

## Training

MCS UK's innovative approach to training provides progress through training.

The reality is that providing the correct type of training will improve your business performance and help develop your staff's skills. This will benefit every body in your Company by improving their understanding of their role within your Company, thereby leading to greater job satisfaction and improving the efficiency of your Company.

Training Key People is the future to your Company's success, and in turn the success of all the staff at MotorClimate UK.

Our training programme has been designed by technicians and Professional Training Instructors with over twenty years of experience on " All makes " of Vehicle Air-Conditioning Systems. The program will provide you with a real feel for what's involved at workshop level. Our training instructors have developed and designed many Vehicle Manufacturers training courses. As we are informed of changes within our industry we make the appropriate changes within our course notes.

We have designed and built a stand alone dedicated training rig with all the working components from a Vehicle Air-Conditioning System. This rig is functional to the point that it performs as per a Vehicle Air-Conditioning system. We have built into this rig various faults that allow our training instructors to establish whether the technicians understand how the system operates, and can accurately trouble shoot the problems presented to them.

The course syllabus will walk you through all aspects of "Hands On " diagnostic and repair procedures. It covers all the necessary theory required to successfully " Diagnose " any Vehicle Air-Conditioning problem in the workshop environment.

Our training program provides an overview of all the key components, and clearly identifies why and how these components fail. All successful Technicians will be issued with a certificate of merit.

Whereas MotorClimate UK operates a very successful busy workshop facility, we have trained many different levels of skilled technicians over the last sixteen years. *We too have many different horror stories to narrate about being convinced to purchase the correct type of equipment for our workshop. We all own different types of equipment that has turned out to be too complex and now is obsolete and collecting dust in the corner of our workshop.*

We understand the urgency for workshop managers to develop their new capital equipment purchase into a productive profit centre. We also understand the problems that can transpire if the incorrect type of equipment is sold into a workshop.

If the equipment does not match the level of skill employed within this workshop. The technician will be intimidated by the complexity of the equipment purchased and will be reluctant to carry out his duties satisfactorily.

A lack of confidence in using this equipment usually leads to customer dissatisfaction long term when the customer's fault reoccurs at a later date.

The end result the technician experiences no job satisfaction, and the workshop will fail to successfully structure a return on its capital investment and probably lose a valuable customer.

The Servicing and Repairing of Vehicle Air-Conditioning Systems is completely new to the majority of the vehicle repair Aftermarket, this in turn requires the use of user-friendly service equipment for the first time user.

With this in mind and putting together all the experience that we have with the different types of Air-Conditioning Service Equipment we use in our Service Department. We have found the " Viper " brand of

service equipment to be the most 'reliable user-friendly' service equipment for the first time or experienced operator.

The training Motorclimate UK provides will give you the confidence to successfully diagnose and correctly repair any vehicle Air-Conditioning System.

No amount of Money can buy you our experience, but the attention to detail and total overview that we have combined in our training program, will provide you with probably the best basis to start from.

Your Success is a tribute to our success in delivering to you the correct type of package and program that suits your budget and Service Department.

### **Technical Support**

Technical help from Motorclimate UK does not stop once you have attended a Vehicle Air-Conditioning Training Course or purchased your Viper service station.

We ensure that you are never on your own should you experience a problem in the field, MCS UK offers ongoing technical support. Our own workshop engineers, who will be in a position to answer your query quickly, support the technical help line.

Our technicians probably have the best all-round vehicle product knowledge in Europe. We share 'repair tips' with other A/C specialists World-wide.

A dedicated Technical support telephone number is provided to all our customers and information from our comprehensive technical library is provided FOC.

Most of the technical questions that we receive can be answered on a one-call basis.

Our competitors do not possess a working knowledge or have the relevant experience to offer the correct type of day to day practical

guidance, in talking technicians through any problems they may encounter in the field.

No other Automotive Air-Conditioning Service Equipment supplier, can directly provide you with this type of “ Piece of mind “ after sales support.