

Agent / distributor service training course information – 2010

Overview

Honeywell Analytics provides sales and service training courses for employees, end users, nominated third party Agents and Distributors.

These courses are designed to provide an understanding of Honeywell Analytics manufactured products and services, and how they are used.

For further training enquiries please contact Roger White (Technical Support Manager EMEA) at our Service facility located in Poole, England.

- Telephone +44 (0) 1202 645544 or e-mail HAexpert@honeywell.com
- For company or product information visit our website www.honeywellanalytics.com

Who should attend

Training courses are suitable for both internal and external service personnel who directly interface with end users and intermediaries who use or specify gas and fire detection products or systems.

Upon request potential candidates will be asked to complete and return our questionnaire. This is a mandatory requirement. Failure to comply may result in candidate refusal. Candidates must be direct employees of a Honeywell Analytics authorised Agent/Distributor.

Types of course

Courses available are for Fixed Products. It is recommended that both internal and external service staff attend these courses which cover:

- Properties of gases and vapours
- Principles of detection
- Overview of the Honeywell Analytics product range

Each course subject will contain a short multiple-choice exam paper to determine the level of competency obtained during the course. Upon a satisfactory pass mark of the paper, a Certificate of Attendance will be issued. This certificate is non-transferable and will remain the property of Honeywell Analytics and may be withdrawn at our discretion. This certificate will be valid for a period of 12 months.

Location

The courses are conducted in Honeywell Analytics manufacturing facilities located in Poole, Dorset, England.

Language

Courses will be conducted in English and it is a fundamental requirement that all attendees have a competent level of English. Please note this is an important issue as all exam papers, documentation and instruction are in English.

At our discretion we (Honeywell Analytics) reserve the right to amend or revise the course dates or content.

Complete the *Agent / Distributor Product Training Course Booking Form* and return to Technical Services Admin, HAexpert@honeywell.com. Upon attendees acceptance please confirm with Technical Services Admin, your travel details plus any requirements where you need our assistance.





Training schedule

Agent/Distributor training course dates and times for 2010 have been set as detailed below.

Fixed Sensors and Control Products 5 Day Course:

(Including Sensepoint/
Signalpoint/ Apex/ Midas/
Optima+/ Excel/ System 57)

- 8th-12th March
- 26th-30th April
- 24th-28th May
- 19th-23rd July
- 11th-15th October
- 8th-12th November

Course start times:

- Monday 12.00-16.30
- Tues-Thurs 09.00-16.30
- Friday 09.00-13.00

Length of course

Fixed service training courses to run for the duration and times stated in the box to the left. Each course is limited to a maximum of 8 attendees on a first come first served basis.

Charges

- Fixed product, Poole based, 5 day course, administration charge per 2010 Training Prices Schedule.
- A Purchase Order must be supplied before training courses will be confirmed.
- Courses held outside the Poole facility will be as per the 2010 Training Prices Schedule. Course and candidate charges will be subjected to a 50% discount, all other charges and expenses will apply.

Cancellation or non-attendance

- In the event of a cancellation or failure to attend, the following charges will be applied:
 - Less than 15 working days - 10% of the course fee.
 - Less than 10 working days - 25% of the course fee.

Less than 5 working days - 100% of the course fee.

Failure to attend - 100% of the course fee. Any incurred expenses e.g. taxi, hotel etc will be back charged along with a 15% administration fee.

All the above conditions apply to all training courses.

Training dates may change. Please contact Technical Services for confirmation of dates.

Accommodation

It is assumed that all attendees will arrive on the day prior to the start of training and will leave on the evening of the last day of training. Accommodation will be booked for those days only.

- Attendees requiring accommodation outside that detailed above must e-mail their requirements not less than 10 days before commencement of the course.

Honeywell Analytics has negotiated preferential rates with a number of local hotels. It is the attendee or his organisation's responsibility to settle all accommodation costs at the time of departure, directly with the hotel.

Hotel standard

Depending upon local availability, hotels are typically 3 Star with full en-suite facilities.

- Should any attendee or organisation require an alternative, this must be notified in writing not less than 10 days before commencement of the course.

Hotel costs can typically range from £110 to £145, which includes breakfast and VAT.

Transportation

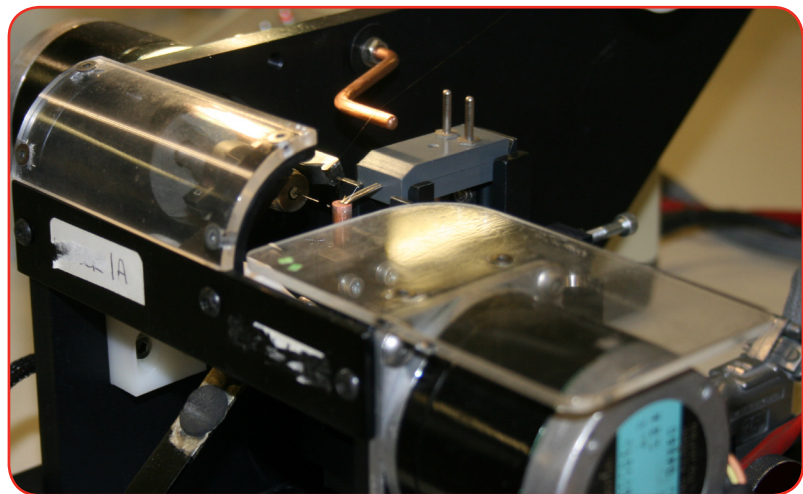
Honeywell Analytics is located on the south coast of England in Poole, Dorset - see local map at the end of this document, the nearest and most suitable airports are:

- London Gatwick (approx 2½ hours drive)
- London Heathrow (approx 2 hours drive)
- Southampton Eastleigh (approx 1 hour drive).

Alternatively, there is a train connection direct from London Waterloo to Poole taking approx 2 hours.

Honeywell Analytics can arrange airport collection and drop off for all attendees upon submission of flight details, this is a chargeable service.

- Please send the following information at least 10 days before commencement of the course:
 - Name of arrival airport
 - Flight number
 - Flight arrival time
 - Name of departure airport



- Any changes to an attendee's submitted flight details or plans must be forwarded to Technical Services Admin, email HAexpert@honeywell.com as soon as possible in order that collection and pick up arrangements can be modified.

It is the attendee or his organisation's responsibility to settle all airport transfer costs directly with the driver on the day and credit cards are accepted.

Local transfers

During your stay we can arrange transport between the hotel and the training facility. If you require this service please advise us within 10 days prior to the course start date. Payment for transport is the responsibility of the attendee.

Meals

Honeywell Analytics will be responsible for organising lunch and coffee breaks during the training and will cover the cost of this.

For evenings, attendees will be responsible for making their own arrangements. We can provide information of local restaurants.

Dietary requirements

It is the attendees or his organisation's responsibility to identify any special dietary requirements that need to be considered, not less than 10 days prior to commencement of course.

Health and welfare

Honeywell Analytics aims to ensure the good health and welfare of all attendees.

- It is the attendee's responsibility to inform Honeywell Analytics of any specific health issues and/or medication being taken that the attendee believes to be important in the event of an emergency. This should be communicated no less than 10 days prior to the commencement of the course.

Emergency contact number

In the event of an emergency, Honeywell Analytics will contact the attendee's organisation in the first instance.

- The attendee is requested to supply an emergency contact name and telephone no less than 10 days prior to commencement of course.

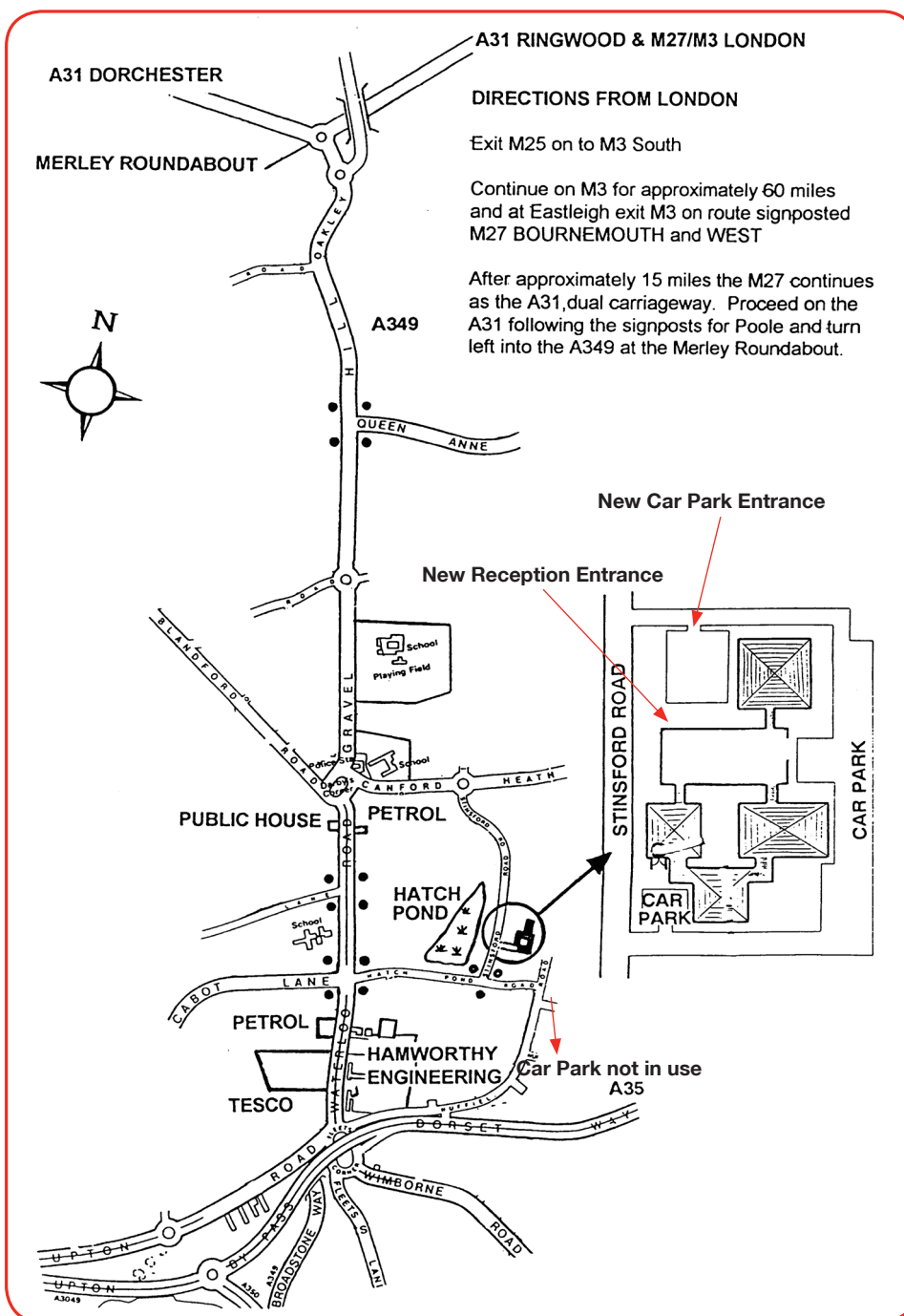
Contact details

Completed Booking Forms and all other enquires should be sent to the following:

- **Technical Services**
Telephone: +44 (0) 1202 645544
E-mail: HAexpert@honeywell.com
- **Roger White**
Telephone: +44 (0) 1202 645535
E-mail: roger.white@honeywell.com



Local Map of the Poole facility



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4 Stinsford Road
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