

Technical Service Training: New from E.I. Training Division



Technical Service Training

Technical support in our industry often follows a familiar pattern. You discover an issue with your peening machine. You call EI, and troubleshooting begins over the phone. You uninstall the MagnaValve and ship it back to EI for evaluation. The MagnaValve is evaluated, but the problem can't be replicated. You finally reinstall your freshly calibrated MagnaValve — only to discover that the issue originated elsewhere in the machine! Downtime stretches. Frustration grows. Production schedules are affected.

Recognizing this cycle, EI's Training Division developed the Technical Service Training (TST) program – a curriculum designed to equip OEM engineers and advanced service technicians with the knowledge and hands-on skills necessary to properly install, calibrate, troubleshoot, and repair MagnaValves in their own regions.



Samuel successfully identifies an in-line obstruction to flow.

CURRICULUM OVERVIEW

Technical Service Training goes beyond product familiarity. Conducted by Bryan Chevrie, Lead Engineer, and Mark Ingram, Senior Engineer, the program provides comprehensive instruction covering:

- Overview of the MagnaValve product lines
- Appropriate media selection
- Plumbing, mounting, and wiring
- Calibration and operational procedures
- Troubleshooting and basic repairs



(Left) Samuel practices electrical installation of a MagnaValve. (Right) Samuel shows off a successful installation.



Students learn to use the terminal program for calibration.

Through a combination of written instruction and hands-on exercises, technicians learn techniques that promote flow

Get Up To Speed On Rotary Flap Peening

with training from the experts



Rotary flap peening is ideal for peening small areas on new or repaired parts. The process can be done in the field, eliminating the time-consuming and expensive disassembly and transportation of components.

Rotary flap peening is one of the fastest-growing shot peening methods—it's effective, economical and fast.

EI Shot Peening Training offers one-day on-site training programs for companies and military bases that want to expand their rotary flap peening skills.

Our rotary flap peening training will:

- Help you achieve a controllable process
- Increase your operators' skill
- Demonstrate how to achieve compliance to specifications and standard practices, including **AMS2590A**
- Expand your use of this productive process

Our training program is beneficial to operators, supervisors, inspectors and application engineers.

FAA mechanics are eligible for training credit.
Ask us for more information.

1-800-832-5653 (U.S. and Canada) or 1-574-256-5001
or visit www.shotpeeningtraining.com



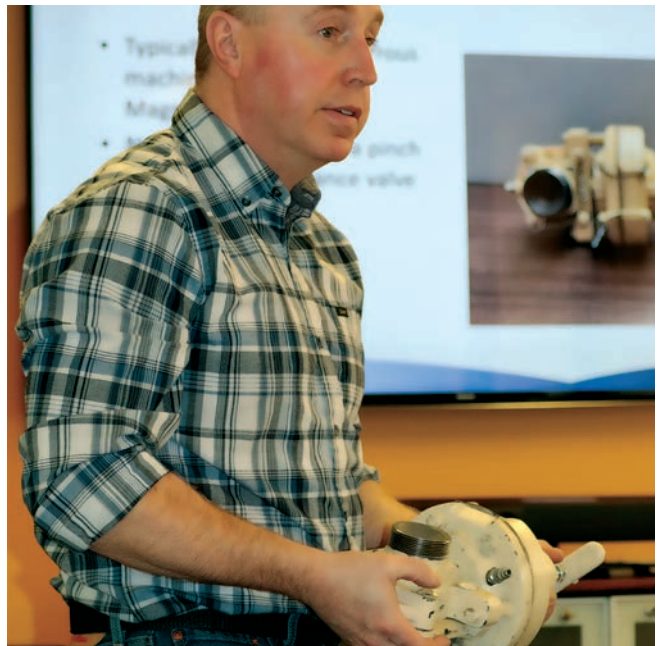
Get rotary flap peening training from the company that knows how to do it right. Dave Barkley is the Director of EI Shot Peening Training and one of EI's rotary flap peening instructors. Mr. Barkley was the author/sponsor of AMS 2590 Revision A—"Rotary Flap Peening of Metal Parts." He is also the recipient of the 2020 Shot Peener of the Year award.



The inaugural training class poses with instructors after certification.



Mark demonstrates E.I.'s mini test stand, where new technicians are trained on operation.



Bryan Chevrie showcasing common devices installed alongside MagnaValves.

stability from the earliest stages of peening machine design. They review examples of correct installations, common mistakes, and optimized configurations. They then learn how the MagnaValve adapts to different machine parameters, which allows them to accurately diagnose the source of a problem.

“This training ensures OEMs have a local technician who can calibrate and install in their local markets, reducing downtime for operators,” said Bryan Chevrie, Lead Engineer at EI. “End users and maintenance technicians can learn proper installation and troubleshooting techniques to ensure equipment setups are optimized.”

SMALL CLASS SIZE, PRACTICAL IMPACT

The training is conducted in a small-group format, allowing participants to bring real-world challenges from their facilities and receive expert feedback tailored to their applications. This interactive format connects product engineering with field experience.

The inaugural training welcomed Samuel Khaw, a technician from Surface Preparation Engineering in Singapore, along



The inaugural training class poses with instructors after certification.”

with Ben Gan, Senior Asia Sales Agent at LTH Machinery Pte Ltd. Both participants were trained on the current MagnaValve product family.

“Being more proficient with your products opens doors for the design of our own products,” said Samuel. “We see applications outside of aerospace where this will give better control on the finishing of their products.”

From a sales perspective, Ben noted:

“We sell by part number or model, but this provides more detail for what we are selling. We will be able to answer customers’ very basic technical questions. If it is too complicated, I can pass them along to the technical team for the customer.”

Technical Service Training is designed primarily for engineers and advanced service technicians at OEM peening machine builders. The program will take place at EI’s facility, where the required equipment and instrumentation are available. Participants will receive a certificate upon completion, denoting them as Certified MagnaValve technicians. Class sizes will be limited to preserve the interactive format. Organizations interested in scheduling a session are encouraged to contact EI Sales to arrange training dates.

The Technical Service Training Program opens up new possibilities in MagnaValve support — building stronger local expertise, reducing downtime, and enhancing process reliability worldwide. ●

