2013 Technical Training

a-dec

ADC/Independent Dealer Programs

Service Technical Training Course Dates

February 5-7
April 9-11
April 30-May 2
June 11-13
July 30-August 1
September 24-26
November 5-7

A-dec Contact
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Service Technical Training (3-day course)

An intermediate course designed for Service Technicians with at least 90 days and ideally a year or more of experience.

The Service Technical Training course is designed specifically for service technicians who wish to gain in-depth knowledge of A-dec products. The course provides a rich and interactive learning experience, with a strong emphasis on diagnostics, troubleshooting and hands-on repair of A-dec equipment. This is not a sit-and-listen seminar—it's very hands-on.

Learning objectives:

- Diagnose and troubleshoot A-dec 500, A-dec 300, Cascade, Decade, and Performer chairs, A-dec delivery systems, and accessories.
- Describe and operate the functions of A-dec chairs and delivery systems.
- Employ the appropriate service guide as a resource to help diagnose and repair A-dec dental equipment.

A-dec Silver Certification

Becoming A-dec certified is a powerful way for service techs to demonstrate their technical expertise. Techs can become certified by:

- Submitting a service-call case study within *three* weeks of your completed technical training week. You can e-mail your case study to certification@a-dec.com
- Attending a technical training course at A-dec and passing the hands-on and written tests with at least an 80% average

Certification is not mandatory. Should techs choose not to become certified, they can still receive a certificate of class attendance. Techs who pass certification will receive an A-dec Silver-certified emblem they can affix to their tool bags. Certification is valid for two years.

Recertification tests will be offered twice a year to maintain certification status. Techs will be notified by email when these will be available.

Costs/Location

- There is no cost for these courses. Lodging, meals, and local ground transportation will be provided by A-dec.
- Transportation (airfare, etc.) to and from Portland, Oregon, will be the responsibility of your dealer or facility.
- The course is held at A-dec in Newberg, Oregon and runs 8:00 a.m. to 5:00 p.m. each day.

* * * HOW TO REGISTER FOR COURSES * * *

1. Log on at www.a-dec.com
2. Click on Customer Service
3. Select Partner Training
4. Select your specific training link