



PSA 2025 Appliance Service Convention CLASS SCHEDULE



Sunday --- September 21, 2025					# 3
3 pm - 7 pm	Registration Desk Open				
8 am - 5 pm	Certification Testing - Conference Room 1 & 2 - Hans & Team				
6 pm - 7 pm	New Attendees & Convention Information Meeting - Registration Lobby area - - - Light refreshments with a Cash Bar				
Storage	Room 3 For Duration of Convention				
Office					
Monday --- September 22, 2025					
6 am - 5 pm	Registration Desk Open				
7 am - 8 am	WELCOME BREAKFAST - Grand Ballroom B & C				
9:50 am - 10:10 am	Morning Break - Break Area				
12:00 pm - 1:00 pm	LUNCH - Grand Ballroom B & C				
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
Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues but No New Tests will be started after 3:00 pm
Ballroom D	Fisher & Paykel			BSH	
Ballroom E	LG			Dacor	Samsung
Ballroom F			American Vulcan		
Ballroom G	Alliance laundry Classic Top Loader Washer Diagnosis and Tear Down Timothy Puetz & Randal Powell		Alliance laundry Classic Dryer Diagnosis and Tear Down Timothy Puetz & Randal Powell		
Room 4 & 5	General T.V. and Electronics training			L.G. T.V. Training	
Room 7 & 8 2nd floor	Introduction to the PSA Business Track		What Should I say?---- Helping techs deal with pain points in the home.	MGT Becoming a Business Specialist Financial Statements	MGT Cost of Doing Business Understanding how and why you need to calculate and know your cost of doing business.
Room 9 & 10 2nd floor	Technical Basic Electricity in Todays Appliances - (2nd floor) - (Chuck) Kramer		Charles	Technical Today's Refrigeration in Appliances - (2nd floor) - Hartfield	Tim
Room 11 & 12 2nd floor					
Room 13 & 14 2nd floor					
Room 6	MGT Rossware Service Desk Core Training			MGT Rossware Service Desk Core Training (cont)	
Dinner on your own					
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS	PSA BUSINESS CLASS	VENDOR CLASS	
	OUTSIDE RESOURCE	CERTIFICATION TESTING	Hotel will provide Storage Area	Electronic Training	



PSA National Appliance Service Convention CLASS SCHEDULE



Tuesday --- September 23, 2025		# 3			
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange -Room 4 & 5 - Mike Callahan				
7 am - 8 am	BREAKFAST - Grand Ball Room B & C				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Grand Ball Room B & C				
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
Room 1 & 2	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues but No New Tests will be started after 3:00 pm
Ballroom D				Fisher & Paykel (repeat)	Z-Line
Ballroom E		L.G. Appliances		Dacor (repeat)	Samsung (repeat)
Ballroom F				Thor Range	
Ballroom G				Alliance laundry Classic Top Loader Washer Diagnosis and Tear Down Timothy Puetz & Randal Powell	Alliance laundry Classic Dryer Diagnosis and Tear Down Timothy Puetz & Randal Powell
Room 4 & 5	Samsung T.V.			General T.V. and Electronics	
Room 7 & 8 2nd floor		Educators Meeting - Skills USA Greg Doster			
Room 9 & 10 2nd floor	CSR Front Line Customer Service in Today's Enviroment	MGT Taking the Mystery out of your financials- Why you don't need to be an accountant to understand your financials.		MGT-- Advantagges of Joining a Peer Group	MGT Key Performance Indicators (KPI's) and Critical Drivers: Learn what to track and what is your breakeven point.
Room 11 & 12 2nd floor		Proctor & Gamble all about detergents Dianne Hoffman			
Room 13 & 14 2nd floor					
Room 6					
2 PM -- 4 PM	MGT Rossware Service Desk Core Training (cont)			MGT Rossware Service Desk Core Training (cont)	
4 PM -- 4:30	Trade Show Set Up				
5 pm - 8 pm	Tradeshov Vendors Meeting				
5 pm - 8 pm	Tradeshov Opens with Cocktail Social (Cash Bar) - Grand Ball Room				
Dinner on your own	The Nation's Top Tech Contest				
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS	PSA BUSINESS CLASS	VENDOR CLASS	
	OUTSIDE RESOURCE	CERTIFICATION TESTING	Hotel will provide Storage Area	Electronic Training	



PSA National Appliance Service Convention CLASS SCHEDULE



Wednesday ---September 24, 2025					# 3
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange - Room 4 & 5 - Mike Callahan				
7 am - 8 am	BREAKFAST - Grand Ballroom A - B - C				
7 am - 2:00 pm	Tradeshow - Grand Ballroom A - B - C				
9:50 am - 10:10 am	Morning Coffee Break				
11:30 am - 1:30 pm	LUNCH - Grand Ballroom A - B - C				
2:50 pm - 3:10 pm	Afternoon Coffee Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 11:30 p.m.	Lunch	1:30 pm - 2:50 pm	3:10 pm - 5:00 pm
Room 1 & 2	Certification Testing Hans & Team		Lunch	Certification Testing Hans & Team	
Ballroom D	132 BSH (repeat)	Z-Line (repeat)			Testing Continues and ends today but No New Tests will be started after 3:00 pm
Ballroom E	132				
Ballroom F	132 Thor range (repeat)	American Vulcan (repeat)			
Ballroom G	132			Alliance laundry Classic Top Loader Washer Diagnosis and Tear Down Timothy Puetz & Randal Powell	Alliance laundry Classic Dryer Diagnosis and Tear Down Timothy Puetz & Randal Powell
Room 4 & 5	48 Microwaves Steve Gilman			LG T.V.	Samsung T.V.
Room 7 & 8 2nd floor	60				
Room 9 & 10 2nd floor	60 MGT Becoming a Business Specialist- Diaster planning	MGT Wrenches to Riches: Get out of the truck and into the office for growth and profitability.		MGT Capture More Money on Your Service Call	
Room 11 & 12 2nd floor	60 Proctor & Gamble all about detergents Dianne Hoffman				
Room 13 & 14 2nd floor	60				
Room 6	24 MGT Rossware Service Desk Advanced Training			MGT Rossware Service Desk Advanced Training	
5PM - 6 PM	Cocktail Social (Cash Bar) - Grand Ball Room A - B - C				
8 AM - 2 PM	The Nation's Top Tech Contest Continues				
6 pm	PSA Annual Banquet - Grand Ball Room A - B - C				
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	OUTSIDE RESOURCE	CERTIFICATION TESTING		Hotel will provide Storage Area	Electronic Training



PSA National Appliance Service Convention CLASS SCHEDULE



Thursday --- September 25, 2025		# 3
7 am - 11 AM	Registration Desk Open	
7 am - 8 am	BREAKFAST - Grand Ball Room B & C	
9:50 am - 10:10 am	Morning Break	
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 12 p.m.
Room 1 & 2	48	
Ballroom D	132	
Ballroom E	132	
Ballroom F	132	
Ballroom G	132	
Room 4 & 5	132	
Room 7 & 8 2nd floor	60	
Room 9 & 10 2nd floor	60	Technical Basic Electricity in Today's Appliances - Charles (Chuck) Kramer
Room 11 & 12 2nd floor	60	Technical Today's Refrigeration in Appliances - Tim Hartfield
Room 13 & 14 2nd floor	60	
Room 6	24	MGT Rossware Service Desk Questions & Answers
Room 6	CONVENTION CONCLUDES at 12:00 We would like to thank you for being a part of NASC 2023, see you next year!	
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS
	OUTSIDE RESOURCE	CERTIFICATION TESTING
		PSA BUSINESS CLASS
		Hotel will provide Storage Area
		VENDOR CLASS
		Electronic Training