



CARPIGIANI TECHNICAL SUPPORT TEAM TRAINING PLAN

ADVANCED COURSE (GM2)

The purpose of this course is to give participants the knowledge they need to be self-sufficient in troubleshooting and able to provide an optimal problem-solving service and efficient maintenance.

In-depth examination of electrical, electronic and primary refrigeration systems, and the main mechanical components underpinning the function of each machine; troubleshooting and basic problem-solving skills will also be promoted.

The course will also attempt to further customer satisfaction, taking into consideration any requirements that may have emerged during visits, exhibitions, conferences, contact with customers, information requested, complaints, actual customer requirements, failures signalled by end users and incorrect troubleshooting reports.

Only open to those who have attended the basic course or other refresher courses.

Installation in PC (by participants) of specific Carpigiani programs.

- Wdloader
 - EasyDloader
 - Labo tester
 - M16C Flasher
- and practical simulations on machines

Simulators and practical tests

In-depth look at:

- Characteristics and operating logic of machines, programming tables:
 - soft-serve
 - mixing
 - creamers
 - shake&sundae
- Maintenance skills
- Functional control with standard mixes
- Specific questions from participants

Duration: 2 days

Start time on Day 1: 9:30

Day 2: 9:00 – 17:00

Note:

1. Those attending the course must have a good grasp of the basic elements of mechanical, refrigeration and electrical systems.
2. Those attending the advanced and refresher course must bring a laptop computer with serial port or USB-serial
3. Participants of the advanced technical course will be given a certificate (or badge) authorizing them as Approved Carpigiani Service Engineers for one year.