

DWR attend Robe training in the Czech Republic

Posted on May 29, 2023



DWR Distribution's Tyler Pugin recently visited the Czech Republic to attend a three day Robe Advanced Technical Training programme. Tyler looks forward to sharing this knowledge when presenting a Robe Maintenance course in South Africa at the end of July.

The comprehensive Robe technical training covers everything from understanding calibrations, software updates and maintenance (which includes disassembly to sub-assembly level), to cleaning and checks on stepper motors and ballasts. While the DWR technical support team already observe these practices, the stimulating training session presented by Petr Vanek, Robe's Customer Service Manager, emphasised the innovative technology incorporated in the company's latest IP rated product range.

DWR attend Robe training in the Czech Republic



“Robe always consider the end users when it comes to product design,” says Tyler. “Their fixtures are not overly complicated and are created with the end user and technician, who must service and repair the lights, in mind. The new technology is a game changer! With a focus on outdoor equipment, the fixtures can withstand harsh weather elements, while intelligence and sensors within the units provide all the necessary information to pick up faults or display the current state of the unit.”

Excitingly, this was Tyler’s first visit to the Robe’s Head Office and Factory. “On the first day we had a full factory tour and being my first time there, I had an introduction to all the departments and was blown away by the fantastic light show in the Robe demo room,” he says. “It was so wonderful to meet everyone I usually deal with over e-mails and to finally put faces to names. I interacted a lot with Petr Vanek and he was amazing to chat to. The course included delegates from other parts of the world and gave us opportunity to have in-depth discussions, collaborate and then ask questions which Petr would elaborate on.”

DWR attend Robe training in the Czech Republic



It gave Tyler confidence and reassurance to know that the training he presents to DWR clients in South Africa is good and on track with the Robe programme. “With the new information gained, I will adjust my training programme accordingly and most importantly hope to make the classes more interactive as I really enjoyed the way Petr hosted the sessions.”

The team at Robe is known in the industry for their warm hospitality, client service and quick response when assistance is needed. “Robe is a special company, they take care of their distributors, and their technical support is very helpful,” Tyler expands. “No problem is too big or small and they are always there to help. Thank you for giving me this opportunity.”

DWR attend Robe training in the Czech Republic



A personal highlight for Tyler was visiting the old and beautiful city of Prague. “That was an amazing experience, very cold but so nice to see the culture and preserved architecture,” he ends. “The food was good and the people very friendly. It was a bit difficult to communicate because of the language barrier, but everyone was always willing to help.”

