MATTC is the Major Appliance Technician Training and Certification program for appliance servicers designed to provide both a training component and certification. This program was created by Technical Training Associates and MSA. Technical Training Associates is a private training organization that has been providing technical training in the major appliance industry since 1984. The objective of MATTC is:

*To provide a major appliance technician certification program that includes a comprehensive training component.*

**EDUCATION IS POWER**

**The Importance of Certification**

Consumers want to know that their appliances are being handled with care, and there is no better way to earn their trust than with certification. Choosing a certified technician will guarantee that your major appliance is repaired using knowledge and skill.
From the technicians who perform the repairs to the service managers who direct operations, the dispatchers who schedule the service calls to the owners who manage the business, everyone makes an impact on raising the image and standards of the major appliance service industry.

The MATTC program is designed to provide a training component and a certification that attests to the professionalism and competency of the technician who completes it. The program is provided through Marcone Servicers Association (MSA), in partnership with Technical Training Associates, to bring hands-on training classes and certifications to servicers and businesses in the industry.

The MATTC program consists of a five module correspondence training program in major appliance technology supported by fourteen video training programs. Technicians who complete the training and pass the evaluations related to the programs will be awarded a MATTC certification. The examinations, evaluations, and documentation of certification are accomplished under the auspices of Technical Training Associates.

The objective of the MATTC program is to provide technical training and certification for technicians in the appliance repair industry.
Training Components of the MATTC Program

1. **Electrical Fundamentals**
   Contains an overview of electricity and electronic fundamentals, including information about house wiring and circuits for major appliances.

2. **Refrigeration Fundamentals**
   Eliminates the mysteries behind the refrigeration process and covers not only the fundamental concepts about refrigeration theory, but also the refrigeration cycle and how it works in refrigerators, freezers, and room air conditioners.

3. **Refrigerators and Freezers**
   Covers schematic and ladder diagrams, using meters to troubleshoot circuits, motors and motor start devices, and how solid state devices are used in refrigerators, freezers and room air conditioners.

4. **Cooking Equipment**
   This section focuses on gas and electric ranges and microwave ovens, including information on the properties and application of LP and natural gas.

5. **Laundry and Kitchen Equipment**
   Covers gas and electric dryers, the electrical and water systems of automatic washers, and the need to know information on dishwashers, compactors and disposers.

6. **Soft Skill**
   Includes information on customer service, communication, and sales skills for technicians (non-audio format).

“I just finished the MATTC program and found it very informative and helpful. I would highly recommend it to any tech, no matter how long they have been in the service industry. This is valuable information for all technicians, of any level.”
- John Sarber
To enroll in the MATTC program, please fill out this form and fax to Member Services at 888-760-4264 or mail with payment to:

Marcone Servicers Association  
ATTN: MATTC  
One CityPlace Dr., Suite 400  
St. Louis, MO 63141

NAME

COMPANY

ADDRESS

CITY

STATE / PROVINCE

ZIP / POSTAL CODE

PHONE

MARCONE ACCOUNT NUMBER

Payment Information

$785 - I AM A MSA MEMBER (CDs)  
$1,185 - I AM NOT A MEMBER (CDs)

$1,185 - I AM A MSA MEMBER (Hard Copy)  
$1,485 - I AM NOT A MEMBER (Hard Copy)

MARCONE ACCOUNT #

NAME ON ACCOUNT

ENCLOSED CHECK #

CONTACT ME FOR CREDIT CARD PAYMENT

BEST TIME TO CALL