

Customer Training Request Procedures

1. To request training, please contact our Training Department at training@liftone.net Please provide the following information:
 - a. Company Name and Training Location Address
 - b. Contact Phone Number and Email Address
 - c. Type of Training Class Requested
 - d. Preferred Dates of Training (please provide preferred dates)
 - e. Number of Participants
 - f. Information About Your Location:
 - i. Type of Facility
 - ii. Type of Equipment
2. Once the request is received, the training coordinator will contact your organization to discuss availability, scheduling, and how LiftOne can meet the needs of your organization. Please note: *We will make every effort to accommodate your preferred dates. However, please keep in mind that our Trainers are scheduled on a first come, first served basis. *
3. Once dates are solidified, the training coordinator will email a formal quote. The quote must be signed and returned, with method of payment (PO or Credit Card), to secure your training class.
4. Once your organization provides method of payment and signed quote, a confirmation letter will be sent with details regarding the scheduled training. It is important for customers to communicate facility requirements regarding entry/access to buildings and to ensure a classroom space is reserved for training.
5. The trainer will contact your organization at least one week prior to visit, and he/she will review training specifics.
6. LiftOne has the highest commitment to safety. All equipment must pass its pre-use/pre-shift inspection; must have all up-to-date data plates and Operator Manuals for equipment and attachments. Equipment, **particularly mobile elevated work platforms**, must be current in their annual inspection. Additionally, the RailCar Mover must have an operational and functioning train-air system for training.