

Installation and Training Programs

You've just bought a premium piece of equipment. Now what? The unit needs to be installed and your staff needs trained on how to use your latest investment. While Hess does include basic training in the purchase of your equipment, it is wise to invest in a more robust training package.

Here's why:

- ✓ When equipment is used properly, it lasts longer.
- ✓ Training modules can be used to train additional or new staff.
- ✓ Consistent, repetitive training becomes second nature to employees, ensuring proper use every time.

Basic Training, *included with purchase:*

- ✓ Customer confirms equipment electrical specifications will match install location
- ✓ Product drop shipped to location from manufacturer
- ✓ One-hour training through video call or zoom

Advanced Training

- ✓ Pre-site communication to confirm utility specifications
- ✓ Unit drop ships to customer location from manufacturer
- ✓ Hess technician on site for install (note that we do not modify utilities specifications)
- ✓ Two-hour, in-person training for staff
- ✓ Trainer works with staff to develop one custom training manual based on questions asked during on-site training



Premium Training

- ✓ Pre-site communication to confirm utility specifications
- ✓ Unit shipped to Hess
- ✓ Hess confirms unit not damaged during shipping, and that all required accessories available
- ✓ Hess arranges for delivery of the unit to customer location
- ✓ Hess technician on site for install (note that we do not modify utilities specifications)
- ✓ Four-hour, in-person training for staff
- ✓ Trainer works with staff to develop custom training manual based on questions asked during on-site training
- ✓ Two week post-install, one-hour on-site follow up to reinforce training procedures

Additional Training Appointments Are Available!

Includes technician on site, health check of equipment, review of current procedures, and training updates.