ONDAL ACADEMY

TRAINING PROGRAM



Welcome to the Ondal 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.

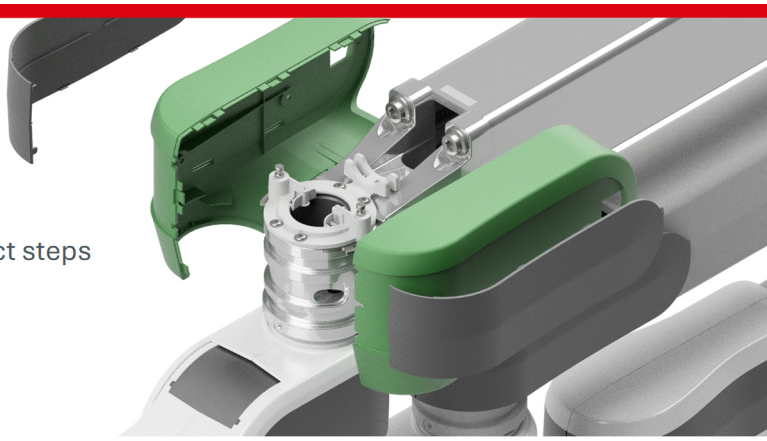
What we offer

- **Hands-on:** Work on original systems from the Ondal portfolio, realistic scenarios, safe procedures.
- **Substance over show:** Sound theory, fed by market feedback, change and QM processes.
- **Flexible:** Training at Ondal in Hünfeld, at your premises, or as on-the-job coaching, refreshers also remote.
- **Verifiable:** Certificate valid for 24 months for all types of training.

Why train directly with Ondal?

- **Original specifications & limit values**
- **Latest product changes**
- **Specified tools and test equipment**
- **Real-world failure patterns**
- **Safety & compliance**
- **Spare parts management with foresight**

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 and terminology, load classes, type designations
- Installation requirements & technical documentation
  - Safety requirements and mandatory documentation
  - Installation and service instructions
- Professional installation of the system
  - Ceiling mounting – ceiling pipe – system – end device
  - Routinely apply best practices, defined torques, and measurable test points
- Commissioning & acceptance
  - Checklists and documentation
  - Records and proper handover
- Maintenance points & intervals
  - Intervals and test points
  - Maintenance report
  - Spare parts assignment
- Troubleshooting & repairs
  - Root cause analysis
  - Adjustments
  - Replacement and repair of components
- Spare parts management
  - Spare parts catalogs
  - Correct assignment of the required components to the system

Requirements

- None; basic technical skills are an advantage

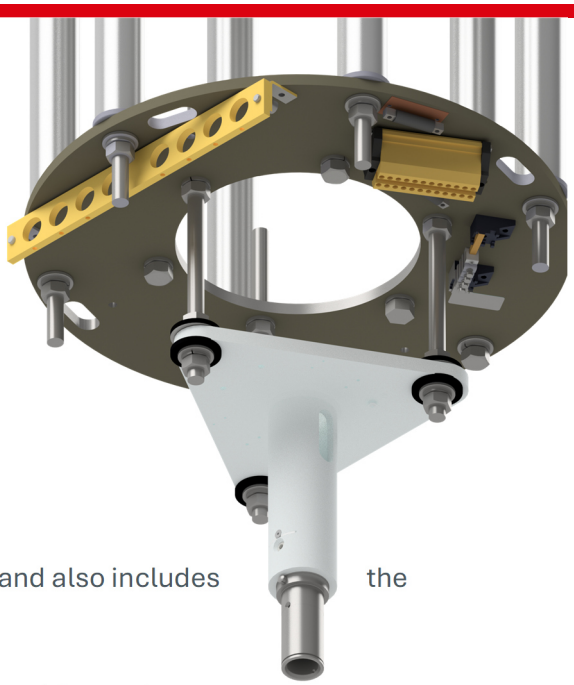
Completion

- Certificate valid for 24 months

Duration and location

- Base training approx. 4 to 7 hours depending on the product family, plus optional modules (approx. 2 to 3 hours each); at Ondal in Hünfeld, on-site, or as on-the-job coaching (see pages 4–8)

Level 2
Expert / Train-the-Trainer



In the Level 2 Expert / Train-the-Trainer course, our service technicians pass on their hands-on knowledge to your future internal trainers. The goal is for you to independently plan and conduct Level 1 training courses in your own company – with the Ondal training documents, individual checklists, and tips from the field.

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 design dimensions, swivel ranges, and load capacities and integrate them into the planning
  - Room layout – operating forces – end stops
- Training documents & knowledge transfer
  - Receive the Ondal training documents (PowerPoint) and discuss them in detail
  - Tips on how to convey the content effectively
  - Typical problems on site and key practical points
- Individual installation & maintenance checklists
  - Create and test them in practice
- Practice sessions
  - Short, informal practice sessions with feedback

Requirements

- Experienced service technicians; experience in instructing colleagues desirable, but not essential

Completion

- Certificate valid for 24 months

Authorization after completion

- Certified trainers may only conduct Level 1 basic training courses within the certified scope of products, activities, and organization. Without separate approval from Ondal, they may not qualify further trainers or change Ondal training content.

Duration and location

- Base training approx. 6 to 9 hours depending on the product family, plus optional modules (approx. 2 to 3 hours each); at Ondal in Hünfeld, on-site, or as on-the-job coaching (see pages 4–8)

TRAINING FORMATS

Training formats at a glance

Level 1 and Level 2 training courses always take place in person. In-person training includes training at Ondal in Hünfeld, on-site training at your premises, and on-the-job coaching. Remote formats are available for the refresher only.

Training format	Description	Level 1	Level 2	Refresher
At Ondal (Hünfeld)	In-person training at Ondal's site in Hünfeld; dates arranged individually	✓	✓	✓
On-site	In-person training at your premises; all required systems, tools, and lifting devices are provided by the customer; plus flat-rate travel charge	✓	✓	✓
On-the-job coaching	Coaching during a real assignment at your premises; plus flat-rate travel charge	✓	✓	✓
Remote – Teams	Live training via Microsoft Teams, approx. 1.5 hours	–	–	✓
Remote – Omnius	Self-study with Omnius via access to the Ondal website; Q&A session on request	–	–	✓ VALiA only

Refresher & recertification

Objective

- Refresh knowledge, receive updates on the system and field experience, learn about new and rare failure patterns, and extend certificate validity

Requirements

- Valid Level 1 or Level 2 certificate

Formats

- In person at Ondal in Hünfeld – half day, approx. 4 to 5 hours per product family
- Remote via Microsoft Teams (approx. 1.5 hours)
- Remote self-study with Omnius via access to the Ondal website – currently released for VALiA only; a Q&A session can be arranged if required

Rules for remote refreshers

- A remote refresher always requires a previous in-person training course.
- Remote refreshers are possible a maximum of two times in a row. After that, in-person training is required again.

Result

- Certificate validity extended by 24 months from passing the exam

Example sequence

Level 1 / 2 In person → **Refresher** Remote → **Refresher** Remote → **Refresher** In person

Each step secures 24 months of certificate validity. After two consecutive remote refreshers, in-person training is required again.



VALiA C/S

VALiA C/S axis and spring arm

Level 1 – Basics / Installation & Commissioning

Target group	Service technicians, technical support
Requirements	None; basic technical skills are an advantage
Duration	Approx. 5 hours + 2 hours per end device module
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

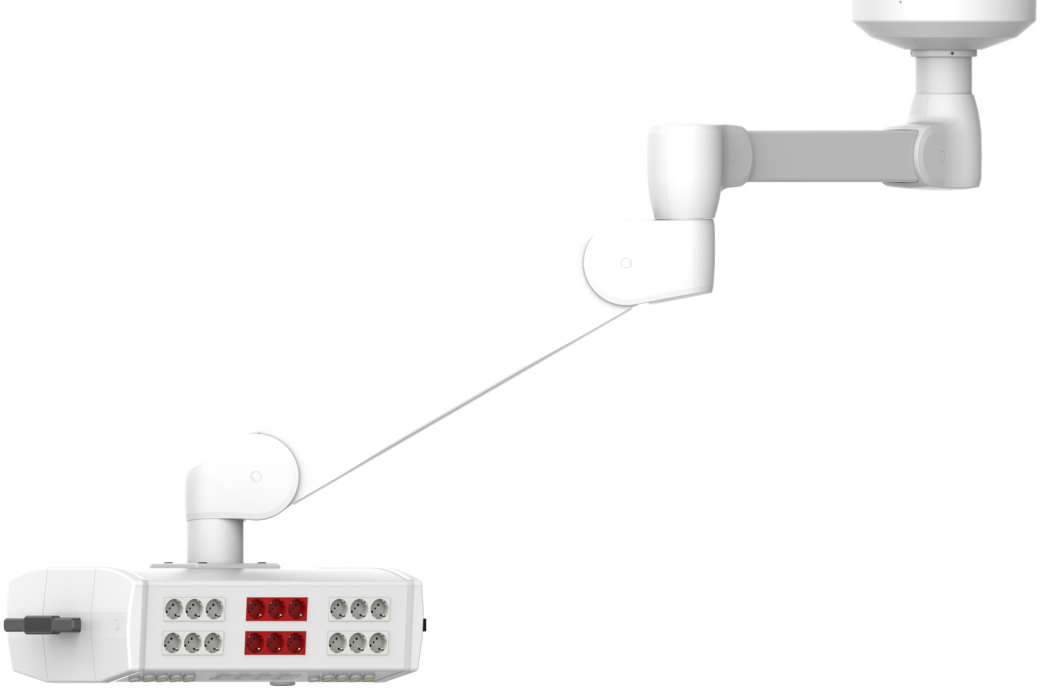
Level 2 – Expert / Train-the-Trainer

Target group	Internal trainers
Requirements	Experienced service technicians; experience in instructing colleagues desirable, but not essential
Duration	Approx. 7 hours + 2 hours per end device module
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

Training scope per session

The base training covers the systems listed below. End devices can optionally be added as modules of your choice.

Axes	VALiA C | VALiA S | VALiA C/S – all included
Spring arms	LCH series | L series | MD series | XRS series – all included
End device modules	VarioView | VISTA | Cemor | MultiBar – approx. 2 h each, as required



VALiA X

VALiA X axis and spring arm

Level 1 – Basics / Installation & Commissioning

Target group	Service technicians, technical support
Requirements	None; basic technical skills are an advantage
Duration	Approx. 4 hours + end device modules (Cemor 2 h, M20 3 h)
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

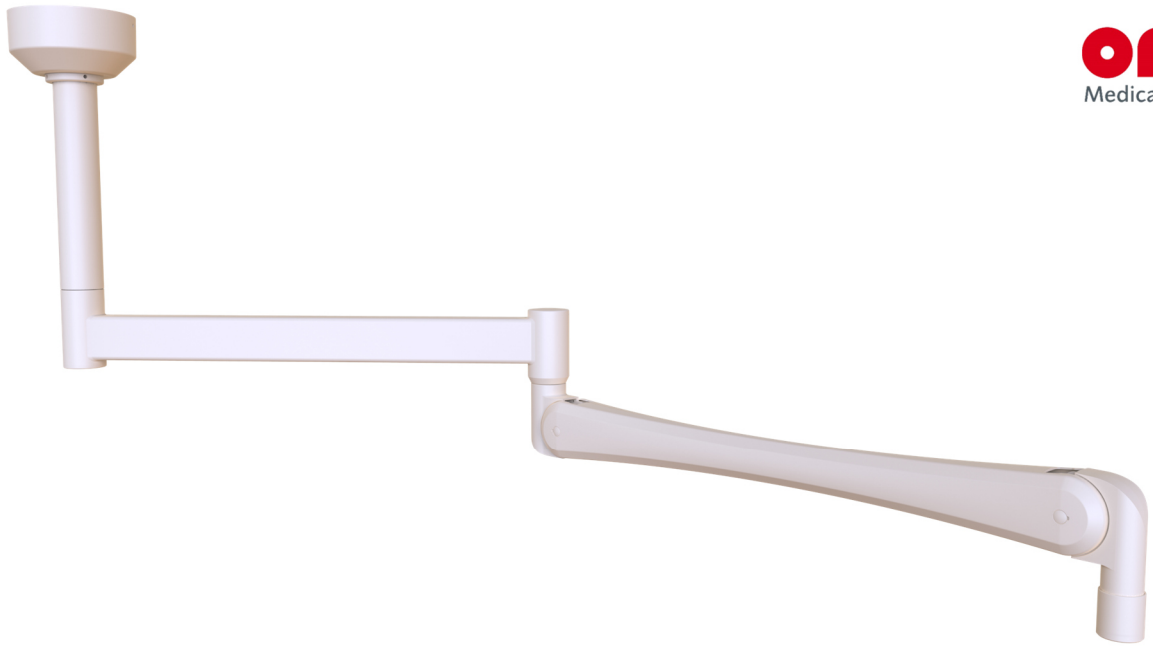
Level 2 – Expert / Train-the-Trainer

Target group	Internal trainers
Requirements	Experienced service technicians; experience in instructing colleagues desirable, but not essential
Duration	Approx. 6 hours + end device modules (Cemor 2 h, M20 3 h)
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

Training scope per session

The base training covers the systems listed below. End devices can optionally be added as modules of your choice.

Extension arms	EA1 | EA2 | Boom – all included
Spring arms	MD60 | MD90 | MD110 – all included
End device modules	Cemor (approx. 2 h) | M20 (approx. 3 h) – as required



FACILA

FACILA extension arm and spring arm

Level 1 – Basics / Installation & Commissioning

Target group	Service technicians, technical support
Requirements	None; basic technical skills are an advantage
Duration	Approx. 5 hours
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

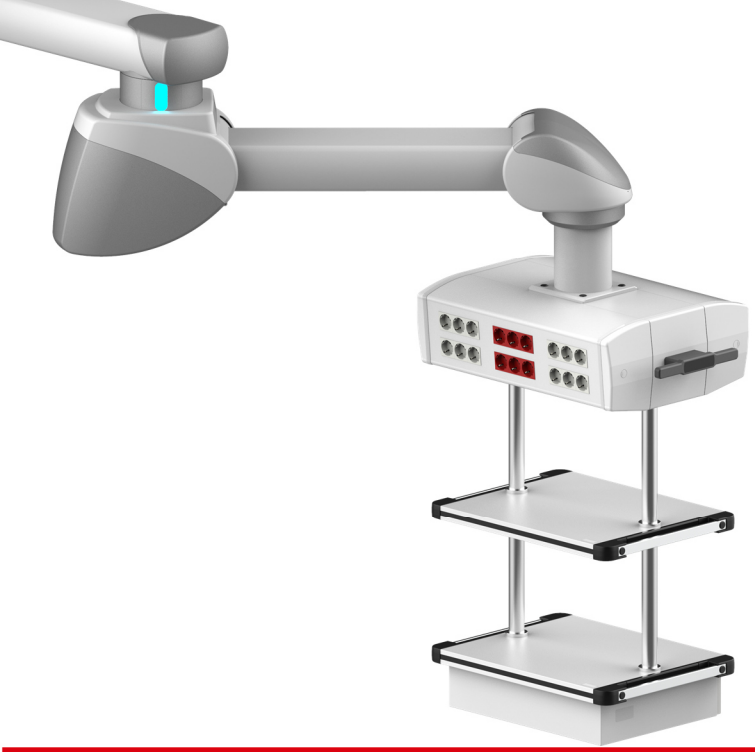
Level 2 – Expert / Train-the-Trainer

Target group	Internal trainers
Requirements	Experienced service technicians; experience in instructing colleagues desirable, but not essential
Duration	Approx. 6 hours
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

Training scope per session

The training covers the complete FACILA portfolio.

System	Complete FACILA portfolio



MediFamily

MediBoom | MediLift | MediHoist | MediSpace

Level 1 – Basics / Installation & Commissioning

Target group	Service technicians, technical support
Requirements	None; basic technical skills are an advantage
Duration	Approx. 7 hours + modules (Cemor LS 2 h, M6 3 h, M20 3 h, MediHoist 2 h, MediSpace 2 h)
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

Level 2 – Expert / Train-the-Trainer

Target group	Internal trainers
Requirements	Experienced service technicians; experience in instructing colleagues desirable, but not essential
Duration	Approx. 9 hours + modules (Cemor LS 2 h, M6 3 h, M20 3 h, MediHoist 2 h, MediSpace 2 h)
Location	At Ondal (Hünfeld) | On-site | On-the-job coaching

Training scope per session

The base training covers the systems listed below. End devices as well as MediHoist and MediSpace can optionally be added as modules of your choice.

System	MediBoom (XL) | MediLift spring arm | MediLift motor arm – all included
End device modules	Cemor LS (approx. 2 h) | M6 (approx. 3 h) | M20 (approx. 3 h) – as required
System modules	MediHoist | MediSpace – approx. 2 h each for operation, as required; installation as for the MediFamily systems

PRICE LIST

Transparent prices per person – tailored to level, product family, and selected modules. The training formats available for each level are shown in the overview on page 4.

As of: October 2026

Training costs

Product group	Training / module	Duration (approx.)	Price per participant (plus VAT)		
			From 3 participants[1]	From 5 participants[2]	From 8 participants[2]
VALiA C/S	**Level 1 – base training**	5 h	€275.00	€235.00	€220.00
	+ end device module, per device	2 h	€110.00	€95.00	€90.00
	Level 2 – Expert / TtT	7 h	€455.00	€385.00	€365.00
	+ end device module, per device	2 h	€130.00	€110.00	€105.00
	Refresher remote (Teams)	1.5 h[3]	€150.00	–	–
	Refresher in person (at Ondal)	5 h	€275.00	€235.00	€220.00
VALiA X	**Level 1 – base training**	4 h	€220.00	€185.00	€175.00
	+ Cemor module	2 h	€110.00	€95.00	€90.00
	+ M20 module	3 h	€165.00	€140.00	€130.00
	Level 2 – Expert / TtT	6 h	€390.00	€330.00	€310.00
	+ Cemor module	2 h	€130.00	€110.00	€105.00
	+ M20 module	3 h	€195.00	€165.00	€155.00
	Refresher remote (Teams)	1.5 h[3]	€150.00	–	–
	Refresher in person (at Ondal)	4 h	€220.00	€185.00	€175.00
FACILA	**Level 1 – base training**	5 h	€275.00	€235.00	€220.00
	Level 2 – Expert / TtT	6 h	€390.00	€330.00	€310.00
	Refresher remote (Teams)	1.5 h[3]	€150.00	–	–
	Refresher in person (at Ondal)	4 h	€220.00	€185.00	€175.00
MediFamily	**Level 1 – base training**	7 h	€385.00	€325.00	€310.00
	+ Cemor LS module	2 h	€110.00	€95.00	€90.00
	+ M6 module	3 h	€165.00	€140.00	€130.00
	+ M20 module	3 h	€165.00	€140.00	€130.00
	+ MediHoist module	2 h	€110.00	€95.00	€90.00
	+ MediSpace module	2 h	€110.00	€95.00	€90.00
	Level 2 – Expert / TtT	9 h	€585.00	€495.00	€470.00
	+ Cemor LS module	2 h	€130.00	€110.00	€105.00
	+ M6 module	3 h	€195.00	€165.00	€155.00
	+ M20 module	3 h	€195.00	€165.00	€155.00
	+ MediHoist module	2 h	€130.00	€110.00	€105.00
	+ MediSpace module	2 h	€130.00	€110.00	€105.00
	Refresher remote (Teams)	1.5 h[3]	€150.00	–	–
	Refresher in person (at Ondal)	5 h	€275.00	€235.00	€220.00

[1] *Minimum billing: 3 persons, applies to base training and modules (not to Omnius self-study).*

[2] *The tiered price applies to all participants of a booking.*

[3] *Remote via Microsoft Teams. Remote self-study with Omnius (currently VALiA only): €150.00 per person, no minimum number of participants; Q&A session on request.*

Price per person = base training + selected modules. Example: VALiA X Level 1 with Cemor and M20 for 4 participants: (€220.00 + €110.00 + €165.00) × 4 = €1,980.00.

Training on phased-out systems not listed here is available on request.

Combination discount and flat-rate travel charges for on-site training and on-the-job coaching: see page 10.

Combination discount (consecutive training courses)

If two or more different training courses are held directly one after the other, we grant a discount of 20% on the training price in addition to the tiered price. “Directly one after the other” means without a break in between – not, for example, one course in January and another in March. Remote refreshers (Microsoft Teams and Omnius) and 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.

On-site training and on-the-job coaching

By arrangement, Level 1 and Level 2 training courses can also be held at your premises. The customer or service partner ensures that the following is available on site:

- a suitable training room
- all systems and end devices to be trained
- all required tools, lifting devices, and test equipment

In addition, the flat-rate travel charge according to the table below applies.

Flat-rate travel charges for on-site training / on-the-job coaching

Region	Flat rate
Ondal Hünfeld, within 150 km	€350.00
D-A-CH & Benelux	€950.00
Rest of the EU incl. United Kingdom	€1,500.00
Outside the EU	€3,250.00

The flat rate applies per assignment of one trainer for on-site training and on-the-job coaching (Level 1 and Level 2). If several training courses are booked for one assignment, we charge an additional €180.00 per additional training day.

Organizational information

- **Registration:** by e-mail to academy@ondal.com or by phone at +49 6652 81-331
- **Number of participants:** max. 12 persons for training at Ondal in Hünfeld; on-site by arrangement, depending on the training room and available systems
- **Training languages:** German and English
- **Occupational safety:** Please bring safety shoes S3 ESD. For on-site training, the safety regulations on site also apply.
- **Cancellation:** Free of charge up to 28 days before the start of training, 50% up to 14 days before, thereafter or in case of no-show 100% of the training price. Travel expenses already incurred will be charged additionally. Substitute participants can be named at any time free of charge. If on-site training cannot take place due to missing infrastructure, the same terms apply. If Ondal has to cancel a training course, we will arrange an alternative date or refund any amounts already paid.