

Follett Live Online Service Training



Live, online technical training conducted by Paul Gibson, Technical Solutions Specialist. Paul is in his fifth 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.

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



Scan for the current list of trainings and to register or visit:

follettice.com/service-training-webinars

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

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

Follett's Service Focus

Direct Technical Service number for troubleshooting and parts assistance

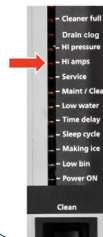
877-612-5086

8 a.m. to 5 p.m. Eastern time, Monday - Friday
On call technician available until 8 p.m. weekdays
From 8 a.m. until 8 p.m. Saturdays, Sundays and most holidays

techsupport@follettice.com



Service Lights



Board trips on Hi amps at 3 amps or zero amps of current draw on gearmotor

- Hi amps and Time delay LED's come on – one hour time delay, then restart attempt
- If second trip occurs within one hour of restart board locks out – reset is required



Upright Control Systems

Upright Refrigerators and Freezers:

Two types of User Interface and Control Systems

Introduced 2/14/2017

Used on units after serial numbers J62764

CPI units are upgradeable to Touchscreen



Touchscreen



Upright P4 Probe Validation

- Adjust the offset value to -0.2°C



- Press the checkmark to accept the change

- The corrected temperature value is now 0.0°C



Follett Learning Management System



Follett's Learning Management System offers on-demand training courses for Healthcare Facility Technicians and Engineers covering the cleaning and sanitizing, maintenance and installation of Follett equipment. Individuals can attain a certificate of competency by achieving a passing grade on a proficiency test available at the conclusion of the course.

REGISTER



Scan or visit:

<https://healthcaretechnician-follettproducts.talentlms.com>

To begin, please follow these steps:

1. To register, click "signup" in the upper right menu.
2. Create a Username and Password.
 - **IMPORTANT:** Your registration will need to be approved by Follett
 - Please register with a company email, not a personal email where possible
 - When your request is approved, you will receive instructions for completing your registration and accessing the on-demand course

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

FOLLETT
HEALTHCARE

Symphony Plus 425 Series
Dispensers:
Water System

★★★★★

Get this course

FOLLETT
HEALTHCARE

Symphony Plus 425 Series
Dispensers:
Preventative Maintenance

★★★★★

Get this course

FOLLETT
HEALTHCARE

Upright Refrigerators
and Freezers with
Touchscreen Controls:
Installation and Startup

★★★★★

**You have this
course**

FOLLETT
HEALTHCARE

Upright Refrigerators
and Freezers with
CPI Controls:
Installation and Startup

★★★★★

Get this course

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