



# PSA News

*The Association for Service Professionals*

## Thanks For a Great Time!

By Randy Carney- PSA Executive Director

**We had 70 degree weather!**

**We had snow!**

**We had a great convention!**



While the weather outside could be confusing, the atmosphere inside The Inn at Opryland in Nashville was filled with activity as hundreds of attendees took advantage of nearly 50 different classes and training opportunities, a great Trade Show, and the chance to catch up with friends both old and new at PSA's NASC 2014 last month. We have had a great response to the convention, and certainly thank the various trainers, trade show vendors, and most of all, our members and representatives of the appliance service industry that took part in the activities.

The pace was very active, and for someone that had their first opportunity actually managing the show, a little overpowering at times. But the relaxed, friendly atmosphere, along with the chance to see a lot of old friends and make many new ones, helped make this a memorable learning experience for the rookie Executive Director.

There were a lot of highlights to this year's convention... nearly 90 certifications were earned by those in attendance, we had several companies sign up as new PSA members, and our Basic Appliance Training (BAT) classes were all well attended. Add to that a very lively trade show and a wide variety of product training and business skills classes, and the masses were kept busy.

We have had many comments of a very positive nature related to the convention, and we have also had several suggestions for next year. Rest assured that while we appreciate and thank you for the great feedback on the 2014 convention, our intent is to add to the 2015 version and make it a truly unforgettable experience for our guests. If you have suggestions for classes or activities that you think should be a part of NASC 2015, please drop me a note at [rcarney@psaworld.com](mailto:rcarney@psaworld.com). Everything is in play, and we look forward to your ideas and comments.

Speaking of 2015, the convention will be in Orlando. As final arrangements have not been completed by press time, we are not at liberty to share a lot with you as far as hotel and dates are concerned. **We can tell you, however, that pre-registration for NASC 2015 at the lowest possible rate of \$399 is open through the end of April, so be sure to take advantage of this opportunity to sign up for next year's convention!**

Thanks to all of you that made NASC 2014 such a great experience! We hope that you enjoyed the event as much as we did, and we look forward to seeing you next year in sunny (hopefully) Orlando!

# Doing Business in A Cloud

By Paul Stettinisch- Field Harmony

Field Harmony is cloud based business management, scheduling, dispatching, and invoicing software created by a major appliance repair company. It is designed to automate and synchronize the logistic challenges faced by the appliance repair industry. Field Harmony is an end-to-end comprehensive suite that handles many of the problems faced by appliance repair firms including order tracking, parts logistics, dispatching, routing, inventory, warranty claim tracking and much, much, more! Many attendees at the PSA convention in Nashville had questions about what cloud computing is, how it works, and what are the benefits.

“Cloud computing” includes any application you can access remotely, usually via a web browser. In the past, users ran applications on their individual computers or from a server physically located inside their office. Cloud computing users to access those same applications through the Internet. The popularity of cloud computing has exploded in recent years. The CRN predicts that by 2014, small businesses will spend almost \$100 billion on cloud computing services.

Why are so many businesses moving to the cloud? Cloud computing increases efficiency, improves cash flow, and eliminates maintenance for end-users.

**1) Flexibility**-A physical server you own has limited power and resources. An application delivered via the cloud scales resources automatically to meet the needs of its users. In fact, this flexibility is so crucial that 65% of respondents to an InformationWeek survey said “the ability to quickly meet business demands” was an important reason to move to cloud computing.

**2) Disaster recovery**- Cloud computing providers take care of disaster recovery issues, and they do it faster and for less money than individual companies. Aberdeen Group found that businesses which used the cloud were able to resolve issues in an average of 2.1 hours, nearly four times faster than businesses that didn't use the cloud (8 hours). The same study found that mid-sized businesses had the best recovery times of all, taking almost half the time of larger companies to recover.

**3) Automatic software updates** - In 2010, UK companies spent 18 working days per month managing on-site security alone. But cloud computing suppliers do the server maintenance – including security updates – themselves, freeing up their customers' time and resources for other tasks.

**4) Capital Expenditure Free** - Cloud computing services are typically pay as you go, so there's no need for capital expenditure at all. And because cloud computing is much faster to deploy, businesses have minimal project start-up costs and predictable ongoing operating expenses.

**5) Work from anywhere** - As long as employees have internet access, they can work from anywhere. This flexibility positively affects knowledge workers' work-life balance and productivity. One study found that 42% of working adults would give up some of their salary if they could telecommute, and on average they would take a 6% pay cut.

**6) Increased collaboration** - Cloud computing increases collaboration by allowing all employees – wherever they are – to sync up and work on documents and shared apps simultaneously, and follow colleagues to receive critical updates in real time. A survey by Frost & Sullivan found that companies which invested in collaboration technology had a 400% return on investment.

**7) Security** - Some 800,000 laptops are lost each year in airports alone. This can have some serious monetary implications, but when everything is stored in the cloud, data can still be accessed no matter what happens to a machine.

**8) Competitiveness** - The cloud grants affordable access to enterprise-class technology. It also allows smaller businesses to act faster than big, established competitors. A study on disaster recovery eventually concluded that companies that didn't use the cloud had to rely on tape backup methods and complicated procedures to recover – slow, laborious things which cloud users simply don't use, allowing David to once again outmaneuver Goliath.

Move your appliance repair business to the cloud with Field Harmony. Eliminate paper and provide your customers with better customer service while improving your bottom line and reducing your workload. Please call 808-371-7507 or go to [www.fieldharmony.com](http://www.fieldharmony.com) to sign up for your 30 day no-obligation free trial!

# BAT's All Over the Country

PSA's Basic Appliance Training (BAT) initiative is continuing to sweep the country!

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.

The following is the ongoing plan for BAT sessions in 2014- please keep your eye on PSA News and our web site [www.psaworld.com](http://www.psaworld.com), for the latest BAT information...

<b>April-22-23-24</b>	<b>Chicago, IL</b>	<b>Sundberg America-</b>
<b>May 13-14-15</b>	<b>Columbus, OH</b>	<b>Dayco Appliance Parts</b>
<b>June 24-25-26</b>	<b>Dallas, TX</b>	<b>Appliance Parts Depot-</b>
<b>July-</b>	<b>Los Angeles, CA-</b>	<b>Sponsor and dates pending</b>
<b>August-</b>	<b>NW US-</b>	<b>Sponsor and date pending</b>
<b>September 9-10-11</b>	<b>Houston, TX</b>	<b>Appliance Parts Depot</b>
<b>September 16-17-18</b>	<b>Kansas City, KS</b>	<b>Dey Distributing</b>
<b>October 21-22-23</b>	<b>New Orleans, LA</b>	<b>First Source Servall</b>
<b>November 12-13-14</b>	<b>Ft. Myers,</b>	<b>(FL Sponsor pending)</b>
<b>November 18-19-20</b>	<b>San Antonio, TX</b>	<b>First Source Servall</b>
<b>December-</b>	<b>Salt Lake City, UT</b>	<b>Sponsor and dates pending</b>

# Basic Appliance Training

**Certified B.A.T. Training Program**

Register Today for a Premium Training Experience



Linda Knudsen  
PSA's Official  
Appliance Technology Instructor

## Columbus, Ohio

**3 Full Days**

Only

**\$425.00**

**Including Lunch each Day**

**Date:** May 13, 14, 15 2014

Tues, Wed, Thurs

**Time:** 8am-4:30pm

**Where:** **Dayton Appliance Parts**  
620 East Weber Road  
Columbus, OH 46211

### Day 1-Basic: Electricity

Electrical Safety  
Theory, Voltage, Amperage, Wattage, Resistance  
Ohm's Law and application of Ohm's law  
Alternating and Direct Current  
Circuit Fundamentals, series, parallel, combination circuits  
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  
Troubleshooting refrigeration systems  
EPA Requirements and Refrigerant Recovery

**Sponsored By**

### ***To Register:***

Go to [www.psaworld.com](http://www.psaworld.com) and click on  
**Basic Appliance Training Registration**  
Or call PSA directly at 1-888-777-8851

Payment due at registration  
Limited seating

- Send Your New Tech!
- Send Your Tech That Needs Help in These areas!
- Send the Old Guy Who Just Needs a Refresher!



71 Columbia Street  
Cohoes NY 12047  
Phone 1-888-777-8851

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Jim Campbell  
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**3 Full Days  
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**\$425.00**

**Including Lunch each Day**

**Date: June 24-25-26**

**Tues, Wed, Thurs**

**Time: 8am - 4:30pm**

**Where: Appliance Parts Depot  
4754 Almond Street  
Dallas, TX 75347**

### Day 1-Basic: Electricity

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Theory, Voltage, Amperage, Wattage, Resistance  
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# Gizmos & Gadgets- Tip of the Month

By Linda Knudsen Mcap, CSM

Picture this...I'm trying to get the refrigerator rollers onto my floor slides, and I need just a bit up to get my floor slides under the rollers **after** I lowered the front support legs. This is tough to get enough inertia to lift with, with very little clearance to get my hands in there.



Another tech told me about this tool and it's like a mini dolly. It works great and is a dent and back saver, and then some. Check out my choice this month to make your service jobs go more easily. I beefed up the tool to make sure I don't scratch anything. You can use electrical tape or the water line insulation sleeves to cover any potential contact areas. The EZ Moves are available at Bed, Bath & Beyond for \$19.99, or the second one, ( rated at up to 220lbs from Northern Tool), is currently on sale for \$10.99. If you go to their website they show it being used to lift up a refrigerator and it looks like could use your foot and stand the product upright. The third option is available from [www.wishspot.com](http://www.wishspot.com) for \$19.95 and has a longer handle.



The EZ Moves



The Roughneck Home Trolley



[www.wishspot.com](http://www.wishspot.com)

There are lots of choices, and you can inexpensively try something that will be a fit for your style and body leverage needs. You can also google furniture movers for more choices. I would recommend putting something under the wheels, or have some masonite sized for your work area. Watch the floor so it's not compromised. If it's a super soft or cork floor, you may need to have a piece of plywood cut 1 inch thick for the unit to come out onto (if you're not sure what a cork floor looks like, stop into a nice flooring store). You should always ask the customer if there's any special handling needed for their flooring- you know how this can go, as we can become guilty by association.

Go work smart and safe!

## Are You A Service Professional?

If you answered **Yes**, ...how can you *Prove It!*

*By becoming a Certified Appliance Professional with a Master Technician rating, you are proving to everyone that you have what it takes to become one of the very best appliance technicians that this industry has to offer*

*The CAP exam is a true test of your skills based on the very latest skill standards approved annually by the National Coalition of Electronics Education (NCEE).*

*When you see a CAP Master Technician, you can rest assured that this technician really is the best of his class.*

*Join the Elite , become a  
CAP Master Technician today!*