

*Simply Improving Your Position*SM is a phrase that means many things to us. One way we help improve your position is by providing useful, hands-on training. We want you to be confident in your ability to service and support your customers when they need you most. As an on-going effort to continuously improve the Raven training experience, we are announcing a new policy regarding our “Service Schools” at the Raven Precision Solutions Center. As part of this policy, we are offering additional training opportunities in 2010 along with an enhanced overall experience. To register, please contact Becky Lyon at becky.lyon@ravenind.com or call 1-800-243-5435. Come join us!

Details of the new process for all North American Service Schools:

- There will be a \$250 charge for each Basic Service School attendee and a \$400 charge for each Advance Service School attendee.*
- Each attendee will be invoiced for their registered session(s).
 - A purchase order is required for payment.
 - Attendees will not be considered registered until the P.O. is received.
 - If a dealer for an authorized Raven distributor wants to attend a training session, the distributor will need to submit a purchase order.
 - Cancellations will be allowed **up to two weeks prior** to the start of the class.
 - Cancellations within the two weeks of course start date **WILL NOT** receive a refund; however, substitutions are acceptable within this timeframe.

The following amenities will be provided at no charge to the attendee:

- Single occupancy hotel room
 - Up to three nights for Basic session
 - Up to four nights for Advanced and other sessions
 - Extra nights at contracted rate will be available for those extending their stay (up to two days prior and two days post scheduled training dates) with the attendee held responsible for payment
 - In-room high-speed wireless Internet
 - Complimentary airport shuttle to hotel
 - Discounted breakfast buffet
- Lunch for each full day of training
- Morning/afternoon snacks and beverages
- USB thumb-drive loaded with Raven information
- A printed and bound training reference guide
- Shuttle service to and from the Raven Precision Solutions Center from hotel each day of training

* No fee will be charged to those attending from outside North America to help offset travel and other costs.

All attendees who complete the full session and pass the final exam will receive a “Certificate of Course Completion”, to document attendance and fulfillment of course requirements.

--- For further information or questions please contact Dan Sieler – ATD Training Manager at dan.sieler@ravenind.com or call 1-800-243-5435. You can also inquire with your Raven sales representative.

2010 Service School Course Descriptions

Basic Service School

This course is intended for Raven Distributors with little or no experience with Raven Products. It is also for those who would like a basic review of Raven products. The course will give you the information you need to recommend and setup a system.

Items covered in the class:

- Understanding of “flow based” application systems and what is needed for it to operate correctly.
- Take the knowledge gained in understanding “flow based” application and apply it to programming of consoles. This is necessary for the proper operation of a system.
- Basic troubleshooting of rate, flow, and speed using consoles and trainers for “hands on” experience.
- GPS “Basics” and the Raven receiver line.
- Slingshot “Basics”
- SmarTrax and SmartSteer Systems, programming, calibration and firmware updates.
- Envizio Pro systems integration and programming basics.
- Accuboom/SmartBoom, AccuRow/SmartRow system implementation and design.
- Viper Pro familiarization for basic setup and operation.
- Autoboom setup and familiarization.
- Cruizer configuration and setup
- Switch Pro Controller
- CAN Systems

Advanced Service School

This course is intended for Raven Distributors with prior experience with Raven Products and those who have previously attended the Basic Service School. **These Advanced Service Schools are not intended for those with little or no experience.*** These courses will include hands on time in addition to the classroom instruction. Each attendee will be able to apply what is discussed and then demonstrate this knowledge in a “real” environment.

Items covered in the class:

- Viper Pro – The new and more advanced features will be covered (setting up no-spray zones and boundaries, Accuboom / Autoboom settings, boom mapping, etc.). The Rbin viewer and reports will also be covered.
- AccuBoom/AccuRow – System setup and design as related to the Viper Pro and Envizio Pro. Planter-specific considerations and how to choose the proper cabling, troubleshooting, etc. will be discussed.
- SmarTrax/CAN SmarTrax/SmartSteer – A thorough understanding of how the system works as relates to prior and current firmware. “Hands-on” breakout sessions to apply calibration and troubleshooting knowledge.
- GPS – Configuring and updating the Phoenix 300 and other Raven receivers.
- Slingshot “Basics”
- Autoboom – Classroom discussion about Autoboom wiring, hydraulic plumbing, various console programming, and troubleshooting methods. Each attendee will then apply what they have learned in the classroom and troubleshoot an Autoboom system for various types of failures. Updating nodes and sensors will also be covered.
- CAN – Classroom discussion of how CAN systems work and troubleshooting methods. Each attendee will then assemble a system and verify its performance. They will then troubleshoot the system with various types of problems while applying what they have learned in the classroom. Correct Power and Ground requirements will also be covered.
- Envizio Pro – This training will consist of more “in-depth” setup and operation of the Envizio Pro’s extra capabilities. Installations and cable options will also be discussed for proper setup. Working with the various reports and how to transfer files will be covered as well.

*Each attendee must have basic knowledge and experience of Raven systems that are covered in Advanced training.

Raven Industries reserves the right to modify course agenda or material presented with no notification to the attendee.

2010 Service School Registration Form

Please complete each section of the registration form below and use a separate registration form for each location:

Company Name & Location: _____

Primary Contact Name & Phone number_____

- Service School Session Dates:**
- Session 1: Advanced--February 16-18, 2010
 - Session 2: Advanced—February 23-25, 2010
 - Session 3: Basic—June 15-17, 2010**
 - Session 4: Advanced—June 22-24, 2010
 - Session 5: International—Date TBD (July time frame)
 - Session 6: Advanced—August 10-12, 2010
 - Session 7: Basic—September 14-16, 2010**
 - Session 8: Advanced—September 28-30, 2010
 - Session 9: Advanced—October 5-7, 2010
 - Session 10: Case—October 19-21, 2010
 - Session 11: Basic—October 26-28, 2010
 - Session 12: Canada—November 2-4, 2010
 - Session 13: Advanced—November 16-18, 2010
 - Session 14: Basic—November 30-December 2, 2010
 - Session 15: Basic—December 7-9, 2010
 - Session 16: Advanced—December 14-16, 2010
 - Session 17: Case—January 11-13, 2011
 - Session 18: Advanced—January 18-20, 2011
 - Session 19: Canada—January 25-27, 2011

Please Print or Type:

Name of Attendee(s)	Phone:	Email:	Session #	Check In Date	Check Out Date

Registration will be limited to 24 people per session for Basic classes and 20 for Advanced classes and is on a first come basis. If session requested is full or the number registered does not meet the minimum, we will contact you to discuss options. **This Basic Service School will run for 3 full days. The afternoon of day 3 will be in-depth Krohne training, taught by a Krohne factory rep.

Information needed for Authorization:

Contact / Authorized Signature: _____

Business Name: _____

Phone #: _____

Email address to send Authorization request (required): _____

Purchase Order : _____ Total Amount: _____

Attn: Becky Lyon, 205 E. 6th St, Sioux Falls, SD 57104 - 1-800-243-5435 (toll free) - 1-605-331-0426 (fax)