



December 8<sup>th</sup> 2014  
through  
December 11<sup>th</sup> 2014

Phone: 319-377-8244

## Midwest Service Technician Week

*"We don't train till we get it right, We train till we cannot get it wrong."*



 **Dometic®**



**Suburban**



This is a four day training program that will offer one class per day from four major industry vendors. Class time will begin at 8:00am and end by 5:00pm. The program will be held at Ketelsen RV in Hiawatha, Iowa. The class time will include hands-on training and learning experiences about the appliances you deal with daily, directly from the manufacturer. All those who complete this program will earn a certificate from each class, hours toward your RVIA certification, and valuable knowledge about the different products from these vendors.









**Nearby Hotels for Stay**  
(Hotels within 3 miles)

- **DAYS INN AND SUITES CEDAR RAPIDS**  
2215 Blairs Ferry Road NE, Cedar Rapids, IA 52402 US
- **HAWTHORN SUITES BY WYNDHAM CEDAR RAPIDS**  
4444 Czech Lane NE, Cedar Rapids, IA 52402 US
- **COLLINS INN & SUITES CEDAR RAPIDS**  
2025 Werner Avenue NE, Cedar Rapids, IA 52402, US
- **HAMPTON INN & SUITES CEDAR RAPIDS**  
1130 Park Place NE, Cedar Rapids, IA 52402

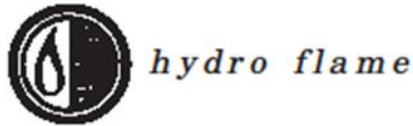
## **Sign-up Information**

- Please email the full name of all technicians that your dealership will be sending and the Track they plan to attend to: [jketelsen@ketelsenrv.com](mailto:jketelsen@ketelsenrv.com) - OR- [bwright@ketelsenrv.com](mailto:bwright@ketelsenrv.com)
- Then, on the last sheet, fill out the information to send to Dometic for their own information.

***Schedule/Sign-up sheet***

	December 8 <sup>th</sup> Monday	December 9 <sup>th</sup> Tuesday	December 10 <sup>th</sup> Wednesday	December 11 <sup>th</sup> Thursday
Track 1				
Track 2	 \$275 (per tech)			

# TECHNICAL TRAINING SEMINAR



**DATE:** December 10<sup>th</sup> - 11<sup>th</sup>  
**PLACE:** Ketelsen RV  
1500 Ketelsen Dr. Hiawatha IA, 52233  
**TIME:** 8:00 a.m – 5:00 p.m



Hours qualify toward  
RVIA Technical Certification.

## *Atwood Technical Training Seminar Topics:*

Provide Service Contact Information | Cover the Required Tools and Equipment  
Identify Product by Model and Serial Number | Provide Material Training  
Cover the Sequence of Operations | Component Identification  
Testing in Volt, Ohms, and Amps | Installation - Gas Pressure, Voltage, Ducting, and Return Air  
Hands on Testing, Disassembling, and Reassembling | Warranty Procedures



Ketelsen Technician Seminars

8 hours toward RVIA Continuing Education Units for this entire Lippert class.

**Schwintek In-Wall Slide out System.** You will learn to identify the components of the Schwintek In-Wall Slide out system. You will understand how the components are put together and in what order. You will learn troubleshooting techniques on a working mock up. You will know what replacement parts can be ordered.

**Through frame slide out.** You will learn to identify the components of the Schwintek In-Wall Slideout system. You will understand how the components are put together. You will learn troubleshooting techniques on a working mock-up. You will know what replacement parts can be ordered.

**Hydraulic leveling.** You will learn to identify the components of the hydraulic leveling system. You will understand how the components are put together. You will learn troubleshooting techniques on a working mock up. You will know what replacement parts can be ordered.

**Electric leveling.** You will learn to identify the components of the electric leveling system. You will understand how the components are put together. You will learn troubleshooting techniques on a working mock up. You will know what replacement parts can be ordered.

# Please Join Us for a Hands-On Two Day Technical Education School

Our two day school will focus on the operation, common issues and accurate diagnostic procedures on a wide range of Dometic products. This will include expanded hands on training, technical discussions and troubleshooting. A few highlights of this school will include:

- **Air Conditioners** – New electronic controls
  - Comfort Control Center 2 and Single Zone LCD
- **Refrigeration** –Electronic controls as well as gas and electrical components
  - Introducing the new “8” series refrigerators
- **Awnings** – Power awning controls as well as motor operation and diagnosis
- **Introducing Sealand**
- **Dometic’s Warranty Policy and Proper Procedures**
- **Our multi-functional dealership focused website** – [www.edometic.com](http://www.edometic.com)
- **Our consumer focused product website** – [www.dometic.com/rv](http://www.dometic.com/rv)

This is a great opportunity for all technicians looking to expand their knowledge on Dometic products, service managers looking to better understand diagnostic information and service writers to begin to translate what the customer is explaining and what mechanical issues are actually going on. This is a great class for both beginning and advanced technicians – with our class addressing multiple levels service knowledge.

**Investment:** This approximately 16 hour class (8:00 am until 5:00 pm both days) includes hands on and personalized training on Dometic products. The technician will leave with a binder including the power point presentations on our products as well as a CD with additional service tools such as service manuals, bulletins and informational documents. The investment for this great learning opportunity is \$275.00 per technician and also includes lunch for both days.

**If you would like to take advantage of this learning opportunity, please return form via:**

**Fax:** 574-389-3975 **Email:** [training.school@dometicusa.com](mailto:training.school@dometicusa.com)

<u>City</u>	<u>Location</u>	<u>Date</u>	<u>School you will attending:</u>
Hiawatha, IA	Ketelsen RV 1500 Ketelsen DR	December 8 <sup>th</sup> -9 <sup>th</sup> 2014	

Dealership Name: \_\_\_\_\_ Account Number \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Postal Code/Zip: \_\_\_\_\_ Contact Email: \_\_\_\_\_  
 Contact Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Payment Method: ☐ Check in Advance ☐ Credit Card  
 Names of Attending: 1.) \_\_\_\_\_ 2.) \_\_\_\_\_  
                                   3.) \_\_\_\_\_ 4.) \_\_\_\_\_  
                                   5.) \_\_\_\_\_ 6.) \_\_\_\_\_

**If you are interested in Dometic’s National Education program but would be unable to attend a school, please call (574) 294-2511 and ask for the Training Department. We have additional options available to help meet your needs.\***Please note – this school has limited space available.

Schools are subject to cancellation – you will be notified and additional options will be presented. Please notify us of any technician cancellations 10 days prior to the date of the school to avoid any charges.