

# SENNEBOGEN FACTORY TRAINING



**Expert hands-on,  
classroom, and digital  
instruction for:**

Service Technicians  
Parts Personnel  
Machine Operators

Courses provided at no cost to employees  
of SENNEBOGEN customers and dealers

**SENNEBOGEN®**



Including its upper viewing gallery and lower access well, our 3-tiered demonstration bay allows hands-on instruction with working machines, indoors.

## Purpose-Built for America's Best-Trained Service Network

Adjoining our 100,000 sq. ft. US headquarters in Stanley, NC, the SENNEBOGEN Training Center is a wholly self-contained facility built on two levels, with an upper viewing gallery overlooking a large machine bay. This 3-tiered bay allows SENNEBOGEN trainers to bring almost any SENNEBOGEN machine indoors, including an 870 M.

Designed to “firewall” attendees from office and warehouse operations, the center provides class members with a separate entrance and its own kitchen. The main demonstration bay allows hands-on access to full-size machines from all three levels, including an elevated gallery. Meeting rooms and classrooms are all equipped with the computer networking and projection technology required for today's interactive instruction methods.

SENNEBOGEN instructors are all highly qualified specialists in material handling equipment and applications, combining practical field and shop experience with years of instructional expertise.

“ We created a distraction-free classroom environment to keep everyone focused on the training they came for. This is our commitment to you. ”  
Constantino Lannes, President SENNEBOGEN LLC



The Training Center has developed numerous working component models to simulate specific troubleshooting situations.

# THE SENNEBOGEN



LEARNING HUB

Keep your skills up to speed, expand your technical toolbox with remote learning options from SENNEBOGEN. Factory-approved insights and info, anywhere, any time.



## Service

Sign-in for in-person training sessions; access expert troubleshooting guides.



## Policies and Procedures

Get specialized how-to help to look up and order parts, and to submit warranty claims for seamless coverage.



## Administrative Skills

Access free training from Microsoft to upgrade your team's productivity with standard Office documentation and presentation software.

**Use the Learning Hub at no cost!**

**\*Simply call or email to sign up.**

**training@sennebogenllc.com**

**704-347-4910**

\* Access at no charge for authorized SENNEBOGEN dealer staff and customers

**PREVIEW  
OUR VIRTUAL  
WALKAROUND**



# SENNEBOGEN TRAINING PROGRAMS



## SERVICE LEVEL 1

**Course Length:** 5 days

**Course Format:** In-Person (8 per class)

**Prerequisites:** Must complete online prerequisites prior to registration

**Course Description:** This course details proper maintenance procedures following the guidelines of the maintenance manual for all models of SENNEBOGEN material handlers. Operation and safety of the machine are also covered. Factory instructors provide instruction on hydraulic and electrical schematic reading at a level appropriate for experienced technicians, with hands-on sessions including but not limited to setting and checking pressures. Technicians are required to locate faults that have been added to the machine.

**Certificate of Completion:** YES

**Training Material:** Training manuals will be provided in digital format and are free of charge

**Cost:** There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

## SERVICE LEVEL 2

**Course Length:** 5 days

**Course Format:** In-Person (8 per class)

**Prerequisites:** Must complete online prerequisites and Level 1 prior to registration

**Course Description:** This course is designed to further qualify the technician who has previously completed the Level 1 training. Emphasis is placed on more hands-on training including the main control valve, pumps, cooling system, magnet system, and much more; faults will be added to the machines, too.

**Certificate of Completion:** YES

**Training Material:** Training manuals will be provided in digital format and are free of charge

**Cost:** There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

## TREE CARE TRAINING

**Course Length:** 5 days

**Course Format:** In-Person (8 per class)

**Prerequisites:** Must complete online prerequisites

**Course Description:** This course details proper operation and safety of the machine as described in the operator manual. Attendees will also be introduced to maintenance procedures following the guidelines of the maintenance manual. Course content covers reading of hydraulic and electrical schematics (for experienced technicians) as well as hands-on training including but not limited to setting and checking pressure. Technicians are required to locate faults that have been added to the machine.

**Certificate of Completion:** YES

**Training Material:** Training manuals will be provided in digital format and are free of charge

**Cost:** There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

## PARTS TRAINING

**Course Length:** 2 hours

**Course Format:** Online (The Learning Hub)

**Prerequisites:** None

**Course Description:** This course is designed to help parts personnel for SENNEBOGEN dealers to better understand the Parts Manuals and documentation for SENNEBOGEN material handlers, including correct identification of parts as well as procedures and policies for ordering from the SENNEBOGEN warehouse.

**Certificate of Completion:** N/A

**Training Material:** The Parts Training Manual will be provided in digital format and is free of charge

**Cost:** There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

## OPERATOR FAMILIARIZATION

**Course Length:** 1 hour

**Course Format:** Online (The Learning Hub)

**Prerequisites:** None

**Course Description:** This course is designed to familiarize SENNEBOGEN machine operators in the proper methods of working with a SENNEBOGEN material handler. Participants receive virtual reality orientation to the layout and controls in the operator cab, "best practices" for safety and efficiency, lift charts, buttons and switches, indicating lights, warning lights and buzzers, safety cameras, and much more. Daily maintenance practices are also covered.

**Certificate of Completion:** N/A

**Training Material:** Course manuals will be provided in digital format and are free of charge

**Cost:** There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers



SENNEBOGEN is on a mission to maximize your uptime and minimize your Total Cost Of Ownership.

We are committed to leading the industry with unparalleled customer support before and after the sale, throughout the lifetime of your machine.

**Application Support • Parts • Service Training • Attachments • Financing**

1957 Sennebogen Trail  
Stanley • NC • 28164 • USA  
Tel: +1 (704) 347-4910

[www.sennebogen-na.com](http://www.sennebogen-na.com)