



PSA News

The Association for Service Professionals

Appliance Service Industry Still Needs Technicians

By Randy Carney- PSA Executive Director

The appliance service industry has long faced challenges related to the availability of well trained technicians to support field service requirements. There have been several efforts to confront this issue from many fronts, but with only middling levels of success.

In the past, many appliance service technicians came from “home-grown” efforts- they worked in a family business and learned the trade directly from family members or other employees. This still seems to be the case today- many service techs come out of family businesses. In a somewhat related source of technicians, many electronics companies are switching over to appliances due to the pressures that are impacting the electronics business- falling service rates, replaceable products and a resulting loss of volume. PSA’s annual Attrition Report bears this out- since 2010, there has been a loss of almost 1,500 electronics service provider, and a gain on the appliance side of over 6,000 appliance service companies.

This would seem to indicate that there are plenty of appliance service professionals to go around, but that is clearly not the case. Service companies throughout the country are constantly on the lookout for quality appliance service techs- technical schools in many cases have dropped appliance technology classes, and Skills USA has a consistent challenge in gaining contestants for its annual state and national competitions. High school appliance technology classes are rare, and secondary school guidance counselors don’t actively promote appliance service as a primary career option.

So- what to do? There are some steps the home appliance industry can take (and in some cases, continue) to help get this issue turned around...

Manufacturer and Dealer Support- This will be critical moving forward; it will take advertising, promotion and donations of product to identify and train tomorrow’s appliance service professionals, and the bully pulpit that manufacturers and sales organizations provide can help the industry let prospective candidates know that appliance service technology is a solid career choice for a young person to pursue.

Support Tech Schools- Many industry players are already doing this through providing products for training and other support. This needs to continue and even grow, but don’t overlook contributions that can be made at the local level. Many schools have set up programs with a willing instructor from the local area- consider working with schools in your area and provide your talents and an instructor or mentor. Role models for those entering the industry can be as important as the school training is, so see if you can help support a student in your business. It may provide benefits for you down the road as you look to grow your own company.

Support SkillsUSA- Skills continues, with the help of many hard working industry volunteers, to drive promote appliance technology as a career choice for young people. Supporting their efforts, either financially or through your own time and talent, is a great way to help the industry gain traction and get more young people involved and fired up about the possibilities that appliance repair might offer them. Manufacturers like GE, Bosch Home Appliances and Fisher & Paykel are all active sponsors of Skills- if you are supporting these product lines, talk to your rep to see how you can provide support locally.

Promote appliance service technology as a viable career option- There are a lot of things that we can do locally to help get the word out. When local schools have a career day, offer to go in and speak with students about your job. Perhaps you can set up a “ride along” or job shadowing program to allow interested students to spend a day with you and see what appliance service entails. Taking action in your own corner of the world is probably the best way to make a difference!

Get “out of the box”- Many ideas and suggestions come out of regular conversations and talking with peers in the industry- don’t think that anything is out of bounds. There have been several programs in my experience at the manufacturing level that were tossed out and may have initially been rejected, only to be reconsidered, tweaked and developed, and then rolled out successfully. If you have some ideas, let them be known- speak to companies that you might support in the field and let them know your ideas. We at PSA are always interested in hearing suggestions that will help move the industry forward, and we’ll certainly make sure any ideas get to the right people. Don’t be shy about sharing. THERE ARE NO IDEAS THAT ARE OUT OF BOUNDS!

Too often, appliance service support is like being a good baseball umpire- “the highest accolade is silence”. Yet, baseball needs umpires, so be sure to speak up if you have suggestions on addressing this matter. The industry wants to hear what you have to say!

PSA Announces Results of Officer Elections

PSA Board Election Results-

President- Don Holman- 19, Carmine D’Alessandro- 1, Linda Knudsen- 1

Vice President- Carmine D’Alessandro- 19, Ralph Wolff- 1, Linda Knudsen- 1

Administrative Vice President- Linda Knudsen- 19, Tom Lundin- 1

Director- Tom Lundin- 18, Jim Campbell- 1

Director- Ralph Wolff- 19

Congratulation to the winners of the election, and thanks to all of these folks for their service to PSA and the appliance service industry.

However, all members need to take more of a role in determining the leadership of the organization. The vote totals are shockingly low, and we are very interested in any suggestions that you, as the membership and beneficiaries of PSA, have in either making the voting process easier, or driving more activity from the members when it comes time to vote.

PSA is **YOUR** organization- we do not simply name people to fill these roles. They serve you, and we want you to be involved and engaged in the future of both PSA and the service industry. Please take time to drop me a note or give me a call if you have any suggestions- my email address is rcarney@psaworld.com, or call the PSA offices at 888-777-8851. Thanks, and I look forward to hearing from you.

PSANet
is the Industry’s
most important source
for
Technical information and Troubleshooting Assistance

Thoughts from the Executive Director

By Randy Carney, PSA Executive Director

Spring has sprung! A sure sign is heavy rains, tons of graduation announcements, and wildly fluctuating temperatures. I mean, really? One day its 85 degrees and you think the corner has been turned, and then the next day it's 50 degrees and damp. Alaska has more consistent weather than Iowa, I think. At least, that's how it looks on the Bush People.



While on the subject of weather, and wet weather at that, let's not forget our friends in Texas that have been going through weather about as wet as it can get. Unfortunately, when you get the loss of life and millions of dollars of property damage that those folks have had, it ceases to be even mildly humorous. We are thinking of all of you down there, and hope that you are able to get your lives back on track soon. Stay safe.

Now, on to a few issues that have grabbed my attention over the past month or so...

- I get to start off with a correction! Always a great way to start! Anyway, in the last issue of *PSA News*, I noted that there were 29 certifications gained at NASC 2015 in Orlando. Well, Hans Hansen promptly proved that people DO read this column and pointed out that there were in fact 50 certifications at NASC 2015. When Hans speaks, people listen, so allow me to set the record straight. Thanks for the catch, Hans!
- For those that have been with PSA for some time and attended conventions over the years, you might have noticed that the venerable Riviera Hotel in Las Vegas has reached the end of the line. The site of our conventions in both 2004 and 2006 is being razed to allow for expansion of the Las Vegas Convention Center (as if it needed expansion!), and closed its doors in May. So, no more *Splash!*, or Frank Martino as Joan Rivers (not quite sure how that would work now, anyway).

It is still kind of sad when a place like that, which hold a lot of memories for a lot of people, goes by the wayside, but with the constant building and expansion in Vegas, especially on the "Strip", it is bound to happen. At any rate, farewell to the Riviera, and here's hoping that "Pawn Stars" will continue to take over Las Vegas.

- Keeping an eye on the chatter on PSANet is something that I always try to do, and over the past few days, I see some comments related to appliance parts being sold via Wal-Mart online. I have to admit being surprised by that, and wondering where Wal-Mart is getting the parts from. If anyone has any information or leads on this matter, I think that would be worth investigating. What warranties are provided with the parts- if any? Is the pricing competitive? Let me know what you think- give us a call at the PSA world headquarters with any information that you might have.

I'm not sure I like the idea of parts being available from outlets such as this, and would caution service providers if they think they might want to buy from suppliers other than established parts houses. This goes for retail customers and the DIY crowd, also. I would feel much more confident is telling them to stick with APDA members to get their service parts from, both from a pricing and quality standpoint.

New Leaf Launches Majap Parts Portal

By: [Alan Wolf](#)

Irving, Texas – New Leaf Service Contracts, the extended service contract administrator, has partnered with Core Centric Solutions to develop an online order portal for major appliance parts. According to New Leaf operations director Robert Gaitan, the new portal – [NewLeaf.ServiceParts.com](#) – allows the company’s service network to repair electronic boards or purchase remanufactured parts rather than wait for a backordered item or contend with a part that’s no longer available.

“It’s a win for the customer, New Leaf Service Contracts and the environment,” he said.

Core Centric Sales VP Donna Barbic added that the partnership “improves the customer experience by repairing vs. replacing; avoids the cost of a new appliance; and is environmentally friendly by keeping parts and electronic boards out of landfills.”

Core Centric Solutions provides customized product and part lifecycle management and remanufacturing solutions to some of the largest U.S. retailers and global white-goods manufacturers.

New Leaf, based here, provides extended service coverage for CE, majap, fitness, furniture, automotive, medical and other products and equipment.

BAT’s All Over the Country!

PSA’s Basic Appliance Training (BAT) initiative is continuing to sweep the country in 2015!

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.

There are two BAT classes confirmed in June, 2015- please keep your eye on the PSA News and our web site www.psaworld.com, for the complete 2015 BAT and PSA training schedule as it develops...

June-	Dey Distributing- Denver, CO June 23, 24, 25, 2015 All Brand Appliance Parts- Boston, MA June 23, 24, 25, 2015
July-	Peak Service Season, No Training Programmed
August-	Miami, FL (dates tbd)
September-	Trible’s Appliance Parts- Fairfield, NJ (dates tbd)
October-	Dey Distributing- Minneapolis – St Paul, MN (dates tbd)
November-	Pending
December-	Appliance Parts Depot- Phoenix, AZ (dates tbd)

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Carmine D'Alessandro, MCap, CSM
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Including Lunch each Day

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Tues, Wed, Thurs

Time: 8 am-4:30 pm

Where: All Brand Appliance Parts
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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

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



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Linda Knudsen, Mcap, CSM
Official PSA Technology Instructor

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
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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

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EPA Requirements and Refrigerant Recovery

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Whirlpool to acquire American Dryer Corporation in Fall River Industrial Park

[Linda Murphy](#)
Lifestyle Editor

Updated May 19, 2015 at 3:55 PM

FALL RIVER, MA — American Dryer Corporation, a long-time city business located in the Fall River Industrial Park, is being sold to Whirlpool Corporation.

In a press statement issued Monday, Whirlpool announced it has entered into an agreement to purchase the company specializing in the manufacture and marketing of commercial on-premise, industrial and coin-operated dryers saying the acquisition will “add new markets and channels” to Whirlpool Corp.’s commercial laundry business.

ADC, at 88 Currant Road, operates a 300,000 square-foot manufacturing facility and engineering and design center that supplies dryers to 90 countries worldwide, according to the company's website. Approximately 230 people are employed at the Fall River company.

Though the terms of the sale are confidential at this point, Ken Fiola, executive vice president of the Fall River Office of Economic Development said Whirlpool plans to retain ADC’s employees and add more employees over time. “They are going to invest money into the facility to retrofit it — overall, I think it’s a good thing for the city,” said Fiola. Though he wouldn’t talk specifics, Fiola said Whirlpool intends to increase industrial dryer production at the Fall River site.

Whirlpool, according to its press statement, is the “number one major appliance manufacturer in the world” with \$20 billion in annual sales, 100,000 employees and 70 worldwide manufacturing and technology research centers. In addition to Whirlpool, the company’s brands also include KitchenAid and Maytag.

“Acquiring ADC strengthens our commitment to the commercial laundry industry and is aligned to our objectives of driving growth in adjacent businesses,” said Whirlpool Corp. Chairman and CEO Jeff M. Fettig in the press release. “We believe this acquisition nicely complements our leadership position in the overall laundry category.”

“Our Maytag and Whirlpool brands have a strong heritage in commercial laundry,” said Brett Dibkey, vice president of North American Integrated Business Units for Whirlpool Corporation in the press release. “The addition of ADC is yet another step toward our goal of building the industry’s best, most reliable full line of commercial laundry equipment.”

Whirlpool said it expects close on the purchase of ADC in early July and to integrate the company over the remainder of 2015. Martin Slutsky started American Dryer Corp. in 1967 in a former dryer manufacturing facility at 372 Kilburn St. The company relocated to the 35-acre site in the Industrial Park in 1986. In 2008, the Slutsky family sold ADC to Stonebridge Partners Equity Firm for \$300 million.

“I think it’s great news... it speaks volumes about the city’s ability to attract businesses,” said Fiola, adding he and Mayor Sam Sutter worked closely with Whirlpool. “Whirlpool is a Fortune 500 Company, ranked 153 in 2014. From that perspective, it will be helpful as we recruit other businesses. We have Lightolier, Amazon coming and now Whirlpool.”

Coming Soon!

NASC-2016

Keep your dates open for a big surprise at PSA’s National Appliance Service Convention