



Automotive Service Association-Midwest Kansas City Area

Now serving Missouri, Kansas, Iowa, Nebraska, Arkansas and Oklahoma

MAY

HVAC Controls, Diagnosis, and Service Techniques

sponsored by



This seminar will provide technicians with the diagnostic techniques and strategies required to diagnose non-refrigerant related issues with the HVAC electronic controls that impact electronically regulated compressor operation and the air delivery system. Specific components and systems covered include: HVAC control inputs, condenser and blower motor fan controls and operation, manual, electronic and automatic temperature control and electronic mode door actuators and their control of air delivery and airflow in single and multiple zone adjustable systems.

Setup procedures for all related modules will be reviewed. This course will include simulated diagnostic exercises to apply the principles learned.

Tuesday, May 22, 2018

6:30 - 8:30 pm

LOCATION:

**Ryan's Buffet
10810 West 75th Street
Shawnee, KS**

ASA-Midwest Members-\$45

Non-Members - \$75

Training and Dinner Provided

JUNE

The Art of Checking in a Customer

presented in person by David Eschbach, Spirit One Consulting

June 19, 2018

6:30 - 9:00 pm

\$45 for ASA-Midwest Members

\$95 for Non-Members

Location:

Matt Ross Community Center

Vista / Plaza Room

8101 Marty

Overland Park, KS 66204

This presentation dissects the process of checking in the customer. All too often the service writer/adviser checks in the customer using only the information the customer is prepared to provide. The Art of Checking in the Customer details a series of eight logically arranged questions to ensure we are harvesting the right information.

- Understanding that coaching your team is more efficient and effective if you are using an established system.
- Defining how logically arranged questions will influence the customer to provide more information.
- Define how using an established process is more efficient and will positively affect work flow and billable time.

For more information and to register, visit www.ASA-Midwest.org/members

Registration Form

Company: _____ Phone: _____

Credit Card : _____ Exp. Date: _____

Name on Card: _____ CVC Code: _____

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Select the event(s) you'd like to register for

Attendee: _____

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Fax to 816.817.2260, or call ASA-Midwest at 816.413.9800

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