

UP-TO-DATE. PROFESSIONAL. CERTIFIED.

BENEFIT FROM  
100 YEARS  
OF SOLDERING  
EXPERIENCE

TRAININGS 2022.

DRIVEN BY KURTZ ERSA.

CUSTOMIZED TRAINING AND EDUCATION FOR  
STAFF QUALIFICATION IN ELECTRONICS PRODUCTION.

# TRAININGS 2022 – OVERVIEW



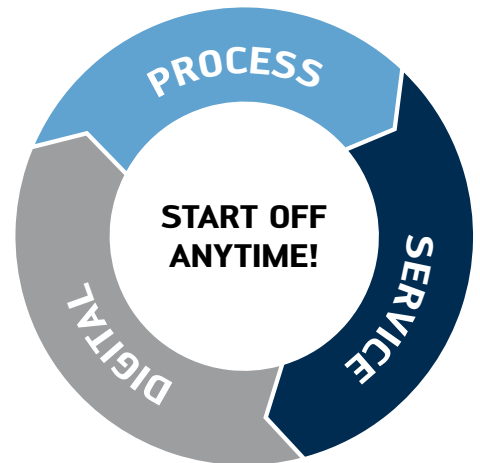
## MACHINE SOLDERING AND STENCIL PRINTING

### PROCESS

- Ersa Know-How Seminars
- Customer-specific technology days

### SERVICE

- VERSAFLOW 4 – Operating and Maintenance Training
- Process technology and optimization – Exclusive practical training: Service and Maintenance



## DIGITAL

### DIGITAL

- Live-Demonstrations
- WEBinERSA
- **Coming soon:** eLearning via Kurtz Ersa CONNECT



## SEMINAR INFORMATION

- Customer Care & Application Centers
- Training dates 2022, Registration

# QUALIFICATION PAYS OFF!

**Dear Ladies and Gentlemen,**

Ersa starts the year 2022 with highest dynamics. We are especially pleased that "face to face" visits as well as events and personal exchange with technical experts are possible again on a regular basis in compliance with the applicable hygiene guidelines.

To get the best out of your hardware, you should also invest in the associated know-how so that you can reliably achieve soldering results at the highest level. We qualify your team so that you are always one step ahead of the competition

in electronics manufacturing and ensure the highest quality with the lowest costs.

As usual, the Ersa Training Program 2022 covers all aspects of professional soldering – from solder paste printing and reflow soldering to selective and wave soldering. Depending on your needs, you can join in thematically at any time and place – whether it's about fundamentals, process or service/maintenance.

We have the right qualification offer – whether digitally or directly on site:

basic process training, machine training for service, practical training for process technology or optimization, individually designed technology days or the digital refresh in machine or hand soldering with offers such as the WEBinERSA webinars or our live demos from the application center.

**Let us know your needs – we shall be happy to customize your individual qualification measurements.**



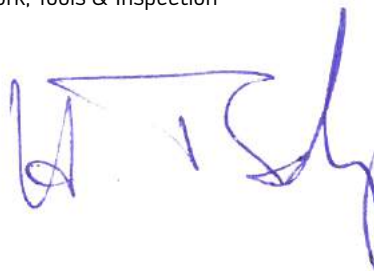
**Rainer Krauss**

Vice President  
General Sales Manager

A handwritten signature in blue ink, appearing to read "Rainer Krauss".

**Hansjürgen Bolg**

Vice President  
Rework, Tools & Inspection

A handwritten signature in blue ink, appearing to read "H. Bolg".





# MACHINE SOLDERING AND STENCIL PRINTING.

Cost-effective production and highest quality are the basis for competitive products on the market, know-how and qualification of the personnel are the keys to success – well-trained employees make a significant contribution to increasing the performance of a production. The Erska Know-How Seminars are the ideal podium for further training and exchange of experience with other participants. In the seminars, the trainers repeatedly allow theory and practice to merge for the benefit of the seminar participants. Process trainings (basics) and service trainings (machines) are the perfect combination to achieve the highest quality and output in production.

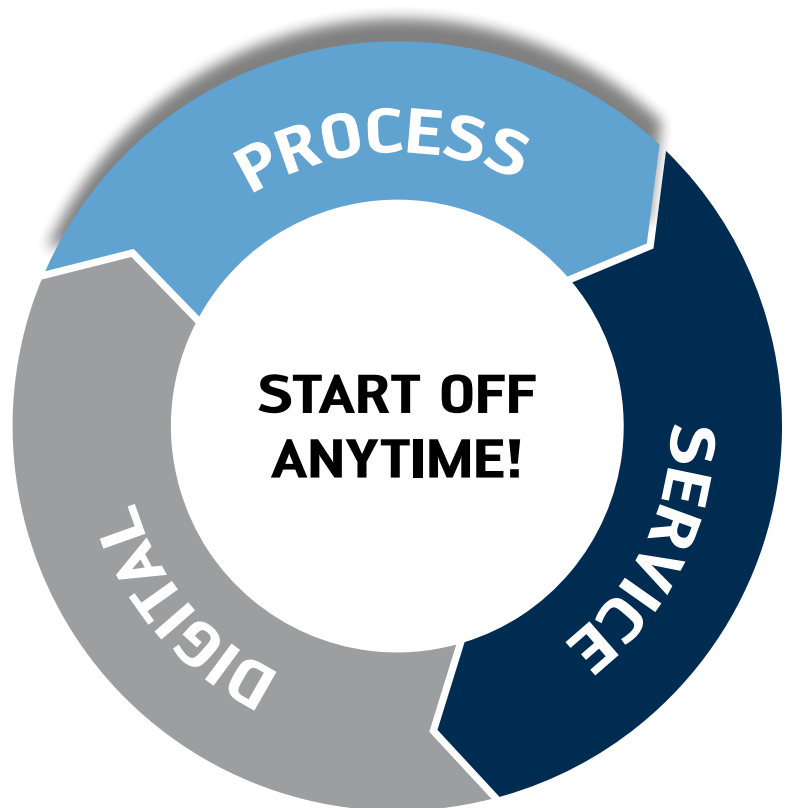


# PROCESS BASIC TRAINING

**Join in any time – whether process or service, whether digital or with an appointment on site!**

Important foundations are laid in the area of process training – whether as basic training or advanced training, in which external instructors also examine soldering topics in greater detail.

Furthermore, there are our exclusive Technology Days, which are completely tailored to the wishes and needs of a customer.



# ERSA KNOW-HOW SEMINAR:

## LEAD-FREE WAVE AND SELECTIVE SOLDERING

### Short description

Experience first-hand soldering know-how both in theory and practice: The two-day intensive course "Lead-free wave and selective soldering" is a balanced mix of theory and practice. During the theoretical part participants will acquire knowledge about the different parameters influencing solder joint quality, and they will also learn

how these parameters interact in the soldering systems. Next, they will take a closer look at the process limits, the related process monitoring and the handling of soldering defects. In the practical session, the participants consolidate their acquired knowledge while working with the different soldering systems.

### Theory

- Materials and equipment
- Boundary conditions and influences
- Layout design
- Process control and temp. measurement
- Defect patterns and solutions

### Practice

- Machine checks in preparation for production
- Setting and control of flux, preheating and soldering parameters
- Measurement of temperature profiles

### Your benefit

- Build up detailed knowledge and gain confidence in your daily work
- Refreshing and deepening the subjects
- Understanding and questioning the interaction of influencing parameters and boundary conditions
- Faster defect detection, faster isolation & fixing – higher quality of soldering results
- Acquisition of further competence and qualifications in special fields
- Application of the new theoretical knowledge in the practical session
- A better understanding and further approaches for your own production line
- Benefit from information exchange with other companies

## DO YOU HAVE QUESTIONS?



**Laura Schulz**  
Project Engineer Sales  
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**Kristin Düll**  
Sales Administration  
Mail: [Kristin.Duell@kurtzersa.de](mailto:Kristin.Duell@kurtzersa.de)



### Dates

9<sup>th</sup> – 10<sup>th</sup> November, 2022

Start: 8:30 am



### Requirements

Basic knowledge of industrial electronics manufacturing recommended



### Course documentation

in printed form



### Fee

€ 700 per person plus VAT



### Option

You are welcome to bring your own assemblies to the seminar



### Online

You can find all details of the training on: [training.ersa.com](https://training.ersa.com)



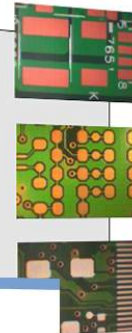
### Book training dates on:

[trainingcalendar.ersa.com](https://trainingcalendar.ersa.com)



## PCB - surface finish

HAL	Hot Air Solder Levelling
OSP	Organic Solderability Protection
NiAu	Nickel-Gold
NiPdAu	Nickel-Palladium-Gold
Imm. Tin	Immersion Tin
Imm. Silver	Immersion Silver



## Error pattern – component damage / resistance to solder heat

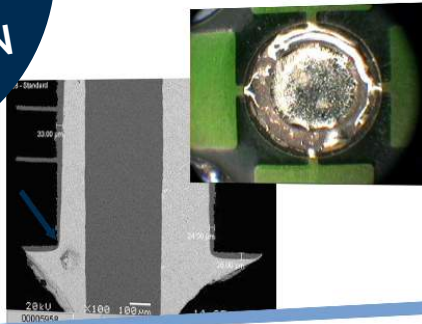


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LATEST  
TECHNOLOGY  
NEUTRAL  
PRESENTATION

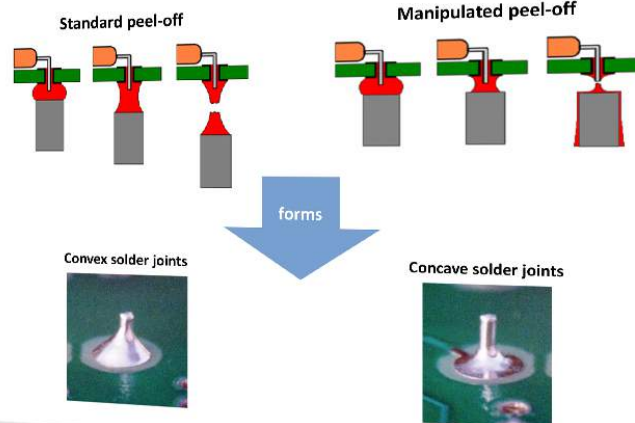
... from the liquid solder via the component pins into the component  
... may cause a plastic deformation of the component package.  
... and time are the decisive factors.  
... required!

### Copper leaching



- If a solder joint requires additional heat, the solder temperature should be increased incrementally and very careful.
- Copper leaches very fast at higher solder temperatures. In the worst case the complete pad leaches into the

## Peel-off with wettable solder nozzle surfaces



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# ERSA KNOW-HOW SEMINAR:

## REFLOW SOLDERING AND SOLDER PASTE PRINTING

### Short description

Experience first-hand soldering know-how both in theory and practice: The two-day intensive course "Reflow soldering and solder paste printing" of multi-pole SMT and QFN components teaches theoretical and practical know-how on paste printing and reflow soldering. During the theoretical part, participants will acquire knowledge about

the different parameters influencing soldering and paste print, and they will also learn how processes interact. Next they will take a closer look at the process limits and the handling of defects in the soldering and print result. In the practical session, the participants consolidate their acquired knowledge while working with the different systems.

### Stencil printing

- Print materials
- Stencil and layout
- Influence of the print parameters
- Printing defects and their causes

### Your benefit

- Build up detailed knowledge and gain confidence in your daily work
- Refreshing and deepening the subjects
- Understanding and questioning the interaction of influencing parameters and boundary conditions
- Faster defect detection, faster isolation & fixing – higher quality of soldering results

### Reflow soldering

- Materials and equipment
- Boundary conditions and influencing parameters
- Create, measure & analyze temp. profiles
- Soldering defects and their causes
- Reduction of void formation

- Acquisition of further competence and qualifications in special fields
- Application of the new theoretical knowledge in the practical session
- A better understanding and further approaches for your own production line
- Benefit from information exchange with other companies

## DO YOU HAVE QUESTIONS?



**Laura Schulz**  
Project Engineer Sales  
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**Kristin Düll**  
Sales Administration  
Mail: [Kristin.Duell@kurtzersa.de](mailto:Kristin.Duell@kurtzersa.de)



### Dates

6<sup>th</sup> – 7<sup>th</sup> April, 2022

Start: 8:30 am



### Requirements

Basic knowledge of industrial electronics manufacturing recommended



### Course documentation

in printed form



### Fee

€ 700 per person plus VAT



### Option

You are welcome to bring your own assemblies to the seminar



### Online

You can find all details of the training on: [training.ersa.com](https://training.ersa.com)




### Book training dates on:

[trainingcalendar.ersa.com](https://trainingcalendar.ersa.com)

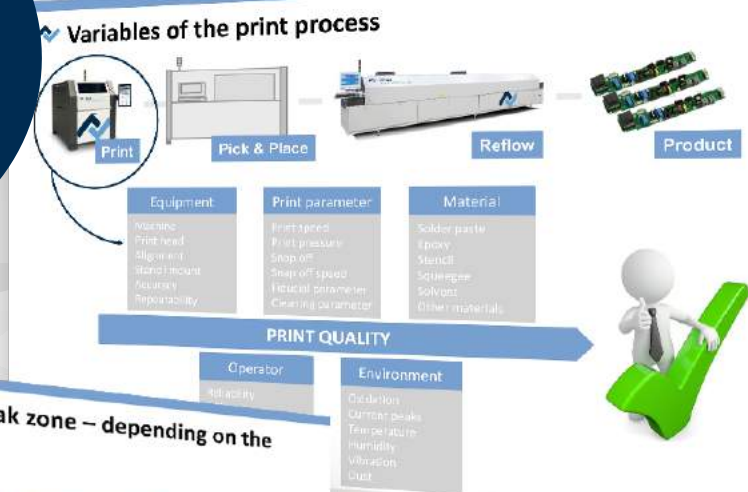


LATEST  
TECHNOLOGY  
NEUTRAL  
PRESENTATION

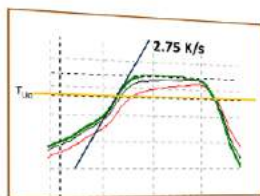
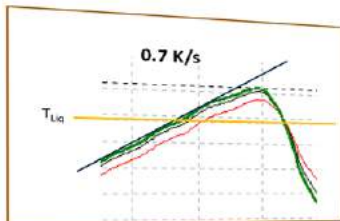
### Main printer process components



- Solder paste**  
Type and viscosity
- Squeegee**  
The squeegee must be adapted to the PCB width
- Stencil**  
Layout rules and design are important
- PCB**  
Design rules, etc.



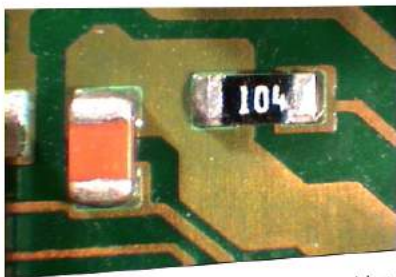
### Gradient ramp rate in the peak zone – depending on the machine setup



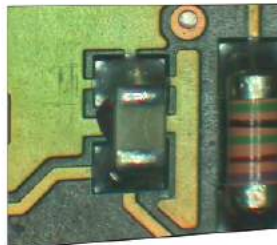
If PCB layout  
tombstoning  
For compo

### Soldering defects in reflow soldering

Error pattern – tombstoning / manhattan



Different pad geometries cause solder paste to melt earlier at the small pad. Surface tension may move the component upwards.



Exemplary pad design to avoid different melting times of the pads.

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# CUSTOMER-SPECIFIC TECHNOLOGY DAYS

## Short description

For technology companies from Germany and abroad, we offer exclusive Technology Days, which are individually arranged according to your wishes and needs.

Since the seminars are organized and conducted exclusively for your company, the theoretical and practical sessions can be tailored exactly to the needs of your

employees. In addition, the exchange of knowledge and experience among your own employees across departments and locations is stimulated.

The focus of the one- or two-day intensive course is to observe and analyze all boundary conditions affecting the soldering process.

## Technology Days for Auditors

Exclusively for users who follow the soldering process in the supply chain, we offer Technology Days where you are the center of attention. Our experts will give you an insight into our technology processes and explain, for example, what

needs to be taken into account when auditing suppliers in these processes.

In addition, we take the time to explicitly address your questions about joining technology.

## Your benefit

- Understand and interpret your supplier's processes
- Being one step ahead and demanding the latest technologies
- High quality at the lowest possible cost
- Future-oriented market approach

## DO YOU HAVE QUESTIONS?



**Laura Schulz**  
Project Engineer Sales  
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**Kristin Düll**  
Sales Administration  
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**Dates**  
on request



**Agenda**  
Individually arranged according to your wishes and needs



**Course documentation**  
in printed form



**Participants**  
minimum of 6 attendees



**Fee**  
1<sup>st</sup> day: € 475 per person plus VAT  
  
2<sup>nd</sup> day: € 375 per person plus VAT



**References**  
Automotive manufacturers, industrial electronics, consumer electronics

Now also  
available for users  
following the solder-  
ing process in the  
supply chain

# CUSTOMER-SPECIFIC TECHNOLOGY DAYS

**Design your Technology Days together  
with us choosing from the content below:**

## **Exemplary module Solder Paste Printing**

- Stencil types, layouts
- Print materials and parameters
- Print defects and their causes

## **Exemplary module Wave and Selective Soldering**

- Demands on PCB and PCB design
- Selective mini- and/or multiwave soldering
- Process windows and production throughput

## **Exemplary Module Industry 4.0 Ready for the digital future**

- Industry 4.0 with Kurtz Ersä:  
Kurtz Ersä CONNECT
- Kurtz Ersä CONNECT: Infrastructure
- Kurtz Ersä CONNECT: Modules

## **Practical Session in the Ersä Application Center**

The practical session covers the machine construction and the practical application. The main focus is on parameter setting

## **Exemplary module Reflow Soldering**

- Definition of process windows
- Soldering defects and their causes
- Quality parameters in reflow soldering

## **Exemplary Module Optical Inspection**

- Assistance instead of control
- Influence of cleaning and calibration intervals on the test quality
- Detection and reduction of defects

## **Exemplary Module Automation**

- From manual to fully automated manufacturing through modular system with hands-on examples
- Turnkey solutions for your electronic production

and monitoring, as well as on the effect on the soldering result when parameters are within or outside of the limits.



### **Dates**

on request



### **Agenda**

Individually arranged according to your wishes and needs



### **Course documentation**

in printed form



### **Participants**

minimum of 6 attendees



### **Fee**

1<sup>st</sup> day: € 475 per person plus VAT

2<sup>nd</sup> day: € 375 per person plus VAT



### **References**

Automotive manufacturers, industrial electronics, consumer electronics



# SERVICE

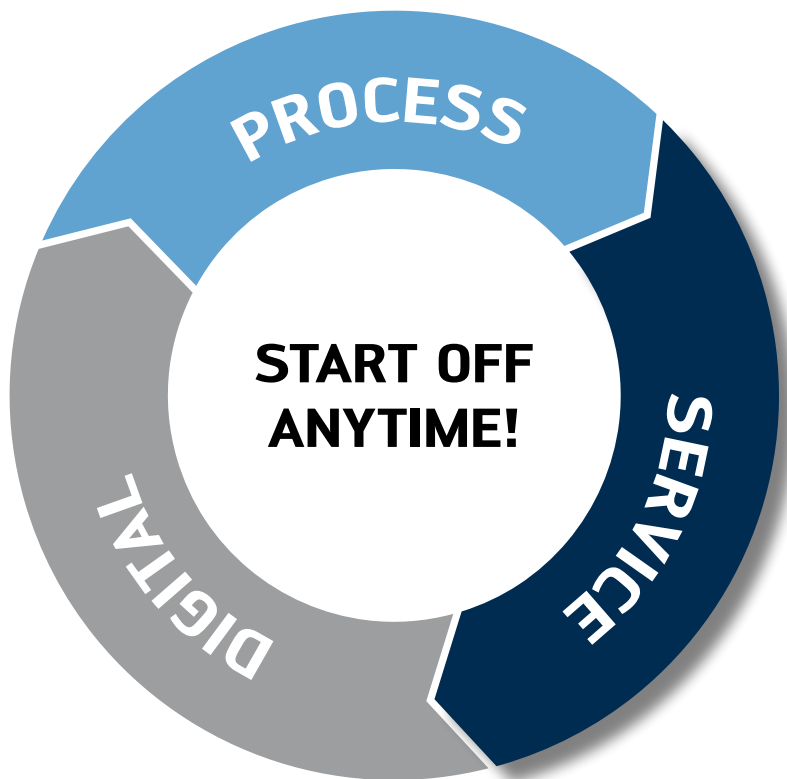
## MACHINE TRAININGS

**Join in any time – whether process or service, whether digital or with an appointment on site!**

In the area of machine trainings, you now have the opportunity to have your service team or individual employees specifically trained in stencil printing, reflow, wave and selective soldering on Erska systems.

Another new training course in our portfolio is the operation and maintenance training for the VERSAFLOW 4 (see next page), for which companies can register individual employees at fixed dates.

In the exclusive practical training “Service and Maintenance” process technology is adapted to your wishes and needs.





# NEW: VERSAFLOW 4

## OPERATION AND MAINTENANCE TRAINING

### Short description

In the three-day training course for VERSAFLOW 4 you will receive comprehensive first-hand information on the high-end selective soldering system.

### Theory

- Overview of the machine with options
- Basics of the soldering process
- Modules in detail and special features
- Preparations for production
- Optimal soldering process and influencing parameters

### Your benefit

- Better understanding of the soldering process and correlations
- Expansion of skills in operation and maintenance

The theoretical part gives an overview, in the practical part you will experience and learn operation, maintenance and handling for process optimization in your production.

### Practice

- Operation and settings of the machine
- Maintenance and special features
- Calibration
- Soldering program creation and optimization
- Assurance of the process stability
- Optimization of quality in production
- Ensuring high machine availability



### Dates

26<sup>th</sup> – 28<sup>th</sup> April, 2022  
11<sup>th</sup> – 13<sup>th</sup> October, 2022

Start: 8:30 am



### Target group

This training is the ideal platform for employees of manufacturing and production divisions who need first-hand practical knowledge in their daily use of the systems.



### Participants

maximum of 6 attendees



### Fee

€ 800 per person plus VAT



### Participation Certificate



### Online

You can find all details of the training on: [training.ersa.com](https://training.ersa.com)



**Book training dates on:**  
[trainingcalendar.ersa.com](https://trainingcalendar.ersa.com)

## DO YOU HAVE QUESTIONS?



### Christoph Schaller

Trainer/Application Engineer Customer Training  
Mail: [Christoph.Schaller@kurtzrsa.de](mailto:Christoph.Schaller@kurtzrsa.de)



# PROCESS TECHNOLOGY AND OPTIMIZATION

## EXCLUSIVE PRACTICAL TRAINING: SERVICE AND MAINTENANCE

### Short description

Customer-specific training course on Erska machines and systems in the area of process technology and optimization. The

course is carried out at the Erska Application Center. Systems and technology are individually tailored to your requirements.

### Training for staff in the area of service/maintenance

The servicing of the soldering system is most clearly demonstrated in a training session directly at the machine. Tricks and tips for effective troubleshooting are also covered.

### Training for machine operators

Machine operators will learn the fundamental operation of their systems; in addition, specific features of the machinery will also be covered.

### Your benefit

- Best possible quality due to professional consultation
- Assured process stability due to ideally-combined process and system training course
- Quality optimization
- Higher productivity due to lower/shorter machine downtimes
- Higher productivity due to lower error rate
- Know-How is distributed across a number of people

### Dates

on request

### Agenda

Individually arranged according to your wishes and needs

### Target group

This training is the ideal platform for employees of manufacturing and production divisions who need first-hand practical knowledge in their daily use of the systems.

### Participants

maximum of 6 attendees

### Fee

on request

### Participation certificate

## DO YOU HAVE QUESTIONS?



### Bernd Koch

Service and Application Engineer

Mail: Bernd.Koch@kurtzesa.de



# DIGITAL.

Time is a precious resource – especially in the constantly changing electronics manufacturing industry. In the continuously growing market, specialist expertise at the latest technological level is increasingly required.

Just get it digitally as an ideal supplement to your on-site training needs!



# DIGITAL – REFRESHERS

## FOR HAND SOLDERING AND REWORK FOR MACHINE SOLDERING AND STENCIL PRINTING

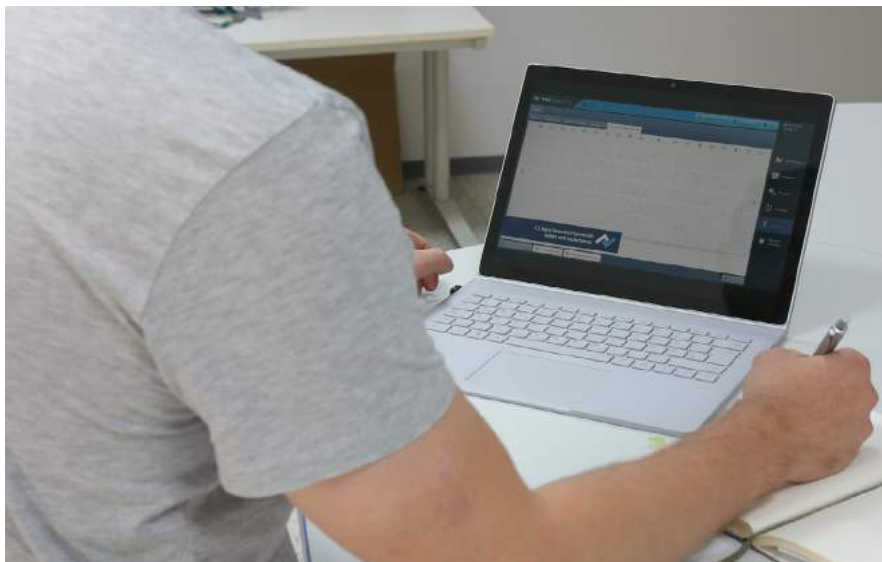
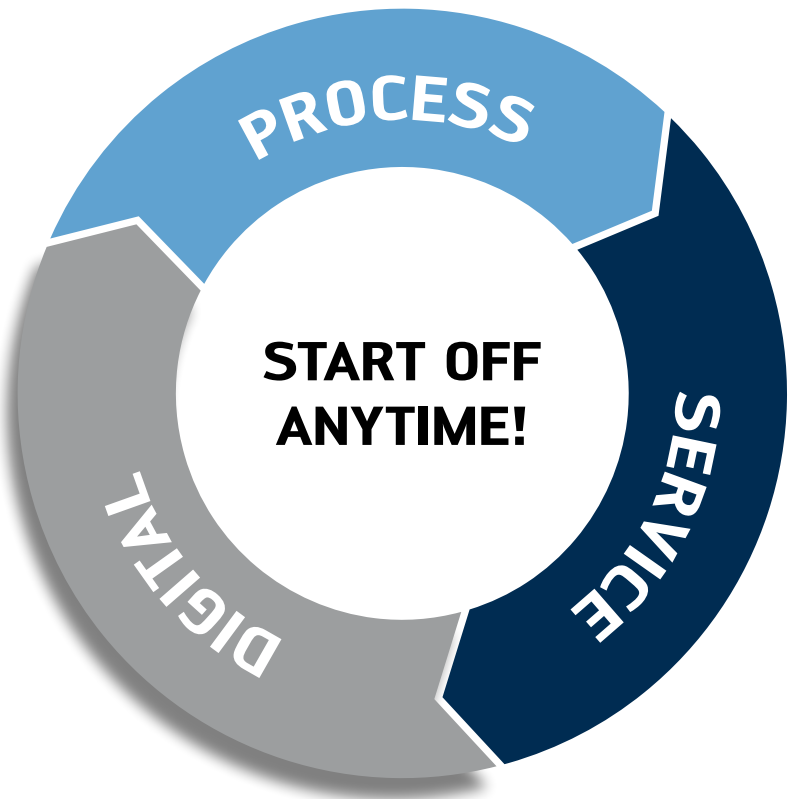
**Join in any time – whether process or service,  
whether digital or with an appointment on site!**

Whether manual soldering or automated rework, machine soldering or solder paste printing – in electronics production, numerous technologies must be mastered in order to achieve a permanent, high-quality soldering result in the end.

With Ersä's digital refresher courses, you will get exactly the knowledge you need – whether for manual soldering and rework or in the field of machine soldering and stencil printing.

Further offer: During a live demonstration of one of our systems, which is conducted by our experienced application engineers, you can check whether the Ersä system and your product are compatible.

Or inform yourself online and independent of location with our WEBinERSA: Learn about current topics in electronics production and exchange ideas with Ersä's soldering experts.



### **The future: eLearning**

In the near future, you will also have the opportunity to use Ersä eLearning to obtain information on our machine training courses at any time and to receive direct assistance.



# LIVE DEMONSTRATIONS

## LIVE DEMONSTRATIONS AND TESTS ON YOUR ASSEMBLIES IN THE ERSA APPLICATION CENTER

### Short description

Your electronics production is humming, the soldering systems are working at the limit of productivity – with constant product change, highest flexibility, classic high mix/low volume. An attractive offer for a high-quality assembly which you definitely want to produce and which at the same time represents a real soldering challenge has just landed on your table. What to do?

The product must be manufactured as quickly as possible – but nobody in your team is available? Ersä, your partner and system supplier No.1 for electronics production, has the solution: Simply send us your assemblies and description of the soldering task, Ersä engineers will immediately create the corresponding soldering programs and temperature profiles – we will present this solution to you directly in the live stream.

### That's how it works

- Make an appointment
- Connect to the live stream
- Introduction of the participants
- Overview Ersä soldering system
- Explanation of the settings made
- Print/solder assembly and track cycle
- Presentation of results

### Your benefit

- No travel costs and time savings, as there is no need to travel
- Unlimited number of participants possible on your part
- Experienced Ersä engineers with high-quality video equipment will explain the process step by step – you will have the same results as if you were at an on-site appointment!

## DO YOU HAVE QUESTIONS?

### Soldering systems and stencil printers



#### Nicolai Böhrer

Leader Sales Support  
Mail: Nicolai.Boehrer@kurtzersa.de

### Hand soldering, rework & inspection systems



#### Jörg Nolte

Product Manager Rework & Inspection Systems  
Mail: Joerg.Nolte@kurtzersa.de



#### Dates

on request



#### Agenda

Individually arranged according to your wishes and needs



#### Fee

free of charge



# NEW: WEBinERSA

## FOR HAND SOLDERING AND REWORK FOR MACHINE SOLDERING AND STENCIL PRINTING

### Short description

Our goal is to give all interested parties access to the desired soldering know-how – or in short: With the WEBinERSA we want to make your production even stronger!

Our webinars, each lasting 60 to 90 minutes, provide information on current topics in soldering technology and offer a wide variety:

whether stencil printing, high-end soldering machines, rework and inspection systems or intelligent solutions in classical hand soldering – there is something for everyone.

You can find our current WEBinERSA program on our homepage in the Erska Training section.

### That's how it works

- Register via our homepage
- Receive confirmation and a link to access your WEBinERSA
- Dial in 10 minutes before the WEBinERSA starts
- Note: The software does not have to be available in the company, it is a web link
- Listen to the presentation and get directly in touch with the experts

### Your benefit

- Worldwide and location-independent access to technology know-how
- Increased flexibility due to online trainings
- Qualification of employees through digital system and process training
- Exchange with experts on current topics in electronics production



### Dates

please refer to our website



### Fee

on request



### Agenda

You can find all details about WEBinERSA on: [webinar.ersa.com](http://webinar.ersa.com)



**Book training dates on:**  
[trainingcalendar.ersa.com](http://trainingcalendar.ersa.com)

## DO YOU HAVE QUESTIONS?

### Soldering systems and stencil printers



#### Laura Schulz

Project Engineer Sales

Mail: [Laura.Schulz@kurtzesa.de](mailto:Laura.Schulz@kurtzesa.de)

### Hand soldering, rework & inspection systems



#### Julian Greß

Product Manager Rework & Inspection Systems

[Julian.Gress@kurtzesa.de](mailto:Julian.Gress@kurtzesa.de)

# COMING SOON: eLEARNING VIA Kurtz Ersa CONNECT

## FOR MACHINE SOLDERING AND STENCIL PRINTING

### Short description

With our online courses, we are expanding our range of training courses digitally, so that you can continue your training at your own pace, independent of time and place (24/7), and refresh your knowledge with new course material at any time.

In the modularly structured online courses, you can click through our service and training processes interactively and also receive quick direct help with maintenance, operation and other topics related to the machine.

### Your benefit

- Worldwide and device-independent access to machine and technology trainings
- Continuous exchange of knowledge 24/7
- Use of Ersa technology know-how through integrated digital service and training processes
- Qualifying employees with interactive trainings
- Fast direct help on maintenance, machine, process and other topics
- Increase of process quality on Ersa systems
- Increased flexibility
- Faster training of new employees and refreshing the know-how of experienced employees at their own learning pace



### Registration

on request



### Fee

on request



### Video

Kurtz Ersa CONNECT  
video on YouTube



[youtu.be/qHAEWIWbBml](https://youtu.be/qHAEWIWbBml)







## SEMINAR INFORMATION.

Increase the know-how in soldering systems in your electronics production with the comprehensive Erska training portfolio: On site in the fully equipped Application Center and additionally via the available online offers.

Plan individually according to your needs.  
Register now – by phone, e-mail or on the web.



**Ersa GmbH, Leonhard-Karl-Str. 24, 97877 Wertheim/Germany**  
**Phone +49 9342 800-0, Fax +49 9342 800-100, [www.ersa.com](http://www.ersa.com)**



# CUSTOMER CARE & APPLICATION CENTERS

## ERSA CUSTOMER CARE & APPLICATION CENTERS WORLDWIDE

Look forward to the new, light-flooded Erska Seminar Center in Wertheim/Germany – on the top floor of the new Erska location you will find ideal conditions for knowledge transfer in the generously proportioned conference rooms. Just a few steps away is also the AVLE course center – a few steps further are our clocked assembly lines operating according to Industry 4.0 standards and the Customer Care Center, where tests and machine acceptance tests take place.

The Erska Application Centers around the globes are fully equipped with the latest equipment for any conceivable soldering task - from high-tech soldering systems

to soldering tools from the “Tools, Rework & Inspection” division. Erska's experienced application engineers are ready to demonstrate and test Erska hardware for your specific requirements. For us, the job is not done until we have worked out a perfect match and are allowed to optimize your assembly together with you under precisely defined conditions. Directly adjacent conference rooms round off our

infrastructure to enable an intensive exchange of experience. The Erska Service Team is looking forward to welcoming you to one of our Application Centers – whether for testing, training, Tech-Days or Know-How Seminars.

Thanks to our international presence there is one Erska Application Center certainly also within your reach!

**Customer Care Center  
Wertheim, Germany**



**Wertheim, Germany**



**Wertheim, Germany**



**Wertheim, Germany**



**Shanghai, China**



**Shenzhen, China**



**Pulau Penang, Malaysia**



**Ho-Chi-Minh-City, Vietnam**



**Guadalajara, Mexico**






**Plymouth, USA**



# TRAINING DATES 2021

## OVERVIEW

 MACHINE SOLDERING AND STENCIL PRINTING	
Process	
Course	Dates
<b>Ersa Know-How Seminar:</b> Lead-free wave and selective soldering	9 <sup>th</sup> – 10 <sup>th</sup> November, 2022
<b>Ersa Know-How Seminar:</b> Reflow soldering and stencil printing	6 <sup>th</sup> – 7 <sup>th</sup> April, 2022
<b>Customer-Specific Technology Days</b>	on request
Service	
Course	Dates
<b>NEW: VERSAFLOW 4</b> Operation and maintenance training	26 <sup>th</sup> – 28 <sup>th</sup> April, 2022 11 <sup>th</sup> – 13 <sup>th</sup> October, 2022
<b>Process technology and optimization</b> Exclusive practical training: Service and Maintenance	on request

 HAND SOLDERING AND REWORK	 MACHINE SOLDERING AND STENCIL PRINTING
Digital	
Course	Dates
<b>Live demonstrations</b> Live demonstrations and tests on you assemblies in the Ersa Application Center	on request
<b>NEW: WEBinERSA</b> For hand soldering and rework For machine soldering and stencil printing	please refer to our website webinar.ersa.com
<b>COMING SOON: eLEARNING via Kurtz Ersa CONNECT</b> For machine soldering and stencil printing	
Special dates and in-house trainings on request!	



register now



trainingcalendar.ersa.com

# REGISTRATION

BY PHONE, E-MAIL OR ON THE WEB



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## Conditions of participation

### 1. Participants

Participation is open to everyone meeting the requirements for each course specified in the program catalog.

### 2. Registration

Registration for courses must ensue in written form. The details you provide will be stored in an address file for internal processing. Registrations will be processed in the order in which they reach us. The registration deadline ends two weeks before the beginning of the respective course. Registrations reaching us later will be taken into account should places still be available.

### 3. Fees and payment

**3.1** The fees are subject to VAT and are payable by five days prior to the beginning of the course at the latest. The course fees also cover the course documentation and break-time snacks during the event. Travel expenses and any costs for accommodation and the evening meal on multi-day courses will be borne by the participants or the registering party.

**3.2** For cancellations up to two weeks prior to the beginning of the course, a handling charge of EUR 120 plus VAT will be levied per participant.

**3.3** In the case of cancellations at a later point, or non-participation, the full course fee will be charged.

**3.4** Participation authorisation can be transferred at any time to a substitute participant specified in writing. Notification of cancellation must be submitted by post, e-mail or telefax.

**3.5** Interrupting or discontinuing participation in a course which has already commenced does not release the party concerned from the obligation to pay the course fee in full.

### 4. Rules

The participant is obliged to acknowledge and observe the rules for the course. He must also comply with the instructions of the training staff. An infringement of these obligations can lead to the attendee being excluded from further participation in the course without their being released from the obligation to pay the fee.

### 5. Cancellation of lessons

Should the training facility be prevented from holding lessons by events which are outside its sphere of influence, no entitlement to replacement sessions at a later date shall apply.

### 6. Cancellation of courses

The training facility is entitled to cancel a course for economic or organisational reasons. In this event, the training facility shall refund the fees already paid. Further claims, e.g. reimbursing of cancellation or change of reservation fees for transport or overnight stays booked by the participant are excluded.

### 7. Use of course documents

Course documentation is protected by copyright. Participants are granted only a simple, non-transferable right of use for personal purposes. In particular, participants and third parties are not permitted to amend the course documents, or extracts thereof - either in editorial terms or with regard to content - or to use amended versions, to copy them for third parties, make them publicly accessible, post them on the internet or on other networks, either with or without charge, to reproduce them, sell them on or use them for commercial purposes.

Ersa, as the organiser, shall not be liable for damage to, or the loss or theft of personal items or the vehicle.





# WE ARE THERE FOR YOU WORLDWIDE.

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In addition to our own branches, we have a tight network of more than 75 competent sales and service partners around the globe.