



Authorized Service Center Offshore Hoist Service Training Program

Build Expertise. Improve Service Quality. Support Critical Offshore Operations.

The Authorized Service Center (ASC) Offshore Hoist Service Training Program is designed to equip service professionals with the knowledge and practical skills required to safely and efficiently install, maintain, troubleshoot and rebuild BRADEN and Gearmatic hydraulic planetary hoists.

Through a combination of in-person instruction, online learning and ongoing technical updates, this structured program ensures ASC technicians stay current with product designs, service procedures and best practices. Participants gain hands-on experience working with common hoist models while learning directly from Arrowhead Winch factory experts.

This program supports Authorized Service Centers in delivering consistent, high-quality service while reducing downtime for critical lifting and hoisting operations in offshore environments.



Who Should Attend

This training program is designed for personnel working with planetary hoist products serving the offshore industry, including:

- Service technicians
- Service managers
- Technical support staff
- Field service personnel
- Offshore crane operators and inspectors

Program Overview

Level 1: ASC Offshore Hoist Service Training

Delivery: In-person

Duration: 4 days

Comprehensive course provides foundational knowledge and hands-on experience with hydraulic planetary hoists.

Participants will learn to:

- Understand planetary hoist design, operation and applications
- Identify major hoist components and their functions
- Interpret service manuals, parts documentation and technical resources
- Perform recommended maintenance and testing procedures
- Diagnose common service issues and perform repairs
- Understand special options and field modifications

Level 2: ASC Continuing Education

Delivery: Online webinars and videos

Duration: 1-2 hours annually

Continuing education ensures trained technicians remain current with product updates and service best practices.

Activities include:

- Annual technical update webinar
- “Tech Tip” sessions
- New product introductions
- Optional advanced training modules

Level 3: ASC Service Training Certificate Renewal

Delivery: Online and in-person

Duration: Approx. 2.5 days

Renewal training reinforces critical knowledge while providing updates on new products and recent service issues.

Participants will:

- Review core concepts introduced in Level 1 training through video instruction
- Complete hands-on training (in conjunction with a Level 1 class)



Details

Enrollment

- Contact Arrowhead Winch Product Service and Training Manager Clint Ross with requested training location and dates: clint.ross@arrowheadwinch.com or 918-402-0428.
- Provide a purchase order number for planned attendance in USD. Multiple students from one company may be covered on a single PO. Final attendance will be invoiced after class is completed.

What To Bring

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

Daily Class Schedule (at Arrowhead Winch)

- Classes will run from 8:30 a.m. to 5:00 p.m. daily, except for the last day of the session. Typically, courses will conclude no later than 3:00 p.m. on the last day to allow students to schedule evening return flights. Be sure to plan enough time for rental car return and check-in.
- Lunch and snacks will be provided daily. One evening meal will also be included.

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 will be sent to the sponsoring Authorized Service Center. Certificates will not be sent to individual technicians unless a written request to do so is received from the sponsor.

The training certificate is valid only at the Arrowhead Winch ASC for which the class was taken. Certificates cannot be transferred if the technician leaves the company. Certificates are valid for four years.

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