

HAMILTON 

# Service Training Program 2025



# Introduction

For over 50 years the Hamilton name has been associated worldwide with uncompromising quality in precision fluid measuring products. Because of the dedicated nature of the products we supply, it is important to us that your Field Service Engineers can become fully conversant with the operation and maintenance of our products. Our service training courses cater to the needs of Service and Support Engineers. All our courses have been specifically developed to cover the requirements and needs of our diverse customer base. They follow an established standard format which is suitable for our broad client base. They can also be tailor-made to meet the special needs of a specific customer. Theoretical knowledge is combined with practical application to give a comprehensive understanding of course content to the trainee. All participants receive a certificate from Hamilton Bonaduz upon completion of a course, and while most of our trainings take place here in picturesque Bonaduz, we can arrange for certain courses to take place on-site in your company.





# Information

## This program

The content of this training program is subject to change without notice. Every effort has been made to ensure the accuracy of this document's content. Should any errors be detected, Hamilton Bonaduz AG would greatly appreciate being informed of them. The above notwithstanding, Hamilton Bonaduz AG can assume no responsibility for any errors in this document, or for changes to training dates or the consequences thereof.

## Requirements

Different courses have different requirements. Therefore, please check the requirements section in each course description.

As a rule, we require all participants to have:

- Electronics and/or electro-mechanical background
- Basic medical laboratory knowledge
- Basic computer skills
- PC Software knowledge including:
  - Operating system Windows XP and higher
  - Familiar with Windows Programs (Word, Excel, etc.)
  - Internet Explorer
- Good English reading and speaking skills

## Registration for Hamilton employees

Hamilton employees must register for service training directly via Workday.

Please use the following link to find instructions on how to register:

<https://mydesk.hamilton.ch/knowledge/hr/SitePages/Manuals.aspx>

**Please note:** Reservations via the registration form will no longer be accepted.

## Registration for external participants (non-Hamilton employees)

You can register for our courses using the enclosed registration form via e-mail. The deadline for registration is three weeks before the training course starts. Please Note: For Service Trainings 2025 the new form must be filled out. For legal reasons we can no longer accept the old form. You can find the new form in the e-mail in which this agenda was attached. Please sign the form and scan, as we cannot accept digital signatures.

## Course Hours

Training courses are conducted in general from 08:15 AM to 05:00 PM. Trainees will be informed of any changes from the standard time.

## Number of participants

Min: 3

Max: Limited to 6

## Certificate

Each trainee will be presented with a certificate upon completion of a course. Because of Hamilton's commitment to recognized international standards these can be used as official training certificates.

## Course Materials

Each participant will receive relevant course materials during the training course.

## Lunch

Lunch is provided at the Hamilton Bonaduz AG restaurant and is included in the course price.

## Accommodations

Hamilton Bonaduz AG will only make hotel reservations for training participants in exceptional cases. Information on recommended hotels and their contact details can be found at the end of the training agenda. Traveling and accommodation expenses are the responsibility of the trainee or the trainee's company.

# Information

## On-Site Trainings

Hamilton Bonaduz AG can send instructors to train your employees on-site, i.e., at your company. Your company takes care of providing the necessary infrastructure and instruments to ensure that the course runs smoothly and efficiently. Your company must pay for travel and accommodation, as well as meals, for the instructor and the trainees. Hamilton will provide qualified training instructors and technical know-how.

### General conditions:

- You must inform us of the requested training date at least six weeks in advance.
- Your company coordinates the training site, presentation equipment, and participants.
- Your company provides the instruments required.
- You will receive one copy of the training materials from Hamilton and take responsibility for making copies.
- Course fees for the participants apply as above.

## Individual Workshops

In addition to standard training courses, Hamilton Bonaduz AG can provide cost-effective training workshops tailor-made to meet the specific needs of the individual. The content and duration of these workshops is negotiated in advance with the client to ensure that problems or procedures are addressed.

### General conditions:

- You send us the requested training dates at least six weeks in advance.
- You let us know your specific training requirements.
- We organize the course and the appropriate infrastructure.
- You receive training materials, lunch at our restaurant & one external group dinner.
- Course fees for the participants apply as above.

## Additional Course Dates

Courses will be offered on a request basis. Individual requests will be kept on file and the course will be offered as soon as a minimum of 3 to 6 participants (depending on the course) is reached.

# Service Trainings

## Microlab STAR

This course covers servicing of the Hamilton Microlab STARLine Instruments with Pipetting Channels, iSWAP, 96-Probe Heads and Autoload. Typically, Microlab STARlet and STAR Instruments.

To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service engineers who need to support Microlab STARLine instruments with a standard configuration.



### Course Content

- Introduction
- User Software (short overview)
- Service Software HamTus
- Instrument Installation
- Adjustments
- Replacement of Hardware Components
- Maintenance
- Verification
- Troubleshooting

### Requirements

- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 5.5 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
MLSTAR#1_25	18. Feb. -25. Feb.
MLSTAR#2_25	06. May - 13. May
MLSTAR#3_25	26. Aug. - 02. Sept.
MLSTAR#4_25	02. Dec. - 09. Dec.

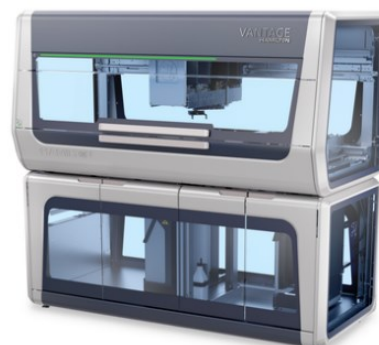
## STAR V & VANTAGE Pipettor (incl. Logistic Module)

This course covers servicing of the Hamilton STAR V & VANTAGE Pipettor module and Logistic cabinet.

To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service Engineers who need to support STAR V & VANTAGE Pipettor including Logistic Cabinet instruments with a standard configuration.



### Course Content

- Introduction
- STAR V & VANTAGE Pipettor incl. Logistic Module
- User Software (short overview)
- Service Software (XRP & HX & DTK)
- Instrument Installation
- Adjustments
- Replacement of Hardware Components
- Maintenance
- Verification
- Troubleshooting

### Requirements

- ML STAR Standard Service Training
- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 4.5 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
STAR V/VANTAGE&B#1_25	03. Mar. - 07. Mar.
STAR V/VANTAGE&B#2_25	16. Jun. - 20. Jun.
STAR V/VANTAGE&B#3_25	15. Sep. - 19. Sep.
STAR V/VANTAGE&B#4_25	10. Nov. - 14. Nov.

# Service Trainings

## Microlab NIMBUS

This course covers servicing of the Hamilton NIMBUS Instruments, including NIMBUS Independent Channels, NIMBUS 96 and NIMBUS HD.

To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.



### Target group

Service engineers who need to support Microlab NIMBUS instruments with a standard configuration.

### Course Content

- Introduction
- User Software Introduction
- Instrument Installation
- Service Software (NIMBUS ToolBox)
- Adjustments
- Replacement of Hardware Components
- Maintenance
- Verification
- Troubleshooting

### Requirements

- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 4 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
NIMBUS#1_25	01. Apr. - 04. Apr.
NIMBUS#2_25	14. Oct. - 17. Oct.

## Microlab Prep

This course covers servicing of the Hamilton Microlab Prep Instrument.

To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service engineers who need to support Microlab Prep instruments.



### Course Content

- Introduction
- User Software Introduction
- Instrument Installation
- Electronics Overview
- Replacement of Hardware Components
- Maintenance
- Verification
- Troubleshooting

### Requirements

- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 2 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
MLPrep#1_25	16. Apr. - 17. Apr.
MLPrep#2_25	30. Oct. - 31. Oct.

# Service Trainings

## Advanced Service Training

This course covers different topics related to Hamilton robots and 3rd party devices.



### Target group

Experienced Service Engineers that should take on an expert role within the country.

### Course Content

- Introduction
- ML STAR advanced troubleshooting
- Macros and Firmware Commands
- MPE2
- APH
- HHC / CCM
- UV Kit Next Generation
- HHS 3G
- MFX 2.0 active Modules Module integration
- Cases from the field/participants
- Q&A
- Subject to change, depending on current developments

### Requirements

- ML STAR Service Training and at least one year of experience with this Instrument
- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 3.5 Days  
 Certificates: None

Trainings ID	Date
Advanced#1_25	24. Mar. - 27. Mar.
Advanced#2_25	23. Jun. - 26. Mar.
Advanced#3_25	06. Oct. - 09. Oct.

## Advanced MPE2 addition

This course can only be booked in addition to the Advanced Service Training and covers servicing and troubleshooting of MPE2.



### Target group

Experienced Service Engineers that should take on an expert role within the country and servicing MPE2

### Course Content

- Introduction
- Extended explanation of function
- Introduction of use cases
- Troubleshooting

### Requirements

- ML STAR Service Training
- Advanced Service Training
- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 0.5 Days  
 Certificates: None

Trainings ID	Date
MPE2#1_25	28. Mar.
MPE2#2_25	27. Jun.
MPE2#3_25	10. Oct.

# Service Trainings

## Hamilton SPARKLE

This course covers servicing of the Hamilton SPARKLE. To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service Engineers who need to support SPARKLE instruments with a standard configuration.



### Course Content

- Introduction
- User Software
- Instrument Installation
- Service Software
- Mechanical Adjustments
- Replacement of Hardware Components
- Troubleshooting

### Requirements

- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 2.5 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
SPARKLE#1_25	01. Oct. - 03. Oct.

## H-Motion

This course covers servicing of the H-Motion. To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service Engineers who need to support H-Motion instruments.



### Course Content

- Introduction
- Troubleshooting
- Installation/Service
- Maintenance
- Covers Removal
- Software and Firmware Overview
- Replacement of Hardware Components
- Electronics Overview

### Requirements

- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 1.5 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
Hmotion#1_25	28. Oct. - 29. Oct.



# Service Trainings

## Microlab STAR Autolys

This course covers servicing of the Hamilton AutoLys Instruments with Pipetting Channels, Autoload, AutoLys Tool Channels, HHS II, 2D Barcode Imaging Module, and integrated on-deck Centrifuge. The focus of the training is on the AutoLys specific modules and not on the standard ML STAR modules. To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.



### Target group

Service Engineers who need to service ML STAR instruments with an AutoLys configuration.

### Course Content

- Introduction
- User Software
- Instrument Installation
- Service Software
- Mechanical Adjustments
- Replacement of Hardware Components
- Troubleshooting

### Requirements

- ML STAR Service Training
- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 2 Days  
 Certificates: Proficiency Certificates

Trainings ID	Date
Autolys#1_25	Upon Request

## Microlab STAR easyPunch

This course covers servicing of the Hamilton easyPunch Instruments with Pipetting Channels, Card-/ Plate Gripper, Punch, Module and Autoload. The focus of the training is on the easyPunch specific modules and not on the standard ML STAR modules.

To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service Engineers who need to support ML STAR instruments with an easyPunch configuration.

### Course Content

- Introduction
- Configurations Overview
- Instrument Installation
- Service Software
- Adjustments
- Replacement of Hardware Components
- Maintenance
- Verification
- Introduction into easyPunch Imaging and Application
- Troubleshooting

### Requirements

- ML STAR Service Training
- Electronic knowledge & mechanical skills
- PC knowledge based on Win XP and higher
- English language

### Additional Information

Duration: 2.5 Days  
 Certificates: Proficiency Certificates



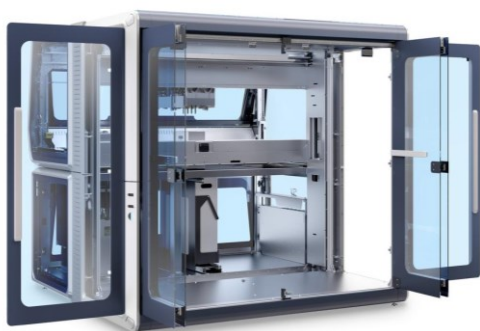
Trainings ID	Date
EasyPunch#1_25	03. Sep. – 05. Sep.

# Service Trainings

## VANATGE Track Gripper

This course covers servicing of the Hamilton VANTAGE Track Gripper Module.

To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.



### Target group

Service Engineers who need to support VANTAGE instruments with a Track Gripper configuration.

### Course Content

- Introduction
- User Software
- Instrument Installation
- Service Software
- Adjustments
- Replacement of Hardware Components
- Maintenance
- Troubleshooting

### Requirements

- ML STAR Service Training
- STAR V & VANTAGE Pipettor Service Training
- Electronic knowledge and mechanical skills
- PC knowledge based on XP and higher
- English language

### Additional Information

Duration: 2.5 Days  
 Certificates: Proficiency Certificates

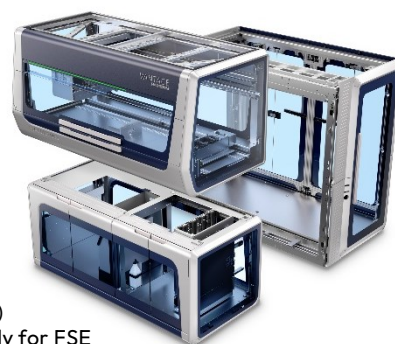
Trainings ID	Date
TrackGripper#1_25	10. Mar. – 12. Mar.
TrackGripper#2_25	17. Nov. – 19. Nov.

## STAR V & VANTAGE Refresh Training

Addressed to FSEs who would like to refresh and extend their knowledge of Hamilton VANTAGE, Logistics, and Track Gripper Modules.

### Target group

Service Engineers who participated in a VANTAGE and Track Gripper service Training and have some field experience.



### Course Content

- Upgrades (e.g. Arm)
- Instinct V specifically for FSE
- VANTAGE Troubleshooting
- Adjustments (Track Gripper and Pipettor)
- Replacement of Hardware Components
- Verification
- Module integration
- Q&A

### Requirements

- ML STAR Service Training
- STAR V & VANTAGE incl. TG Training
- Electronic knowledge and mechanical skills
- PC knowledge based on XP and higher
- English language

### Additional Information

Duration: 3 Days  
 Certificates: None

Trainings ID	Date
Refresh#1_25	05. Nov. – 07. Nov.

# Service Trainings

## MagPip Champions Training

This course covers servicing of the Hamilton MagPip technology. To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.

### Target group

Service engineers who will support instruments with MagPip installed. Currently, only 1-2 FSEs per region are allowed to participate in this training. Registration is only possible via email to iTechSupport@hamilton.ch. Registration may be refused if the requirements are not fulfilled or if 2 FSEs have already been trained for the region.



### Course Content

- Introduction
- MagPip Installation
- Mechanical Adjustments
- Replacement of Hardware Components
- Field Verification & Drop Watch light
- Troubleshooting

### Requirements

- ML STAR Service Training
- STAR V / VANTAGE Service Training
- Electronic knowledge and mechanical skills
- PC knowledge based on XP and higher
- English language

### Additional Information

Duration: 2 Days  
 Certificates: None

Trainings ID	Date
MagPip#1_25	13. Feb. – 14. Feb.
MagPip#2_25	22. May – 23. May
MagPip#3_25	11. Sep. – 12. Sep.

## R10 Hotel

This course covers servicing of the Hamilton R10 Hotel. To reinforce the theoretical portion of the course, practical examples and demonstrations are provided. Instrument servicing is given special emphasis.



### Target group

Service engineers who will support Cell Care STAR instruments.

### Course Content

- Introduction
- Installation of R10 Hotel
- Mechanical Adjustments
- Teaching
- Replacement of Hardware Components
- Troubleshooting

### Requirements

- Electronic knowledge and mechanical skills
- PC knowledge based on XP and higher
- English language

### Additional Information

Duration: 2 Days  
 Certificates: None

Trainings ID	Date
R10#1_25	30. Jun. – 02. Jun.
R10#2_25	20. Oct. – 22. Oct

# Service Trainings

## Stage Program – On-the-job Training

This course gives unexperienced Distributors the chance to have their field staff additionally trained by Switzerland's Field Service Engineers.

During a maximum of three weeks, the participant has the chance to visit Hamilton Bonaduz costumers together with our Field Service Team.

The participant will be able to apply what he/she has learned from the standard training 1 to 1 and will learn to install, maintain, and repair the systems in the field.

A maximum of three days at Hamilton Bonaduz after the training on the job for training on specific modules and questions is possible if required.



### Target group

Service Engineers who have no experience with Hamilton Robotics products.

### Requirements

- Distributor must have no experience with Hamilton Robotics products or FSE has no co-workers to work with
- ML STAR Standard Service Training
- Contact [itechsupport@hamilton.ch](mailto:itechsupport@hamilton.ch) to discuss details (e.g. dates, price, content, etc.)

### Additional Information

Duration:	Maximum of three weeks on-the-job training throughout Switzerland. Additional maximum three days at Hamilton Bonaduz for specific topics.
Course Fee:	Upon request
Certificates:	Letter of attendance

Trainings ID	Date
OnTheJob#1_25	Upon request



# After Training

## Leisure-time Activities around Bonaduz

[www.bonaduz.ch](http://www.bonaduz.ch) (German language)

## Sightseeing in Chur and the Domleschg Area

If you arrive at Hamilton on the weekend, you'll have enough time to discover our surroundings in the beautiful canton of Grisons Graubünden. You might even be interested in spending your evenings in Chur, the city nearest to Hamilton Bonaduz AG.

First settled 13,000 years ago, Chur is the oldest city in Switzerland and 2000 years ago the one-time capital of the Roman province of Rhaetia Prima. The old town is famous for its historic buildings and monuments, its 800-year-old cathedral, Roman excavations, and several museums are well worth visiting.

Visitors wishing to discover the town independently should follow the routes marked with red signposts. The Domleschg area is dotted with castles and fortresses, including the privately owned Rietberg Castle, famous for its connection with Jürg Jenatsch, a local freedom fighter who played a decisive role in the colorful history of the canton of Grisons.

## Chur Tourism

Additional Information (In German, English and French)  
Bahnhofplatz 3, 7000 Chur, Switzerland - Tel: (081) 252 18 18 - Fax: (081) 252 90 76

E-Mail: [info@churtourismus.ch](mailto:info@churtourismus.ch)

Internet: <http://www.churtourismus.ch/>

The tourist office can provide you with info about alpine and cross-country skiing, ice skating, hockey matches, sledding, rafting, canoeing, fishing, swimming, golfing, tennis, squash, ballooning, cycling, paragliding, mountain-biking, horseback riding, hiking and much more.

## Excursions

- Bonaduz-Viamala-Zillis-Bonaduz (by car) ½ day
- Bonaduz-Thusis-Davos-Thusis-Bonaduz 1 day
- Rhäzüns-Feldis-Scheid-Rothenbrunnen-Bonaduz/Chur (by cable car, foot or by train) 3h
- Chur-Lenzerheide-Chur (by bus or car or on foot around Lenzerheide Lake) 4h
- Chur-Arosa-Chur (by train or car - 368 turns in the road!) ½ day
- The Bernina Express (train) Chur-Tirano-Chur 1 day
- The Glacier Express (train) Chur-Zermatt-Chur 2 days

## Entertainment and Leisure

Chur has a great selection of things to do and places to go. Choose from shopping, museums, cinemas, bars, and nightclubs.

## Wining and Dining

There are plenty of restaurants ranging from fast food and good local fare in cozy pubs and inns, to cuisine du marché in more elegant surroundings.

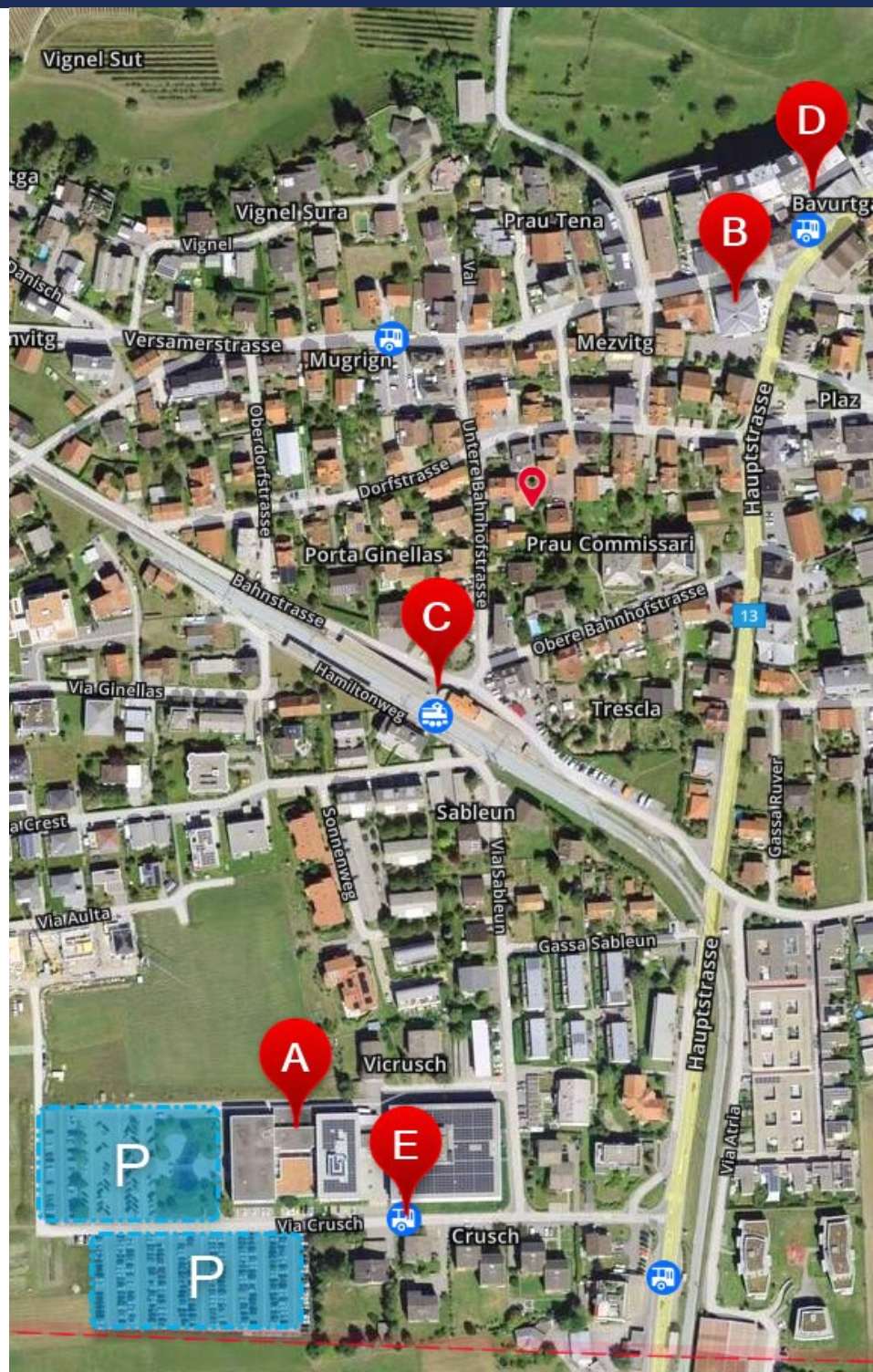
### The following are recommended:

- [Hotel Alte Post, Bonaduz](#)
- [Romantik Hotel Stern, Chur](#)
- [Pasteria Otello, Chur](#)
- [Gasthaus Gansplatz - das Haus der Bürgergemeinde Chur](#)
- [Restaurant - Franziskaner Chur](#)
- [Hotel Fidazerhof, Flims-Fidaz](#)
- [Ustria Parlatsch, Trin](#)
- [Forellenstube, Lenzerheide](#)
- [Tschugga, Parpan](#)

[www.map.search.ch/chur](http://www.map.search.ch/chur) (In German, English and French)

# Map of Bonaduz

- A. [Hamilton Bonaduz AG](#)  
Via Crusch 8, 7402 Bonaduz  
Switzerland  
Phone: +41 (0) 58 610 10 10  
[www.hamiltoncompany.com](http://www.hamiltoncompany.com)
- B. [Hotel Alte Post](#)
- C. [Train Station Bonaduz](#)  
[www.sbb.ch](http://www.sbb.ch)
- D. [Bus Station Alte Post](#)
- E. [Bus Station Crusch](#)





# Accommodations



## Mercure Chur City West

Comercialstrasse 32, 7000 Chur  
Switzerland  
Phone: +41 (081) 256 55 00  
<https://all.accor.com/hotel/B7Z9/index.de.shtml>  
Negotiated pricing with Hamilton Bonaduz AG

## Hotel Sommerau

Emserstrasse 4, 7000 Chur  
Switzerland  
Phone: +41 (081) 258 61 61  
[www.sommerau.ch](http://www.sommerau.ch)  
Negotiated pricing with Hamilton Bonaduz AG

## Hotel Stern Chur

Reichsgasse 11, 7000 Chur  
Switzerland  
Phone: +41 (081) 258 57 57  
[www.stern-chur.ch](http://www.stern-chur.ch)

## Swiss Quality Hotel ABC

Ottostrasse 8, 7000 Chur  
Switzerland  
Phone: +41 (081) 252 60 33  
[www.hotelabc.ch](http://www.hotelabc.ch)

## Hotel Alte Post

Versamerstrasse 1, 7402 Bonaduz  
Switzerland  
Phone: +41 (081) 553 00 00  
[www.altepost.swiss](http://www.altepost.swiss)

## Hotel The Hide

Via Nova 80, 7018 Flims  
Switzerland  
Phone: +41 (081) 911 15 11  
[www.thehidehotelflims.com](http://www.thehidehotelflims.com)  
Negotiated pricing with Hamilton Bonaduz AG



To find a representative in your area,  
please visit:

[hamiltoncompany.com/contact](https://hamiltoncompany.com/contact)

United States  
+1-775-858-3000  
Switzerland  
+41 58 610 10 10  
United Kingdom, Ireland  
+44 121 272 92 80  
Brazil  
+55 11 95914 5000  
China  
+86 21 6164 6567

Denmark, Norway,  
Sweden, Finland  
+46 8410 27 373  
France  
+33 184 008 420  
Germany, Austria  
+49 89 248 804 804