



## TRAINING

### SERVICE & REPAIR TRAINING COURSES

As a rapidly expanding manufacturer and supplier of high pressure hydraulic tools, Hi-Force recognises the very important role that after sales service and repair plays in achieving future sales growth. Ultimately the entire success of the Hi-Force brand is dependent on not only manufacturing and supplying tools of the highest quality and performance, but also ensuring that users of our products are able to access a high quality after sales service, with readily available spare parts, wherever they are in the world. To achieve these standards, we are placing the continuing establishment of fully equipped Hi-Force Service Centres, manned by fully trained service and repair technicians as a top priority. To ensure this is achieved, Hi-Force has invested in and is proud to offer modular training courses, in the correct service and repair of our complete range of products.

Hi-Force Service and Repair Training Courses are primarily available to our Global Distributor Network and are designed to enable our Distributors to gain the highly prestigious Hi-Force Authorised Service Centre accreditation. To achieve this, our Distributors need to send personnel for training and establish a fully equipped Service Centre facility within their own premises. All Hi-Force offices globally, operate a fully equipped Service Centre facility and in the future certain elements of our Service and Repair Training Courses will be made available within our Regional Office network.



Establishing a Hi-Force Authorised Service Centre offers many advantages to our distributors, including an increased revenue stream, through chargeable service and repair work, greater customer loyalty gained from the benefits of offering full after sales support, authorisation to carry out warranty work on behalf of Hi-Force and of course the added opportunity to invest in Tool Rental Services, given that a service centre is vital for supporting this additional activity. To help achieve our goals of establishing a professional, worldwide network of Authorised Service Centres, we offer several financial incentives to our Distributors, to assist them with becoming an Authorised Hi-Force Service Centre.

We are also able to offer Service and Repair Training to end users of our products, that prefer to have their own in-house tool repair facilities. One of the major advantages of the modular designed Service and Repair Training courses, is that we can tailor courses to suit specific individual requirements of our end user customers.

As with all of our Hi-Force training packages, we offer a mixture of theoretical classroom training with full hands on practical training, within the one designated Training School. Our trainers are vastly experienced in all aspects of the courses we provide. Contact your local Hi-Force office for further details on all of our first class training packages.