

NESDA/ISCET Association Function/Meeting	Professional Certification Prep/Testing	Technical Seminar
Food/Beverage Function	General Interest ( <i>all attendees</i> )	Management Seminar/NMSC
Closed/Private Meeting ( <i>by invitation only</i> )	New Attendee Function	Trade Show and Exhibitor Breakouts

**This schedule is subject to change. Coffee is provided during the First Timer Orientation**

**Please consult the NPSC Convention Guide for complete descriptions of all training sessions offered.**

*Please see hotel maps in your registration packet. Our meeting rooms are located from the lower level up to the 3rd floor.*

<b>TUESDAY April 25 • Registration Desk Open 11 a.m. - 6 p.m.</b>	
1:30 - 6 p.m.	Colvin Run <b>NESDA Board Meeting</b>
6 - 8 p.m.	Red Fox <b>Welcome Reception</b> — Cocktails and Appetizers, sponsored by Hilton Washinton Dulles Airport Hotel
<b>WEDNESDAY, April 26 • Registration Desk Open 7:30 a.m. - 6 p.m.</b>	
7:30 - 8 a.m.	Colvin Run <b>First Timer Orientation.</b> If this is your first NPSC, this session is highly recommended. It will help you choose the events that will best fit your needs. Door prizes! Hosted by Paul Burgio.
8 a.m.	Potomac I & II <b>BREAKFAST</b> — Sponsored by Mitsubishi
9:15 - 11:30 a.m.	Veritas <b>NESDA Past Presidents</b> ( <i>Closed Meeting</i> )
9 a.m. - 12 noon	Tarara <b>SEMINAR: Techniques to Close Sealed Systems.</b> This class provides hands-on training for sealing a refrigerant system without using a torch. All class participants will learn two different techniques: a. Brazing using American Beauty resistance brazing tools. b. The Lokring process for sealing a refrigerant system using specialized compression fittings. (This is the only process that can be used for the new refrigerators that have started using R600 refrigerant – also called Isobutane). Trainer—National Service Alliance
9 a.m. - 12 noon	Chrysalis <b>SEMINAR: Panasonic Commercial Microwave Training.</b> Trainer—Jim O'Neal

9 a.m. - 12 noon	-Wednesday-	Colvin Run <b>SEMINAR: Samsung Home Appliance Technoogy.</b> 2017 Built-in Wall Oven with Wi-Fi connectivity - 2017 Flex-Washer with W-Fi connectivity with two individually controlled washers. — Efficient Appliance Troubleshooting Trainer: Juan Morales. (alternate session 1:15-4:15 p.m.)
9 a.m. - 12 noon	Sully <b>SEMINAR: LG Panel Diagnostics Training.</b> Course will include general troubleshooting of power supplies, inverters, T-con boards, TFT panel and back lights to isolate the problem to a single item. This is non-model specific training that covers all recent and current LG TV models. I will show and explain the use of the LG Smart TV test JIG which can be used to test power supplies and panels and will finish with an open question and answer period on LG Home Electronics. Trainer — Mark Gierszewski, LGE ( <i>alternate session Wednesday 1:15 - 4:14pm</i> )	
Noon	Potomac I & II <b>LUNCH</b> — Sponsored by NESDA/ISCET	
1:15 - 4:15 p.m.	Colvin Run <b>SEMINAR: Samsung Home Appliance Technology.</b> 2017 Built-in Wall Oven with Wi-Fi connectivity - 2017 Flex-Washer with W-Fi connectivity with two individually controlled washers. — Efficient Appliance Troubleshooting Trainer: Juan Morales, Samsung ( <i>alternate session 9 a.m. - 12 noon</i> )	
1:15 - 4:15 p.m.	Tarara <b>SEMINAR: CET (Certified Electronics Technician) Prep Class.</b> Trainers — Jim Fellows CET/CSM/MST, EHF and Dan Mundy CET/CSM/MST	

1:15 - 4:15 p.m.	-Wednesday-	Sully <b>SEMINAR: LG Panel Diagnostics Training.</b> Trainer — Mark Gierszewski, LGE ( <i>alternate session Wednesday 9 a.m. - 12 noon</i> ) <i>See class description above.</i>
1:15 - 4:15 p.m.	Mosby <b>SEMINAR: How to Get Into Appliance Repair (NESDA Service Management College)</b> Trainer — Randy Whitehead CSM/EHF	
1:15 - 4:15 p.m.	Chrysalis <b>SEMINAR: Philips LCD for 2017.</b> Trainer — Mick Martin, P & F USA, Inc. ( <i>alternate session Wednesday 9 a.m. - 12 noon</i> )	
4:30 p.m.	Belmont IV <b>KEYNOTE ADDRESS: Michael Snead, Mitsubishi</b>	
5:15 - 5:30 p.m.	Belmont IV <b>Industry Angel Recognition</b>	
6 - 7 p.m.	Potomac Foyer <b>COCKTAILS</b> — Sponsored by Encompass	
7 p.m.	Potomac I & II <b>DINNER</b> —Sponsored by Samsung ( <b>An Event to Remember</b> )	
<b>THURSDAY April 27 • Registration Desk Open 7:30 a.m. - 6 p.m.</b>		
7:30 - 8 a.m.	Colvin <b>First Timer Orientation.</b> If this is your first NPSC, this session is highly recommended. It will help you choose the events that will best fit your needs. Door prizes! Hosted by Paul Burgio .	
8 a.m.	Belmont IV <b>BREAKFAST</b> — Sponsored by Panasonic	
9 a.m. - 12 noon	Sully <b>SEMINAR: LG Dishwasher Systems Comparison.</b> We will cover basic operation, installation, electrical circuits and hands on disassembly of the washer. Trainer — Mark Gierszewski ( <i>alternate session Friday 1:00 - 3 p.m.</i> )	

9 a.m. - 12 noon	-Thursday-	Tarara <b>SEMINAR: Refrigeration Diagnostics including Sealed System Service.</b> Required EPA CFC Certification. Refrigerant handling and recovery certification. This half-day segment will prepare the technician to understand the federal laws governing the recovery and use of various refrigerants. It will also teach how to perform the recovery of refrigerant during a repair and how to properly charge and test the sealed system after a repair. The technician will be fully prepared to pass the CFC Certification exam at the end of the segment. The actual certification exam will be administered online to all technicians wishing to take the exam. The class will be taught by a qualified professional from a refrigerant supplier.
9 a.m. - 12 noon	Mosby <b>SEMINAR: How to Become a Certified Service Center Manager</b> Trainer — Randy Whitehead CSM/EHF	
9 a.m. - 12 noon	Chrysalis <b>SEMINAR: Philips LCD for 2017.</b> Trainer — Mick Martin, P & F USA, Inc. ( <i>alternate session Wednesday 1:15 - 4:15 p.m.</i> )	
9 a.m. - 12 noon	Colvin Run <b>SEMINAR: Samsung 2017 UHD TV.</b> Ultra HD Premium, Quantum Dot Color Technology, Smart Hub. Trainer — Juan Morales, Samsung	
12 noon - 1 p.m.	Belmont <b>LUNCH</b> — in Trade Show, sponsored by National Service Alliance, ServiceBench, & Ness Electronics	
12 noon - 3 p.m.	Belmont <b>TRADE SHOW (FIRST HALF)</b>	
3 - 4 p.m.	Mosby <b>EXHIBITOR BREAKOUT: Encompass Supply Chain Solutions, Inc.,</b> Kristin Hurst	
3 - 5 p.m.	Chrysalis <b>EXHIBITOR BREAKOUT: CDA Software.</b> Bonnie Schweitzer, Paul Perry and Dan Frezza. Introduction to CDA version 9.0 with many new features, including new scheduler enhancements offering Route Optimization. Also, a sneak preview of the next generation of CDA. For companies looking for a hosted solution, this system will include all the CDA functions you love plus a variety of new features that will streamline vital areas of your business. Presentation by Paul Perry.	

**3 - 5 p.m. -Thursday- Colvin Run**  
**EXHIBITOR BREAKOUT: Best Practices.** Learn how to become more profitable and embrace technology with tips, tricks and professional insight from your Asurion Team. Get more jobs, increase your ratings, and operate more efficiently in the office and on the road. Meet with ServiceBench and Asurion professionals and provide your feedback. Presented by ServiceBench and Asurion.

**3 - 5 p.m. Tarara**  
**EXHIBITOR BREAKOUT: ServicePower**

**5 - 7 p.m. Belmont**  
**TRADE SHOW (SECOND HALF)** — Cocktail Party in Trade Show Area (Cash Bar)

**7 - 8:30 p.m. Sully**  
**National Service Alliance ASC Meeting (Closed Meeting)**

**FRIDAY, April 28 • Registration Desk Open 7:30 a.m. - 6 p.m.**

**8 a.m. Potomac I & II**  
**BREAKFAST** — Sponsored by Warrantech/NESDA

**9 a.m. - 5 p.m. Tarara**  
**SEMINAR: Hands-On Brazing & Replacement of Sealed System Components.** This segment will focus on Brazing & Replacement of Sealed System Components and the operation of each component of the refrigeration system, and how to effectively troubleshoot and determine the root cause of the failure. Trainer— National Service Alliance

**9:10 a.m. - 10:15 a.m.**  
 SEE SEPARATE SCHEDULE  
**Servicer Information Symposiums (First Half of Companies).**  
*Small group meetings with manufacturers and TPAs. You will have an opportunity to visit with 4 or more different companies.*

COMPANY	ROOM
Mitsubishi	Veritas
Asurion	Chrysalis
Hisense	Potomac III
ServicePower	Mosby
Panasonic Services Co.	Colvin Run II
LGE	Sully

**10:30 a.m. - 11:35 a.m. -Friday-**  
 SEE SEPARATE SCHEDULE  
**Servicer Information Symposiums (Second Half of Companies)**

COMPANY	ROOM
ServiceBench	Veritas
Warrentech	Chrysalis
Samsung Electronics	Potomac III
Funai	Colvin Run 1
Hitachi Home Electronics	Mosby
National Service Alliance	Sully
Electrolux	Colvin Run II

**12 noon Potomac I & II**  
**LUNCH**  
 Sponsored by National Service Alliance

**1:00- 3:00 p.m. Sully**  
**SEMINAR: LG Dishwasher Systems Comparison.** We will cover basic operation, installation, electrical circuits and hands on disassembly of the washer. Trainer — Mark Gierszewski

**1:00- 3:00 p.m. Colvin Run**  
**SEMINAR: Samsung** – Open discussion class to allow Samsung to hear from techs and also allow Samsung to share some great tips and tricks. This discussion will cover all platforms of TV and appliances.

**1:30 - 3 p.m. Potomac III**  
**Spring Service Summit** (Closed Meeting—By Invitation Only)

**1:30- 4:00 p.m. Chrysalis**  
**SEMINAR: Electrolux and Frigidaire Refrigeration.**  
 During this training session, we will be sharing technical and product information on Electrolux and Frigidaire refrigeration product. You will learn:

- How to access tech guides and part info by specific model
- How to access and navigate through service mode to diagnose components
- Hands on access and disassembly of common components
- Key technical information for common consumer issues

Trainer — Marshall Holder - Electrtolux

**3 - 5 p.m. -Friday- Mosby**  
**LG ASC Meeting** (Closed Meeting)

**3:30 - 4:30 p.m. Colvin Run**  
**NESDA Financial Benefit Programs and the New NESDA/ NSDA Website**  
 Trainer — Pete Rattigan CET+/CSM/MST/CSR

**5:30 - 7 p.m. Sully**  
**NESDA Town Hall/Annual Membership Meeting/Election of Officers**

**7 - 7:30 p.m. Sully**  
**NESDA Incoming Board Meeting**

**7:30 - 11 p.m. FRIDAY EVENING — ON YOUR OWN**

**SATURDAY April 29 - Registration Desk Open 7:30 a.m. - 6 p.m.**

**8 a.m. Potomac I & II**  
**BREAKFAST** — Sponsored by ISCET

**9:15 a.m. - 12:15 p.m. Tarara**  
**ISCET Board of Directors/ISCET Annual Membership Meeting**

**9 a.m. - 12 noon Veritas**  
**SEMINAR: Customer Interaction and Process Improvement (NESDA Service Management College)** This course is designed to be a comprehensive class covering multiple aspects of customer interaction during the service process. This course is about much more than customer service. It covers a wide array of customer interactions within a service event. Whether you are a single person service provider or a large service center managing multiple departments and personnel, this course has something for everyone! This is a hands-on workshop class and by the end of this course, you should have a completed written policy defining the customer interaction process at each point of contact within your company as well as the customer service standards for all personnel. Trainer—Dave Thomas CSM and John Wilkins CSM/ MST/CSR/A+

**9 - 10 a.m. Mosby**  
**Hall of Fame Honorees** (Private Meeting)

**12 noon - 1:30 p.m. LUNCH — ON YOUR OWN**

**1:30 - 5 p.m. -Saturday- Mosby**  
**CERTIFICATION TESTING FOR CERTIFIED ELECTRONICS TECHNICIAN (CET) Certification Testing for Certified Electronics Technician (CET), Certified Service Manager (CSM), Customer Service Representative (CSR), Appliance Service Technicians (NASTeC), and other certifications by ISCET.** (No test to begin after 2:30 p.m.) Please register at the registration desk for all exams. Exams can be scheduled at other times. If possible, check at the registration desk for information.

**1:30 - 4:00 p.m. Veritas**  
**SEMINAR: Sharp Commercial and drawer Microwave Training**  
 This component level troubleshooting course provides an understanding of the operations of dual magnetron microwaves and how to definitively troubleshoot difficult problems the first time. Quick fixes and recommended parts lists will also be provided. The Sharp commercial microwave RCD and R22 families will be used as the basis for the class. Technician cheat sheets for each model will be provided so you can easily retain what you learned in the class. Trainer — Steve Gelman CET Sr, National Service Alliance

**1:30 - 4:00 p.m. Chrysalis**  
**SEMINAR: Eprom Programming and LED Repair**  
 Trainer — Jeff Dougherty MST/CSR

**3 - 5 p.m. Tarara**  
**SEMINAR: Using the Samsung Website.** Trainer — Jerrell Helms CSM/MST/CSR

**6 - 7 p.m. Red Fox Mezzanine**  
**Cocktail Party** (Cash Bar)

**7 p.m. Red Fox**  
**NESDA/ISCET Awards Banquet**