HYOSUNG

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TECHNICAL TRAINING BULLETIN

Date: May 18, 2022

To: All Hyosung Distributors and Authorized Service Dealers

From: Hyosung Training Department

Subject: 2022 3rd & 4th Quarter Training Schedule

We are pleased to announce the Hyosung Training Classes for the 3rd & 4th Quarter of the 2022 calendar year. Masks are recommended for the attendee but not required for attendance.

For the FI & TCR Training Classes (In Person or Regional or Webinar), they are now only offered to those companies that are a part of the Hyosung Authorized Reseller (H.A.R) Program. Any questions pertaining about the H.A.R. program need to be directed to Sales@nhausa.com.

For those that want to attend a class for the ability to order Spare Parts via the www.NHATM.com website, you will only be able to order Retail ATM Spare Parts going forward. If you want the ability to order FI or TCR Parts you will need to speak with the Parts Department at Parts@nhausa.com and go from there with them.

Regional Class Travel has opened up again. Any questions about this please email NHATraining@nhausa.com.

Note: We have moved to a paperless based class, so attendee's must bring a computer/tablet that can send & receive emails along with their charger to class, we have Wi-Fi Access at the training center.

- **In person Classes at Irving Facility open to everyone**
    - **Retail ATM Training**
        - **Cost: 4 Days for $1,300.00**
        - This course covers the architecture behind Hyosung Retail ATMs. Basic installation, startup programing/bring live, diagnostic troubleshooting and modular replacement for all Retail ATMs will be covered. Loading Software is also covered. Models discussed will include all current production and legacy ATMs (Firmware Based, Win CE 5.0 and Win CE 6.0)

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- **In person Classes at Irving Facility for H.A.R. Company's Only**

  - **Financial (FI) ATM Training**
    - **Cost: 5 Days for $3,300.00**
    - This course covers the architecture behind Hyosung Financial ATM's & ITM's. Basic installation, software installation & configuration, diagnostic troubleshooting and modular replacement will be covered for all FI ATM's & ITM's including the current production models with Bill Recycling Modules. Models discussed will include all machines that operate Windows 7 and/or Windows 10.

  - **Teller Cash Recycler (TCR 500 & 500s)**
    - **Cost: 3 Days for $2,500.00**
    - This course covers the architecture behind Teller Cash Recyclers with the Hyosung MS 500 & 500s TCR's. Basic TCR installation, software installation & configuration, diagnostic troubleshooting and modular replacement will be covered for the TCR. (Third party software will *not* be covered in the class.)

- **Other Classes**

  - **Regional Offering's**
    - **Cost: $3,400.00 per day & $100 per student**
    - Hyosung can build courses that fit specific training needs and can accommodate regional training offered at a customer site. Courses can be designed from a la carte selections based on module configurations and model types to fit specific customer situations. ****Subject to Restrictions & Trainer availability****

  - **Webinar Courses'**
    - **Cost: $475.00 for first 3 hours & then $60.00 per hour**
    - Hyosung can build courses that fit specific training needs and wants without having to arrange travel for multiple people. Courses can be designed from a la carte selections based on module configurations and model types to fit specific customer situations. ****Subject to restrictions & Trainer availability****

CONTINUE TO NEXT PAGE FOR CLASS SCHEDULES

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Training Schedule 3rd & 4th Quarter of 2022

Note: We have moved to a paperless based class, so attendee's must bring a computer/tablet that can send & receive emails along with their charger to class, we have Wi-Fi Access at the training center.

Retail ATM Training

August 8th to 11th

October 10th to 13th

December 5th to 8th

Financial ATM Training

July 25th to 29th

August 22nd to 26th

September 26th to 30th

October 24th to 28th

November 14th to 18th

December 12th to 16th

Teller Cash Recycler Training

July 11th to 13th

September 12th to 14th

November 7th to 9th

All classes will be from 8:30am to 5:30pm

Please confirm with the training department before making travel plans.

NHATraining@nhausa.com

CONTINUE TO NEXT PAGE FOR TRAINING CENTER LOCATION

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All classes will be held at:
Hyosung, Inc.
6641 N. Belt Line Rd.
Suite 100
Irving, TX 75063

Lunches will be provided each day*

*Vegans - we strive to meet the dietary needs of each student, however, we are unable to guarantee that all of our caterers provide foods that have not been contaminated with non-vegetarian or non-vegan foods during storage, preparation, cooking or display.

It is our intent to conduct all the classes listed on this schedule; however, any class is subject to postponement and/or cancellation with a 5-calendar day notice.

- **Cancellation Policy:** Once a class has been confirmed, all cancellations must be received at least 7 calendar days prior to the start of class or you will still be responsible for the Tuition Fee. However, you will be eligible to register for a future class at 50% of the then tuition cost.