



# Commercial Service Bulletin 2010 Customer Service Training

February 9 & 10, 2010  
Location: Nottawasaga Resort, **Alliston, Ontario**  
Speaker: Carl Osterhaus, Toro Education Manager

### **Toro Groundsmaster Series 4500, 3500 & Reelmaster 5410 Mowers, Hydraulic & Electrical Systems**

- Diagnosis, troubleshooting and preventative maintenance.
- Spindle and deck design and their impact on maintenance.
- Roller service, unit setup and performance improvement techniques.
- Schematics and operation.
- Electrical systems maintenance.
- Hydraulic system maintenance.
- The process of problem solving.

February 24, 2010  
Location: Turf Care Products Canada, **Newmarket, Ontario**  
Speaker: Glenn Burgess, Bernhard Express Dual

### **Express Dual Grinders**

- Grinder maintenance and care.
- Cutting unit grinding techniques and set up.
- Bedknife grinding angles and attitudes.
- Post grinding checks and reassembly.

March 10, 2010  
Location: Turf Care Products Canada, **Newmarket, Ontario**  
Speaker: Walter Steffler, Kubota Canada

### **\*Kubota Diesel Engines**

- Injector pumps and turbo maintenance.
  - Optimizing power and fuel efficiency.
  - Hands-on troubleshooting.
- \*Register early as there is limited registration for this event.

March 16, 2010  
Location: Turf Care Products Canada, **Montreal, Quebec**  
Speaker: Glenn Burgess, Bernhard Express Dual

### **Express Dual Grinders**

- Grinder maintenance and care.
- Cutting unit grinding techniques and set up.
- Bedknife grinding angles and attitudes.
- Post grinding checks and reassembly.

March 18, 2010  
Location: Turf Care Products Canada, **Montreal, Quebec**  
Speaker: Malcolm Starkey, Turf Care Mobile Technician

### **Toro Hydraulic & Electrical Systems**

- Schematics and operation.
- Electrical systems maintenance.
- Hydraulic system maintenance.

March 25, 2010  
Location: Turf Care Products Canada, **London, Ontario**  
Speaker: Darren McKinley, Turf Care Mobile Service Technician

### **Toro Hydraulic & Electrical Systems**

- Electrical systems.
- Hydraulic systems.

March 30, 2010  
Location: Turf Care Products Canada, **Newmarket, Ontario**  
Speaker: Don White, Turf Care Mobile Technician

### **Assistant Technician Day**

- General equipment maintenance procedures.
- Cutting unit technology.
- Fundamentals of electrical and hydraulic systems.

March 31, 2010  
Location: Turf Care Products Canada, **Newmarket, Ontario**  
Speaker: Matt Prettchet, National Training Advisor, Yamaha Golf Car Company

### **Yamaha Golf Cars - Drive and 'G' Series**

- The seasonality of maintenance schedules.
- Battery maintenance and care.
- Fuel and chargers, the check list.



### **Seminar Agenda**

8:30 a.m.	Registration
8:45 a.m.	Introduction
9:00 a.m.	Class Instruction
12:00 p.m.	Lunch
12:45 p.m.	Class Resumes
3:30 p.m.	Review applicable service bulletins & general discussion.

### **Registration**

Registration fees will be refunded if we receive 48 hour cancellation notice. Registration includes continental breakfast, lunch and information materials.

### **Register by:**

Mail: 200 Pony Drive  
Newmarket, Ontario  
L3Y 7B6

Fax: 905-898-6347

E-Mail: [superservice@turfcare.ca](mailto:superservice@turfcare.ca)

Registration Fees (excluding February 9 & 10 & March 30)  
\$50.00 + GST per day per registrant

February 9 & 10  
\$180.00 + GST per registrant  
Accommodation Included

March 30  
Complimentary



## Count on it.

REGISTRATION FORM

Company Name: \_\_\_\_\_

Registrant name(s): \_\_\_\_\_

#1 \_\_\_\_\_ Seminar Date \_\_\_\_\_

#2 \_\_\_\_\_ Seminar Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code \_\_\_\_\_

### **Method of Payment:**

VISA       Mastercard      Expiry Date: \_\_\_\_\_

Card Holder Name: \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_

Cheque (payable to Turf Care)      OR

Charge Turf Care Account # : \_\_\_\_\_