Welcome to the Resources course. What you learn in this course will help you while you are going through the Cooking and Dishwasher Appliance Training.
Narration script:

Here is a list of the courses that make up CD, cooking and dishwasher.

IH-99000-6 Microwave Safety, Diagnosis & Repair is an ILT (Instructor Lead Training) course only.

IH-99000-8 Dishwasher Components is not available at this time.
Narration script:
There are a few things that I need you to get before we start.

You need to get your SST, iPhone and CDM Product Training Flash Drive if available.

If you do not have a CDM Product Training and Reference flash drive, you can use your iPhone and find the same content using the search function in the Tech Assist app.

There is a black and green Product Reference and Training flash drive, either one will work. The black drive is the most current drive.

If you don’t have a Route and can’t log in to your SST, that’s okay, I have a training log in that you can use. I’ll give it to you later.
This course covers the resources that you have available to help you do your job. You’ll have the opportunity to use your SST and iPhone to find information in these valuable resources.

During this course you will learn:
• How to register your Product Training Flash Drive and discover all the valuable information in the drive that is at your finger tips,
• How to access the SST Help Files and locate the In-Home Technician Process Manual, and
• How to access and use the Library Imaging System, also known as LIS.

Knowing how to use these 3 resources - your SST, Flash drive and LIS - will make diagnosing appliances much safer, faster and easier.
Narration script:

There are many resources available to you as a technician. You have:
• The Product Training Flash Drive,
• Your manager has access to the New Product Portal and can share information with you,
• You will attend webinars that are scheduled during “non-peak” times, and if you miss one of them, no problem, they are on the product flash drive.
• There is a Direct to Tech Newsletter. Don’t overlook this monthly resource mailed to you. It keeps you up to date with what’s going on in home services along with the latest tech tips!
• Vendor training.

• And the newest resource is your iPhone.
Narration script:

Each product line releases new Product Training Flash Drives periodically. The Drives have items from all major vendors, including:
- Training presentations,
- Tech sheets,
- Wiring schematics,
- Product teardown videos, and
- much more.

When you first receive a new Drive, you will have to register it. You will do this electronically through your SST, if you haven’t done-so already we’ll be registering them here in a bit.

On the Main Menu you will see items that are clearly flagged as product update training or reference material.
Narration script:

The Product Training Flash Drives is another valuable resource that you will continually use.

If you do not have the flash drive, you can use your iPhone to find the same information.

Each product line has their own version of the flash drive, but in general, the Product Training Flash Drives have items for all the major vendors, including:

- Training presentations,
- Tech sheets,
- Wiring schematics,
- Product teardown videos,
- Updated training courses, and
- much more.

Your Product Reference Drive needs to be registered by you electronically via your SST. Once registered, the Main Menu shows items such as product update training vs. reference material.

When you receive a new Product Reference Drive, no matter what industry, be sure to take a few minutes to open it and register it. You only have to register the drive once, so when you get a new one, register it first then take a couple of minutes and
review the table of contents.
Narration script:

Let's get your drive registered. So we can look at your Cooking, Dishwasher, Microwave Drive.

First, log on to your SST. If you don't have a route and can't log in using your credentials, you can use the SST Training Route log-on SST1TRN for your user ID. DO NOT change the MIN number. The password is SST1TEST. It doesn't matter if you use caps or lowercase. After you enter the user ID and password, click on connect via RF.

Once you are logged on, plug the Drive into the SST.

Then, click the Windows key to launch the Drive. The Windows key is also referred to as the Flag key.
Once the Drive in your SST launches, this is the first screen you’ll see. Read the waiver and click Agree to continue.
Registration is required the **FIRST TIME** you use it.

Click on Register Drive and follow the on-screen instructions.

Follow the prompts, you will need to enter your name and district number, your 11 digit id and start module, close module window and will be completed.
Narration script:

Let’s take a look at some of the things you can find on the Drive.

See if you can find this video.

Go to the main menu, click on Cooking.

Locate and click on Kenmore.

Find Kenmore Source 401 and locate Reversible Door Microwave.

Be sure to pay attention to the video because I will ask you a some follow-up questions on the microwave in a few minutes.
Narration script:

Now let’s look at Samsung Fast Track. A Samsung Fast Track is Samsung’s version of a Tech Sheet. They help technicians in troubleshooting and understanding the Samsung appliance they are working on.

To access this one, go back the Main Menu and click on the Dishwasher Menu.

From the Dishwasher Menu, click Samsung, and then Samsung_FastTrack_9.10.2012.

From that list, select and open Dishwashers.

Then locate DMR57-77-78 Fast Track R6.

Fast Track documents are designed to help you resolve issues quickly, with the most common issue listed first. Once you get the Fast Track document open, notice that the first item discussed is detergent, as we get many calls that end-up related to the detergent the member is using.

As you can see, Fast Track Troubleshooting is a valuable resource that you should use often.

Now with your iPhone, the Samsung MCP app is already loaded on it, click on the Samsung MCP app and see if you can find the same Fast Track there also!
Activity – Fisher Paykel Video

1. Go back to the Main Menu and click on Dishwasher again, and then Fisher Paykel.
2. Locate the video titled DD24_DishDrawer-Diagnostics.

You don’t have to watch this video.

Narration script:

Now go back to the Main Menu and click on dishwashers again, and then Fisher Paykel.
Locate the video titled DD24_DishDrawer-Diagnostics.
You don’t have to watch this video, I just want you to practice finding more items and see all the different brands available on the Drive.
Narration script:

Now, go back to the Main page, also called the Registration page, to find the CO manual and some short CTS video tips.

You don’t have to read the CO Manuals/CO Testing and Combustion 2000 document right now, but you do need to read through it at some point. It gives you a basic understanding of CO and CO testing.

You also don’t have to watch the videos now, I’m just letting you practice finding things. You’ll notice I didn’t provide you with every step this time. You’re on your own!

Here’s a tip. If you are looking for something related to cooking, start in the ‘Cooking’ menu and if it something about dishwashers, look in the ‘Dishwasher’ menu.

Now, use your iPhone, go to the Tech Assist app, in the search function, search for “CO Testing and Combustion” and find the document. Then do the same thing on your iPhone and search for “How to Lower a Microwave Safely with one Person”, it is a training video on how one person can lower a microwave. Do the same for the Samsung Dishwasher water wall.
Narration script:

Moving forward, remember that you can use your CDM flash drive and iPhone to help you complete your service calls.

The Drive provides:
• Help with disassembly and reassembly of appliances,
• Help with component diagnostics, and
• Access to valuable Reference Material.

The iPhone provides the same information without having the flash drive and SST.

keep them handy!
Narration script:

The next resource is the Help button. It is located at the top right corner of every SST screen. Click the button to access Help.

Coming soon...the In-Home Technician Process Manual in the iPhone.
The SST Help File provide you access to all your daily processes and has other valuable information, including:

• The In-Home Technician Process Manual, don’t over look this manual, it explains in detail all of your daily processes that you’re expected to know and perform.
• Frequently Asked Questions,
• The Technician Operating Policies, which in a nutshell, tells you...”don’t lie, don’t steal, don’t cheat, maintain your integrity at all costs.”
• The Driver’s Safety Manual, and
• The Grainger Catalog.
Activity – SST Help File

Use your Help File Search Box and the instructions below to find the following:

1. **STAC**
   - On the left column select **5.5 Need Technical Assistance for Repair**
   - Then, click on **7 Tasks**

2. **Send Bill**
   - On the left column select **Send Bill to Member**

3. **Route**
   - On the left column select **1.2 Route Summary**
   - Read: **Between Member Routine**

4. **Vehicles**
   - On the left column select **2.9 company-owned vehicles**
   - Read: **Sometimes My Service Vehicle Gets Pretty Messy**

5. **Checklist**
   - Find the **PM Checklist** for a dishwasher

Narration script:

By using all your available resources you’ll reduce the number of times you have to call for help.

There is a world of information in the SST Help Files. Let’s practice finding information in the Help Files.

Use the search box using these words and read what you find. I may have some quiz questions for you when you are done, so use your time wisely and search these words looking for answers to the questions.

If you need technical assistance there are 7 tasks to perform before calling STAC, what are they? Search the word “STAC”

If a member refuses to pay their bill, what do you do? Search the word “bill”

What are you supposed to do between calls during your route? Search the word “route”

You have a question about how do you keep your van clean and organized? Search the word “vehicles”

You are doing a PM check on an electric range, what are the actual things you are supposed to do during that PM check? Search the word “Checklist.”
Let’s look at what you can find by clicking on the LIS icon.

Clicking on LIS opens a screen that allows you to search for valuable information using a Model number, by the Product or Brand, or by Specialty.

On your SST, click on LIS and then click Search next to Model. Type the word “Keyword” in the search field, and click Search.
Narration script:

As you can see the search results show “Keyword” in the Model # column. To access more information, click on the blue link.

From here, click on the blue link.
Narration script:

When this screen opens click on Reference Material.

Here’s another tip, in LIS, every time you see text that is blue and underlined, it is a hyperlink that, when clicked, takes you to a different screen.
Narration script:

This is what you should have found... a list of “keywords” that will help you find different kinds of information in LIS.

What are some of the ‘Keywords’ listed that you can do a search with to get that specific information?

“Source” is a good keyword to search. If you search for it, you find a list of Kenmore model numbers and manufactures.

Most new technicians struggle with getting a handle on Kenmore model numbers...here’s the resource that tells you who the manufacture is based on the Kenmore model number.

LIS is definitely a resource that is unequal in your day to day operations. Be sure to use it.

Do not forget that you also have a search function in the Tech Assist app. The search function in the Tech Assist app is more like a search engine like Google, Amazon or Bing. Get familiar searching using the search function in the Tech Assist app, it also is an resource that is unequal.
Let’s find a couple of documents that have to do with Sears Protection Agreements. A lot of your service calls deal with Sears Protection Agreements. It is important for you to know where to find specific information about the different protection agreements so that you don’t have to memorize all that information.

First, find and read about the ServiceSmart Agreement. To find this agreement,

Click LIS icon,
Click Search for Model #,
Type Protection in the search field and click Search,
When the window opens, click on Reference Material,
From the list, click Protection Agreements – Contracts,
Click the document that includes the ServiceSmart Agreement (SSA)

When reading the SSA Agreement, be sure to note what choices the member has with this agreement.

Now, find the Comparison Grid. It has an overview of all Sears Protection Agreements including what’s covered and what’s not!

Click LIS icon
Click Search for Model #
Type Protection
Click Search
Click on Reference Material
From the list, click Protection Agreements – Supplemental
Click the document that includes the PA Comparison Chart
Narration script:

Now find this LPGAS document. Sometimes you might be asked to convert a gas appliance over to LP gas. Sears has a document that explains in detail whether you can or cannot make a conversion.

First, click on the LIS icon, and then click Search button that is next to the Model # Type LPGAS, and click Search
Then, click on Reference Material

When reading the document, pay attention because I will ask you something from the LPGAS document.
Narration script:

In LIS, let’s look up each a few model numbers together and review the documents we find.

Model number in LIS:
790.72904015
What documents come up?

Model number in LIS:
WFG361LVQ0
What documents come up?
Why is that important?

You may have noticed that some models have training bulletins and some don’t.

Also, most models have a tech sheet. Remember, tech sheets can be helpful when diagnosing problems.

You should always check LIS - that training or safety bulletin might just have the answer to how you make the repair on the appliance you are they working on. You don’t want over look them, especially because they explain how to fix what’s wrong!!!

Now, using your iPhone look up those same two model numbers in the Tech Assist app,
search function. You will find the same documents!
Now that you have completed this course, you are able to:

• Check the SST Data Version to ensure it is current,
• Register your Product Training Flash Drive,
• Access the SST Help Files and locate the In-Home Technician Process Manual, and
• Access and use the Library Imaging System, also known as LIS.
Narration script:
That brings us to the end of this training course and time to take the exam.

The End of Course Exam is located in Segno.

https://hs.segnosystems.com/#/login

Exam Name: IH-99000-1E

You must score 80% or better to pass the exam.

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