

# ONDAL ACADEMY

## TRAINING PROGRAM

### Welcome to the Ondal Service Academy



Here you will learn directly on the support arm system – in a practical, structured manner and with clear results. Our training courses combine precise theory with real installation situations and prepare you for installation, commissioning, maintenance, and repairs in the field.

#### What is offered?

- **Hands-on:** Work on the complete Ondal portfolio, realistic scenarios, safe procedures.
- **Substance instead of show:** Sound theory, fed by market feedback, change & QM processes
- **Flexible:** In-person, remote, or on-the-job coaching.
- **Verifiable:** Certificate valid for 2 years for all types of training.

#### Why directly with Ondal?

- **Original standards & limits**
- **Latest changes**
- **Planned tools and test equipment**
- **Practical error scenarios**
- **Safety & compliance**
- **Spare parts management with foresight**

# TRAINING CONTENT

## Level 1 Basics / Installation & Commissioning

Our Level 1 basic training course teaches the essentials for safe and efficient everyday service. From ceiling mounting to acceptance, we train you in the exact steps that prevent complaints, rework, and downtime.



### Target group

- Service technicians, technical support

### Learning objectives / Course content

- Detailed knowledge of the product portfolio
  - Introduction to the Ondal product portfolio
  - System structure/terms, load classes, type designations
- Installation requirements and technical documentation
  - Safety requirements and mandatory certifications
  - Installation and service instructions
- Professional installation of the system
  - Ceiling mounting – ceiling pipe – system – terminal device
  - Routinely implement best practices, defined torques, and measurable test points.
- Commissioning & acceptance
  - Checklists and documentation
  - Logging and clean handover
- Maintenance points & intervals
  - Intervals & test points
  - Acceptance protocol
  - Spare parts allocation
- Troubleshooting and repairs
  - Root cause analysis
  - Adjustments
  - Replacement and repair of components
- Spare parts management
  - Spare parts catalogs
  - Correct allocation of components required by the system

### Requirements

- None; basic technical skills are an advantage

### Refresher & recertification

#### Objective

- Refresh knowledge, practice new/rare error patterns, and extend certificate validity.

#### Result

Extension of validity for 24 months from passing the exam.

# TRAINING CONTENT

## Level 2

### Expert / Train-the-Trainer

In Level 2 Expert / Train-the-Trainer, we expand your knowledge to include system planning and teaching skills – for experts who also empower others. This course enables you to independently plan and conduct Level 1 training courses in your own company.

#### Target group

- Internal trainers

#### Learning objectives / Course content

This training course covers the content of the Level 1 training course and also includes the following learning objectives/course content:

- Basics of project planning
  - Correctly designing dimensions/dimensions, swivel ranges, and load capacities and integrating them into the planning
  - Room planning – Forces of movement – Stops
- Teaching methodology & course design
  - Detailed knowledge transfer from the Level 1 training course
  - Confident handling of questions
  - Technical documentation
- Individual installation & maintenance checklists
  - Create and test individual installation & maintenance checklists
- Short teaching samples
  - Plan, deliver, and improve your own 5–7-minute presentation

#### Requirements

- Previous teaching experience desirable, but not essential

## Refresher & recertification Level 1 & Level 2

#### Duration

- Remote approx. 1.5 hours

#### Objective

- Refresh knowledge, receive updates on the system/field experience, and extend certificate validity.

#### Prerequisites

- Valid Level 1 or Level 2 certificate

#### Result

- Extension of validity for 24 months from passing the exam.





## VALiA C/S

### VALiA C/S axle and spring arm

#### Level 1 – Basic / Installation & Commissioning

<b>Target group</b>	Service technicians, technical support
<b>Requirements</b>	None; basic technical skills are an advantage
<b>Duration</b>	Approx. 7 hours
<b>Location</b>	In-house/on-site/on-the-job coaching

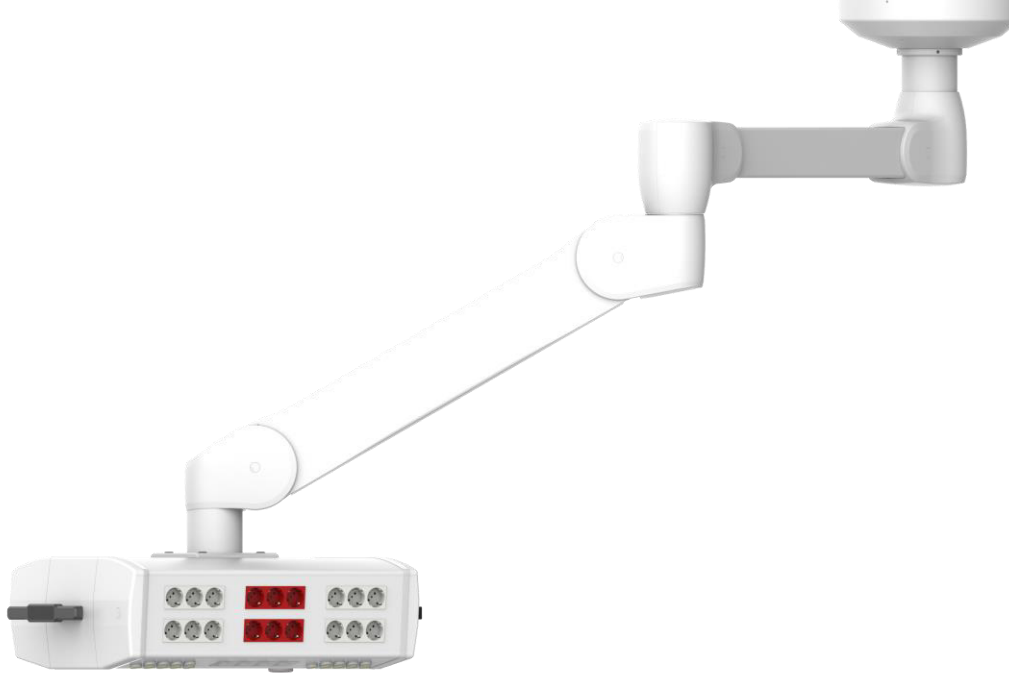
#### Level 2 – Expert/train-the-trainer

<b>Target</b>	Internal trainers
<b>Prerequisites</b>	Previous teaching experience desirable, but not essential
<b>Duration</b>	Approx. 9 hours
<b>Location</b>	In-house

#### **Product focus per training course (select in advance)**

The products listed below represent the maximum training scope per session.

<b>Axles</b>	VALiA C	VALiA S	VALiA C/S	
<b>Spring arms</b>	LCH series	L Series	MD Series	XRS Series
<b>End device</b>	VarioView	VISTA	Cemor	MultiBar



## VALiA X

### VALiA X axis and spring arm

#### Level 1 - Basics / Installation & Commissioning

<b>Target group</b>	Service technicians, technical support
<b>Prerequisites</b>	None; basic technical skills are an advantage
<b>Duration</b>	Approx. 6 hours
<b>Location</b>	In-house/on-site/on-the-job coaching

#### Level 2 – Expert/Train-the-Trainer

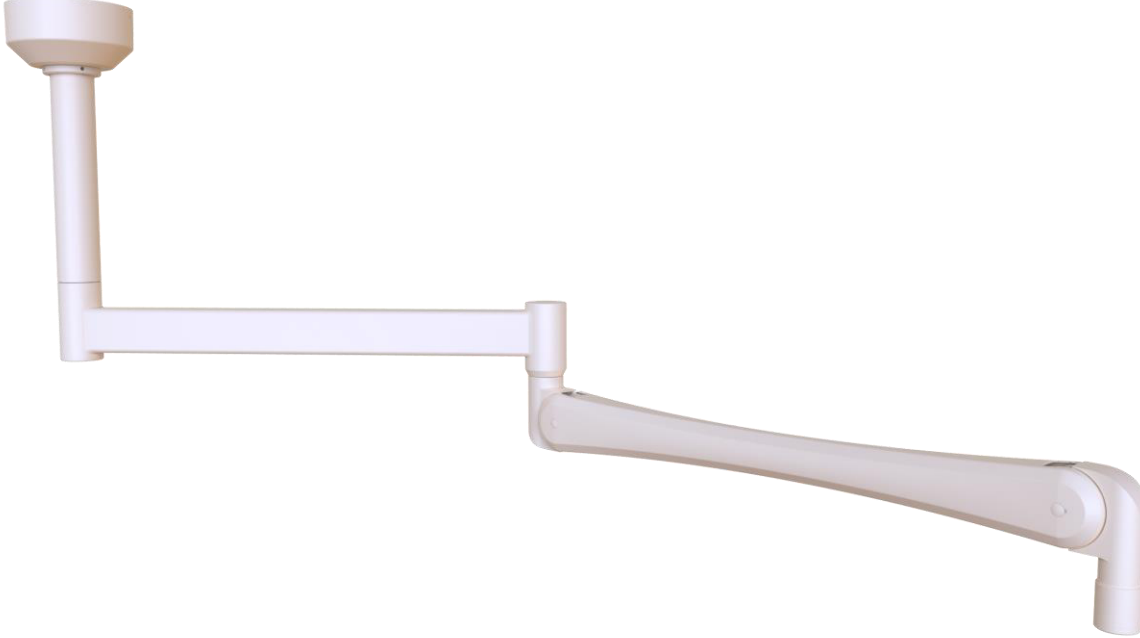
<b>Target</b>	Internal trainers
<b>Prerequisites</b>	Experienced service technicians
<b>Duration</b>	Approx. 8 hours
<b>Location</b>	In-house

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#### **Product focus per training course (select in advance)**

The products listed below represent the maximum training scope per session.

<b>Boom</b>	EA1	EA2	Boom
<b>Spring arms</b>	MD60	MD90	MD110
<b>End device</b>	Cemor	M20	



# FACILA

## FACILA System

### Level 1 - Basics / Installation & Commissioning

<b>Target group</b>	Service technicians, technical support
<b>Prerequisites</b>	None; basic technical skills are an advantage
<b>Duration</b>	Approximately 5 hours
<b>Location</b>	In-house/on-site/on-the-job coaching

### Level 2 – Expert/train-the-trainer

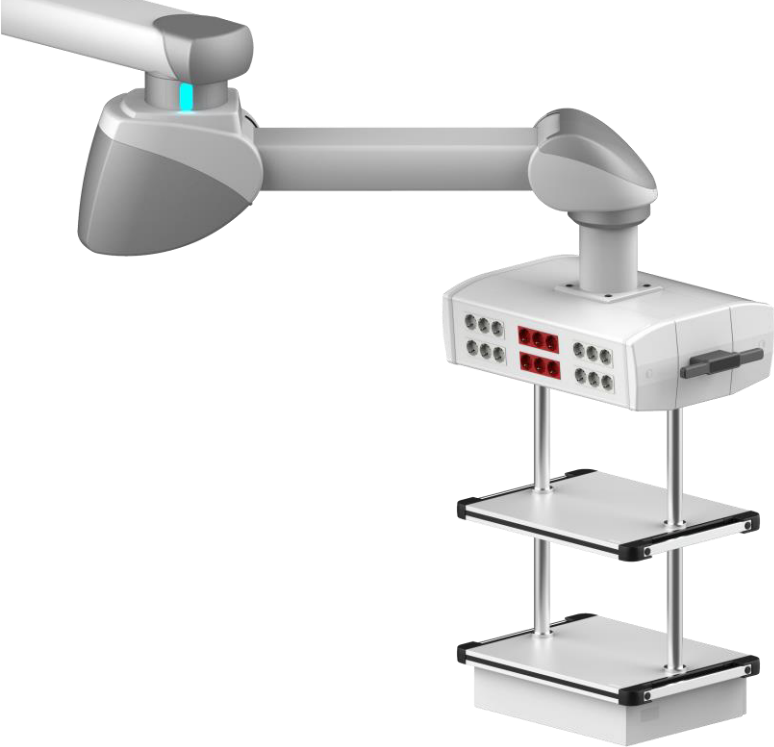
<b>Target</b>	Internal trainers
<b>Requirements</b>	Experienced service technicians
<b>Duration</b>	Approx. 6 hours
<b>Location</b>	In-house

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#### **Product focus per training session (select in advance)**

The products listed below represent the maximum training scope per session.

<b>System</b>	Spring arm incl. Extension Arm
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## MediFamily

MediBoom | MediLift | MediHoist | MediSpace

### Level 1 - Basics / Installation & Commissioning

<b>Target group</b>	Service technicians, technical support
<b>Prerequisites</b>	None; basic technical skills are an advantage
<b>Duration</b>	Approx. 9 hours
<b>Location</b>	In-house/on-site/on-the-job coaching

### Level 2 – Expert/train-the-trainer

<b>Target</b>	Internal trainers
<b>Prerequisites</b>	Experienced service technicians
<b>Duration</b>	Approx. 12 hours
<b>Location</b>	In-house

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#### **Product focus per training course (select in advance)**

The products listed below represent the maximum training scope per session.

<b>System</b>	MediBoom(XL)   MediLift spring arm   MediLift motor arm To be booked separately: MediHoist   MediSpace
<b>End device</b>	M6   M20   Cemor LS

# Price list

Transparent prices per person – tailored to level and product family. Choose between in-person, remote, on-the-job, or on-the-job coaching.

## Combination discount (consecutive training courses)

When booking two or more different, consecutive training courses, we offer an additional discount of 20% on the training price.

Note: Individual training requests are excluded from the combination discount.

## Individual training dates

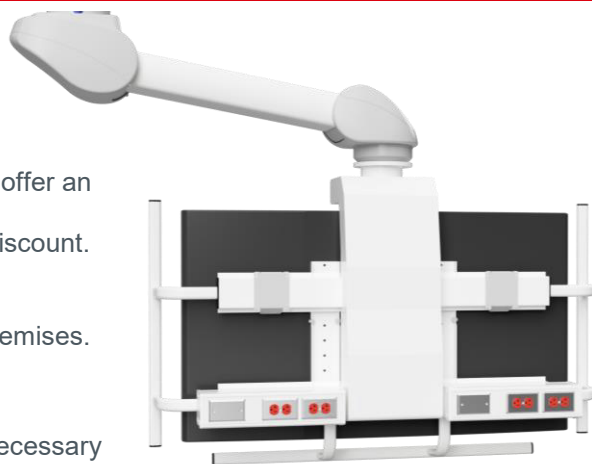
We are happy to arrange individual dates for training courses at our premises.

## Onsite training courses / on-the-job coaching

Training courses can also be held at your premises at any time. The necessary infrastructure is provided by the customer/service partner:

- Suitable training room
- the systems/end devices to be trained
- Required equipment (e.g., tools, lifting devices, testing equipment)

In addition, the travel expense allowances according to the table "Travel expenses OnSite/OJT" apply.



## Training costs

PRODUCT GROUP	TYPE OF TRAINING	PRICE PER PARTICIPANT (PLUS VAT)		
		Minimum of 3 participants	From 5 participants	From 10th participant
VALIA C/S	Level 1 Basic / Installation & Commissioning	€385 (€1,155.00)	€330.00	€310.00
	Level 2 Expert / Train-the-Trainer	€585.00 (€1,755.00)	€500	€470
	Refresher & Recertification Remote   In-house	\$150 (€450.00)	-	-
VALIA X	Level 1 Basic / Installation & Commissioning	\$330 (€990.00)	€280.00	€265.00
	Level 2 Expert / Train-the-Trainer	€520.00 (€1,560.00)	€440	€420
	Refresher & Recertification Remote   In-house	\$150 (€450.00)	-	-
FACILA	Level 1 Basic / Installation & Commissioning	\$275 (€825.00)	€420.00	€400.00
	Level 2 Expert / Train-the-Trainer	€390 (€1,170.00)	€330	€310
	Refresher & Recertification Remote   In-house	\$150 (€450.00)	-	-
MEDIFAMILY	Level 1 Basic / Installation & Commissioning	\$495 (€1,485.00)	€420.00	€400.00
	Level 2 Expert / Train-the-Trainer	€780.00 (€2,340.00)	€660.00	€625
	Refresher & Recertification Remote   In-house	\$150 (€450.00)	-	-

Notes: Prices per person, minimum billing: 3 persons. On-site/on-the-job coaching travel expenses according to the table below. On-the-job coaching is available for levels 1/2 and follows the same on-site travel expenses.

## Travel expenses OnSite/OJT (Level 1 & Level 2)

REGION	
OMD HEADQUARTERS ≤ 150 KM	€350
D-A-CH & BENELUX	€950.00
REST OF THE EU INCL. ENGLAND	€1.500.00
OUTSIDE THE EU	€3.250.00

Applies to on-the-job coaching and Level 1/Level 2 training onsite for 1 Trainer.