

Emerson's Machinery Health Management Training



FREQUENTLY ASKED QUESTIONS

For Customer Distribution

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EMERSON'S MACHINERY HEALTH MANAGEMENT TRAINING - FREQUENTLY ASKED QUESTIONS

This document has been compiled to answer the most commonly asked questions regarding **Emerson's Machinery Health Management Training**



GENERAL

Q1 Where are your scheduled classes held?

Classes are offered in Emerson Training Facilities in Knoxville TN and in Austin TX. Additional accommodations are used in San Diego CA.

Q2 Where else could I attend Emerson's Machinery Health Management training classes?

Machinery Health Training and Certification classes are occasionally offered in other cities or can be taught on-site within the customer's facility. On-site courses may follow the established course curriculum or be customized to meet specific program needs. On-site customized training is quoted on a lump sum fixed price basis for up to ten (10) attendees. Each additional person is an additional \$500.

Q3 Do you give any discounts for attending several classes?

Yes. You can attend two classes in one week, or over a consecutive week period, and receive a 10% discount. Also, if you register four or more weeks prior to any scheduled class you qualify for a 10% discount. Only one discount per registration applies.

Q4 When should I arrive at the training location for the training class?

For courses that start at 8:30am, doors open at 8am. For courses that begin at 1:00pm, please arrive no earlier than 12:30pm.

Q5 Are there any meals provided along with the training class?

Light breakfast foods such as pastries and juice are provided on all course days that begin at 8:30am. Lunch is provided on all full course days. When class begins at 1:00pm or ends at noon, no lunch is provided. Beverages are available throughout the day at no charge.

Q6 What is the deadline to cancel class attendance?

The deadline is one week prior to the first day of the scheduled class.

Q7 What if I cannot attend a class that I am registered for?

If you cancel before the deadline (one week prior to the first day of the scheduled class), you can receive a full refund for the cost of the course, or reschedule your attendance. If you cancel after the deadline but before the course begins, you can receive either a 75% refund of the cost or reschedule for the next available class. If you cancel after the course begins or do not show up, you forfeit the entire cost of the class.

In case of sudden illness or a death in your immediate family, you or your company must notify us within 24 hours after the emergency arises to qualify for a 25% penalty for late cancellations. You can then reschedule your attendance at a later date.

Q8 What if I have a certificate that entitles me to one free training class?

Anyone wanting to attend a training class must register. A registration form can be obtained from the website or by calling, 1-800-675-4726. Please fax the registration form back to 865-281-1411 along with the Certificate or your PO. Please bring the original training certificate to class with you.

Q9 What should I bring to training?

We provide equipment and software needed for all courses except:

- If you attend an Infrared Thermography class, we request you bring your own IR camera.
- If you attend an Ultrasonics class we request you bring your own Ultrasonics gun.

Q10 Can you create classes to fit my training needs?

Yes. This is done regularly for customers with unique or specific training needs. For example, if you need training on basic vibration analysis but would also like assistance with oil or ultrasonic analysis, course curriculum can be tailored to cover multiple technologies.

Q11 Can I purchase other equipment or items while I am there?

Yes. The Training Administrative Coordinator or Training Supervisor can assist you in purchasing items that you can then hand-carry or have shipped to your facility (available at Knoxville Training only).

Q12 I would like to see other products while I am at training, where do I go?

Consult the Training Administrative Coordinator or Training Supervisor. They will make arrangements for product demonstrations during your break times or before/after training sessions (available at Knoxville Training only).

Q13 What hotels and airline travel arrangements do you recommend?

For Knoxville, Austin and San Diego class locations, we have recommended hotels which offer Emerson rates. Contact 1-800-675-4726 or go to the website @ www.mhm.assetweb.com for hotel information. Please make sure that you reference Emerson when you register to receive the discount rate. Do not purchase non-refundable airline tickets in the unavoidable event that a scheduled training course is cancelled. Emerson reserves the right to cancel any class if the need arises, and cannot be responsible for non-refundable airlines tickets.

Emerson Process Management

Asset Optimization Division

835 Innovation Drive
Knoxville, Tennessee 37932
T (865) 675-2400
F (865) 218-1401

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