



Work Truck Solutions Training Guide

Build Skills, Pride and Loyalty.

The Go-To Training That Creates Competitive Value

Together, we can build next-level customer experiences that deliver true competitive advantage.

Build Employee Skill — Create strong value

Build Pride — Deepen motivation and reduce turnover with strengthened staff confidence, proficiency and the satisfaction of excelling in operations, install, and service

Build Loyalty — Retain and win repeat customers through buyer trust and strong relationships deepened at every touch point

EnPak® Training Paths

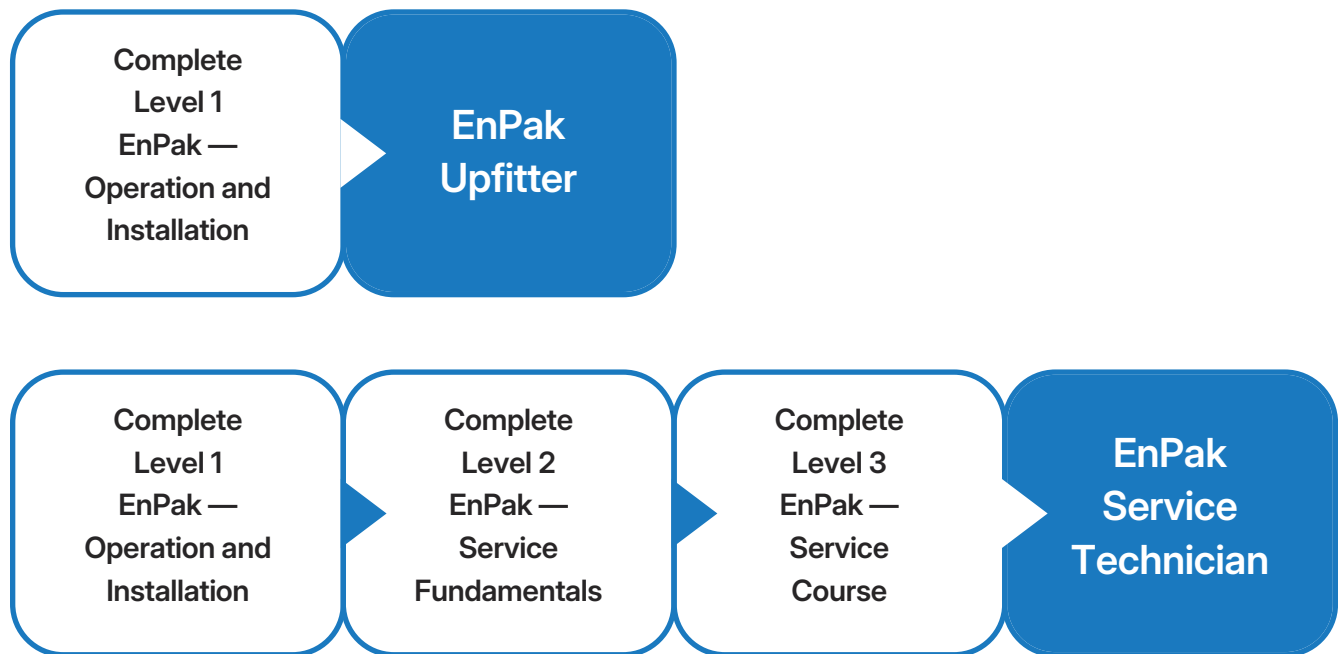
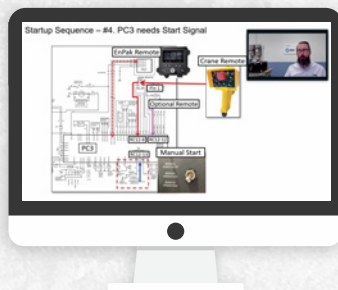


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What to Expect

This structured training program is designed to build skills progressively, combining flexible online learning with advanced hands-on or virtual instruction. Technicians gain practical real-world knowledge they can use in the field.



On-Demand (e-Learning)

Module and video content for foundational and extended learning

- Self-paced learning
- Completion documented to your training records

Virtual Instructor-Led Training (vILT)

Our industry leading trainings are provided via computer using live instruction and demonstrations

- Live discussions and demonstrations
- Instructor led
- Completion documented to your training records

In-Person Learning

Traditional face-to-face learning in the classroom and lab

- Instructor led
- Completion documented to your training records

Level 1 EnPak® — Operation and Installation (Online)

Goal: Learn the basics of operating and installing EnPak equipment.

Who — Anyone looking to get started with EnPak installation and service

Delivery — On-demand through online Customer Portal

Duration — Seven self-paced classes (approximately 90 minutes)

Refer to [Accessing Level 1 and 2 Self-Paced Courses on page 7](#) for more information.



Level 2 EnPak® — Service Fundamentals (Online)

Goal: Learn the fundamentals of servicing and troubleshooting equipment.

Who — Technicians who want to complete EnPak service training
(prerequisites: existing/in-process Service Agreement and Level 1 course completion)

Delivery — On-demand through online Customer Portal

Duration — Six self-paced classes (approximately 2.25 hours)

Refer to [Accessing Level 1 and 2 Self-Paced Courses](#) on page 7 for more information.

Level 3 EnPak® — Service Course (In-Person or Virtual)

Goal: Troubleshoot and repair EnPak systems:
startup, output (generator and weld), compressor, and hydraulics.

Who — Final step to become an EnPak service technician
(prerequisites: Level 1 and 2 course completion before being able to register for this course)

Delivery — Choose in-person or virtual course

Duration — In-Person: Three days – \$300 Virtual: 4 half days – \$200

Note: We strongly request at least one technician per location/company/dealership attend in-person courses.

Refer to [Enrolling In Level 3 EnPak — Service Course](#) on page 8 for more information.

Note: Certification for all Levels expires after two years. For Level 1 and 2 recertification the courses need to be retaken.
For Level 3 recertification only the exam must be retaken.

Create a Customer Portal Account

To ensure you have access to the most up-to-date information, Miller has a Customer Portal. This tool offers Miller resources for your team in the areas of sales, service, training, and marketing at a click of a button.

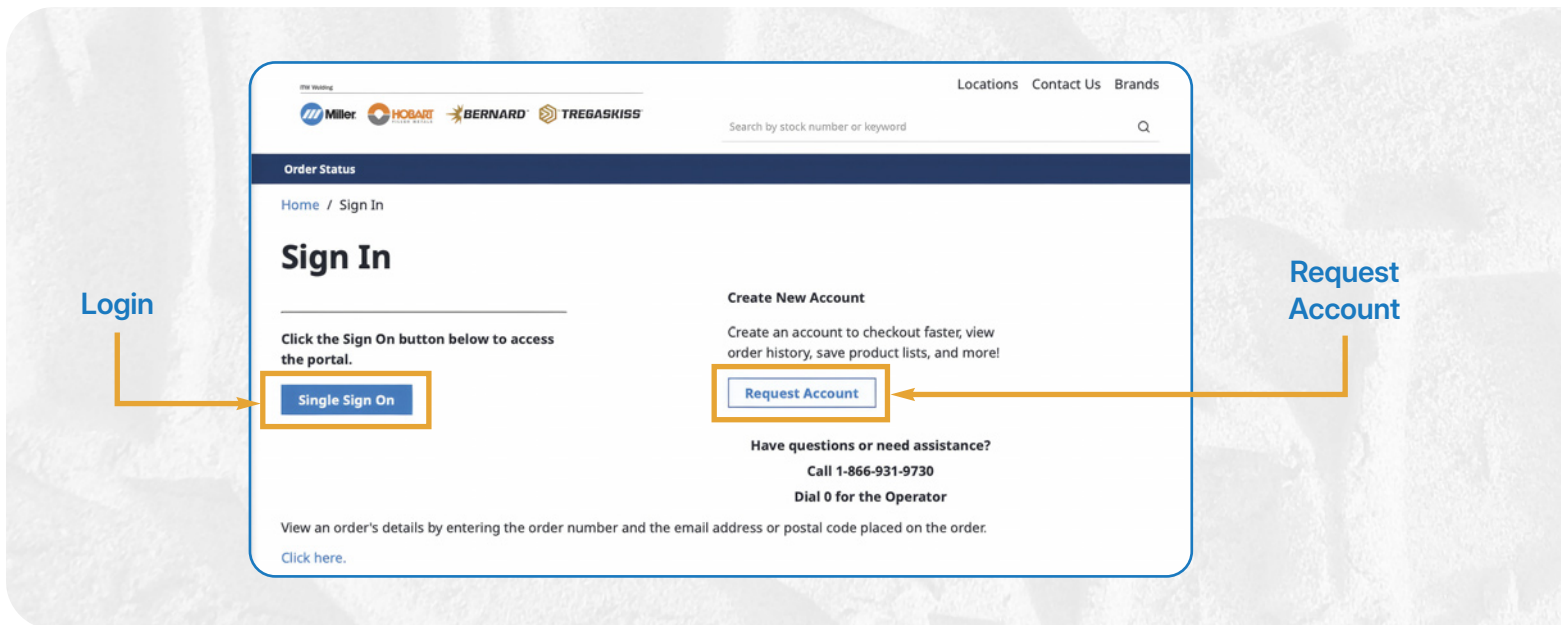
Customer Portal gives you access to:

- Check price, availability, and order status online
- Submit warranty claims online (once Level 3 training has been completed)
- Access information 24/7 — especially helpful for those working second and third shifts

To register for a Customer Portal account follow the steps below:

1. Visit <https://partners.itwwelds.com> to request an account
2. Enter your personal and login information
Note: Make sure to select the right job title (Mechanic/Service Tech — Work Truck/Upfitter) in order to get assigned the correct training path. Also, if you are a new upfitter please use a generic account (#049779 and zip code 54914), but if you are adding a technician, use your assigned customer number and zip code.
3. Read the agreement and check the box (wait 24 hours for account to be activated)
4. Visit <https://partners.itwwelds.com> to login
5. Enter your email and password then click login

If you have any issues with registration or login, please call the Partner Hotline at 1-888-489-3787.



Accessing Level 1 and 2 Self-Paced Courses

To access courses follow the steps below:

1. Log in to Customer Portal (see page 6 for tutorial — **accounts take 24 hours to be activated**)
2. Under Training in the navy blue banner, click My Status and Training Modules
3. Click on the Level 1 EnPak® — Operation and Installation to begin training
4. Click on the Level 2 EnPak® — Service Fundamentals to continue training

The image shows a sequence of screenshots from the EnPak Customer Portal. The first screenshot is the main dashboard, which features a 'Level 1' callout pointing to the 'Level 1 EnPak - Operation and Installation' course card in the 'Ongoing' section. The second screenshot is the 'Level 1 EnPak - Operation and Installation' course page, which includes a 'Level 2' callout pointing to the 'Level 2 EnPak - Service Fundamentals' course card in the 'Ongoing' section. The third screenshot is the 'Level 2 EnPak - Service Fundamentals' course page, which lists various technical manuals and training modules. The EnPak logo and a wrench and screwdriver icon are visible in the top right of the course pages.

Course Registration Options

After completing Level 1 and 2, click on Level 3 to register for upcoming course dates.

Completed

7

EnPak



Level 1 EnPak - Operation and Installation

6

EnPak



Level 2 EnPak - Service Fundamentals

Ongoing

2



Level 3 - EnPak Service Class

28 May 2026

Learning path

5



Work Truck Troubleshooting Courses

Learning path

Not started

Level 3

Note: All dates are for example only and are blurred. See website for current course schedule.

Courses in this learning path



EnPak Service Training Class (in-person)

Existing training:
 - EnPak Service Training Class (in-person) (Classroom & Hands-on Lab Activities / Oct 15, 8:00 am - Oct 17, 4:00 pm CDT / Appleton, United States)
 Oct 15, 8:00 am - Oct 17, 4:00 pm / Appleton, United States / \$ 300

Enroll



EnPak Service Training Class (virtual)

Existing training:
 - EnPak Service Training Class (virtual) (Learning path / Oct 7, 8:00 am - Oct 10, 12:00 pm CDT)
 Oct 7, 8:00 am - Oct 10, 12:00 pm / \$ 200

Enroll

Enrolling In Level 3 EnPak® — Service Course (In-Person or Virtual)

Choose to take either the in-person or virtual course.

IMPORTANT: Level 1 and Level 2 courses must be completed before enrolling in Level 3.

In-Person Course

Spend three days at Miller Electric in Appleton, Wisconsin. Half of your time will be in the classroom learning how each model works, while the other half will be spent in the lab getting hands-on experience. You'll also get to tour the facility that makes EnPak, HDI™ Air Pak™ and engine drives.

Models covered are:

- EnPak A60GBHW, A60HGE, A30GBW, and HDI 325 Air Pak

Miller will provide morning snacks, refreshments, and lunches. Students are responsible for the \$300 course fee, transportation, and lodging expenses. Transportation to and from class will be provided for students staying at the DoubleTree by Hilton in Appleton. The Miller Work Truck team will host a dinner one evening for those interested.

Course Schedule: (please plan travel accordingly)

- 8:00 a.m. – 4:00 p.m. CST
- Tuesday, Wednesday, and Thursday

Virtual Course

Learn about each EnPak® model from the comfort of your own shop. Virtual courses are live events, led by an instructor, delivered through web conferencing software.

Course is held over four half-day sessions. Students are responsible for the \$200 course fee. This fee covers course materials that will be mailed to students prior to the course. Completing the virtual course is equivalent to taking the three-day in-person EnPak course.

Models covered are:

- EnPak A60GBHW and A30GBW

Course Schedule:

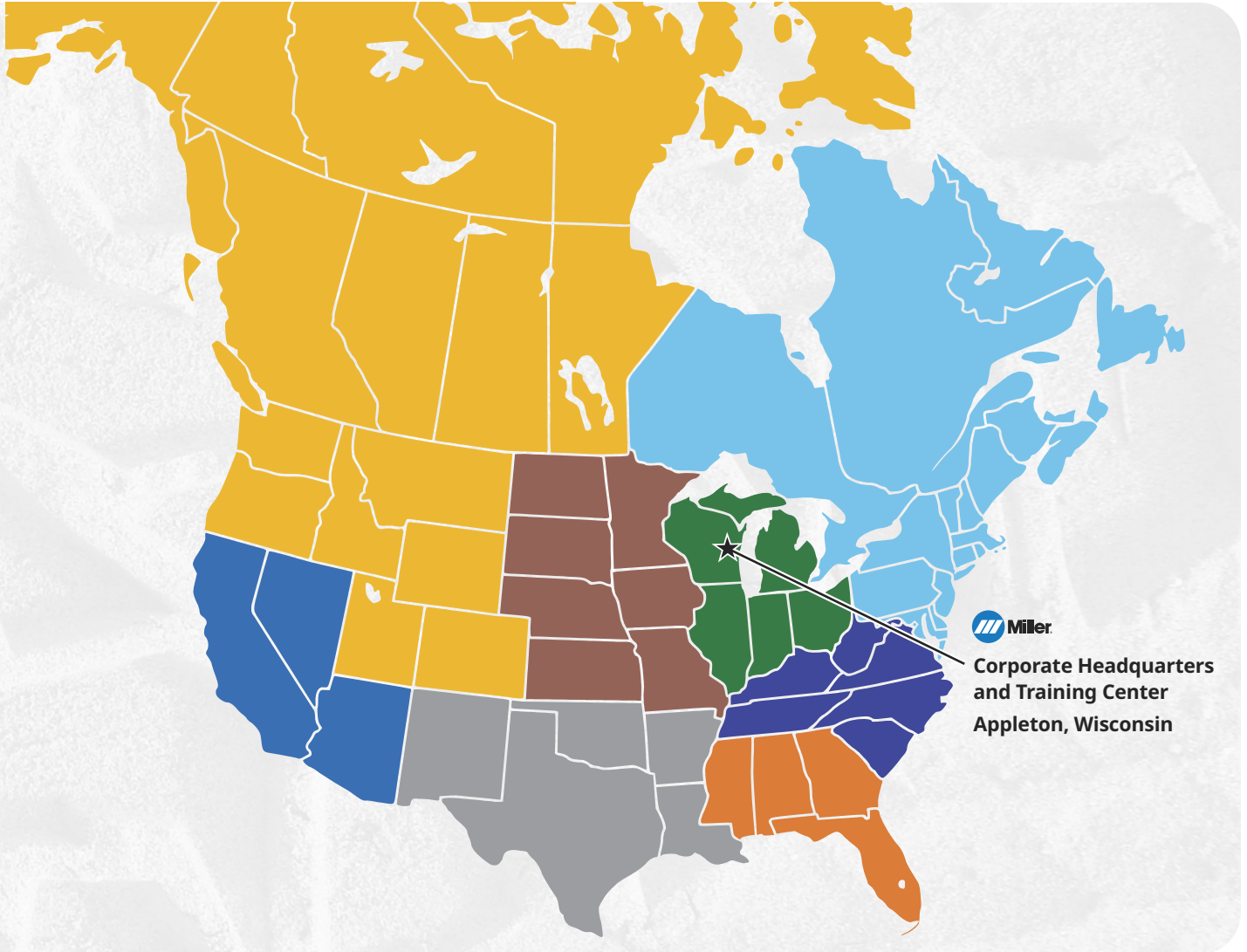
- 8:00 a.m. – 12:00 p.m. CST
- Monday, Tuesday, Wednesday, and Thursday

Training Instructor



Marty Fraley
Service Instructor

Training Location



Work Truck Solutions Sales Territories

Please contact your local work truck sales manager for details.

Miguel Fernandez
Sales Director
920.475.5039
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For more information, visit
MillerWelds.com/EnPak

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