

## RESOURCE ENGAGEMENT FOR MSA SMART HOOK SUPPORT



### Placing Orders for MSA Smart Hooks

Place directly with MSA channel partner / PIT manufacturer.



### Delivery Information

Contact the channel partner/PIT manufacturer that the order is placed with.



### Technical Support

Smart Hook Launch support kits will be provided to each Amazon site. This kit includes instructional videos for connection and use, user manuals, and inspection guides.

A dedicated email address has been created at [amazon.support@msasafety.com](mailto:amazon.support@msasafety.com) and a dedicated microsite/landing page has been added to the [MSAsafety.com](https://www.msasafety.com) website.

Or call 1-800-MSA-2222, and press 2 for technical support.



### Training

MSA designed custom training collateral for Amazon. The courses will include:

- Smart Hook Train-The-Trainer (1-hour video training). Designed for operations and safety leadership. No charge.
- PIT Installation (5-minute video and installation manual). Designed for PIT installation teams. No charge.
- Competent Person for Equipment Inspection (3-hour virtual or in-person certified training). Designed for site safety and SMEs. Fee based.
- Smart Hook user level training (30-minute video). No charge

To schedule training, contact MSA's Training Department at [training@msasafety.com](mailto:training@msasafety.com).



### Account Management Support

For overall account management support contact Victor Vendetti at [victor.vendetti@msasafety.com](mailto:victor.vendetti@msasafety.com)