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Fujitsu hosts 2025 TSA Conference

Fujitsu General America hosted its fourth Technical Service Advisors (TSA) Conference in mid-April in Raliegh, NC. Themed “Back to the Basics,” the event reinforced fundamental skills and aligned Fujitsu’s Service Team with distributor technical support team members to deliver exceptional customer experiences.

“Fujitsu doesn’t just provide high-efficiency HVAC systems, we also provide top-notch service and support to our customers,” said Tomokazu Hosoi, President of Fujitsu General America. “Our commitment to service and support really sets us apart from our competitors. That’s why the TSA Conference is so important to us.”

The three-day event, which was attended by 150 distributors, featured breakout sessions covering commercial and residential training, warranty information, remote system access via AIRSTAGE Cloud, transition to A2L, and more. Each session was designed to strengthen core knowledge and keep pace with the evolving HVAC industry.

“We chose ‘Back to the Basics’ as the theme of the 2025 TSA Conference to emphasize the fundamentals of troubleshooting,” said Ruben Marcucci, Sr. Director of Aftermarket. “This helps solidify the core skills needed by our technical service advisors. Mastering the basics is the key to driving success.”

While networking wasn’t the primary goal of the event, attendees connected with Fujitsu staff and their counterparts across the country. The activities, meals, and classes were designed to promote interaction.

“We hold this conference every other year to strengthen the connection with our most important partnerships - the technical service advisors at the distribution level,” said Dennis Stinson, VP of Sales. “Thank you to those who attended. We’ll do great things.”

For more information, please visit www.FujitsuGeneral.com

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