

MSA R.I.T.E. Portable Instruments Maintenance Training Program



Repairing Instruments Training and Education

MSA's Authorized Instrument Service Center program for Portable Gas Detection Instruments

The MSA **R.I.T.E.** Training program is designed for our Channel Partner and end-user repair and maintenance programs. It is intended for technicians, certified by MSA to conduct maintenance and repair of MSA Portable Instruments.

This Authorized MSA Technician Level training program is specially designed for those individuals who are, or will be, assigned to maintain and repair MSA Gas Detection Instruments on a frequent basis and have the mechanical and electrical aptitude, experience and skill-set to perform the work require.

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.

MSA offers classes on-site for our Channel Partner and end-users, or at one of our MSA facilities located in Pittsburgh PA, Chicago IL, Houston TX, Toronto ON, and Edmonton AB.

Requests for private on-site classes will be handled on a case-by-case basis and are dependent on the number of personnel attending and the number of MSA Portable Instruments to be covered.

This *1.5 day* Certified initial 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, maintenance and servicing of the MSA Portable Gas Detection Instruments. This hands-on training will cover calibration, maintenance, application, service and repair and will include all the accessories used with each product.

All attendees are responsible for their registration fee, all travel arrangements including, transportation, meals and lodging for the classes.

Included in the training fee is:

- Conducted by an MSA factory trained instructor.
- Access to the **R.I.T.E.** Repair and Maintenance website.
- Use of all classroom instruments, tools, Calibration equipment and other related hardware.
- Lunch on day 1 and refreshments during breaks.

At the completion of training, each attendee must successfully complete a written examination based upon information presented during the class.

Based upon final examination results and evaluation by the instructor of the attendee's performance during the class, MSA will issue individual certificates and notify the sponsoring organization as to its certification as an MSA Authorized Instrument Service Center.

Class size will be kept at a maximum of eight (8) attendees so as to provide consistent high quality of instruction to each attendee.

Each MSA Authorized Instrument Service Center should appoint a Maintenance administrator for its maintenance and repair program. This individual will be responsible to maintain:

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

MSA R.I.T.E. Recertification is required every 3 years from the last training date printed on the certificate. MSA **R.I.T.E.** Authorized Instrument Service Center's will also be periodically audited by an MSA qualified and trained representative to determine whether the facility is qualified to be re-certified.



*Because every life has a **purpose...***

Requirements for MSA **R.I.T.E.** Authorized Portable Gas Detection Instrument Service Centers

Requests for NEW MSA **R.I.T.E.** "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 on the MSA **R.I.T.E.** Service Agreement and complete the registration form prior to training being scheduled.
- Assure that technically qualified personnel successfully complete the MSA **R.I.T.E.** 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 also apply to the addition of new locations by the parent company of an existing MSA Authorized Instrument Service Center. Once approved by MSA's Sales and Training Departments, all new **R.I.T.E.** facility training is scheduled with a confirming purchase order number or credit card.*



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.



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