



The Safety Company



MSA Service Partner Guidebook

Your guide to the MSA Service Partner program, criteria, tools and resources

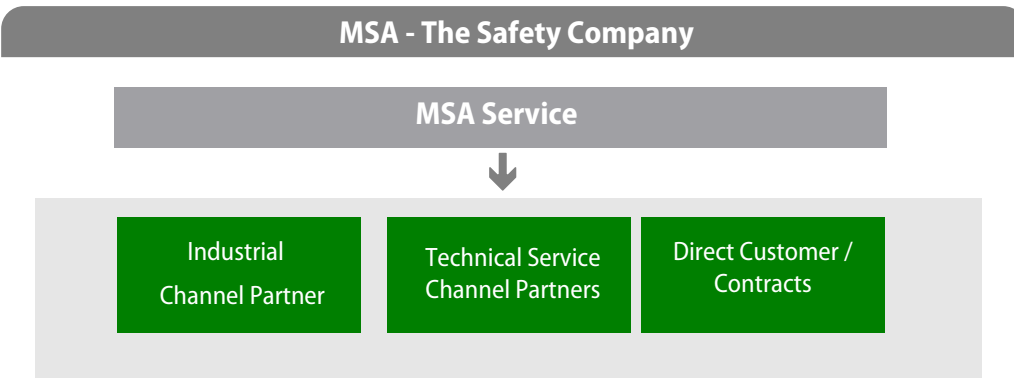
Partner Program

MSA is an organization fully committed to protecting the health and safety of our customers, and we spend countless hours developing, testing, and evaluating our products to ensure we achieve our goals, But we've never forgotten who we are, or who we work for: our customers. Their satisfaction and safety are our top goals, every day.

Service Partner Program

MSA's Channel Program works together for the benefit of all who contribute throughout our partner ecosystem. We are dedicated to maximize the value for our Sales Partners and customers by encouraging Sales Partners to explore enterprise business market opportunities and promote MSA's brand.

MSA Service Partner Structure



MSA in Australia and New Zealand partners with Channel Partners that align with our vision to protect the health and Safety of customers. Along with our Channel's, MSA is committed to ensuring that MSA Technical Equipment Ranges are supplied and supported for our valued end users. Providing our equipment users with the highest level of technical service support and ensuring they have resources provided to allow for safe and correct use (as per manufacturer) is vital.

Registering as a MSA Service Partner

The MSA Service Partner section of the website provides access to MSA information and systems. You can apply for registration Online. After completing registration and approval, Service Channel Partners can start doing business with MSA and be authorized to access more resources.

To become a MSA registered Service Channel Partner, your company must be registered with the appropriate authorities and pass MSA's eligible criteria.



For more information, visit: au.msasafety.com/service

How to Qualify to be a MSA Service Partner

MSA is committed to ensuring that any client with our equipment ranges is provided a guarantee for quality service outcomes: product range in SCBA, Gas Detection equipment, height safety equipment, respiratory equipment and oxygen self-rescuers. The expectation is that our Channel Partners deliver measurable and sustained benefits to MSA equipment users whilst ensuring compliance and operational readiness of MSA critical life-saving equipment.

MSA Australia Service Department is an OEM Service Centre and provider located in Sydney, NSW. The prime purpose is to support all major End User Contracts, providing end to end after sales service and technical support to our Qualified Technical Channel Partners.

Eligible

MSA Industrial Channel Partner

Register your interest Online or Contact your local sales/commercial representative.

MSA Direct Service Customer

Register your interest Online or Contact MSA Service Department.

MSA Service Technical Channel Partner

Qualification to become an MSA Service Channel Partner requires that a score of 50 points be achieved based on the Service Channel Partner Criteria Table.

Application Process



 For more information, visit:
<https://au.msasafety.com/service>

*MSA reserves the right to change any aspect of this program at any time.

Service Channel Partner Criteria Table

1.	Minimum Annual Purchases from MSA \$100,000 AUD	25 points
2.	National or regional footprint (minium 2 states with service centre/s located within this footprint)	15 points
3.	Minimum one technician per location	10 points
4.	Certified Quality System ISO9001:2016 Certified Quality System – MSA requires proof of quality-endorsed company independently assessed each year. MSA wishes to know that the systems and processes your facilities employ ensure safe work practises and risk assessments are completed prior to any job being started ensuring a safe outcome is always achieved for your staff and customers.	10 points
5.	NATA Certified Accreditation Relevant Nata Certified Accreditation for processes related to the MSA equipment ranges intended for service within your facilities.	10 points

*Once the registration details have been submitted, MSA Technical Team & Service Department will review and get in touch.

Product Training

Portables Instruments Training (Level 1)	<ul style="list-style-type: none">• Basic Training on Inspection, Service, Testing & Calibration on all MSA Altair Pro's, 2X, 4X, 4XR, 5X, 5X-IR, 5X PID, Automated GX2 System and Safety I/o Familiarization.• Online Assessment• Duration 1 Day
Portables Instruments Training (Level 2)	<ul style="list-style-type: none">• Includes Level 1 Training• OEM Certified Technical Training for Channel Partners• Sensor Configuration, installing sensor datasheet patches (Non Xcell sensors), reset to factory, firmware upgrades• Troubleshoot, Repair on MSA Altair Pro's, 2X, 4X, 4XR, 5X, 5X-IR, 5X PID, Automated GX2 System and Safety I/o• Familiarization and installation• Online & Practical Assessment• Duration 2 Days
SCBA Technical Training	<ul style="list-style-type: none">• OEM certified Training for SCBA – New Service Partners: M1 SCBA Platform & Legacy Partners: AirMaxx, AirGo, AutoMaXX DV, 3S FM, Ultra Elite FM & M1 SCBA Platform & Specialized Legacy Partners : G1 SCBA Platform• Technical training to cover respiratory function, air purifying respirators and air supply respirator familiarization products & TecBOS / Tech 2, SmartCheck Test bench.• Duration 2 Days
MERIT Lite Training	<ul style="list-style-type: none">• OEM certified MERIT Lite Technical training for channel partners• Annual Recertification of all Workman (Winch/Rescuer/SRL)• Major Service and Repair of all Workman (Winch/Rescuer/SRL)• Duration 2 Days
Latchways Product	<ul style="list-style-type: none">• OEM certified for annual Recertification of all Latchways SRL & V-Tech Range• Repair of all Latchways SRL & V-Tech• Duration 1 Day

*Please contact MSA Service for more information



For all partner related enquiries:

MSA ANZ Service Department

Email: aus.service@msasafety.com

au.msasafety.com/service

Customer Service: 1300728672

Office Phone: 02 9688 0321

Office Phone: 02 9688 0386