

# Training Program 2024

Course Schedule





## History of Hamilton

- **1950** Clark Hamilton developed the first lead shielded syringe
- **1953** Incorporation of Hamilton Company USA
- **1968** Founded Hamilton Bonaduz AG
- **1974** Hamilton established R&D department for robotic instruments
- **1980** Introduced the first automated liquid handler
- **1984** Founded Hamilton Medical
- **2000** Introduced the air displacement Microlab® STAR liquid handler
- **2007** Established Hamilton Storage Technologies; Introduced ASM for -20°C sample storage
- **2008** Introduced SAM for -80°C biobanking
- **2012** Introduced BIOS for mid- to large-capacity biobanking with the first -80°C tube picker; East Coast headquarters built in Franklin, Massachusetts
- **2014** Introduced Verso for high-throughput sample storage down to -20°C; Introduced the LabElite product line for benchtop tube processing
- **2015** Established Hamilton Storage GmbH in Switzerland
- **2016** Introduced SAM HD for -80°C biobanking
- **2020** Introduced Verso Q-Series for compact automated sample storage down to -20°C; Introduced line of Tubes made specifically for automated processing

## Introduction

For over 40 years, the Hamilton name has been associated worldwide with uncompromising quality in automated storage systems for biological and compound samples as well as precision fluid measuring products.

Because of the dedicated nature of the products we supply, it is important to us that your Field Service Engineers have the opportunity to become fully conversant with the operation and maintenance of our products. Our service training courses cater to the needs of Service and Support Engineers.

Our courses have been specifically developed to cover the requirements and needs of our diverse customer base. They may follow an established standard format suitable for our broad client base, or they can be designed to meet the needs of a specific customer. Theoretical knowledge is combined with practical application to give a comprehensive understanding of course content to the trainee, and all participants receive a certificate from Hamilton Storage upon completion of a course.

## Registration

You may register for our courses by [clicking here](#), calling us at 800-310-5866 or sending an email to [training.hst.us@hamilton-storage.com](mailto:training.hst.us@hamilton-storage.com).

The deadline for registration is **ONE MONTH PRIOR** to the training start date.

Please note: Registration is first come, first served.

## Confirmation

Directions to Hamilton Storage and optional hotel reservation information will be posted two weeks before training starts.

Please note: We reserve the right to cancel the course up to two weeks prior to the start date.



- ✓ [View Courses](#)
- ✓ [Download the Course Schedule](#)
- ✓ [Register for Training](#)
- ✓ [Locations](#)
- ✓ [Training Requirements & Additional Information](#)



# 2024 Schedule

## Training Courses in Switzerland

### LabElite Service Trainings

PROGRAM	DATES
Basic Service Training (2 days)	April 10-12 October 21-23

### SAM HD Service Trainings

PROGRAM	DATES
Basic Service Training (5 days)	June 10-14

### Verso Service Trainings

PROGRAM	DATES
Basic Service Training (5 days)	April 22-26 October 7-11
Advanced Service Training (5 days)	June 3-7


### Verso User Trainings

PROGRAM	DATES
Basic User Training (2 days)	Upon request
Advanced User Training (3 days)	Upon request
RESTful API Training (2 days)	June 12-13 August 21-22

### Verso Q-Series Service Trainings

PROGRAM	DATES
Basic Service Training (5 days)	January 22-26 April 29-May 3 July 8-12 October 14-18
Advanced Service Training (3 days)	April 15-17

### Online INSTINCT S and API Introduction

PROGRAM
INSTINCT S and API Introduction webinar dates will be published on our website: <a href="https://hamiltoncompany.com/automated-sample-management/webinars/instinct-s-and-api-introduction">hamiltoncompany.com/automated-sample-management/webinars/instinct-s-and-api-introduction</a>
or simply scan the QR code:






# 2024 Schedule

## Training Courses in the United States

### BiOS Service Trainings

PROGRAM	DATES
Basic Service Training* (5 days)	April 14–19 October 7–11

### BiOS User Trainings

PROGRAM	DATES
Basic User Training* (5 days)	January 8–12 September 16–20

*\*BiOS trainings are pending system availability and exclude refrigeration training.*

### LabElite Service Trainings

PROGRAM	DATES
Basic Service Training (2 days)	January 24–25 April 17–18 July 24–25 November 6–7

### SAM Service Trainings

PROGRAM	DATES
SAM 1.0 Basic Service Training (5 days)	May 13–17 Oct. 21–25
SAM HD Basic Service Training (5 days)	March 4–8 June 3–7 September 9–13 December 9–13

### Custom Trainings

Custom training classes and training dates are available upon request.



### Verso Service Trainings

PROGRAM	DATES
Basic Service Training (5 days)	Jan. 29–Feb. 2 April 22–26 July 29–Aug. 2 November 4–8

### Verso User Trainings

PROGRAM	DATES
Basic User Training (2 days)	January 10–11 April 10–11 July 24–25 October 23–24

### Verso Q-Series Service Trainings

PROGRAM	DATES
Basic Service Training (4 days)	March 26–29 June 11–14 September 24–27 November 19–22

### Verso Q-Series User Trainings

PROGRAM	DATES
Basic User Training (1 day)	March 25 June 10 September 23 November 18



Requirements

Different courses have different requirements. Please contact us for more information.

Course Dates

Courses are offered upon request. Individual requests will be kept on file and the course will be offered based on customer demand.

Course Hours

Training courses are conducted from 08:30 to 17:00. Trainees will be informed of any changes.

Certificate

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

**As a general rule, we require all participants to have:**

- An electronics and/or electro-mechanical background
- Basic medical laboratory knowledge
- Basic computer skills
- PC software knowledge including:
  - Operating system Windows 7 or higher
  - Familiar with Windows program (Word, Excel, etc.)
  - Internet Explorer
- Strong English reading and speaking skills

Example of Service Training Course Content (Verso)

	Basic Service Training	Advanced Service Training
Target Group	Service Engineers who need to support instrumentation with a standard configuration	Service Engineers who attended a Basic Service Training Course and need to support instrumentation with a standard or special configuration
Introduction	✓	✓
User Software	✓	✓
Adjustments	✓	✓
Replacement of Hardware Components	✓	✓
Maintenance	✓	✓
Verification	✓	✓
Troubleshooting	✓	✓
Special Components		✓
Proficiency Certificate	✓	✓
Duration	5 days	5 days
Max. Participants	5	4

Course Materials

Each participant will receive course materials during the training course.

Lunch

Lunch is provided at the Hamilton Storage office and is included in the course price.

Accommodations

Hamilton Storage will be happy to make hotel reservations for you. Traveling and accommodation expenses are the responsibility of the trainee or the trainee's company.

## Course Pricing

Contact us for respective pricing on each individual course. Prices include lunch at the Hamilton Storage office, and one group dinner at a local restaurant sponsored by Hamilton Technical Support (does not apply to 1- and 2-day courses).

## Individual Workshops

In addition to standard training courses, Hamilton Storage provides cost-effective training workshops to meet the needs of the individual. The content and duration of these workshops is negotiated in advance with the client to ensure that particular problems or procedures are addressed.

General conditions:

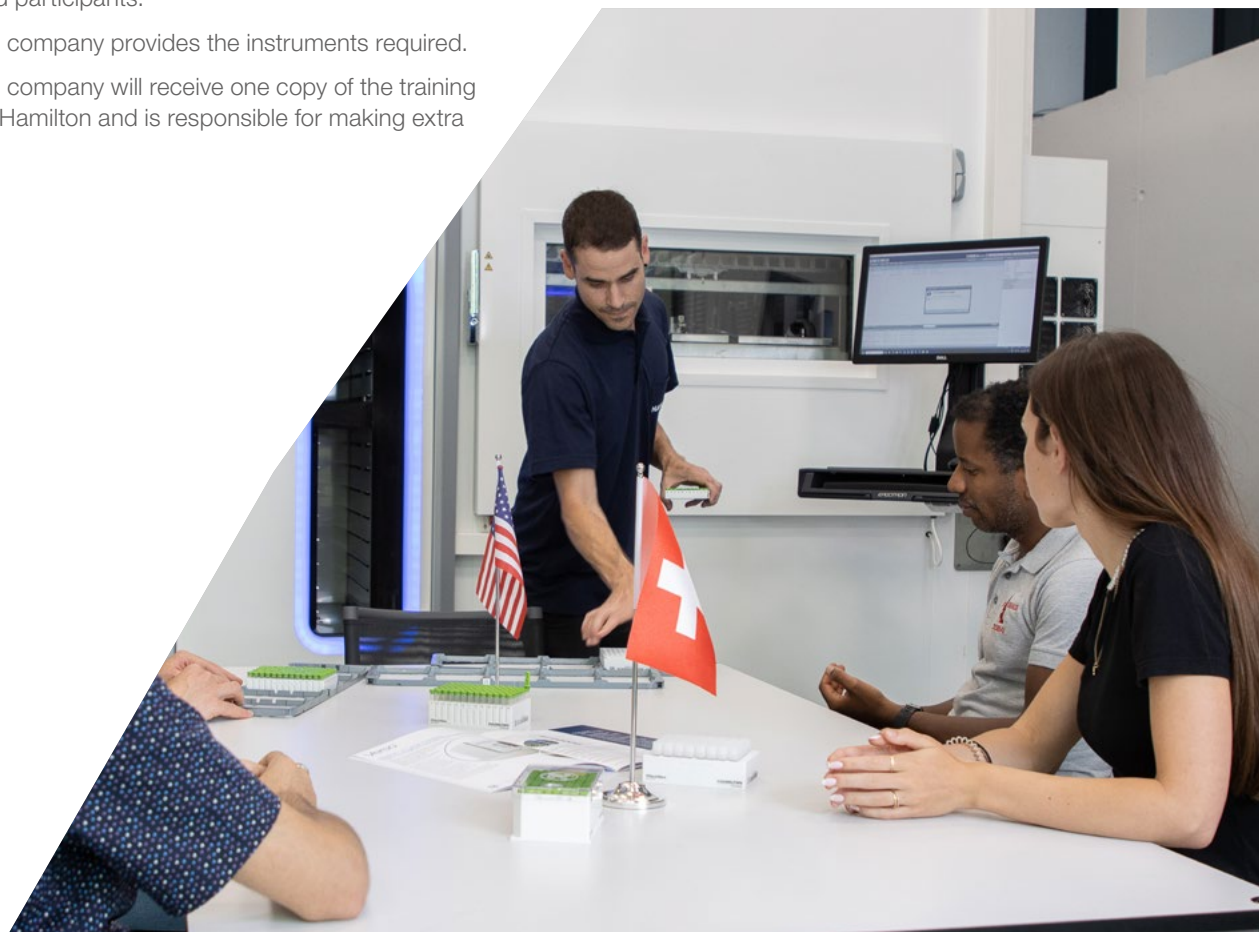
- Submit requested training dates and specific training requirements at least four weeks in advance.
- Hamilton Storage is responsible for course organization, details, and all training materials.
- Lunch and one off-site group dinner is provided by Hamilton Storage GmbH.

## On-Site Trainings

Hamilton Storage offers on-site training courses at your facility, though we are responsible only for providing qualified trainers. Hamilton is not responsible for training infrastructure and instruments, travel and lodging accommodations, or meals. On-site trainings are available by request only.

General conditions:

- Please allow a minimum of 6 weeks notice prior to the requested training date.
- The requesting company coordinates the training site, presentation equipment, and participants.
- The requesting company provides the instruments required.
- The requesting company will receive one copy of the training materials from Hamilton and is responsible for making extra copies.



# Support & Service

## Outstanding. Reliable. Everywhere.

For more than 40 years, the Hamilton name has been associated worldwide with uncompromising quality in automated storage systems for biological and compound samples as well as precision fluid measuring products.

### Outstanding

Hamilton Storage's service organization is committed to providing the best quality service and support in the industry. Worldwide, we offer highly qualified support from field service engineers. Trained by certified Hamilton trainers, these engineers are supported by our local service headquarters and distribution partners.

Our commitment to high quality standards is evident not only in our ISO 9001 certification, but also in the ongoing training provided to all of our service engineers. With Hamilton Storage as your automation partner, you can feel confident that you'll receive the best support possible.

### Reliable

Investment in a high-performance storage system or benchtop device sets high expectations of quality, reliability, and precision. From in-house manufacturing to state-of-the-art quality control systems and final inspection, Hamilton guarantees high standards for all of our products. Reliability is an essential part of our products and our support team. From our technical support hotline to field service engineers and dedicated product specialists, know that Hamilton Storage is available with qualified support teams.

### Everywhere

Our field service and support network links our headquarters with our worldwide subsidiaries to ensure quick response time, thus minimizing downtime. Whether you need routine maintenance, service, or application support, Hamilton Storage is there to support you. Customer satisfaction has the highest value at Hamilton, and we've built our worldwide support network to meet all of your needs.

### System Installation

All Hamilton Storage systems are installed according to strict procedures in conformity with ISO 9001. Each system includes a comprehensive Installation Qualification (IQ) and detailed documentation.

### Service Contracts

Ensure the longevity of your storage system or benchtop device by choosing a Hamilton Storage service contract. Service contracts include regular monitoring and preventative maintenance for peak performance of your system. Allowing service costs to be budgeted in advance, we offer three levels of service and support contracts to meet the various needs of our customers.

### Training Courses

Hamilton Storage training courses have been specifically developed to cover the requirements and needs of our diverse customer base. They may follow an established standard format suitable for our broad client base, or they can be designed to meet the needs of a specific customer. Theoretical knowledge is combined with practical application to give a comprehensive understanding of course content to the trainee, and all participants receive a certificate from Hamilton Storage upon completion of a course. While many of our trainings take place at our headquarters in Domat/Ems, Switzerland, we can arrange for certain courses to take place on-site at your company.





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