



2020 Spring FSR Orientation Announcement



The Field Service Representative is a complex role requiring incredible technical acumen to support field product issues, understanding of internal processes and resources, and discernment of fiduciary and legal responsibilities of the position.

To best prepare new Field Service Representatives in the execution of the role, the Technical Support team is proud to offer the FSR Orientation schedule for the Spring of 2020.

FSR Orientation is a two-session curriculum.

- Session One is focused, primarily, on the responsibilities associated with role, the resources available, internal processes, and support expectations, including Legal and Consumer Relations overviews.
- Session Two provides new FSR's with product familiarity including operational characteristics, troubleshooting paths, and field data collection.

The two, week-long, sessions are separated by approximately one month for participants to absorb the learning objectives, actively apply the insights gained, and strengthen the contributions of the role.

Agenda of Topics, registration for the events, and hotel accommodation details are included herein.

On behalf of the Technical Support Team, we look forward to seeing you this fall!

Any questions can be directed to Patric Allen, FSR Development Manager
(704) 519-8648 or patric.allen@irco.com

Patric Allen
FSR Development Manager



2020 Spring FSR Orientation



Please join us for an FSR Orientation/Training class for new FSRs ONLY.
There are a limited number of seats (15) available for these sessions.

Class Schedule:

March 2-6, 2020
8am – 5pm (Monday – Thursday)
8am – 12pm (Friday)

March 23-27, 2020
8am – 5pm (Monday – Thursday)
8am – 12pm (Friday)

Training Location:

Tyler Facility
6200 Troup Highway
Tyler, Texas 75707

Session 1 - Agenda Topics:

FSR Mission, FSR Roles & Responsibilities, Legal, Consumer Relations, Concessions & Policies, System Ratings, Troubleshooting Paths, Warranty Management System, Warranty Performance, Nexia Diagnostics, and Comfort Controls Overview.
A Factory Tour is also included in the Session One itinerary.

Session 2 - Agenda Topics:

Product-focused training reviewing operational characteristics, troubleshooting procedures, and field measurements for Gas Furnaces, Air Handlers, Air Conditioners and Heat Pumps, LCU (ReliaTel), Variable Speed Outdoor, Zoning, and Ductless.

Attire: Business Casual. No 'open-toe' footwear.

How to sign up? Send an email to Patric Allen, patric.allen@irco.com to reserve your spot.

Welcome Reception:

Sunday, March 1st @ Residence Inn 6pm to 8pm
Everyone is welcome to attend

Group Dinner Night:

Thursday March 5, 2020
7-9pm

Air Travel & Ground Transportation:

Each attendee is responsible for making his/her own airline and hotel arrangements (see next page for hotel information). Attendees may rent a car, however, there will be a bus that will transport attendees to the Tyler Facility and back to the hotel each day for class. The Residence Inn does NOT have a shuttle service to transport attendees to and from the airport. You will need to call a taxi or rent a car.

Residence Inn by Marriott Tyler
350 West Heritage Drive
Tyler, TX 75703
(903) 787-5899

FSR Orientation – March Session 1

Start Date: Sunday, March 1, 2020
End Date: Friday, March 6, 2020
Last Day to Book: Friday, February 14, 2020

Hotel Group Rate: \$101 USD per night

[Book your group rate for FSR Spring Session 1](#)

FSR Orientation -March Session 2

Start Date: Sunday, March 22, 2020
End Date: Friday, March 27, 2020
Last Day to Book: Friday, March 6, 2020

Hotel Group Rate: \$101 USD per night

[Book your group rate for FSR Spring Session 2](#)

