

EPSON®

Certified Training Programme



Brought to you by

 **PartServe**
Channel Support

Welcome to PartServe:

Introduction

PartServe Channel support was appointed by Epson, as the authorized training partner, in South Africa in August 2004. We realize that people are at the heart of your business, and here at PartServe training we want to help you get the competitive edge. We have found that the continual development of our people has improved our performance as an organization. Many clients and centres we have trained have shown an increase in their effectiveness and general employee moral.

Continually updated

This IT sector as we know, is a fast growing, ever-changing industry. Our courses mould and adapt to the changes every step of the way. The way we train is updated and developed using your suggestions and opinions.

Qualification

All attendees of the PartServe courses will have to sit a final test set by Epson in order to be certified as an Epson trained engineer.

Benefits

All certified Epson Engineers are given a specific log on to the Epson Technical web site where service manuals and technical bulletins can be accessed.

Value

Our courses are competitively priced and available for all, with group booking discounts available.

Location

All EPSON courses are run from our Johannesburg Head Office in Sandton, The courses listed are also available onsite at your premises (price on application)

The training team

All EPSON trainers have many years of practical experience in the IT and printing industries, and they use this experience to produce courses with a high level of interaction and practical content.

Bridging the potential gap

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Dot Matrix Series Technical Training:

This Training is intended for the following people:

- Service Engineer
- Epson Express Operator
- Helpdesk Personnel
- Minimum 2 Maximum 4 per course

Duration: 1 Day

This training is currently conducted at the PartServe Head office in Sandton
The Training is also available onsite - price available on application

Contents:

- Products Overview
- Dot Matrix printer head technology theory
- Hardware unit theory
- Disassembly & assembly
- Maintenance procedures
- Service Programmes
- Set-up and Install

Prerequisites for attendance:

Basic PC and engineering skills every delegate attending the course will receive all course materials in either hard copy or electronic version.
Refreshments and lunch are supplied where appropriate

Price:

R3 500.00 + VAT payable in advance per delegate

Schedule:

Please check www.partserve.co.za go to the Epson warranty section for the latest training schedule or alternatively please email or telephone.

Contact Details

Email training@partserve.co.za or Telephone +27112017772

All the current LX/LQ/FX/DLQ Dot Matrix Range are covered in this course:

EPSON Training Booking Form:

Please fill in this form and email it to: training@partserve.co.za or alternately complete this form on the PartServe website www.partserve.co.za look under Epson warranty and training.

Company Name	
Address	
Post Code	
Contact Name	
Telephone Number	
Fax Number	
E-Mail Address	
PartServe Contact	
Delegate Name	
Course Start Date	
No of Days	
Course Fee	

I have read and agree to the terms and conditions detailed on this form.

Name	
Job Title	
Date	
Signature	

Terms and Conditions:

- In the event of cancellation or non-arrival, the customer will be liable for the following charges.
- 10-12 days 10% of course fee, 5-9 days 25% of course fee, less than 5 days 100% of course fee.
- Any notification of cancellation must be received in writing.
- Completed course booking forms must be returned at least 14 days before the course is due to start, failure to complete and return the form will mean cancellation of your booking.
- Courses are invoiced when booking forms received.
- All courses are subject to VAT at the current rate.
- Payment terms are 30 days from date of invoice.
- All courses are run subject to demand and may be cancelled, postponed or re-scheduled by PartServe as necessary.
- An authorized company signatory must validate all bookings.
- PartServe reserves the right to amend the course content at any time