

AGENDA

PSOC 59TH ANNUAL APPLIANCE AND ELECTRONIC BUSINESS AND TECHNICAL TRAINING

Knotts Berry Farm Hotel – Buena Park
MAY 15TH THROUGH MAY 18TH, 2014

www.pso.ca.org

Where Appliance and Electronic Repair Professionals Network

THURSDAY - May 15, 2014

Time	Classes	Instructor
1:00-5:00	Registration	
12:30-3:30	LG Appliance- WM3070 Front Load Washing Machine 3.7 CU.Ft. Extra Large Capacity , W/Turbo Wash, DLE4870 Dryer, 7.3 Cu. Ft. Ultra Large Capacity, W/Sensor Dry	John Stanton <i>HA-ASC Trainer</i>
12:30-3:30	Sharp Aquos LCD Televisions: Learn how to service and troubleshoot Sharps latest Aquos TV's. Service menus and fault codes will also be discussed.	Steve Gellman
3:45-5:45	Dacor- DR30 range	Lee Kelly
5:00- 6:30	Service Management Guidelines for Professionals and Understanding Financials - This class will assist owners and managers how to read and utilize a P & L as a useful tool to run their business. In addition this class will cover burden, income per call and hourly rate computations.	Craig Parks Whirlpool
Class Rooms	Appliance- O'neil 2 Electronics- Talbert Business- Bastenchury Note: Badges must be worn to all functions!	
6:30-8:00	AIG Welcome Hospitality-Court Yard- Buffet Dinner-Cocktails-Drinks	AIG

FRIDAY – May 16, 2014

Time	Classes	Instructor
7:00 - 7:45	Breakfast-Registration	RUBIN INSURANCE
8:00 - 10:00	Whirlpool – Top and front load laundry - Basic trouble shooting, tear down and diagnostics of the VMW top load washer and Alpha Front Load Washer, Service menu codes diagnostics.	John Ybarra District Service Manager California- Nevada
8:00 - 11:00	LG Electronics- 2013 Direct View LCD Training on the LG 55LN5700/1080P LCD television. LCD-DV Troubleshooting, 55" Class 1080P 120Hz LED, TV SmartTV (54.6" diagonally) , Built in Wireless Transmitter, LED Backlight (direct LED), LG Smart TV	John Stanton
10:15-12:25	Samsung – Refrigerator	Tim Burdick
8:15 - 11:15	Customer Relations- Understanding the dynamics of customer service. Do you treat your customer as your number one priority or do you take them for granted? Open Discussion.	Craig Parks Whirlpool
12:30 - 1:30	Lunch and Registration	Electrolux-Reliable Appliance Parts
1:45 - 4:00	Electrolux - Frigidaire High Efficiency Top Load Washer, and will include product tear-down and service code diagnostics r	Ross Mobbley
1:45 - 4:00	Sony- home network troubleshooting and switched mode power supply troubleshooting.,	Pete Zellman
4:15 - 6:15	Sharp Commercial Microwave Oven: Learn how to service and diagnose Sharps DUAL MAGNETRON Commercial Microwave Ovens.	Steve Gellman
Class Rooms	Appliance- O'neil 2 Electronics- Talbert Business- Bastenchury Note: Badges must be worn to all functions!	
Breakouts	Breakouts- sponsored by Panasonic- 10:00 to 10:15 and 3:45 to 4:15	Panasonic
	Open Evening	

Saturday– May 17, 2014

Time	Class	Instructor
7:00 - 7:45	Breakfast	PSOC/WLMAY
08:00-10:15	Whirlpool – Refrigerator- Diagnostics on electronic control boards, dual evaporators, variable speeds, Service menu codes diagnostics.	John Ybarra
10:30-12:30	U-Line – Under counter refrigeration	Juan Rodriguez Purcell Murray
12:30 - 1:30	Lunch	Whirlpool- Coast Appliance Parts
1:45 - 3:45	Mitsubishi Digital Electronics - Mitsubishi Projector Repair-Product Overview-Assembly Examples-System Diagram-Common Repairs and Tips	Eric Aaron
1:45 - 3:45	Bertazzoni - Ranges	Juan Rodriguez Purcell Murray
4:00 - 5:00	Sell Extended Contracts, Put Money In Your Pocket	Frank McMillan
4:00 - 6:00	Bosch-Dishwasher -	Bart Stock BOSCH
6:00 - 6:30	Cocktails	PSOC
7:00 - 10:30	Dinner/Entertainment/Casino Night	Mitsubishi Union Electronics
Class Rooms	Appliance- O'neil 2 Electronics- Talbert Business- Bastenchury Note: Badges must be worn to all functions!	
Breakouts	Breakouts- sponsored by Panasonic- 10:15 to 10:30 and 3:45 to 4:00	Panasonic

Sunday – May 18, 2014

Time	Class	Instructor
Class Rooms	End of The 59th Annual Convention On behalf of PSOC “Thank You”	

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