2026 Service Schools

Recovery Winches | Planetary Hoists

Product-Focused Service Training Program

Build Technical Confidence. Improve Service Quality. Increase Customer Satisfaction.

Our Service School Training Series is designed to give service and operating personnel the practical knowledge and hands-on experience needed to support BRADEN winches and hoists.

Through a combination of classroom instruction and practical teardown exercises, participants gain a clear understanding of winch and hoist operation, components and service best practices—helping improve uptime and service quality.

This two-part training series concentrates on core product groups—planetary and worm gear recovery winches and planetary hoists—with each course delivered as a focused, two-day session. Training dates are aligned so participants can attend one course or both in a single visit for a complete service training experience.

Strengthen your team's service capabilities with training designed for real-world applications.

Why Attend

- Improve service efficiency and accuracy
- Reduce equipment downtime for your customers
- Build confidence working on critical hoisting and recovery equipment
- Gain hands-on experience
- Learn directly from factory experts

Who Should Attend

- Service technicians
- Service managers
- Technical support personnel
- Field service personnel
- Equipment operators

Program Overview

Participants will learn to:

- Understand winch and/or hoist operation and applications
- Identify key components
- Perform maintenance and inspection procedures
- Access and interpret service documentation
- Troubleshoot and repair common service issues

Activities include:

- Teardown and inspection exercises across multiple models
- Troubleshooting based on real-world scenarios

2026 Class Schedule

Planetary Hoist Service School (Tu/We)

Session 1 — April 7-8

Session 3 — May 12-13

Session 5 — July 28-29

Session 7 — September 15-16

Session 9 — November 10-11

Recovery Winch Service School (Th/Fr)

Session 2 — April 9-10

Session 4 — May 14-15

Session 6 — July 30-31

Session 8 — September 17-18

Session 10 — November 12-13

Details

Classes will take place at the Arrowhead Winch facility in Broken Arrow, Oklahoma. On-site classes may also be arranged at a customer location upon request.

Enrollment

- Visit **www.arrowheadwinch.com/training** to enroll online.
- Enrollments must be made at least 2 weeks prior to class date.

What To Bring

- Clothes and shoes suitable for a workshop environment
- Steel toed boots are highly recommended

Daily Class Schedule (at Arrowhead Winch)

- Please plan to arrive at the Arrowhead Winch front reception area each day by 8:15 am.
- Classes will run from 8:30 am to 5:00 pm on the first day, and from 8:30 am to 3:30 pm on the second day.
- Lunch and snacks will be provided daily.

Recommended Hotels

Hilton Garden Inn
918-940-8444
420 West Albany Street
Broken Arrow, OK 74012
(Request Arrowhead Winch Corporate Rate)

La Quinta Inn & Suites by Wyndham
918-615-3400
451 West Albany
Broken Arrow, OK 74012

Holiday Inn Express & Suites
918-355-3200
2201 N. Stone Wood Circle
Broken Arrow, OK 74012

Stoney Creek Hotel
918-416-8100
200 West Albany
Broken Arrow, OK 74012

Policy

The minimum class size is five students; maximum class size is 15 students. Every effort will be made to accommodate participation requests. However, Arrowhead Winch reserves the right to cancel or reschedule classes based on enrollment.

If an on-site class is requested at a customer location, the customer will also be responsible for the trainer's travel-related expenses including flight, accommodations, per diem and car rental. International training is available upon request—costs will be addressed on a case-by-case basis.

Students attending any of the Service Schools will receive a Certificate of Completion for the course upon scoring 70% or higher on the final exam. Certificates are valid for four years.

Any exceptions to this policy must be approved by Arrowhead Winch management.

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