



## ETS Tan 2009 Certified Servicer Training Schedule

We are offering weeklong courses for 2009 which will encompass all 3 levels of certification. Dates are listed below.

June	8 <sup>th</sup> through the 12 <sup>th</sup> 22 <sup>nd</sup> through the 26 <sup>th</sup>
July	20 <sup>th</sup> through the 24 <sup>th</sup>
August	17 <sup>th</sup> through the 21 <sup>st</sup>
September	14 <sup>th</sup> through the 18 <sup>th</sup> 28 <sup>th</sup> through Oct 2 <sup>nd</sup>
December	7 <sup>th</sup> through the 11 <sup>th</sup>

- If you have already attended Level I or II, you can schedule just the level(s) you have remaining. If you are registering for Level II or Level III, you must have successfully passed the prior level(s) before enrolling in either one of these courses.
- Unless you have completed the highest level of certification ETS offers, you must successfully attend a course every year to maintain your discount/certification with us. If you do not attend, your discount/certification will be removed as of December 31<sup>st</sup> of the year following your last completed certified course.
- If you are currently a Level III servicer, please call the number listed below to ensure that we have all of your current contact information.

Class details, FAQs, and hotel information are attached.

*For course information or to enroll please call*

**877-528-7681**

or email

[servicetraining@etstan.com](mailto:servicetraining@etstan.com)



## Frequently Asked Questions

Q: What time does training start?

A: Training begins each morning at 8am sharp. If all enrollees are not present, training will still commence at the scheduled time.

Q: How long do the classes last each day?

A: Scheduled class times are 8am-5pm each day.

Q: What is the dress code for the training classes?

A: Dress is casual. You will be working in the plant for a few days during the classes so please wear shoes/footwear with closed toes/heels.

Q: What is the cost of the course?

A: The cost of the course is \$40 per level, or \$100 for the week. This cost is at a per person basis.

Q: What is included in the cost of the course?

A: The course fee includes classroom materials and all snacks/drinks.

Q: How is lunch handled during the course?

A: All course attendees will be given one hour to break for lunch, at a restaurant of their choice. There is a diverse selection of restaurants within a few miles from the plant.

Q: What will be covered during the course?

A: Agendas are available upon request. Please specify which levels you will be attending and all applicable agendas will be emailed to you.

Q: What are the benefits of attending the ETS Certified Servicer program?

A: Servicers who are certified through ETS are eligible for a discount on any parts ordered directly through ETS. They also receive preferential scheduling for all warranty related service calls in their area, as well as the option to bid on installs for salons in their area.

Q: Are there any tools required in order to be an ETS Certified Servicer?

A: Our Engineering department has done extensive research and has determined that all of our ETS Certified Servicers will need to provide a meter(s) that meet all of the following specifications:

- True RMS AC Voltage
- AC Current clamp
- Ability to measure capacitance
- oHm Meter

Prospective servicers will need to provide proof that they own meter(s) with the above specifications in order to complete certification.

Q: Will I be charged if I cancel my registration in the class?

A: All cancellations must be sent to [servicertraining@etstan.com](mailto:servicertraining@etstan.com).

Cancellations received within 30 days or less prior to the scheduled training course will be subject to a 50% cancellation fee to cover any incurred expenses. Enrollees who do not cancel and do not attend are responsible for the full course registration fee. If ETS cancels a course for any reason, refunds will be given to those who were still planning on attending.



## Address information for ETS Tan and Fairfield Inn-Marriott, our preferred hotel

Training is held at our plant which is located at

ETS Tan  
7445 Company Drive  
Indianapolis, Indiana 46237

We do have a corporate rate at the Fairfield Inn-Marriott which is within minutes of the plant. Please tell them ETS referred you when making a reservation in order to receive the corporate rate of \$79 per room, per night. The Fairfield Inn is located at

Fairfield Inn-Marriott  
4504 Southport Crossing  
Indianapolis, Indiana 46237  
800.228.2800