



January 30, 2015

Dear Distributor TSA,

We are pleased to invite you to the 2015 TSA Meeting being held March 18th – March 20th at the Hilton Orlando Lake Buena Vista in Orlando, Florida. We have an exciting meeting planned for you! It is filled with technical training, new product information and existing product updates; all the information you need to effectively support your customers and our products!! The meeting logistics are attached. Please review this information carefully – we think most of your questions will be answered by reviewing this material.

Action required by attendees: All attendees must register online at www.ICPExcellence.com, no later than 5:00 pm EST, Thursday, February 19, 2015.

Attendees requiring overnight accommodations are requested to stay at the Hilton Orlando Lake Buena Vista. The room rate is \$165 plus tax for single or double occupancy. Your room reservation will be made for you through the online registration process. Please do not contact the hotel directly.

This year, we are also offering a technical training class option on Wednesday morning, March 18th. The course is titled The Poor TSA's Guide to Using New Technology for Training. This train the trainer session is great for TSAs who are new to conducting training, or for those who are interested in enhancing their training skills. A more detailed description of this training opportunity is attached. You can register when you complete your meeting registration online.

We'd like to remind everyone that this is a business meeting. You are certainly welcome to bring guests with you to enjoy the Orlando area. Guests are welcome to attend the Wednesday Welcome Reception and Thursday evening Awards Banquet (no children under the age of 18 please). All other meals and activities associated with this meeting will be open to meeting participants only.

We are excited to be hosting a 2015 meeting, bringing factory and distributor technical personnel together for this important service-focused event. The meeting is an opportunity to share your knowledge and best practices with each other and improve and expand the skills that make us the best in the HVAC industry. Your active participation in this event is essential to its success.

Please register online through www.ICPExcellence.com, before 5:00 pm EST, Thursday, February 19, 2015. You will receive an online confirmation of your registration including a confirmation number immediately after registration. Print this confirmation page for your records. You will need to refer to your personal confirmation number in the event you need to make changes to your registration. If you encounter any problems in completing your registration form online, please contact Patti O'Neil at 480-661-1161, or e-mail poneil@eandtproductions.com.

We look forward to seeing you in Orlando!

Your meeting host:

Christine Rath
Director of Quality & Continuous Improvement
Residential & Commercial HVAC Systems

International Comfort Products, LLC

650 Heil Quaker Avenue, Lewisburg, Tn. 37091

2015 National TSA Meeting
March 18 – March 20
Orlando, Florida

Attendee Logistics

Accommodations

Hilton Orlando Lake Buena Vista
1751 Hotel Plaza Blvd.
Lake Buena Vista, FL 32830

Room Rate: \$165 plus tax
Single or Double Occupancy

Preliminary Agenda (subject to change)

Wednesday, March 18, 2015

8:00 am – 12:00 pm The Poor TSAs Guide to Using New Technology for Training
8:00 am – 12:00 pm NATE Testing
8:00 am – 12:00 pm TSA 101/TSA Level Testing
8:00 am – 3:00 pm Meeting Registration
1:00 pm – 5:00 pm Merchandise Store
3:00 pm – 5:00 pm General Session
5:00 pm – 7:00 pm Welcome Reception and Showcase

Thursday, March 19, 2015

6:30 am – 7:45 am Breakfast
8:00 am – 12:00 pm Breakout Sessions
8:00 am – 5:00 pm Merchandise Store
12:00 pm – 1:00 pm Lunch
1:00 pm – 5:00 pm Breakout Sessions
5:30 pm to 7:30 pm Awards Banquet

Friday, March 20, 2015

6:30 am – 7:45 am Breakfast
8:00 am – 12:00 pm Breakout Sessions
End of Meeting

Attendance

Over 200 ICP TSAs and factory personnel are expected to attend.

Attire

The meetings are business casual; branded attire is appropriate. There are no formal functions that will require jacket and tie!

Billing

Meeting attendees are expected to pay their own airfare, room and ground transportation. All attendees are required to stay at the Hilton Orlando Lake Buena Vista in Lake Buena Vista, Florida. Meals during meeting functions will be provided for meeting participants only. Travel and hotel expense for the ICP TSA Meeting may be submitted for 100% co-op credit under the 2015 General Marketing Funds. Food and beverage is NOT included in this exception and may be claimed at 50% as usual.

Merchandise Store

There will be a Merchandise Store offering ICP branded items for sale. American Express, MasterCard, VISA, Discover, cash or check will be accepted.

Parking

There will be a parking fee of \$10.50/day at hotel.

Reservations

All attendees are requested to stay at the Hilton Orlando Lake Buena Vista. Your room reservation will be made for you as on your online registration form. **DO NOT call the hotel directly to reserve your lodging.**

The hotel has a 3 day cancellation policy. Penalty is one night room and tax.

Spouses/Children

Spouses are welcome to attend the welcome reception on Wednesday and the Awards Banquet on Thursday (no children under the age of 18 please). If your spouse will attend these two evening functions, please enter his/her name in the appropriate place on your registration form. Spouse and children will be unable to attend any other functions or meals.

Smoking

The Hilton Orlando Lake Buena Vista is a 100% NON-SMOKING hotel in all guest rooms and public spaces.

Transportation – Air

Orlando is served by a large number of airlines. The Orlando airport code is MCO.

Transportation – Ground

The Orlando Airport is approximately 25 minutes from the hotel. There are several options for local transportation to the hotel:

Cab fare from the airport is about \$55 + tip (one way)

Bus service from the airport is about \$21 (one way)

Driving directions from the airport: From Orlando Airport

- Take Beachline Expressway West (528) to I-4 West to Exit 68.
- Make a right and then at the first light, take a left onto Hotel Plaza Blvd.
- Hilton is the 4th Hotel on the Left Side.

Questions/Contacts

Patti O'Neil – Logistics	Ph: 480-661-1161
Iris Smith - Quality	Ph: 317-240-5148
Laura Kem - Quality	Ph: 317-481-5735
Becca Lewis – Quality	Ph: 317-260-2667
Chris Kafura – Quality/ Residential	Ph: 317-270-7174
John Rutkowski - Quality/ Commercial	Ph: 315-432-3166
Bob Henderson - Quality/ Commercial	Ph: 609-548-1141
Dave Walsh – Supplier Quality	Ph: 317-240-5147
Christine Rath - Quality	Ph: 317-240-5218

The Poor TSAs Guide to Using New Technology for Training

Wednesday, March 18, 2015, 8:00 a.m. – 12:00 p.m.

You've learned how to use the six step approach to create great training but how can you add sparkle and increase your effectiveness with new technology and on a limited budget? Training delivery has changed a lot in the last 10 years and technicians want what training they need and when they need it. They have also grown up in an age of electronics, computers, cell phones and the internet which have changed how they get information. But technical training is different, or is it? This morning long session explores how you can enhance your technical training using new technology. This is a hands-on workshop with lots of practical exercises and take-away guides to make you comfortable using the tools to create your training. But you have limited money to invest in technology. We know and we have solutions!