

JANUARY 15-18, 2018

LUCAS OIL STADIUM
INDIANAPOLIS, INDIANA



Thursday, January 18 8:30am -10:00am

Algae- Identifying and Defying it

Chris Marcano, NC Brands

Cost: Education Pass

1.5 Hours CEU

This course will provide an in-depth look into the various types of algae and the conditions they need to thrive in. Learn the circumstances that lead to an algae bloom and the sources of algae, the best ways to rid a pool of a live bloom, how algaecides actually work and how best to create an environment in the pool where algae cannot grow.

Pool Openings & Closings

Rick Woemmel, B- State Pools

Cost: Education Pass

1.5 Hours CEU

One thing that will never go away in the swimming pool industry is service; whether you provide weekly maintenance, open and close pools or provide troubleshooting to customers. Servicing your customers' pools and spas is one of the most important aspects of our industry. Learn from a presenter with over 30 years experience in servicing pools, what procedures, forms, and tools they use to most efficiently handle this portion of the business. Learn what mistakes they have made that you can avoid and learn from. Questions and odd circumstances will be covered as well as customer service, scheduling, finding and keeping good employees, opening and closing techniques and general repair.

Basic Troubleshooting for Gas Heaters

Keith Roberts, Hayward

Cost: Education Pass

1.5 Hours CEU

Come prepared to learn all about heaters, beginning with an introduction to the Millivolt Heater operations and controls. You will learn techniques for troubleshooting and analysis of the most common problems with millivolt heaters, most notably pilot issues and intermittent operation. The processes learned will be applicable to all major heaters on the market. The seminar will continue with an explanation of Electronic Ignition Heater sequences of operation and controls. Basic troubleshooting techniques for such heaters will be covered, including determining proper gas supply. Using and understanding Manometers will be presented, along with discussion of common gas supply issues and how to resolve them.

Technicians will learn to be a systematic troubleshooter of heaters, and not replace parts until the heaters work. Attendees will also thoroughly learn the importance of proper gas supply and supply issues that can affect the proper performance of pool & spa heaters.

Pool Surface Forensics 201

Greg Garrison, NPC

Cost: Education Pass

1.5 Hours CEU

In Pool Surface Forensics 201, the student will take one of the "Big 5", Water Chemistry and how it effects pool surfaces. – Learn the essentials of testing source water and pool water with the outlook of developing and understanding how sanitizers, types of acid , and cyanuric acid can create changes in our plaster pool surfaces. Two technical bulletins from Taylor Technologies will be handed out with a course outline.

Afraid of Selling Automatic Covers???

Mike Shadoan & Bruce Holmes, Automatic Pool Covers

Cost: Education Pass

1.5 Hours CEU

With over 60 years of experience and thousands of auto covers sold, Mike and Bruce will facilitate in-depth discussions of not only the latest products in our industry but what's your most effective ways of selling them. Be more profitable without hiring more employees.

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MID AMERICA
POOL, SPA & OUTDOOR LIVING SHOW

Analyze More than your Bottom Line

Leah Williamson, Evosus

Cost: Education Pass

1.5 Hours CEU

So often, small business owners get to the end of the year and scratch their head because they thought they were making money only to be plagued with the constant worry of the off-season and lack of cash flow. Learn about key performance indicators that will help to develop strategies to make better choices about how and when to spend cash, hire employees, or challenge current employees to produce better results. Having a strong plan tied to specific performance indicators will allow any business owner to make timely decisions about the health of their business operation within 1 week, 1 month, or 1 quarter without delay and provide year over year analysis. Key Performance Indicators for Retail Sales, Service Technician efficiency, Maintenance Contract accountability, Job Costing, and Vendor Warranty programs will be covered. Just because you put data in a software program, does not mean you have the proper tools for imperative analytics to make powerful decisions about your business, the products you sell or the services you perform.