Service Training Program 2026



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 onsite 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 and go to page 7 to find instructions on how to register for a course:

<u>Learning for Learners_EN.pdf</u>

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 2026 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: normally 6 (Advanced Service Training up to 8)

Certificate

Depending on the course, each trainee will receive a certificate upon successful completion of the course and the subsequential Quiz. Due to Hamilton's commitment to recognized international standards, these certificates are considered official training credentials.

For non-certification courses, certificates will not be issued. However, a letter of attendance may be provided upon request.

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.

Enrollment Cancellation

In case of a short-term cancellation (less than 1 week before trainings starts) a cancellation fee of 50% of the original cost will be charged.

In case of no cancellation, a penalty fee of 100% of the original training cost will be charged.

Information

Training cancellation

In the event of a training course being canceled due to an insufficient number of participants, Hamilton will not cover any costs incurred due to changed or cancelled training dates. We will, of course, inform you as early as possible, but no later than two weeks before the course begins.

By sending out the training agenda at least two weeks prior to the training, we confirm that the course will take place.

However, we recommend taking out travel cancellation insurance for flights and hotel bookings if the trip is planned before receiving the agenda.

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.

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.
- You 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.

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: Qualification Certificates

TrainingsID	Date
MLSTAR#1_26	28 Jan - 4 Feb
MLSTAR#2_26	27 May - 3 June
MLSTAR#3_26	26 Aug - 2 Sept
MLSTAR#4_26	2 Dec – 9 Dec

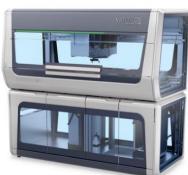
STAR V & VANTAGE Pipettor (incl. Logistic Module)

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

Trainings ID	Date
STAR V/VANTAGE&B#1_26	9 Feb – 13 Feb
STAR V/VANTAGE&B#2_26	22 June – 26 June
STAR V/VANTAGE&B#3 26	7 Sept – 11 Sept

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: Qualification Certificates

Trainings ID	Date
Autolys#1_26	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.

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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

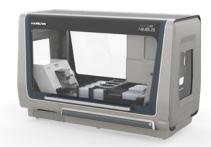
Trainings ID	Date
EasyPunch#1_26	24 Feb – 26 Feb
FasyPunch#2 26	22 Sept – 24 Sept

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: Qualification Certificates

Trainings ID	Date
NIMBUS#1_26	14 Apr – 17 Apr
NIMBUS#2 26	3 Nov – 6 Nov

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

Trainings ID	Date
MLPrep#1_26	28 Apr – 29 Apr
MLPrep#2_26	18 Nov – 19 Nov

Service Trainings

Microlab PuriFY

This course covers servicing of the new Hamilton Microlab PuriFY.

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 PuriFY instruments with a standard configuration.



- · Introduction
- User Software Introduction
- Service Software
- 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: Qualification Certificate

Trainings ID	Date
PuriFY#1_26	17 Feb – 18 Feb
PuriFY#2_26	9 June – 10 June
PuriFY#3_26	13 Oct – 14 Oct

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

Trainings ID	Date
SPARKLE#1_26	27 Oct - 29 Oct

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 enough 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: Qualification Certificates

Trainings ID	Date
MagPip#1_2	3 Mar – 4 Mar
MagPip#2_25	6 Oct – 7 Oct

Fluid Motion Training

This course covers servicing of the Fluid Motion 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 Fluid Motion installed.

Course Content

- · Introduction
- · Fluid Motion Installation
- · Mechanical Adjustments
- · Replacement of hardware components
- Field Verification
- Troubleshooting

Requirements

- Basic Service Training depending on the corresponding Instrument
- Electronic knowledge and mechanical skills
- PC knowledge based on XP and higher
- English language

Additional Information

Duration: TBD
Course Fee: TBD
Certificates: TBD

Trainings ID	Date

Will be communicated separately at a later stage

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.



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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: Qualification Certificates

Trainings ID	Date
TrackGripper#1 26	29 June – 1 July

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.



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
- $\cdot\quad$ PC knowledge based on Win XP and higher
- · English language

Additional Information

Duration: 1.5 Days

Trainings ID	Date
Hmotion#1_26	31 Mar - 1 Apr

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
- 43Q ·
- · Subject to change, depending on current developments

Requirements

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

Additional Information

Duration: 3.5 Days

Certificates: Letter of attendance on request

Trainings ID	Date
Advanced#1_26	20 Apr – 23 Apr
Advanced#2_26	19 Oct - 22 Oct

Advanced MPE2 addition

This course can only be booked in addition to the Advanced Service Training and covers servicing and troubleshooting of 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: Letter of attendance on request

Trainings ID	Date
MPE2#1_26	24 Apr
MPE2#2_26	23 Oct

Service Trainings

LabElite DeCapper

This course covers servicing of the Hamilton LabElite DeCapper.

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 LabElite Decapper instruments.

Course Content

- Introduction
- · Installation LabElite DeCapper
- Mechanical Adjustments
- · 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: Qualification Certificates

Trainings ID	Date
LabEliteDeCapper#1_26	18 Aug – 20 Aug

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

Trainings ID	Date
R10#1_26	Upon Request

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 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 (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

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
- $\bullet \quad \mathsf{Bonaduz}\text{-}\mathsf{Thusis}\text{-}\mathsf{Davos}\text{-}\mathsf{Thusis}\text{-}\mathsf{Bonaduz}\,\mathsf{1}\,\mathsf{day}$
- 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
- · <u>Ustria Parlatsch, Trin</u>
- Forellenstube, Lenzerheide
- · Tschugga, Parpan

www.map.search.ch/chur (In German, English and French)

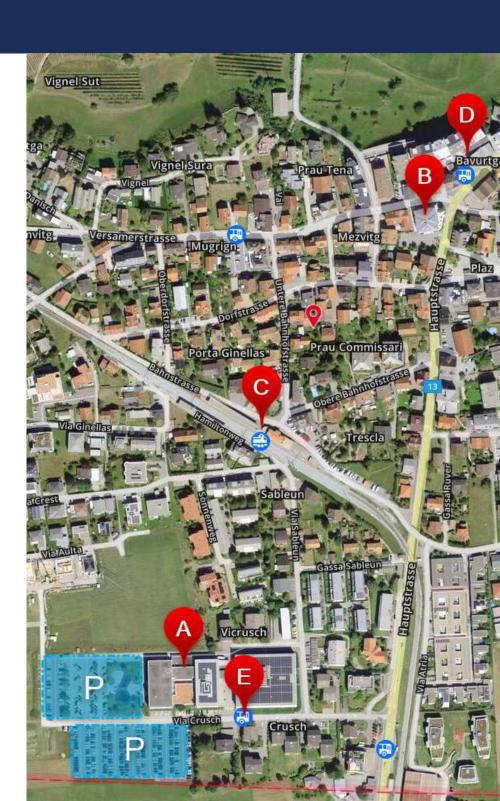
Map of Bonaduz

A. Hamilton Bonaduz AG

Via Crusch 8, 7402 Bonaduz Switzerland

Phone: +41 (0) 58 610 10 10 www.hamiltoncompany.com

- B. Hotel Alte Post
- C. Train Station Bonaduz www.sbb.ch
- D. Bus Station Alte Post
- E. Bus Station Crusch



Accommodations

Note: Negotiated rates only available with direct booking and mention of Hamilton



Hotel Alte Post

Versamerstrasse 1 7402 Bonaduz Switzerland

Phone: +41 81 553 00 00 E-Mail: <u>info@altepost.swiss</u> <u>www.altepost.swiss</u>

Hotel Sommerau

Emserstrasse 4 7000 Chur Switzerland

Phone: +41 81 258 61 61 E-Mail: <u>kontakt@sommerau.ch</u> www.sommerau.ch

Hotel Me and All

Via Nova 80 7017 Flims Switzerland

Phone: +41 81 911 15 11 E-Mail: <u>info@meandallhotels.com</u> www.meandallhotels.com

Hotel Signina

Via Murschetg 15 7032 Laax Switzerland

Phone: +41 81 927 97 97

E-Mail: reservation@weissearena.ch

www.signinahotel.com/

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www.rocksresort.com

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www.ibis.com

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Phone: +41 81 252 60 33 www.hotelabc.ch





To find a representative in your area, please visit:

hamiltoncompany.com/contact

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