



**REMA TIP TOP North America, Inc
Automotive Division**

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EM-Thermopress Training Policy

It is our position that only with proper technical instruction can EM-Thermopress owners maximize their profit potential while pursuing OTR repair business.

New EM-Thermopress Machine Sales

The purchase price of a new REMA TIP TOP EM-Thermopress machine includes installation and training at the customer's location. EM Thermopress training consists of three (3) days addressing the fundamental aspects of tire construction, injury preparation, patch selection, and equipment operations while utilizing REMA TIP TOP's repair system philosophy.

Re-Training Policies

REMA TIP TOP understands that retraining may become a necessary investment due to employee turnover, new tire designs, evolving "tire repair standards" or machine relocation from another repair facility. REMA TIP TOP continues to offer follow-up and refresher training to all Rema EM-Thermopress machine owners.

- Re-training requests must be coordinated through REMA TIP TOP's Customer Service Department, Technical Director and a Warehouse Distributor of the "customer's choice".
- Prior to confirming training/retraining, the Warehouse Distributor is required to verify that the necessary tools and REMA TIP TOP materials are in stock at the customer's site. A recommended "supplies list" is provided by the REMA TIP TOP Technical Director or Territory Manager, unique to the model owned by the customer.
- Condition of the machine must be verified as in "working condition". Integral repair parts needed for the equipment must be ordered and delivered prior to the confirmation of a training date. The Warehouse Distributor will be asked to confirm delivery of machine parts and supplies.
- The Warehouse Distributor must commit one of their sales or technical personnel for (minimum) one day of the EM-Thermopress training to help "manage & maintain" the usage of REMA TIP TOP supplies during the life of the EM-Thermopress machine.
- A minimum of three (3) weeks advance notice is required to coordinate all retraining. Contact your REMA TIP TOP Warehouse Distributor to finalize scheduling and "retraining" fees.
- The end-user/customer must provide at least one technician 100% of the time during the training process. More than one technician is encouraged and preferred so that training information can be collaborated and shared for future use.

German Training

REMA TIP TOP/North America Inc. reserves two weeks annually as Factory Sponsored training weeks in Germany for EM-Thermopress technicians.

Please refer to the REMA TIP TOP website for more details regarding these very special trips.

Visit - www.rematiptop.com/events_trm.php.