



PSA 2025 National Appliance Service Convention CLASS SCHEDULE



Sunday --- September 21, 2025						# 16							
3:00pm - 7:00pm		Registration Desk Open											
8:00am - 5:00pm		Certification Testing - Conference Room 1 & 2											
5:00pm - 7:00pm		Convention Information Meeting, Introduction New PSA Website & Member Benefits - Registration Lobby Area.(Linda K. & Katie C.)											
		Storage Area Room #3 For Duration of Convention											
Monday --- September 22, 2025													
6:00am - 5:00pm		Registration Desk Open											
7:00am - 8:00am		WELCOME BREAKFAST - Grand Ballroom B & C											
9:50am - 10:10am		MORNING BREAK - Break Area											
12:00 pm - 1:00 pm		LUNCH - Grand Ballroom B & C											
2:50 pm - 3:10 pm		AFTERNOON BREAK - Break Area											
ROOMS / TIMES		8 am - 9:50 am		10:10 am - 12 p.m.		L	1:00 pm - 2:50 pm		3:10 pm - 5:00 pm				
Room 1 & 2		48	Certification Testing				Certification Testing			Testing Continues but No New Tests will be started after 3:00 pm			
Ballroom D		132	Fisher & Paykel Dishdrawer Brent Wasieleski				L	Whirlpool Dishwasher Latest Version John Ybarra Samsung Peltier Refrigeration Nathan Barco					
Ballroom E		132				American VULKAN LOKRING Technology for Sealed System Repairs Sean Allen			Dacor 36" Dual Fuel Range Robert Jones				
Ballroom F		132				Bosch (BSH) Dishwasher Brent Wasieleski			Gas Appliance Technology Linda Knudsen				
Ballroom G		132	Alliance Laundry Classsic Top Loader Washer Diagnosis and Tear Down Timothy Puetz & Randal Powell			Classsic Dryer Diagnosis and Tear Down Timothy Puetz & Randal Powell			U				
Room 4 & 5		48				Hisense Lazer TV & PCB Troubleshooting Tim Burdick				Rossware SD Q&A Kenton Mattos			
Room 7 & 8 2nd floor		60				Service Success Group Peer Groups What are they and why do you need to belong to one. Don Harris		N		CCW Consulting Financial Statements & QuickBooks Online Primer Chuck Warczakowski			Service Success Group WTR Don Harris
Room 9 & 10 2nd floor		60	Electrical Circuits in Today's Appliances Charles (Chuck) Kramer							Today's Refrigeration Technology Steve Polzin			
Room 11 & 12 2nd floor		60	Service Alliance Group Begin With The End: Going From a One-Man Show to a Million Dollar CEO Mike Carson			Service Alliance Group Unlock Growth: Hiring, Delegating and Leading with Confidence Mike Carson		C	Service Alliance Group The Pricing Puzzle: Crack the Code to Maximize Profit T.K. Cousins			Service Alliance Group The Property Management playbook: Maximize Profits and Minimize Headaches T.K. Cousins	
Room 13 & 14 2nd floor		60				Bertazzoni V Trim Built in Refrigeration Mike Krieger			Asurion Business Operations – Discuss ways to control operational expenses and improve productivity through the lens of a technician's route. Robby Hall			"She-roes " Women in the Appliance Service Business. The Force Behind The Fix! Meet -n- greet with open discussion. Sue Callahan	
Room 6		24	Service Works Optimizing Inventory: Mastering Management Principles Besor Fayas			Asurion Private Meetings			H	Service Company Solutions Optimizing Day-to-Day Communications: Understanding Key Tactics for Service Excellence Jack Miller			Filing Warranty Claims "Does & Don'ts" Katheen Spence
Dinner on your own													
LEGEND >>>			MANUFACTURER CLASS		PSA TECHNICAL CLASS			PSA BUSINESS CLASS		VENDOR CLASS			
			OUTSIDE RESOURCE		CERTIFICATION TESTING			STORAGE AREA ROOM #3		ELECTRONIC TRAINING			



PSA National Appliance Service Convention CLASS SCHEDULE



Tuesday --- September 23, 2025						# 16					
6:00am - 7:00am		Early Morning Coffee & Idea Exchange -Room 4 & 5 - Mike Callahan									
7:00am - 5:00pm		Registration Desk Open									
7:00am - 8:00am		BREAKFAST - Grand Ball Room B & C									
9:50am - 10:10am		MORNING BREAK - Break Area									
12:00pm - 1:00pm		LUNCH - Grand Ball Room B & C									
2:50pm - 3:10pm		AFTERNOON BREAK - Break Area									
ROOMS / TIMES		8 am - 9:50 am		10:10 am - 12 p.m.		L	1:00 pm - 2:50 pm		3:10 pm - 5:00 pm		
Room 1 & 2		48	Certification Testing				Certification Testing				Testing Continues but No New Tests will be started after 3:00 pm
Ballroom D		132	Electrolux 3 Door Refrigerator Matt Faber		Whirlpool Top Load Washer Latest Version John Ybarra		L	Electrolux 4 Door Refrigerator Matt Faber		Z-Line Dual Fuel Ranges Robert Gordon & Daniel Wheelwright	
Ballroom E		132	LG Appliances Sealed System Flow Checking, Servicing Processes, Tool Inspection Chritopher Bottum		L.G. Appliances Front Load Washer, Operation, and Diagnosis Jesse DelSardo					LG Appliances (repeat) Sealed System Flow Checking, Servicing Processes, Tool Inspection Chritopher Bottum	
Ballroom F		132	Dacor Slim Line Microwave Robert Jones		Dacor (repeat) 36" Dual Fuel Range Robert Jones			Fisher & Paykel (repeat) Dishdrawer Brent Wasieleski		Samsung (repeat) Peltier Refrigeration Nathan Barco	
Ballroom G		132			GE Appliances Smart HQ Service Juan Morales			Alliance Laundry Front Load Washer Diagnosis and Tear Down Timothy Puetz & Randal Powell		Alliance Laundry Front Load Dryer Diagnosis and Tear Down Timothy Puetz & Randal Powell	
Room 4 & 5		48	Encompass EZ Stock Training Andy MacPherson		Rossware Cybersecurity for Small Business Kenton Mattos		U	Samsung Television Nathan Barco		Hisense (repeat) Lazer TV & PCB Troubleshooting Tim Burdick	
Room 7 & 8 2nd floor		60	Liebherr Refrigeration Mike Pullano & Tiffany Phillips		Residental & Commercial Appliance Technology (RCAT) Educators & Supporters Meeting Mark Pollitz / Greg Doster			Liebherr (repeat) Refrigeration Mike Pullano & Tiffany Phillips			
Room 9 & 10 2nd floor		60	CSR Front Line Customer Service in Today's Enviroment Linda Knudsen		Service Success Group CoDB Workshop Don Harris			What Should I say?---- Helping techs deal with pain points in the home. Linda Knudsen		Service Success Group Taking Mystery out of Financial Don Harris	
Room 11 & 12 2nd floor		60	Service Alliance Group Calculated Growth: Budgeting & Investing for Smart Expansion Zach Crider		Proctor & Gamble Taking the Mysteries out of Detergents.			Service Alliance Group Big impact, Small Budget: Powerful Marketing Strategies That Work Zach Crider		Service Alliance Group Interactive A I Workshop: Winning with A I in the Appliance Industry Mike Carson	
Room 13 & 14 2nd floor		60	Introduction to the New PSA Website & Member Benefits Katie Callahan		Bertazzoni (repeat) V Trim Built in Refrigeration Mike Krieger		C	"S.O.A.P. / F.A.S.T. Notes Lets all get on the same page - Streamlining Technician and CSR Notes Sue Callahan		Asurion Customer Experience Understanding Your Customers & Their Needs Bobby Hall	
Room 6		24	Service Works "Serial to Success: Winning at Warranty Parts Management" Besor Favas		Asurion Private Meetings			TrueSMB Services LTD Unlock Google's Local Service Ad's Goldmine Giovanni Livia			
2 PM -- 4 PM		24								Advantages of Joining a Peer Group	
2:00pm - 4:00pm		Trade Show Set Up - Ballroom A - B - C									
4:00pm - 4:30pm		Tradeshow Vendors Meeting - Ballroom A - B - C (Near The Stage)									
5:00pm - 8:00pm		Tradeshow Opens & Start of the John Stanton Nation's Top Tech Contest - Lite Hors d'oeuvres served with a Cash Bar - Ballroom A - B - C									
Dinner on your own											
LEGEND >>>											
		MANUFACTURER CLASS		PSA TECHNICAL CLASS				PSA BUSINESS CLASS		VENDOR CLASS	
		OUTSIDE RESOURCE		CERTIFICATION TESTING				STORAGE AREA ROOM #3		ELECTRONIC TRAINING	



PSA National Appliance Service Convention CLASS SCHEDULE



Wednesday ---September 24, 2025							# 16
6:00am - 7:00am		Early Morning Coffee & Idea Exchange -Room 4 & 5 - Mike Callahan					
7:00am - 5:00pm		Registration Desk Open					
7:00am - 8:00am		BREAKFAST - Grand Ball Room B & C					
8:00am - 2:00pm		Tradeshaw & The John Stanton's Nation's Top Tech Contest Continues - Grand Ballroom A - B - C					
9:50am - 10:10am		MORNING BREAK - Break Area					
12:00pm - 1:00pm		LUNCH - Grand Ball Room B & C					
2:50pm - 3:10pm		AFTERNOON BREAK - Break Area					
ROOMS / TIMES		8 am - 9:50 am	10:10 am - 12:00 p.m.	L	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm	
Room 1 & 2	48	Certification Testing			Certification Testing	Testing Continues and ends today but No New Tests will be started after 3:00 pm	
Ballroom D	132	Electrolux (repeat) 3 Door Refrigerator Matt Faber	Whirlpool Dual Evaporator Refrigerator John Ybarra	L	Electrolux (repeat) 4 Door Refrigerator Matt Faber	Z-Line Wall Ovens Robert Gordon & Daniel Wheelwright	
Ballroom E	132		American VULKAN (repeat) LOKRING Technology for Sealed System Repairs Sean Allen		L.G. Appliances (repeat) Front Load Washer, Operation, and Diagnosis Jesse DeISardo		
Ballroom F	132	Samsung Peltier Refrigeration (repeat) Nathan Barco	Bosch (BSH) (repeat) Dishwasher Brent Wasieleske		Dacor (repeat) Slim Line Microwave Robert Jones	Dacor (repeat) 36" Dual Fuel Range Robert Jones	
Ballroom G	132	Hisense HRS290 Side x Side Refrigerator Jessie Lentini	Hisense Sealed System Repair Jessie Lentini		Alliance Laundry (repeat) Classic Top Loader Washer Diagnosis and Tear Down Timothy Puetz & Randal Powell	Alliance Laundry (repeat) Classic Dryer Diagnosis and Tear Down Timothy Puetz & Randal Powell	
Room 4 & 5	48	Microwaves Steve Polzin	Samsung (repeat) Television Nathan Barco	U		Samsung (repeat) Television Nathan Barco	
Room 7 & 8 2nd floor	60	Liebherr (repeat) Refrigeration Mike Pullano & Tiffany Phillips	Filing Warranty Claims "Does & Don'ts" Katheen Spence (repeat)		N	Liebherr (repeat) Refrigeration Mike Pullano & Tiffany Phillips	Service Success Group CD/KPI Don Harris
Room 9 & 10 2nd floor	60	Asurion Discussion on Best Practices for Protecting Your Business During Difficult Times Bobby Hall				Capture More Money on Your Service Call Mike Callahan	" Generational Differences " Sue Callahan
Room 11 & 12 2nd floor	60	Proctor & Gamble Taking the Mysteries out of Detergents.	Service Alliance Group Next Level Experience T.K. Cousins	C	Outcome Academy "Brain Dump to Breakthrough: The Strategic System to Your Own Business Outcome" Ginny Seeley	Outcome Academy "Will AI Recommend You ? How to Be The #1 Local Pick in ChatGPT, Alexa and Beyond. Ginny Seeley	
Room 13 & 14 2nd floor	60	TrueSMB Services LTD Google Business Solutions You Should be Using in 2025 Giovanni Livia	CDA Software Bus Mgt Solutions Open Door 1 on 1 Demos and Q&A with our Founder Dan Frezza and VP Bonnie Schweitzer		CDA Software Bus Mgt Solutions Open Door 1 on 1 Demos and Q&A with our Founder Dan Frezza and VP Bonnie Schweitzer	Encompass EZ Stock Training Andy MacPherson	
Room 6	24	Service Works Driving Business Profitability: Membership Models and Pricing Strategies Justin Desrosiers	Sunbelt Re-Sales Maximizing the Value of Your Business Terry Kelm	H	Service Company Solutions Enhancing Appliance Service Efficiency Jack Miller	Asurion Private Meetings	
8:00am - 2:00pm		Tradeshaw & The John Stanton Nation's Top Tech Contest Continues - Ballroom A - B - C					
5:00pm - 6:00pm		Cocktail Social (Cash Bar) - Ballroom A - B - C					
6:00pm - ?????		PSA Annual Banquet - Ballroom A - B - C					
LEGEND >>>		MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS	
		OUTSIDE RESOURCE	CERTIFICATION TESTING		STORAGE AREA ROOM #3	ELECTRONIC TRAINING	



PSA National Appliance Service Convention CLASS SCHEDULE



Thursday --- September 25, 2025

#16

7:00am - 11:00am		Registration Desk Open		
7:00am - 8:00am		BREAKFAST - Grand Ball Room B & C		
9:50am - 10:10am		MORNING BREAK - Break Area		
12:00pm		CONVENTION CONCLUDES at 12:00pm		
ROOMS / TIMES		8 am - 9:50 am	10:10 am - 12 p.m.	
Room 1 & 2	48	Technical Triage Your Path to First Call Completes \$\$\$\$\$\$ John Wilkins & Linda Knudsen		
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	Electrical Circuits in Today's Appliances (repeat) Charles (Chuck) Kramer		
Room 11 & 12 2nd floor	60	Today's Refrigeration Technology (repeat)		
Room 13 & 14 2nd floor	60			
Room 6	24			
		CONVENTION CONCLUDES at 12:00PM We would like to thank you for being a part of PSA Convention 2025, see you next year in Williamsburg, VA!		
LEGEND >>>		MANUFACTURER CLASS	PSA TECHNICAL CLASS	PSA BUSINESS CLASS
		OUTSIDE RESOURCE	CERTIFICATION TESTING	STORAGE AREA ROOM #3
				VENDOR CLASS
				ELECTRONIC TRAINING