

Follett Online Service Training



Live, online technical training conducted by Ernie Tarof, Digital Training Manager for Follett's Healthcare Division, and Paul Gibson, Senior Technical Service Representative.

LEARN

- Installation, start-up and servicing of Follett equipment
- Factory-approved preventive maintenance
- Time and labor-saving techniques for diagnosing and servicing Follett equipment

Register using the links below, or visit follettice.com/service-training-webinars

After registering, you will receive a confirmation email containing information about joining the webinar



Symphony Plus™ ice and water dispensers

Oct. 17, 2023	10:00 am ET	Symphony Plus ice and water dispensers - water systems (75 mins)	REGISTER
Oct. 18, 2023	10:00 am ET	Preventive maintenance for Symphony Plus dispensers (90 mins)	REGISTER
Oct. 19, 2023	10:00 am ET	Servicing Symphony Plus dispensers - electrical system (75 mins)	REGISTER
Oct. 19, 2023	2:00 pm ET	Servicing Symphony Plus dispensers - drive systems (75 mins)	REGISTER



Medical-grade refrigerators and freezers

Oct. 31, 2023	10:00 am ET	Installation and set-up of countertop and undercounter refrigerators and freezers (75 mins)	REGISTER
Oct. 31, 2023	1:00 pm ET	Servicing of countertop and undercounter refrigerators (75 mins)	REGISTER
Nov. 2, 2023	10:00 am ET	Set-up, installation and start-up of upright refrigerators and freezers (serial number J62764 and above) (75 mins)	REGISTER
Nov. 2, 2023	1:00 pm ET	Servicing Follett upright refrigerators and freezers (serial number J62764 and above) (75 mins)	REGISTER

ABOUT YOUR TRAINERS

Ernie Tarof is the Digital Training Manager for Follett's Healthcare Division. He has 42 years of refrigeration experience (29 with Follett) and trains hospital technicians and factory authorized service providers on proper Follett icemaker, dispenser, refrigerator and freezer service and maintenance procedures. He also responds to unusual service issues, making site visits and developing corrective actions. Ernie has worked in roles of technical support, technical writing, service procedures, new product development, and service parts structuring.

Paul Gibson is a Senior Technical Service Representative for Follett's Technical Service Department. He is in his fourth year at Follett and is a retired M.O.S. instructor with 24 years of service in the United States Army. He has more than 30 years of refrigeration experience and assists hospital technicians and Follett authorized service agents with troubleshooting and repairing Follett icemakers, dispensers, refrigerators, and freezers.

When you purchase Follett equipment, ongoing training is provided as part of your purchase.

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801 Church Lane | Easton, PA 18040 USA
1.800.523-9361 | 1.610.252.7301 | folletthealthcare.com

