

## Training Frequently Asked Questions

Where is adjustable speed drive (ASD) training held?

*Training for all ASDs is held at Toshiba International Corporation site located at 13131 West Little York Rd, Houston, TX 77041. The only exception are for custom training at the customer's specified location.*

Where is UPS training held?

*Training for all UPS classes are held at 10435 Okanella St., Houston, TX 77041. The only exceptions are for custom training at the customer's specific site.*

How do I enroll for ASD classes?

*Send an email to [TIC-Service@toshiba.com](mailto:TIC-Service@toshiba.com) with specific equipment or class for which training is desired, number of students and desired dates.*

How do I enroll for UPS classes?

*Email UPS training form to [rick.valenta@toshiba.com](mailto:rick.valenta@toshiba.com).*

I enrolled but did not get a confirmation. How can I get confirmation for requested class?

*ASD Class: email [TIC-Service@toshiba.com](mailto:TIC-Service@toshiba.com) or call 713-466-0277 ext. 3522*

*UPS Class: email [rick.valenta@toshiba.com](mailto:rick.valenta@toshiba.com) or call 855-803-7092 ext. 3992*

How late can I enroll prior to scheduled class date?

*Two weeks prior to scheduled class start date for in-person training at Toshiba International Corporation locations in Houston. Custom on-site classes require a minimum of four weeks minimum due to shipping requirements.*

What are the start and end times for classes?

*Classes start at 8:30 AM and end at 4:30 PM with an hour for lunch each day. Class requirements may allow or necessitate adjustments after the first day. Students may arrive early however the lobby at the West Little York facility does not open until 8 AM. NOTE: the last day of class ends at 4:30 PM, please plan your travel arrangements accordingly.*

What about lunch?

*Lunch is provided for all classes daily. If you have dietary requirements, we request you contact us so we can plan accordingly at [TIC-Service@toshiba.com](mailto:TIC-Service@toshiba.com) for ASD classes or [rick.valenta@toshiba.com](mailto:rick.valenta@toshiba.com) for UPS classes.*

What is the cost of a class?

*Course tuition fees vary by class. Please contact [TIC-Service@toshiba.com](mailto:TIC-Service@toshiba.com) for ASD class prior or for custom training quotes.*

How do I pay for classes?

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*If your company has an account with Toshiba International Corporation, you can pay via Purchase Order. Purchase Orders will not be billed until after schedule class completion date.*

What if I need to cancel my attendance?

*Cancellations with less than 14 day notice will incur a cancellation penalty. A no-show penalty will apply if the student does not show for class and did not cancel in advance.*

What is included in the tuition?

*Tuition includes the following; training materials, manuals, writing and notetaking materials and lunch. Coffee, soft drinks and water are provided for classes.*

What is not included in the tuition cost?

*Transportation to/from Houston, to/from hotel to training facility and living expenses.*

What do I need to bring?

*A laptop is recommended for all ASD classes. Field Service classes typically provide software and cables required for connection to equipment specific to course. When software is installed during class, we can help to ensure it is working correctly prior to the end of the class. Be aware your company's IT restrictions may prevent installing software or drivers' necessary to connect to equipment. Field Service classes require FR rated shirt and pants as well as safety shoes during portions of the class. No shorts, short pants or open toed shoes or crocs are allowed.*

What if I have additional questions?

*ASD Training questions: email question to [TIC-Service@toshiba.com](mailto:TIC-Service@toshiba.com)*

*UPS Training questions: email [rick.valenta@toshiba.com](mailto:rick.valenta@toshiba.com)*