

**2010**

## INVACARE SERVICE PARTS TECHNICAL EDUCATION SEMINARS

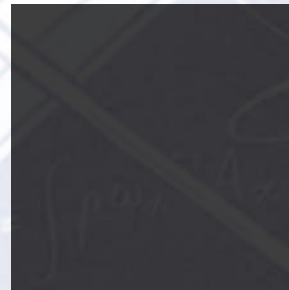
Concentrator Troubleshooting  
& Repair & Invacare® Home-  
Fill® Oxygen System Set-up

Power Mobility Repair &  
Basic Programming

*Invacare Technical Education in conjunction with  
VGM Education is authorized by IACET to offer  
0.6 CEUs for this program.*

Invacare® MK6i™ Electronics  
Rehab Programming

*Invacare Technical Education in conjunction with VGM  
Education is authorized by IACET to offer 0.6 CEUs  
for this program.*



*VGM Education has been approved as an Authorized  
Provider by the International Association for  
Continuing Education and Training (IACET), 1760  
Old Meadow Road, Suite 500, McLean, VA 22102.  
In obtaining this approval, VGM Education has  
demonstrated that it complies with the ANSI/IACET  
1-2007 Standard which is widely recognized as the  
Standard of good practice internationally. As a result  
of their Authorized Provider membership status,  
VGM Education is authorized to offer IACET CEUs for  
its programs that qualify under the ANSI/IACET  
1-2007 Standard. VGM Education is authorized by  
IACET to offer 0.6 CEUs for this program.*



**Invacare Service Parts (ISP)'s Technical Education Seminars** are focused on the Diagnosis, Service and Repair of Invacare Power Mobility and Respiratory products. Intended for service/repair technician's, these "HANDS-ON" Courses are designed to help improve technician productivity by improving their Mean-Time-To-Repair (MTTR) of Power Mobility and Respiratory products.

**Money-Back Guarantee:** If any Provider is not completely satisfied with the content of any of the courses, the provider should contact Doug Marchand at 800-333-6900 ext. 1675 for a refund of their paid registration fees.

### Course 1 – Concentrator Troubleshooting and Repair

*Topics to be covered:*

- ✓ Required Tools and Test Equipment
- ✓ Theory of Operation
- ✓ Product Specifications
- ✓ Hands-On Troubleshooting and Repair
- ✓ Hands-On Compressor Top End Rebuilds
- ✓ Performance Verification and Service Documentation
- ✓ Invacare® XPO<sub>2</sub>™ and SOLO<sub>2</sub>™ Concentrator Functionality and Serviceability
- ✓ Invacare® HomeFill® Set-Up and Troubleshooting

### Course 2 – Power Mobility Repair and Basic Programming

*Topics to be covered:*

- ✓ Required Tools and Test Equipment
- ✓ Battery Maintenance and Charging Requirements
- ✓ Battery and Charger Testing
- ✓ Wire Harness and Fuse Testing
- ✓ Motor, Brake and Gear Box Troubleshooting
- ✓ Motor Brush Inspection and Replacement
- ✓ NX Basic Programming and Troubleshooting

### Course 3 – MK6i Electronics Rehab Programming

*Topics to be covered:*

- ✓ Component Identification
- ✓ Invacare® MK6i™ Electronics Virtual Service
- ✓ SD Card Downloading and Software Updates
- ✓ Optimizing Electronics and Driver Controls
- ✓ Explanation of Performance Adjustments, Calibrations and Standard Programs
- ✓ Electronics Troubleshooting and Understanding Error Codes
- ✓ Hands-On MK6i Electronics Programming
- ✓ Hands-On Set Up and Programming of MK6i Power Seating Controls
- ✓ Hands-On System Troubleshooting

### Web-Based Stationary Concentrator Troubleshooting and Repair

*Topics to be covered:*

- |   |                              |
|---|------------------------------|
| ✓ Required Tools and Test Equipment                 | ✓ Theory of Operation        |
| ✓ Product Specifications                            | ✓ Troubleshooting and Repair |
| ✓ Compressor Top End Rebuilds                       | ✓ Performance Verification   |
| ✓ HomeFill Oxygen System Set-Up and Troubleshooting |                              |

# INVACARE SERVICE PARTS TECHNICAL EDUCATION SEMINARS

**New for 2010** Web-Based Stationary Concentrator Troubleshooting and Repair. This new training offers a solution for those customers who have a new Technician needing training on Invacare® Concentrators. Need Invacare Concentrator Training and there are no Invacare Classes near you? Don't have the time to allow your Technicians to attend an Invacare Class but still need to have them trained? Need a way to provide "Refresher Training" for your experienced Technicians? Upon successful completion of course and course test, a certificate of completion will be issued. Visit our web-site at [www.invacare.com](http://www.invacare.com) to register.

## ISP Technical Education Mission:

- ✓ Provide the BEST technical training in the industry.
- ✓ Provide technicians with real troubleshooting solutions rather than "best guesses."
- ✓ Provide a TRUE hands-on technical training approach (no sales pitches).
- ✓ Provide quality manufacturer training that meets or exceeds funding agencies' requirements for labor reimbursement issues. Earn 6 CEC's or .6 CEU's for each Power Mobility course.

NOTE: Money Back Guarantee: If any Provider is not completely satisfied with the content of any course, contact Doug Marchand for a refund of paid registration fees.

## Improved Technician Productivity can help:

- ✓ Lower service costs
- ✓ Decrease time to diagnose and repair – fix it right the first time
- ✓ Increase number of one-trip fixes
- ✓ Increase customer satisfaction
- ✓ Recoup your education investment
- ✓ Improve your bottom line

## Technician Education Seminars:

- Course 1 – Concentrator Troubleshooting and Repair
- Course 2 – Power Mobility Repair & Basic Programming
- Course 3 – Invacare® MK6i™ Electronics Rehab Programming

NOTE: To Register online visit [www.invacare.com/education](http://www.invacare.com/education).

Service Schools are held on consecutive days in the same city and are intended for Repair Technicians and Delivery/Set-Up Personnel. To receive a course certificate, a test will need to be completed and returned to the Service and Parts Technical Education Department within 30 days of completing the course. Certificates will be awarded to those attendees who achieve a score of 80% or higher. For more information, call 1-800-333-6900 (extension 3885).

## Course Locations and Dates

La Mirada, CA February 9-11

Concord, CA February 23-25

Portland, OR March 16-18

Minneapolis, MN April 6-8

St. Louis, MO April 20-22

Chicago, IL May 4-6

Cleveland, OH May 18-20

Newark, NJ June 15-17

Richmond, VA August 3-5

Nashville, TN August 17-19

Atlanta, GA September 14-16

Orlando, FL September 28-30

Dallas, TX October 19-21

Phoenix, AZ November 9-11



Yes, you can.®

# ISP Technical Education Registration Form

(please complete one form per person and print clearly)

**MAIL: ISP Technical Education Dept.**  
**39350 Taylor Parkway**  
**North Ridgeville, Ohio 44039**  
**Attn: ISP Technical Education**

FAX: 1-440-326-3682 (primary) or 1-440-329-6251 (secondary)

NOTE: Once we receive this registration form, you will get a confirmation letter (via fax) within 72 hours. If you do not receive a confirmation letter within 72 hours, please contact us as soon as possible at 1-800-333-6900 ext. 3885 for verbal and written confirmation. The confirmation letter contains all of the information you will need regarding the class location, hotel address, dates and start times.

Student Name \_\_\_\_\_

Company Name \_\_\_\_\_

### Choose Form of Payment

Invacare OPEN Account # \_\_\_\_\_ P.O.# \_\_\_\_\_

Company Check (Must be pre-paid before course date) \_\_\_\_\_

Visa/MC (An Invacare account is required to bill credit cards) \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Daytime Phone \_\_\_\_\_

Fax Number \_\_\_\_\_

Email Address \_\_\_\_\_

### Choose one or more of the following courses:

Concentrator Troubleshooting and Repair

Power Mobility Repair & Basic Programming

MK6i™ Electronics Rehab Programming

Web-Based Stationary Concentrator Troubleshooting and Repair

**Please Identify Course Location/Dates** \_\_\_\_\_

### Per Person Service School Fees:

	Pre-Registered or Pre-Paid
Fee Web-Based Concentrator	\$99 (Visit <a href="http://www.invacare.com/education">www.invacare.com/education</a> for more details)
Fee Power	\$199 per day
Fee Concentrator	\$199

- Concentrator and Power repair course fees will be combined upon completion.
  - Maximum Class Size per day is 40; classes may be cancelled if less than 20 techs are enrolled two weeks prior to course start date.
- Airfare, hotel and food costs are not included and are the responsibility of registrants.**