



# CUSTOMER CARE TRAINING

## PETERSON TRUCKS

### ALL MAKES AIR CONDITIONING TRAINING SEMINAR

Registration: 7:45 a.m. - 8:00 a.m.

Seminar: 8:00 a.m. - 3:00 p.m.

Certification: 3:00 p.m. - 4:00 p.m.

*Includes: class, certification (if needed), lunch, and refreshments*

**Seminar Fee: \$339 per person**

**MARCH 29**

3400 N State Street  
Ukiah, CA

**MARCH 30**

2700 Teagarden Street  
San Leandro, CA

#### HVAC TRAINING FOR BEGINNER TO SEASONED TECHNICIANS

Technicians will learn valuable diagnostic skills

1. Decrease HVAC maintenance cost.
2. Causes of compressor failures.
3. Service procedures that destroy compressors.
4. Verifying compressor oil charge.
5. Quick-checks to determine system problems.
6. How to interpret gauge readings.
7. Flushing A/C system components.
8. Techniques to troubleshoot and service each A/C component.
9. A/C system refrigeration, electrical/electronic operation and diagnostics.
10. Learn what tools are necessary for servicing today's A/C systems.
11. Technicians ask questions and get answers to their vehicle A/C problems.

**For specific HVAC service problems, submit questions in advance of class to make sure your concerns are addressed.**

#### TECHNICIANS OUT-OF-DATE

**Frustrated technicians misdiagnose and improperly repair A/C systems**

1. It's difficult to keep up-to-date, even for the best HVAC technicians
2. Modern vehicle HVAC systems are constantly changing
3. Changes take place during the same vehicle model year
4. Drivers complain "A/C not working"?
5. Technicians' unsure if the complaint is a real problem or not
6. A/C problems increase vehicle down-time and operational costs
7. Effective training reduces your company's vehicle HVAC maintenance costs
8. Up-to-date training minimizes costly comebacks, vehicle down-time
9. 609 refrigerant certification for technicians needing refrigerant certification to work on vehicle A/C systems
10. Update on new refrigerant laws and HFO1234yf
11. 609 refrigerant certification test for technicians that need to be certified

**Prevention of one comeback pays for the expense, time and effort of your technicians to attend training.**

**REGISTER ONLINE NOW AT [PETERSONTRUCKS.COM/EVENTS](http://PETERSONTRUCKS.COM/EVENTS)! Class Size is limited - don't wait to sign up!!**

We are pleased to be your partner by providing the best products, services, and training available.

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TRUCKS

