

# TRAINING PROGRAM for MSA PORTABLE INSTRUMENTS

Maintenance, Service, and Repair





## The R.I.T.E. Program – Enroll in the R.I.T.E. Program and repair your MSA instruments the R.I.T.E. way.

**R.I.T.E.** is an acronym for **R**eplacing **I**nstruments **T**raining and **E**ducation. It is the new name given to MSA's Authorized Instrument Service Center program for Portable Instruments. MSA offers three levels of training to our customers.

The first level is to ensure our customers know how to use MSA operator's manuals, so that minor repairs and maintenance can be addressed at their work site.

The second level provides training of our customer's personnel to conduct general maintenance and repair of MSA portable instruments.

The third level, our distributors and end-user repair technicians become certified by MSA to conduct servicing and repair. The MSA **R.I.T.E.** Program is the MSA Authorized Instrument Service Center repair training level. The program is specially designed and developed to address the MSA Portable Instruments repair and maintenance requirements of our Channel Partners and end-users.

Only those individuals who are, or will be, assigned to maintain and repair MSA instruments on a frequent basis and have the mechanical and electrical aptitude, experience and skill-set to perform the work requirement should attend **R.I.T.E.** classes.

Successful completion of the **R.I.T.E.** program certifies an organization as an MSA Authorized Instrument Service Center, enabling **R.I.T.E.** certified repair technicians to perform the highest level of maintenance and repair on MSA instruments. Scheduled **R.I.T.E.** certified training classes are held at our on-site training facility located in the heart of beautiful

Cranberry Township, Pennsylvania. Certified training classes are also offered on-site at our distributors, and end-users locations. Requests for on-site certified classes will be handled on a case-by-case basis dependent on the number of personnel attending and the number of different MSA instruments to be covered.

The certified training session will cover all the MSA portable instruments that you, our Channel Partner or end-user, may service as an MSA Authorized Instrument Service Center. All training will be focused on the repair and servicing of the MSA Portable Gas Detection Instruments and hands-on training will cover calibration, maintenance, application, service, and repair to include all the accessories used with each product. Each training day starts at 8:00 am and finishes at 5:00 pm.

The training fee to become an MSA Authorized "Certified" Instrument Service Center is \$525 per person per day. All attendees are responsible for their registration fee, transportation, and lodging for the classes.

On site certified training fee is \$5000\* plus all expenses at cost or by quotation for large class sizes.

### **Included in the training fee is:**

- ➔ Two days of **R.I.T.E.** training classes, conducted by an MSA factory trained instructor.
- ➔ A complete set of MSA instruction manuals.
- ➔ One comprehensive interactive MSA Service CD-ROM for each attendee.
- ➔ Lunch and refreshments during breaks in the MSA in-house training.

At the completion of each day's training class, each attendee must successfully complete a written examination of information presented during the class that day. Based upon final examination results and evaluation by the instructor of the attendee's performance during the classes, MSA will notify the sponsoring organization as to its certification as an MSA Authorized Instrument Service Center.

Class size will be kept at a maximum of six (6) attendees so as to provide consistently high quality of instruction to each attendee.

Each MSA Authorized Instrument Service Center should appoint an administrator of its maintenance and repair program who will be responsible to maintain:

- ➔ The proper facilities, equipment, and trained personnel to provide quality service on MSA instruments.
- ➔ The appropriate up-to-date instruction manuals and repair procedures, tools, calibration equipment, and any other equipment needed to perform instrument maintenance and repair in accordance with MSA's instructions and procedures.
- ➔ The quality of service at the highest possible level.

MSA will re-certify the MSA Authorized Instrument Service Center every 3 years. The 3-year period will be from the last training date printed on the certificate. The fee for recertification training at MSA is \$525 per person per day. On-site re-certification fee is \$5000\* plus all expenses at cost.

Each MSA Authorized Instrument Service Center will be periodically audited by an MSA qualified and trained representative to determine whether the facility is qualified to be re-certified.

*\*Valid through December 31, 2011*

## Requirements for MSA Authorized Instrument Service Centers

MSA “*Certified*” Instrument Service Centers must receive authorization from MSA’s Regional and Corporate management and must comply with the following requirements:

- ➔ Provide facilities, equipment, and competent personnel to meet MSA service standards.
- ➔ Sign-off the MSA Authorized Instrument Service Center Agreement and complete the registration form prior to training being scheduled.
- ➔ Assure that technically qualified personnel successfully complete the MSA Certified Repairing Instruments Training & Education class under the instruction of an MSA authorized and qualified instructor.
- ➔ Will not appoint or utilize any sub-agent or subcontractor for the purpose of providing service on MSA products.
- ➔ Assign a Program Administrator who shall ensure that:
  - The Service Center complies with MSA’s procedures and recommendations
  - MSA manuals and support materials are kept current.
  - Maintenance and repair questions are communicated to MSA for resolution.
  - The quality of the Service Center meets or exceeds MSA’s minimum service standards.
  - MSA is notified immediately of any changes regarding the ability of the service center to meet the MSA Authorized Instrument Service Center requirements or maintain its status as an MSA Authorized Instrument Service Center.

**IMPORTANT:** *These requirements will also apply to the addition of any new MSA Authorized Instrument Service Center facilities by the parent company of an existing MSA Authorized Instrument Service Center.*

**Visit [www.MSAnet.com/rite](http://www.MSAnet.com/rite) to view the current class schedule.**

*All training is scheduled by confirming purchase order, check, or credit card and with approval by MSA Sales Department.*

# Registration Form for 2011 R.I.T.E. Classes

Registration must be made at least 30 days prior to the R.I.T.E. class.



➔ Dates of desired R.I.T.E. class

1st Choice: Dates \_\_\_\_\_

2nd Choice: Dates \_\_\_\_\_

➔ Training Level Required (Check one only)  Instruction Manual  Advance Technical Service

R.I.T.E. Program  Other

➔ Company Information (please PRINT)

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Billing Address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email Address: \_\_\_\_\_

**IMPORTANT:** You are responsible for payment for the attendees registered. There will be no refunds issued without a 30-day cancellation notice.

➔ Full names of persons attending

1. \_\_\_\_\_ 4. \_\_\_\_\_

2. \_\_\_\_\_ 5. \_\_\_\_\_

3. \_\_\_\_\_ 6. \_\_\_\_\_

➔  Training at MSA Training Facility  On-site training  Other

➔ Products to be covered: \_\_\_\_\_

➔ Payment: (\$525 per person per day). An invoice will be mailed, use your credit card, or use your warranty points/MFD Funds.

Visa  MasterCard  AMEX  Credit Card # \_\_\_\_\_

# \_\_\_\_\_ Name on Card \_\_\_\_\_ Expires \_\_\_\_\_

**IMPORTANT:** Class registration fee must be paid in full 30 days prior to class date | \*Pricing valid through 12-31-11

### FOR INFORMATION - PHONE, FAX OR EMAIL:

866.347.6093 (phone) | 724-776-4520 (fax) | RITE@msanet.com (email)

**Note:** This bulletin contains only a general description of the products shown. While uses and performance capabilities are described, under no circumstances shall the products be used by untrained or unqualified individuals and not until the product instructions including any warnings or cautions provided have been thoroughly read and understood. Only they contain the complete and detailed information concerning proper use and care of these products.



**Corporate Center**  
1000 Cranberry Woods Drive,  
Cranberry Township, PA 16066 USA  
Phone 412-967-3000  
[www.MSAnet.com](http://www.MSAnet.com)

**U.S. Customer Service Center**  
Phone 1-800-MSA-2222  
Fax 1-800-967-0398

**MSA Canada**  
Phone 1-800-672-2222  
Fax 1-800-967-0398

**MSA Mexico**  
Phone 01 800 672 7222  
Fax 52-44 2227 3943

**MSA International**  
Phone 412-967-3354  
FAX 412-967-3451

### Offices and representatives worldwide

For further information: