

Distribution to: All Domestic Distributors and Service Representatives

Subject: Pacific Home Study Course and Certification Requirement

Bennett is pleased to announce a Pacific Home Study Course. In an effort to support your business and our partnership we are not charging for this course at this time.

An experienced technician can complete the entire course in one (8 hour) day. We suggest that you allow your technician the full 8 hours to complete the course. This will include time to print out all of the manuals from the CD, watch the DVD and take the final exam. Please do not rush the technician; they will need as much time as possible to absorb the information presented in the video.

About the Pacific Home Study Course:

The course comes with wiring diagrams, a user guide and a final exam. You will also receive a CD that will have all of the wiring diagrams and all of the manuals available for this dispenser. The course will come on a DVD. This DVD portion will take approximately 1 1/2 hours to complete.

Prior to taking the Pacific Home Study Course, the technician will need to have been previously certified on the Horizon2. We were able to keep the video down to 1 1/2 hours to complete. The only topics addressed in the video are the differences between the Horizon2 and the Pacific.

You will learn that the electronics of the Pacific is very similar to that of the Horizon2. Both dispensers have the same software packages. There is no difference between the installations of the two dispensers except for the footprints, which can be found in the Installation Manual.

Please see your sales representative for details.

How to get certified:

There are two things that the technician needs to do before receiving their certification number for the Pacific:

1. Be certified on the Horizon2
2. Pass the final exam included in the kit.

If the technician does not accomplish both of these tasks then they will be required to participate in a Pacific Seminar.



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This means that if your technician has not been certified on the Horizon 2 then they will not be able to take the Pacific Home Study Course until that has been accomplished. We still offer the Horizon 2 Home Study Course, which is also free of charge. If the technician has been certified on the Horizon 2 but fails the Pacific final exam then they will be required to attend a Pacific Seminar.

Once your technician has completed everything required to be certified then they will be able to perform the Start-up and perform warranty work for the Pacific dispenser.

For those of you who are currently supporting the Pacific dispenser without a certification number, we will allow you a grace period of six months from the date of this bulletin to get your technician certified. If they do not get certified within that time then you will not be paid for the warranty work performed on the dispenser. Please order the course as soon as possible and have your technician take the exam so that this does not become an issue.

Bennett will continue to offer a Pacific Seminar. This seminar will be announced as the dates become available. The cost will be \$400 per technician. If you are a Distributor who has multiple technicians needing to be certified on the Pacific dispenser then we will travel to your facility for training. This cost will be \$3,500 per seminar. If you prefer to have us at your facility for the training then you will be required to supply the Pacific Dispenser (with Secure Pump Pay), 515 Box, I.C. Box and Ruby terminal. These products will be required to perform the seminar.

Please contact Order Entry (1-800-235-7618) for your copy of the Pacific Home Study Course. The part number is 112892. With the order you must include the technician's Horizon 2 Certification Number. If your technician is not currently trained on the Horizon 2 then you must order the Horizon 2 Home Study Course (107697). Once you receive both courses then have your technician take the Horizon 2 Home Study Course before the Pacific Home Study Course.

If you have any questions, please contact our Technical Support at 1-800-423-6638 or email us at techhelp@bennettpump.com.



Thank you,
Bennett

