # 16   |
|--|--|--|---------------------------------|--|
| 7 am - 5 pm                            | <b>Registration Desk Open</b>  |  |                                 |  |
| 6 am - 7 am                            | Early Morning Coffee & Idea Exchange -Latitude - Mike Callahan                                 |  |                                 |  |
| 7 am - 8 am                            | BREAKFAST - Portsmouth Ballroom (2nd floor)  |  |                                 |  |
| 7 am - 2:00 pm                         | Tradeshow - Portsmouth Ballroom (2nd floor)  |  |                                 |  |
| 9:50 am - 10:10 am                     | Morning Coffee Break   |  |                                 |  |
| 11:30 am - 1:30 pm                     | LUNCH - Portsmouth Ballroom (2nd floor)  |  |                                 |  |
| 2:50 pm - 3:10 pm                      | Afternoon Coffee Break   |  |                                 |  |
| <b>ROOMS / TIMES</b>                   | <b>8 am - 9:50 am</b>  | <b>10:10 am - 11:30 p.m.</b>   | Lunch                           | <b>1:30 pm - 2:50 pm</b>   |
| <b>Vector</b>                          | Certification Testing<br>Hans & Team   |  |                                 | Certification Testing<br>Hans & Team   |
|  |  |  |                                 | Testing Continues and ends today but No New Tests will be started after 3:00 pm  |
| <b>Grand Ballroom IV</b>               | LG   |  |                                 | Whirlpool Laundry and Dishwashers Mike Trushinsky  |
| <b>Grand Ballroom I, II &amp; III</b>  | Electrolux --Cooking; Front Control Range, Cooktop, and Single Wall Oven<br>James Drew         | General Electric Combo Waher and Dryer<br>Scott Brooks & Shenika Middleton   |                                 | Liebherr<br>Liebherr   |
| <b>Amphitheater</b>                    | Technical Class TBA  |  |                                 | Technical Class TBA  |
| <b>Elevation</b>                       |  | ZLINE  |                                 | Sharp Commercial Microwaves<br>Steve Gelman  |
| <b>Illustrator</b>                     | SEO for Appliance Repair Companies<br>Mike Carson / Service Alliance                           |  |                                 | Vulkan Lockring uses and applications.<br>Sean Allen, Jeremie Hedges and Jesse Lentini   |
|  |  |  |                                 | Taking the mysteries out of laundry and dishwasher detergents.<br>Proctor & Gamble Diane Hoffman                                     |
| <b>Latitude</b>                        | MGT Becoming a Business Specialist-<br>Diaster planning<br>Ralph Wolff                         | MGT Wrenches to Riches: Get out of the truck and into the office for growth and profitability.<br>....<br>Don Harris |                                 | Service Power HUB Everything you need to know for warranty and claims management<br>Heather Mills                                    |
|  |  |  |                                 | Service Power HUB How to manage COD jobs, order parts and collect payments. Plus round table discussions and ideas.<br>Heather Mills |
| <b>Axis</b>                            |  |  |                                 | CDA Software   |
|  |  |  |                                 | MGT Capture More Money on Your Service Call<br>Mike Callahan   |
| <b>Grand V</b>                         | Rosware - Dashboard and Roswarepay<br>Casey Putvin & Kenton Mattos                             | Rosware - Automation and Communication<br>Kenton Mattos  |                                 | MGT Baswic ServiceDesk<br>Karie Sevigny  |
| <b>Admiral Boardroom (2nd floor)</b>   | Bench  |  |                                 |  |
| <b>Commodore Boardroom (2nd floor)</b> | Discover Service Bench's Latest Features and Elevate Your Technicians' Experience<br>Gene Yong |  |                                 | Asurion  |
|  |  |  |                                 |  |
| 5 PM - 6 PM                            | Cocktail Social (Cash Bar) - Portsmouth Ball Room  |  |                                 |  |
| 8 AM - 2 PM                            | The Nation's Top Tech Contest Continues  |  |                                 |  |
| 6 pm                                   | PSA Annual Banquet - Portsmouth Ball Room  |  |                                 |  |
| <b>LEGEND &gt;&gt;&gt;</b>             | MANUFACTURER CLASS   | PSA TECHNICAL CLASS  | PSA BUSINESS CLASS              | VENDOR CLASS   |
|  | OUTSIDE RESOURCE   | CERTIFICATION TESTING  | Hotel will provide Storage Area | Electronics Classes  |



# PSA National Appliance Service Convention CLASS SCHEDULE



| Thursday --- September 26, 2024 |  |   |                                 | # 16                |
|---------------------------------|--|---|---------------------------------|---------------------|
| 7 am - 11 AM                    | Registration Desk Open   |   |                                 |                     |
| 7 am - 8 am                     | BREAKFAST - Portsmouth Ball Room (2nd floor)   |   |                                 |                     |
| 9:50 am - 10:10 am              | Morning Break  |   |                                 |                     |
| <b>ROOMS / TIMES</b>            |  | <b>8 am - 9:50 am</b>   | <b>10:10 am - 12 p.m.</b>       |                     |
| Vector                          | 24   |   |                                 |                     |
| Grand Ballroom IV               | 132  | Technical Class TBA   |                                 |                     |
| Grand Ballroom I, II & III      | 72   | Technical Class TBA   | Technical Class TBA             |                     |
| Amphitheater                    | 70   | Technical Class TBA   |                                 |                     |
| Elevation                       | 55   |   |                                 |                     |
| Illustrator                     | 50   |   |                                 |                     |
| Latitude                        | 30   | Today's Refrigeration in Appliances - Steve Gelman  |                                 |                     |
| Axis                            | 30   | Basic Electricity in Todays Appliances - Charles (Chuck) Kramer                                 |                                 |                     |
| Grand V                         | 24   | MGT- Rossware Service Desk Questions & Answers<br>Karie Sevigny, Casey Putvin and Kenton Mattos |                                 |                     |
| Admiral Boardroom (2nd floor)   | 30   |   |                                 |                     |
| Commodore Boardroom (2nd floor) | 30   | Asurion   |                                 |                     |
| Room 6                          | CONVENTION CONCLUDES at 12:00 We would like to thank you for being a part of NASC 2024, SEE YOU NEXT YEAR! |   |                                 |                     |
| LEGEND >>>                      | MANUFACTURER CLASS   | PSA TECHNICAL CLASS   | PSA BUSINESS CLASS              | VENDOR CLASS        |
|                                 | OUTSIDE RESOURCE   | CERTIFICATION TESTING   | Hotel will provide Storage Area | Electronics Classes |