

ASTI 2023 Class List



» Classes are subject to change.

Classes run Wednesday, February 1, 2023 - Sunday, February 5, 2023 at noon.

The Trade Show will be held on Friday, February 3, 2023 from 5:00 pm - 9:00 pm & Saturday, February 4, 2023 from 7:00 am - 11:00 am.

Time	Class Title	Room
Tuesday, January 31, 2023		
6:00 AM	Registration Desk Opens	Registration 2
Wednesday, February 1, 2023		
6:00 AM	Registration Desk Opens	Registration 2
6:30 AM	Breakfast	Salon B/F
8:00 AM	Keynote Address/Open Ceremonies	Salon E
10:00 AM	What the Best Leaders Know	Conf 20/21
10:00 AM	Safe Handling of Flammable Refrigerants	Conf 3
10:00 AM	Midea Dishwasher	Conf 11
10:00 AM	ServiceDesk for Beginners	Conf 5
10:00 AM	Wiring Diagrams - How to Read	Conf 13
10:00 AM	SCS Unified Communications - Phone Users Group	Conf 14
10:00 AM	ASTI101	Conf 16/17
10:00 AM	Fisher & Paykel - Dishdrawer Phase 9 vs. Phase 10	Conf 4
10:00 AM	Bosch Dishwasher	Conf 8
11:30 AM	Lunch	Salon B/F
1:00 PM	LG - New Frenchdoor Refrigerator	Conf 1-2
1:00 PM	Know Your Numbers – The Cost of Doing Business	Conf 16/17
1:00 PM	ServiceDesk Users Group Tips & Tricks - User Lead - Part 1	Conf 3
1:00 PM	Midea Washing Machines	Conf 11
1:00 PM	ServiceDesk for Beginners (Cont.)	Conf 5
1:00 PM	Fisher & Paykel - Professional Ranges	Conf 4
1:00 PM	Customer Service For Technicians	Conf 13
1:00 PM	CBD - Cramming For The Test	Conf 20/21
1:00 PM	Bosch Induction Cooktop	Conf 8
3:00 PM	LG New Front Load Washer	Conf 1-2
3:00 PM	Ultimate Customer Satisfaction	Conf 20/21
3:00 PM	Working with GEA and Claims	Conf 11
3:00 PM	Fisher & Paykel - Bottom Mount 84" Column Refrigeration	Conf 4
3:00 PM	How To Fire	Conf 16/17
3:00 PM	Wiring Diagrams - How to Read	Conf 13
3:00 PM	ePass Users Class	Conf 14
3:00 PM	Bosch Microwave Training	Conf 8
4:30 PM	Evening Brainstorming Session - Working with Family	Salon D
6:00 PM	1st Time Attendee Meet-up	Lobby Bar
	Speed Mentoring	
Thursday, February 2, 2023		
6:00 AM	Early Morning Brainstorming Session - The Cost of Not Being Professional	Salon D
6:00 AM	Registration Desk Opens	Registration 2
6:30 AM	Breakfast	Salon E/F
8:00 AM	Top Tax Savings 99% of Business Owners Overlook	Conf 16/17
8:00 AM	Stumbling Blocks to Growth	Conf 20/21

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Time	Class Title	Room
8:00 AM	Advanced ServiceDesk	Conf 5
8:00 AM	Beko Dishwashers & Gas Ranges	Conf 3
8:00 AM	True Residential	Conf 6
8:00 AM	CBD - Cramming For The Test	Salon M
8:00 AM	Basic Electricity - Certification Available	Conf 14
8:00 AM	Fisher & Paykel - Dishdrawer Phase 9 vs. Phase 10	Conf 4
8:00 AM	Bosch Microwave Training	Conf 8
8:00 AM	Electrolux French Door Refrigerator	Salon J
8:00 AM	SpeedQueen Teardown on Washer & Dryer	Salon L
10:00 AM	The Sub-Zero Classic Refrigeration Series and Wolf Dual Fuel Ranges	Salon K
10:00 AM	Expensive Business Mistakes to Avoid	Conf 16/17
10:00 AM	Safe Handling of Flammable Refrigerants	Conf 14
10:00 AM	Beko Dishwashers & Gas Ranges (Cont.)	Conf 3
10:00 AM	Fisher & Paykel - Professional Ranges	Conf 4
10:00 AM	How To Get SH!T Done: Creating a Culture of Accountability	Conf 20/21
10:00 AM	Bosch Dishwasher	Conf 8
10:00 AM	Electrolux Stainless Tub Dishwasher	Salon J
10:00 AM	SpeedQueen Diagnostics on Error Codes	Salon L
11:30 AM	Lunch	Salon E/F
1:00 PM	The Sub-Zero Classic Refrigeration Series and Wolf Dual Fuel Ranges	Salon K
1:00 PM	LG New Front Load Washer	Conf 1-2
1:00 PM	Growing Pains	Conf 20/21
1:00 PM	Advanced ServiceDesk	Conf 5
1:00 PM	Beko Dishwashers & Gas Ranges	Conf 3
1:00 PM	Making The Right Hire	Conf 16/17
1:00 PM	True Residential	Conf 6
1:00 PM	Fisher & Paykel - Bottom Mount 84" Column Refrigeration	Conf 4
1:00 PM	The Ultimate Service Company	Conf 18
1:00 PM	Improve Your Internal Efficiencies (Using The Appliance Blue Book Suite of Products)	Conf 14
1:00 PM	Bosch Induction Cooktop	Conf 8
1:00 PM	Frigidaire Gas Front Control Range	Salon J
3:00 PM	LG - New Frenchdoor Refrigerator	Conf 1-2
3:00 PM	Panel Discussion: The Cost of Not Being Professional	Conf 18
3:00 PM	Responding to Negative Reviews	Conf 20/21
3:00 PM	Hiring & Training New Technicians From The Ground Up	Conf 16-17
3:00 PM	The Value Of Your Business: How Much Is Your Business Worth	Conf 14
3:00 PM	Beko Dishwashers & Gas Ranges (Cont.)	Conf 3
3:00 PM	Frigidaire Induction Front Control Range	Salon J
4:30 PM	Evening Brainstorming Roundtable	Salon D
Friday, February 3, 2023		
6:00 AM	Early Morning Brainstorming Session	Salon D
6:00 AM	Registration Desk Opens	Registration 2
6:30 AM	Breakfast	Salon E/F
8:00 AM	The Sub-Zero Classic Refrigeration Series and Wolf Dual Fuel Ranges	Salon K
8:00 AM	BuyAbility	Conf 20/21
8:00 AM	Troubleshooting Dishwashers and Laundry Performance – Is it something other than the Machine?	Conf 1/2
8:00 AM	Beko Refrigeration	Conf 3

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Time	Class Title	Room
8:00 AM	GE SmartHQ Service Diagnostic Tool	Conf 18
8:00 AM	ServiceDesk Best Practices	Conf 5
8:00 AM	Midea Dishwasher	Conf 11
8:00 AM	Dealing With The Unique Customer	Conf 16/17
8:00 AM	Liebherr - Freezer & Refrigerator with Built-in Column - Part 1	Salon J
8:00 AM	What's new in ServiceBench, ServiceBench Mobile & How to Improve your Cash Business	Conf 14
8:00 AM	ServicePower - title TBD	Conf 6
8:00 AM	Fisher & Paykel - Dishdrawer Phase 9 vs. Phase 10	Conf 4
8:00 AM	SpeedQueen Teardown on Washer & Dryer	Salon L
8:00 AM	Dacor Transitional 36" Dual Fuel Range	Salon M
10:00 AM	Miele Coffeemakers	Salon L
10:00 AM	Introduction to ClaimsWorks - Get the right \$\$\$ for warranty work	Conf 16/17
10:00 AM	Beko Refrigeration (Cont.)	Conf 3
10:00 AM	Making The Right Hire	Conf 13
10:00 AM	Midea Washing Machines	Conf 11
10:00 AM	Fisher & Paykel - Bottom Mount 84" Column Refrigeration	Conf 4
10:00 AM	Liebherr - Freezer & Refrigerator with Built-in Column (Repeat) - Part 1	Salon J
10:00 AM	Hisense Cooking	Conf 1/2
10:00 AM	SCS Unified Communications - Phone Users Group (Repeat)	Conf 6
10:00 AM	Bosch Dishwasher	Conf 8
10:00 AM	Bosch Induction Cooktop	Conf 8
10:00 AM	SpeedQueen Diagnostics on Error Codes	Salon L
10:00 AM	Dacor Steam Cooking	Salon M
11:30 AM	Lunch	Salon E/F
1:00 PM	Women in Warranty Introduction	Conf 13
1:00 PM	Miele Coffeemakers	Salon L
1:00 PM	Explore AI: ChatGPT and What it Means for the Future of Business	Conf 16/17
1:00 PM	Unleash Your Potential To Better Serve Your Business	Conf 20/21
1:00 PM	Beko Refrigeration	Conf 3
1:00 PM	GE SmartHQ Service Diagnostic Tool	Conf 18
1:00 PM	ServiceDesk Best Practices	Conf 5
1:00 PM	Fisher & Paykel - Professional Ranges	Conf 4
1:00 PM	Working with GEA and Claims	Conf 6
1:00 PM	Liebherr - Freezer & Refrigerator with Built-in Column (Repeat) - Part 2	Salon J
1:00 PM	Hisense Refrigerator & Dishwasher	Conf 1/2
1:00 PM	Bosch Microwave Training	Conf 8
1:00 PM	Whirlpool R600 Repair	Salon K
1:00 PM	Samsung Dishwasher	Salon M
3:00 PM	Troubleshooting Dishwashers and Laundry Performance – Is it something other than the Machine?	Conf 6
3:00 PM	Overcoming Pricing Objections/Complaints	Conf 20/21
3:00 PM	Beko Refrigeration (Cont.)	Conf 3
3:00 PM	Don't Kill Your Golden Goose - Protect & Perpetuate Your Business	Conf 13
3:00 PM	Saving Money with Google Ads in 2023	Conf 16/17
3:00 PM	Liebherr - Freezer & Refrigerator with Built-in Column - Part 2	Salon J
3:00 PM	ServicePower - title TBD	Conf 1/2
3:00 PM	What's new in ServiceBench, ServiceBench Mobile & How to Improve your Cash Business	Conf 11

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Time	Class Title	Room
3:00 PM	Whirlpool Cooking	Salon K
3:00 PM	Samsung Refrigeration	Salon M
4:30 PM	Board Member Info Session - Interested in Being A Board Member?	Salon D
5:00 PM	Trade Show	Salon I, G, H
Saturday, February 4, 2023		
6:00 AM	Early Morning Brainstorming - Growing Pains - Come With Your Issues	Salon D
6:00 AM	Registration Desk Opens	Registration 2
7:00 AM	Breakfast	Salon I/G/H
7:00 AM	Trade Show	Salon I, G, H
8:00 AM	Refrigeration Theory	Conf 3
8:00 AM	Operational Overview of Appliance Repair - Certification Available	Conf 8
8:00 AM	Key Performance Metrics (KPI) For the Appliance Repair Company	Conf 16/17
8:00 AM	Don't Kill Your Golden Goose - Protect & Perpetuate Your Business	Conf 11
8:00 AM	Navigating Warranty Work	Conf 14
8:00 AM	GE Front Load Washer	Salon L
8:00 AM	Benefits - How to Get the Most Out of Your UASA Membership	Salon I, G, H
8:00 AM	Frigidaire Induction Front Control Range	Salon J
8:00 AM	Samsung Dishwasher	Salon M
10:00 AM	Operational Overview of Appliance Repair - Certification Available (Continued)	Conf 8
10:00 AM	ServiceDesk Users Group Tips & Tricks - User Lead - Part 2	Conf 6
10:00 AM	Saving Money with Google Ads in 2023	Conf 20-21
10:00 AM	The Ins and Outs of Rossware - an Introduction to ServiceDesk (User Lead)	Conf 16/17
10:00 AM	GE Front Load Washer	Salon L
10:00 AM	The 60% strategy: Leveraging customer service in a post-covid world	Conf 14
10:00 AM	How to Get the Most out of Each Service Call	Conf 11
10:00 AM	Industry Panel - The Future of Smart Appliances	Conf 1/2
10:00 AM	Frigidaire Gas Front Control Range	Salon J
10:00 AM	Samsung Refrigeration	Salon M
11:30 AM	Lunch	Salon E
1:00 PM	How To Prepare for The New 87,000 IRS Auditors	Conf 20/21
1:00 PM	Diversifying Revenue Streams to Supplement Your Revenue	Conf 16/17
1:00 PM	Peer Group Info Session	Conf 14
1:00 PM	Operational Overview of Appliance Repair - Certification Available (Continued)	Conf 8
1:00 PM	Comprehensive Vision Workshop - Part 1	Conf 13
1:00 PM	ServiceDesk Q & A	Conf 5
1:00 PM	Hisense Cooking	Conf 1/2
1:00 PM	What's new in ServiceBench, ServiceBench Mobile & How to Improve your Cash Business	Conf 11
1:00 PM	CDA Software Demonstration	Conf 6
1:00 PM	Electrolux Stainless Tub Dishwasher	Salon J
1:00 PM	Whirlpool Cooking	Salon K
1:00 PM	Dacor Transitional 36" Dual Fuel Range	Salon M
3:00 PM	OKR's & LEAN: Strategies to be More Effective	Conf 20/21
3:00 PM	Troubleshooting Dishwashers and Laundry Performance – Is it something other than the Machine?	Conf 1/2
3:00 PM	Operational Overview of Appliance Repair - Certification Available (Continued)	Conf 8
3:00 PM	Comprehensive Vision Workshop - Part 2	Conf 13
3:00 PM	Value of Vendor Returns and Credit Processing	Conf 14
3:00 PM	Appliance Blue Book & MPH Users Group & Workshop	Conf 11

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Time	Class Title	Room
3:00 PM	Electrolux French Door Refrigerator	Salon J
3:00 PM	Whirlpool R600 Repair	Salon K
3:00 PM	Dacor Steam Cooking	Salon M
3:00 PM	Encompass EZ Stock App	Conf 16/17
4:30 PM	Evening Brainstorming Session	Salon D
6:00 PM	Awards Banquet	Salon F
Sunday, February 5, 2023		
6:00 AM	Early Morning Brainstorming - Open Forum - the most important things I learned at ASTI and the questions I still have	Salon D
6:30 AM	Breakfast	Salon E
6:30 AM	Registration Desk Opens	Registration 2
8:00 AM	Refrigeration Theory	Conf 3
8:00 AM	Clarity & Comfort: Workshop to Develop Your 2023 Action Plan	Room 20/21
8:00 AM	Know Your Numbers – The Cost of Doing Business - REPEAT	Conf 16/17
8:00 AM	The 60% strategy: Leveraging customer service in a post-covid world	Conf 14
8:00 AM	Hisense TV	Conf 1/2
8:00 AM	Hisense Refrigerator & Dishwasher	Conf 8
10:00 AM	Servicers Networking Community Info Session	Conf 14
10:00 AM	Company Culture - The Glue that Binds Your Company Together	Conf 16/17
10:00 AM	Tricks of the Trade	Conf 8
11:30 AM	Lunch	Salon E