

SWISSLOG CUSTOMER SUPPORT BULLETINS

TRAINING, RESOURCES & MANUALS



We proudly offer comprehensive customer training programs at our modern training facility in Denver and on the job site.

In addition, we developed a wide range of instructional tools to ensure your staff is fully prepared to benefit from the most modern pneumatic tube system available today.

Training for Your Facility's Engineering and Maintenance Personnel

Five-day classes are held regularly at our Denver Corporate Training Center. A large part of the program is devoted to hands-on experience where actual equipment is examined and serviced. Our training program is very valuable in enhancing the skills of system maintenance personnel to ensure the long-term performance of the system, quickly resolve user errors, minimize costs associated with service calls and prevent system downtime.

On-Site Training

Swisslog offers on-site training, which covers the operation and servicing of the system and runs for three and a half days. Classes typically start on Tuesday morning and end at noon on Friday.

Train the Expert

Customers designate "experts" within their staff to complete the "Train the Expert" program. The training provides them with the complete knowledge required to train other facility users. A comprehensive instructional training manual and a training video are also available.

System Protocol

Protocol development is critical to a smooth transition and establishes criteria ensuring that your facility complies with appropriate government regulations in order to train hospital employees. A thorough system protocol manual has been developed by Swisslog to be utilized in conjunction with the "Train the Expert" program.

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Resources and Manuals



Contact Us

To benefit from any of our training capabilities, request training resources, or order manuals, please contact Customer Support at 1-800-396-9666 or email: orderentry@swisslog.com.

Swisslog training videos are available to enhance in-service training and new employee orientation of your facility's pneumatic tube system (PTS). The videos demonstrate proper system use, packaging materials available for use with the system, special functions, instructions for programming the station, and shutting down the system in case of a spill.

Ordering Information for Training Resources

Pneumatic Tube System Training Resource CD (Interactive CD for PC)	086-3766-01
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Ordering Information for Manuals

CTS/VLP Operations and Maintenance Manual Set	099-1113-44
CTS-30/Matrix Operations and Maintenance Manual Set	099-1113-71
CTS Train the Expert	099-1113-33
CTS-30 Protocol Development	099-1113-34
TL 2007 Documentation CD	086-3825-01

Due to ongoing improvement programs, Swisslog reserves the right of production or design change without notice or obligation.

For More Information in North America:

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