

PSI-PCI, Cylinder Training and Integrity

Professional Scuba Inspectors, Inc. (aka at Professional Cylinder Inspectors, Inc. and PSI-PCI) has been in the cylinder inspection training business for over 30 years. We maintain our position as a truthful and integrity driven organization even in the face of mistruths and disparaging statements by perceived “competitors”. We do not normally respond to other’s malicious or false information about our company, but feel it is time to set the record straight with actual facts.

We provide this information because the truth is important. When you are the best at what you do, it is inevitable that others will think that if you can do it, they can do it better. However, there is no “similar or equivalent program” to the PSI-PCI Visual Cylinder Inspection Training. We have continued to maintain our integrity, even when another company took the PSI-PCI training and started its own program with it a few years ago. Those training materials included pictures with PSI logos...and yet we took the high road and did not sue.

Now - same companies, different writer. It’s time to provide the facts in the face of “Fake News” to clear up any confusion. So let’s look at those verifiable facts.

In one case specifically, our detractor neglects to mention that the program they are offering was actually written by a close (at the time) associate of the PSI-PCI company; his only qualification being a PSI-PCI instructor for several years. The unarguable fact is that he was still a PSI-PCI instructor when he was engaged in writing the program for the “competitor” company for publication. Again we chose to take the high road. We chose to let **our** training and reputation speak for itself.

The detractor’s and other companies associated with him, seem dedicated to disparage PSI-PCI to build up their own image. If their training is so great, why doesn’t it have the merit to stand on its own without tearing down other companies? We have seen over the last several years, in their attempts to gain customers, that they have had to retract at least 4 publicly made statements about their program/company (that we know of). They have threatened, bullied and demanded endorsements and recognition from others all the while denigrating actual endorsements and recognition for PSI-PCI. For the record, because PSI-PCI sticks to the truth, we have not ever had to retract a statement.

We have seen other examples of the distortion of their claims. Recently they were able to get someone to “recognize” them “cylinder inspection agency” and quickly published the letter from the sender (a cylinder distributor), extrapolating his statements into bolder endorsements. Here is an excerpt from their original text:

~~XXXXXXXXXXXX~~ CYLINDER RECOGNITION

We’re very excited to announce that we are now recognized by ~~XXXXXXXXXXXX~~ as a cylinder inspection agency. This means our Visual Inspection Course is approved by the Department of Transportation (DOT), Compressed Gas Association (CGA), Transport Canada (TC) and other regulating bodies.

It is quite interesting that they would go to so much effort to gain recognition and endorsements if they truly feel that being “recognized” as they’ve stated is no more than to “identify (someone or something) from having encountered them before; know again”. Apparently, they believe that their cited definition of “recognize” applies only to *PSI-PCI* credentials, while another of the many definitions of “recognize”

(one of which is “to acknowledge or treat as valid”) must only apply to them. By the way, upon contact from the author of their “recognition” letter, they were forced to remove their claims of approval by the other listed regulating bodies from their website.

The disparaging author of that company’s inspection program has continued to try and use his previous PSI-PCI association to his advantage. He claims to have written several PSI-PCI programs. According to PSI-PCI Founder Bill High, “<he> only lent his technical expertise to help me create powerpoints from existing PSI programs. He did not create any training programs for our company.”

That author has used his PSI-PCI student’s training records, to contact PSI-PCI students and offer them training from his newly formed company. Confused students called PSI-PCI to inquire because it wasn’t mentioned that he was no longer involved with our company and while they recognized his name as their former instructor they didn’t recognize the mentioned “training company”. Many students took the training based on their assumption of association with PSI-PCI only to receive a certificate of training from some other company.

PSI-PCI continues to work in the cylinder industry, not just in SCUBA, to impact cylinder safety and to provide the knowledge cylinder handlers and inspectors need based on applicable standards. Our training has been accepted as a standard in US Court cases involving cylinder accidents. Our reputation for being a professional organization that offers the truth to our customers to equip them with the specific information they need to meet compliance requirements remains unblemished.

Other misleading information published by that author includes unrelated information such as being an “ISO company”. This isn’t applicable to the program for inspections he wrote, because the ISO designation referenced is from a company that provides standards for DIVE training organizations. The training under the ISO certificate that is held by the overseeing company is pertinent only to dive training programs, NOT cylinder inspection programs. Almost every other **dive** training agency in the world holds the same ISO Certificate for their programs.

The insurance question continually raised by that author is tiresome. What business worth its salt doesn’t have insurance? PSI-PCI does as well. Insurance experts are still baffled as to how their claims that their Errors & Omissions insurance blanket covers unnamed persons such as instructors or inspectors that give or take the training. PSI-PCI avoids the issue by sticking to the facts and only teaching truthful, accurate information.

PSI-PCI is actually written into a special permit, as the required inspection protocol, registered with the USDOT. This is verifiable fact. The PSI-PCI textbook is referenced as additional reading in Compressed Gas Association publications. These are factual examples we provide and we have discussed them in the article “What do you mean “recognized”?” found on our website.

The FACTS remain that PSI-PCI is the ONLY company that is formally endorsed by cylinder manufacturers. Those manufacturers use our Visual Cylinder Inspection training for educate their quality control technicians because our training has been identified as meeting the Federal regulations for compliance. Because of our integrity, these manufacturers know they can rely on PSI-PCI. All branches of the US Military, NOAA, NASA, Federal Government Agencies in the US, and many agencies abroad; as well as thousands of dive facilities, hydro requalifying facilities, police, fire and many more

rely on the training provided by PSI-PCI. Our recognition reaches outside the SCUBA industry to others, such as Fire Service, where our training is mentioned in several NFPA documents.

So, apparently you do have a choice. You can *choose* to pay for a program from another company offering their own version of inspection procedures to non-applicable standards. Or, you can choose to take training from a legitimately **recognized, utilized and endorsed** training company whose **only** business for over 30 years has been, and is, cylinder safety and inspection training. The OBVIOUS choice is PSI-PCI.