

Terex Bid-Well Service School Information and Frequently Asked Questions

The 2012 Spring Service School Dates:

April 26th and 27th

Or

May 2nd and 3rd

Thank you for your interest in the Terex Bid-Well Service School. Our school provides an excellent opportunity for new and veteran operators, supervisors and engineers to train on the use of Terex Bid-Well Automatic Roller Pavers.

The school is two days in length, providing the student with a comprehensive understanding of the setup, operation and troubleshooting of Terex Bid-Well equipment.

Day 1 will consist of a series of lectures that will cover:

- Machine Set up
- Bridge paving applications
- Texture and curing applications
- Controller adjustment and troubleshooting
- Skewed deck applications
- Screed rail and chair set up
- Road, highway and airport paving applications
- Thin bonded overlay applications
- Slope and canal applications
- A multitude of other topics

The first day of class will be held at the Best Western Ramkota Hotel in Sioux Falls, SD.

Day 2 will consist of a demonstration pour using a Terex Bid-Well paver on or around the Terex Bid-Well campus in Canton, South Dakota. The students will receive hands on training in the setup and operation of a paver for a standard pour as well as the set up and operation for a skewed pour. After lunch on the second day the students will be given a tour of the Terex Bid-Well campus.

Frequently Asked Questions:

Q: What is the cost of the school?

A: Tuition is \$200 per student; we request that all payments be made by credit card on the registration form. If you are not comfortable paying with your credit card over the internet please contact us at 1-800-843-9824.

Terex Bid-Well
PO Box 97
Canton, SD 57103

Tel +1 605 987 2603
Fax +1 605 987 5023
www.bid-well.com
www.terexrb.com

WORKS FOR YOU.™

Q: What hotel should the student stay at?

A: The first day of class is held at the Best Western Ramkota Hotel & Conference Center in Sioux Falls, SD and we ask that attendees stay there. When making room reservations please state that you are with the Terex Bid-Well Service School and you will receive a discounted room rate. To make reservations you can visit the Best Western Ramkota online at <http://siouxfalls.ramkota.com/> or at 605-336-0650.

Q: Is there a limit to how many students I can send to the school?

A: No there is not. Registration is on a first come first server basis for the first 50 registrants.

Q: What airport should the students fly into?

A: Joe Foss Field (FSD) in Sioux Falls, SD.

Q: Do I need to rent a car for the students?

A: The Best Western Ramkota will provide a shuttle from the airport to the hotel. On the second day Terex Bid-Well will provide transportation from the hotel to the Terex Bid-Well Campus in Canton, SD. The students do not need to rent a car for the school itself, and the hotel can provide transportation via shuttle around Sioux Falls if needed.

Q: Will the students have to purchase their own food?

A: Terex Bid-Well provides several meals during the school. Coffee and donuts, Lunch and Dinner will be provided on the first day, and Coffee and donuts and lunch on the second day. The dinner on the first evening will also include a Casino night where prizes will be awarded to attendees as well as complimentary drinks.

Q: What should I do if I need to cancel a reservation to the school?

A: Refunds must be requested within 14 days of the school for a full refund.

Q: I don't feel comfortable paying with my credit card over the internet, is there another way to pay for the school?

A: Credit card transactions are not processed through the Terex website, all credit card information is processed at Terex Bid-Well by our accounts receivable staff. If you do not feel comfortable providing your credit card information over the internet please contact Aron Sweeney, Service School Coordinator at 1-800-843-9824. Please do not fax a credit card number to Terex Bid-Well.

Q: We do not have a credit card; can I pay with a check or a PO?

A: In order to maintain our records we prefer that you pay with a credit card. If this is absolutely not possible we will accept a PO. Please do not send a check with the attendee.

Q: One of the students that I registered is not going to be able to attend; can I substitute that person and send someone in their place?

A: Yes you can, please contact Aron Sweeney at 1-800-843-9824 if this happens. It is very important that we maintain an accurate registration list for multiple reasons; any changes in the roster must be noted prior to the school. If you will be substituting a student please notify Terex Bid-Well prior to 14 days before the date of the school or the student may not receive a certificate of completion.

Q: The students will be late because of a delayed flight, snow storm, meteor strike, etc, what should I do?

A: Please contact Aron Sweeney at 1-800-843-9824 if a student will be late.

Q: What time does the school end on the second day so I can schedule the return flight?

A: Generally the second day of class is over by 4pm Central time. The location of the second day of school is approximately 40 miles from Joe Foss Field in Sioux Falls. If you are scheduling a flight for the evening of the second day please give ample time to get to the airport.

Q: Can you provide me with an invoice/receipt for the service school tuition?

A: Yes we will provide them on request

Q: What clothing should the attendees bring?

A: In the spring and fall in South Dakota there is always the threat of poor weather. We recommend that students come prepared. The average temperatures in South Dakota in April range from a daytime high of 54 degrees to a nighttime low of 28 degrees. In October the average daytime high is 63 degrees and the average night time low is 35 degrees. In the event of poor weather the completion of the demonstration pour will be left to the discretion of the instructors. We also ask that attendees dress appropriately to participate in the hands on demonstration.

Q: What are the hours of the school?

A: On the first day registration will begin at 7am and lecture will run until approximately 6pm. On the second day the bus will leave for the Terex Bid-Well campus at approximately 7am and return to the hotel approximately 5pm.



If you have any further questions, comments, concerns or feedback please feel free to contact:

Aron Sweeney
Service School Coordinator
P: +1 605 987 2603
TF: 1 800 843 9824
C: +1 605 630 0175
aron.sweeney@terex.com

or

Dean Johnson
Service Manager
P: +1 605 987 2603
C: +1 605 366 1376
dean.m.johnson@terex.com

WORKS FOR YOU.™