



Authorized Balcrank Installer

**Thank you for participating in  
Balcrank's ABI program!**

## **PLEASE SAVE THIS DOCUMENT FOR YOUR RECORDS**

Thank you for your interest in becoming an Authorized Balcrank Installer (ABI).

The Authorized Balcrank Installer (ABI) training program is focused on training installers and service technicians of all distributors in the areas of:

- Proper pump and system commissioning
- Factory recommended practices for component installations
- Repair and maintenance
- Warranty procedures

*Our mission is to help you provide the best possible experience for the end-user.*

### **ABI training can be accomplished in two ways**

- Visit our factory and attend the technical service school that is offered multiple times throughout the year. Completing this course fulfills the program completion requirements.
- Complete the training program online. Complete a series of online courses consisting of videos & quizzes. Passing scores for each course will be credited to the program completion requirements.

### **ABI Toolbox**

- Balcrank has created the ABI Toolbox to guide you through the process of becoming an Authorized Balcrank Installer. This dedicated secure Toolbox gives you access to program details, videos, quizzes and support documents.
  - a. Visit the ABI toolbox to register and begin classes

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## **Accessing the ABI Toolbox**

1. Visit Balcrank.com and select the login page
2. Enter in the following access information

**Your username is: Balcrank Installer**

**Your password is: ABI2019!**

**Please Do Not Change the Password or Username**

If you have issues logging into the ABI Toolbox, please contact Rachel Hoeft at [rhoeft@balcrank.com](mailto:rhoeft@balcrank.com).

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The online course is recommended to be completed in the following order:

1. Warranty training: registration, policies and filing a claim
2. RP700: Recommended practices for the design and maintenance of fluid distribution systems
3. Oil Pump Commissioning
4. Grease Pump Commissioning
5. Panther/Tiger service
6. Lynx HD 5:1 service
7. Lion 450/600 service
8. Centerflo pump service
9. CenterFlo CF 50 service
10. DR Meter service
11. Hose Reel service
  - a. Evolution
  - b. Classic
  - c. Premium
  - d. Reel installation

Passing scores for each course will be credited to the program completion requirements. ABI Authorization will be given when all 11 courses have been completed.