

# HP 3D Printing Specialist Training

HP Care Pack for HP Jet Fusion 3D Printers and Printing Solutions



## Service benefits

- Help boost printer uptime for valued customers
- Improve the Total Customer Experience
- Take the first step toward certification

## Service features

- Web-based and face-to-face instruction
- Access to HP's service and support best practices

## Service overview

The HP 3D Printing Specialist Training is aimed at certifying newly hired engineers to service HP Jet Fusion 3D Printers and Printing Solutions. These engineers will get exclusive HP instruction on installation, support services, and our market-leading applications expertise. Trainings are designed to help your engineers optimize 3D printer performance, throughput, part quality, and yield to better meet customer expectations and enhance the Total Customer Experience.

## Training and specifications

### Training

### Specifications

Field Service Engineer training

Learn to resolve technical issues that require experienced hands, as well as perform operator and Customer engineer-level maintenance for HP, including:

- Installation of the entire HP Jet Fusion 3D Printer or Printing Solution
- Removal and installation of supplies, mechanical assemblies, and electronic boards (spare parts)
- Practice advanced part replacement
- Installation of service kits
- Calibration and adjustment for printer systems and subsystems
- Advanced diagnostics and troubleshooting activities

Application Engineer training

Learn the skills required to support presales activities and to support customers in a consultative manner, including:

- Operation of the printer and processing station
- Detailed understanding of HP Multi Jet Fusion technology and processes
- End-to-end HP Multi Jet Fusion workflow
- How to consult with customers on applications and technical questions

Benchmark training

This web-based training provides your engineers with guidance about benchmark identification, how to produce good quality parts, and become certified to print for end customers.

## Delivery specifications

HP 3D Printing Specialist Training programs are delivered at an HP Training Center during normal local business hours. Availability may vary based on location.

Service qualification requires completing the following steps:

	Field Service Engineer	Application Engineer	Benchmark
HP MJF technology background	Web-based training	Web-based training	Web-based training
Introduction to HP Jet Fusion 3D Printers and Printing Solutions	Web-based training	Web-based training	Web-based training
Face-to-face training	√	√	--
Exam	Online	Online	Submit printed parts to HP for review

## Prerequisites

Participants must have a technical background, but do not need any previous knowledge of HP Jet Fusion 3D Printers or Printing Solutions.

- Attendees must complete a small part of the syllabus online prior to the face-to-face training.
- Trainees should have a working knowledge of English.

## Service limitations

- A minimum of four attendees is required to hold a training at an HP Training Center.
- HP Training Centers will deliver trainings in the local language whenever possible, otherwise in English.
- Trainings should be scheduled during local business hours, and availability may vary based on location.
- Travel and accommodation expenses are not included.

## Terms and conditions

For the full list, see [Terms and conditions](#).

## For more information

For additional information on HP Care Pack for HP Jet Fusion 3D Printers and Printing Solutions, contact your HP sales representative or visit [hp.com/go/3Dsupport](http://hp.com/go/3Dsupport).

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