MISOROBOTICS

Document Title	Flippy Technician Certification Program
Document Summary	This document provides an overview of how your network of technicians can become certified to troubleshoot and resolve common Flippy Issues

Flippy Technician Certification Program

OVERVIEW:

Miso provides a robust remote support team that is available 24/7 to answer questions or troubleshoot common issues. Occasionally, Flippy may occasionally require onsite technical assistance in cases involving hardware or electrical issues. While Miso provides a network of technicians for Flippy support, some restaurants prefer to have their in-house technicians capable of handling Flippy-related maintenance and troubleshooting tasks.

MISO'S TECHNICIAN CERTIFICATION PROGRAM:

To meet this need, Miso offers the Flippy Technician Certification Program. This program equips technicians with the necessary skills and knowledge to effectively work on Flippy units, ensuring prompt resolution of issues that may arise.

TRAINING OPTIONS:

- **Onsite Training after Installation (recommended):** After the Flippy installation, Miso's installation team will be present onsite. During a dedicated two-hour session, these technicians will receive hands-on training, comprehensively covering Flippy's functionalities, common troubleshooting procedures, and maintenance protocols.
- **Virtual Training Online (available upon request):** Virtual training covers the same curriculum as the onsite session, providing flexibility for technicians who cannot attend onsite training.

TRAINING CURRICULUM:

The Flippy Technician Training Curriculum includes the following:

- **Safety:** Learn how to work safely with Flippy while troubleshooting/resolving issues, and identify safety hazards
- **Flippy Operation:** Learn how Flippy is operated by a user from the touchscreen, and how components are removed and replaced daily for cleaning.
- **Subsystem & Component Identification:** Learn about the different hardware and electrical components of Flippy and how they function.
- **Walkthrough of Common Troubleshooting Procedures:** Learn how to troubleshoot common issues, and how to replace components that require periodic replacement to keep Flippy functioning at its best performance.

CERTIFICATION:

Upon completion of the training program, technicians will receive a certificate. This certificate authorizes them to work on any Flippy unit within their respective establishments.