



# Power Climber Hoist Service School

## Power Climber Service School: Frequently Asked Questions

### What is this training exactly?

The Power Climber Service School is a 3 day program with one day devoted to: **1) Astro 85 Series Hoists, 2) Electrical troubleshooting, 3) PC1 and PC3 Series Hoists, 4) OPTIONAL: By Request Only- Air Hoist Troubleshooting.** These are hands-on disassembly and reassembly classes covering:

- General maintenance and guidelines for checking the wear and tear on individual parts.
- In the electrical class, students learn to read and troubleshoot from schematics.
- At the end of each class, the student takes a written test covering the material taught.

Unlike prior sessions taught on site where your mechanics witnessed a sales rep tear down and rebuild a hoist, this is completely hands on training for which your mechanic is accountable. Certificates of successful completion are sent to those who achieve a passing grade on the tests.

### Is there a cost for the training?

Yes, classes are billed to you at \$300 per day, per student. This fee includes complete service manuals and in some classes, small specialized tools, which the students keep for future reference and use, classroom handouts, lunch and all other materials used.

### If I'm purchasing and own your product, why do I have to pay to learn how to maintain the equipment?

Ownership of equipment requires an investment on your part. You have invested in the tools and equipment needed to service the equipment, the trucks to get it to your customers and the office equipment to run your business. Investing in the competence of your technicians is just as much a cost of running your business as the tools, trucks and computers you use.

Running a professional training program requires an investment on our part. We have invested in a fleet of training hoists, sub-components, and new parts inventory to properly teach these classes. We provide complete toolboxes, designated for this use only.

Likewise, the manuals and other materials provided reinforce the course content.

Certification is a credential the trained individual, rather than his company holds. The individual is expected to fully participate in his or her successful training. Having a fee- based program makes the customer take scheduling his technicians for the training more seriously and produces more motivated students. Numerous manufactures of other access equipment provide fee-based training to their customers. Comparatively, this training is a bargain. The bottom line is that certification is required of our customers to maintain their status to order parts and the ability to receive product support help for troubleshooting and repair issues.

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## What can I expect from my technician(s) after they return from Power Climber Service School?

Customer feedback on this tells us several things. First, our service school has been rated the best among our competitors, particularly in the value of information provided. Second, every technician —new to the trade through highly experienced – who has been through the service school said they felt they knew more about the hoists after the school than they did coming in and would put mechanics who worked for them through the school.

You should also see improved productivity since your technician can answer more of his own questions and knows where to find part numbers and other order information. He is able to do a more thorough job with fewer questions asked, and he has more resources to solve his own questions. Since the technician is better able to differentiate normal wear and tear from customer abuse, you have better information with which to address (and bill) customer’s damage to rental equipment.

A side benefit is that there is some bonding that happens among the technicians. They tend to trade advice, shop organization procedures and other information that helps them get the job done.

## What if my mechanic panics and can’t complete the test?

This happens a lot. Most mechanics chose their profession because they do work better with their hands than with pen and paper. Those who can’t write responses to test questions clearly are interviewed verbally. If they can talk through their response, they receive credit and their score is tallied. We do note when scores are verbally awarded so we know where there may be reading or writing difficulties. We find that this helps when we follow up with the mechanic over the phone.

## What should my mechanic bring with him to class?

1. A desire to learn.
2. Any parts you’d like to show the instructor.

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