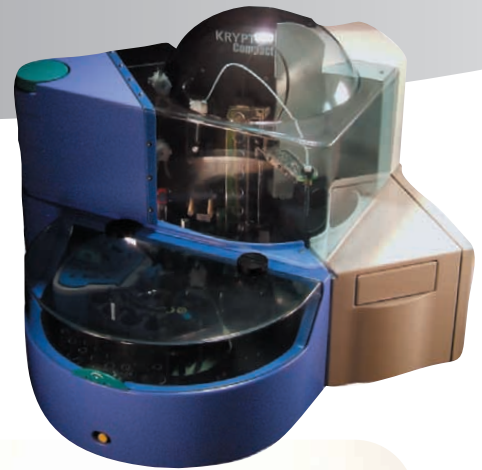


# FSE

## KRYPTOR

Customer Service



The KRYPTOR Technical team offers you a wide range of training programmes to meet your needs.



### KRYPTOR compact Basic Training for new FSEs

#### Prerequisite Requirements:

- Fluent in English
- Electronics skills and medical device knowledge
- IT knowledge

#### Training Objectives:

To prepare Field Service Engineers to handle the installation, maintenance and repair of the KRYPTOR compact.

This includes:

- TRACE Technology
- Installation
- Service activities & technical troubleshooting
- Preventive maintenance
- Complaint handling (Lotus Notes, spare parts processes)
- Introduction to routine work

#### Learning objectives:

- Hardware/software architecture
- Service software (KCD)
- Reading and pipeting technology (theory and practice)
- Troubleshooting
- Service tools (validation tests)
- Spare parts process
- Introduction to new Lotus Notes database

**Training Time: 8 days**



## KRYPTOR compact Basic Training for experienced FSEs

### Prerequisite Requirements:

- KRYPTOR compact training

### Training Objectives:

To prepare Field Service Engineers with prior KRYPTOR classic training, to handle the installation, maintenance and repair of the KRYPTOR compact.

This includes:

- Installation
- Service activities & technical troubleshooting

- Preventive maintenance
- Introduction to routine work

### Learning objectives:

- Description of instrument and sub-assemblies
- Troubleshoot main technical issues
- Use of software service troubleshooting tools (FT, KCD)
- Case studies (demo software / fiaview)
- Spare part process
- Introduction to new lotus Notes database

**Training Time: 5 days**

## KRYPTOR classic Basic Training for new FSEs

### Prerequisite Requirements:

- Fluent in English
- Electronics skills and medical device knowledge
- IT knowledge

### Training Objectives:

To prepare Field Service Engineers to handle the installation, maintenance and repair of the KRYPTOR classic.

This includes:

- TRACE Technology
- Installation
- Service activities & technical troubleshooting
- Preventive maintenance
- Complaint Handling (Lotus Notes, spare parts process)
- Introduction to routine work

### Learning objectives:

- Hardware/software architecture
- Service software (GUI, fdm stand alone)
- Reading and Pipeting technology (theory and practice)
- Troubleshooting
- Service tools (validation tests)
- Spare parts process
- Introduction to new lotus Notes database

**Training Time: 10 days**