



Customer Service 2023 Tech Training Event

Schedule

- 9:00 – Welcome & Overview
- 9:15 – Tech Portal Training
- 9:45 – Hands On Work Stations – Rotation 1 (45 Min Rotations – 15 Per Group)
- 10:30 – Hands On Work Stations – Rotation 2
- 11:15 – Hands On Work Stations – Rotation 3
- 12:00 – Lunch Break
- 12:30 – Hands On Work Stations – Rotation 4
- 1:15 – Hands On Work Stations – Rotation 5
- 2:00 – Hands On Work Stations – Rotation 6
- 2:45 – Hands On Work Stations – Rotation 7
- 3:30 – Important Procedures Highlight & Feedback Session
- 4:00 – Departure

Hands On Stations

1. Medallion Gauge Configuration & Pinning
 - Focus – how to configure and set up Medallion gauges for the specific boat set up and how to check / verify pinning when problems occur
2. ITC Lighting Trouble Shooting
 - Focus – how to troubleshoot common problems with RGB lighting systems to identify what needs to be repaired or replaced
3. Chassis Testing
 - Focus – how to correctly perform a chassis test to verify stray current and how to locate what is causing the stray current for repair
4. Battery Set Up & Trouble Shooting
 - Focus – how to correctly connect batteries, use the switch, and troubleshoot issues with the system
5. Viper 3 / Smart80 Set & Trouble Shooting Errors
 - Focus – how to configure and set up Medallion Viper 3 & Smart80 systems for the specific boat set up and how to check / verify pinning when problems occur
6. Sound System Trouble Shooting
 - Focus – how to configure and troubleshoot Fusion system setups
7. Wiring 101
 - Focus – how to test and troubleshoot basic wiring
8. Production Floor / Field Trip
 - Focus – multiple stations / boats on the floor to perform hands on testing and adjustments with
 - Tube Pressure Test
 - Riser Adjustments
 - Gas Tank Pressure Test
 - Bimini Tow Position