



Technical Support and Training for Jacobsen Machines in Asia-Pacific

Glenn Wright, Jacobsen's Technical Training Manager

- **Glenn Wright** has over thirty years of experience in the golf industry, and has been with Jacobsen for more than 10 years.
- Based in Singapore, Glenn is constantly travelling to meet with and train our distributors and customers across the Asia-Pacific region.
- Glenn also attends annual refresher training seminars and interacts with Jacobsen Engineers in the UK and Charlotte, USA to keep abreast of the latest updates for machinery and to share the needs of customers in Asia-Pacific with Jacobsen's Product Development team.



For more information about Jacobsen's Technical Support and Training in Asia-Pacific, please contact Glenn Wright at gkwright@pacific.net.sg
Or call on Mobile +65 96168562

When you buy Jacobsen, you're buying much more than machines!

Jacobsen's Technical Training Manager works with factory-trained distributors to ensure that all Jacobsen customers in Asia-Pacific receive:

Professionally installed machines

Extensive training to operate and maintain machines to ensure optimum performance

On-site advice on workshop facilities and equipment

Professional machine installation

- Performed by Jacobsen's factory trained distributors
- Final assembly and operations check of machines before delivery
- Delivery to customer
- Explanation of all Jacobsen warranties and guarantees
- Spare parts requirements

Extensive training to operate and maintain



Glenn Wright conducting Operator Training at Lakeside GC, Kunming China

machines

- For operators: Jacobsen's distributors will train your operators in the correct use of machines to provide the best performance on your turf
- For technicians: Our distributors will train your technicians on preventative maintenance for machines, including,
 - Cutting units and how to keep them sharp at all times for best possible quality of cut.



- Appropriate service intervals for oil changes and other machine service
- Hydraulic and electrical systems on the machines.

On-site advice on workshop facilities and equipment

- The experienced Jacobsen team can help design and streamline maintenance facilities.
- We can help you with tool lists and associated equipment, including sharpening systems.



Newly set up workshop facility in Thailand -- Hydraulic lift being correctly used in Thailand -- Portable tool box well stocked with various tools

Jacobsen Distributors

- Jacobsen distributors have been carefully chosen based on their ability to service customers throughout the lifetime of our products. Jacobsen has distributorships in 14 different countries throughout Asia-Pacific.
- Every year, distributors are audited to ensure they continually achieve or exceed Jacobsen standards of Customer Care. This includes auditing their spare parts stock, their warranty actions and their workshop facilities.
- Jacobsen distributor's service personnel also regularly visit Jacobsen University, the company's flagship training facility in Charlotte, USA, to upgrade their skills and learn about the latest technology.

Classes at Jacobsen University, Charlotte NC USA



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