

**The  
World Class  
Helmet Repair  
Maintenance  
Training  
Program**



**Cairns®**

**Serving the Fire Service Since 1836**

2010 North American Training Program for  
**MSA Cairns® Fire Helmets**  
Maintenance, Service and Repair



*The Safety Company*

# The MSA Cairns® Fire Helmets Repair Training Program

This **MSA** training program is specially designed and developed to address the **MSA Cairns Fire Helmets** repair and maintenance requirements of our Fire Service Channel Partners and Fire Service end-users.

The **MSA Cairns Fire Helmets** repair training classes should be attended only by those persons who are, or will be, assigned to inspect, maintain, and repair **MSA Cairns Fire Helmets** on a *frequent basis* and have the mechanical aptitude, experience, and skill-set to perform the work requirement.

Successful completion of the **MSA Cairns Fire Helmets** repair training class certifies an organization as an Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center.

The **MSA Cairns Fire Helmets** repair training classes will be offered at the MSA Training facilities in North America. Advance registration and confirmation of acceptance are required. Payment of the training classfee is required at time of registration. It is non-refundable, unless the class is cancelled by MSA, in which case a minimum two-week notice will be given.

The **MSA Cairns Fire Helmets** repair training class takes approximately 4 hours to complete.

At the completion of the 4-hour training class, each attendee must successfully complete a written examination based upon information presented during the class. Based upon the examination results and the instructor's evaluation of the attendee's performance during the class, MSA will notify the attendee's organization as to its certification as an Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center. **Attendees are responsible for their training class fee, transportation, and lodging for the class.**

Included in the fee are:

- The hands-on repair and maintenance training class, conducted by an MSA factory-trained and qualified Instructor
- Access to, and use of, a variety of helmet samples, hand tools, and repair materials
- An **MSA Cairns Fire Helmets** Maintenance Manual with support material
- A tour of the MSA facility
- Lunch and refreshments during breaks in the training

Class size will be limited to a maximum of eight (8) attendees so as to provide consistently high-quality instruction to each attendee.

## **IMPORTANT!**

Each Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center must appoint an administrator of its maintenance and repair program, who will have the responsibility to maintain:

- The proper facilities, equipment, and personnel to provide quality service on **MSA Cairns Fire Helmets**
- The appropriate up-to-date manuals, tools, and other equipment needed to perform helmet maintenance and repair in accordance with MSA's current instructions and procedures
- The quality of its service at the highest level possible

After three (3) years, and every three years thereafter, each Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center will be audited by an authorized and qualified MSA Representative to determine whether that facility is qualified to be re-certified for an additional three years. Recertification will depend upon that Center's:

- Having the necessary tools, replacement parts, adhesives, and paint
- Having certified repair persons with the skills and equipment required to properly maintain and repair **MSA Cairns Fire Helmets**

After six (6) years, and every six years thereafter, each of the certified repair persons working at the Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center must attend a **MSA Cairns Fire Helmets** repair training refresher class.

*\*Pricing valid through 12-31-10*

# Requirements for MSA Cairns® Fire Helmets Repair Centers

**MSA Cairns Fire Helmets Repair & Maintenance Centers must receive authorization from MSA's Regional and Corporate Management and must comply with the following requirements:**

- Provide facilities, equipment, and competent personnel to meet MSA service standards.
- Assure that **MSA Cairns Fire Helmets** maintenance personnel successfully complete the **MSA Cairns Fire Helmets** repair training class under the instruction of an MSA Authorized and Qualified Instructor.
- Assure that the required equipment (tools, etc.) is purchased prior to class attendance.
- Will not appoint or use any sub-agent or subcontractor for the purpose of providing service on **MSA Cairns Fire Helmets**.
- Assign a Maintenance Program Administrator who shall ensure that:
  - › The Maintenance Center complies with **MSA's** procedures and recommendations
  - › **MSA** Manuals and support materials are kept current
  - › Maintenance and repair questions are communicated to **MSA** for resolution
  - › The quality of the Maintenance Center meets or exceeds **MSA's** minimum service standards
  - › **MSA** is notified immediately of any changes regarding the ability of the Maintenance Center to meet the Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center requirements or maintain its status as an Authorized **MSA Cairns Fire Helmets** Repair & Maintenance Center

**Important:** *These requirements will apply to the addition of any **new MSA Cairns Fire Helmets** Repair and Maintenance facilities by the parent company of an existing Authorized Repair & Maintenance Center.*

## **2010 CAIRNS FIRE HELMET REPAIR CLASS**

To register for a class, please complete the registration form or contact C.A.R.E. Administrative Support  
Toll Free 866-347-6093 | Direct Line 412-967-3438 | Direct Fax 412-967-3235 | Email [CARE@MSAnet.com](mailto:CARE@MSAnet.com)

# MSA Cairns Fire Helmets Repair Training Registration

**IMPORTANT: Registration is preferred at least 30 days prior to the class date.**

Date (Month/Day) and location of desired **MSA Cairns Fire Helmets** Repair class.

1st Choice: Date \_\_\_\_\_ Location \_\_\_\_\_

2nd Choice: Date \_\_\_\_\_ Location \_\_\_\_\_

Name and Address of your Company (Please PRINT)

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

(Distributors Only) MSA Account Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

Quantity & Type of MSA Cairns Fire Helmets at your organization:

\_\_\_\_\_  
\_\_\_\_\_

Are you willing to host a training class at your location by providing a training room? \_\_\_\_\_ YES \_\_\_\_\_ NO

Payment: \$250.00\* per person per 1/2 day class. An invoice will be mailed, or you can use your credit card.

Card Type: \_\_\_\_\_ Visa \_\_\_\_\_ MasterCard \_\_\_\_\_ AMEX \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Card Number: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

**IMPORTANT: Registration form must include payment information for all persons registered from your organization.**

Register by Phone or Fax: **Phone: 1-866-347-6093**  | **Fax: 412-967-3235**  | \*Pricing valid through 12/31/10

**Note:** This bulletin contains only a general description of the products shown. While uses and performance capabilities are described, under no circumstances shall the products be used by untrained or unqualified individuals and not until the product instructions including any warnings or cautions provided have been thoroughly read and understood. Only they contain the complete and detailed information concerning proper use and care of these products.



**Corporate Headquarters**  
P.O. Box 426, Pittsburgh, PA 15230 USA  
Phone 412-967-3000  
[www.MSAFire.com](http://www.MSAFire.com)

**U.S. Customer Service Center**  
Phone 1-877-MSA-FIRE  
Fax 1-800-967-0398

**MSA Canada**  
Phone 1-800-672-2222  
Fax 1-800-967-0398

**MSA Mexico**  
Phone 01 800 672 7222  
Fax 52-44 2227 3943

**MSA International**  
Phone 412-967-3354  
FAX 412-967-3451

