

3D Specialist Partners Training Service



Care Pack, part of HP Care for HP Jet Fusion 3D Printing Solutions

Key benefits

- Be one step closer to your certification as 3D Specialist Channel Partner
- Reach service excellence by improving end-users' Total Customer Experience
- Use state of the art service and support best practices
- Help make customers' consumable run rate grow by increasing their 3D Multi Jet Fusion printing solutions uptime

Service overview

The HP 3D Specialist Partner training program curriculum is aimed at certifying newly hired engineers to service HP 3D Multi Jet Fusion Printing Solutions. In these trainings, your personnel will learn from our experienced trainers and get exclusive HP training on installation, support services, and our market-leading applications expertise, you can reach the best Total Customer Experience and lead your customers' expectations when it comes to optimizing their 3D printer performance, throughput, part quality, and yield.

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: <ul style="list-style-type: none"> • Installation of the entire HP Jet Fusion 3D 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 subsystem • Advanced diagnostics and troubleshooting activities
Remote Support Engineer Training	Familiarize your staff with the function of the machine and how to address basic operation problems and technical difficulties, to be able to shorten the time you spend during on-site visits and drop your second-visit rate off, including: <ul style="list-style-type: none"> • Troubleshooting procedures for incident qualification • Basic operation of the printer • Preventative maintenance techniques to avoid common operation and part quality issues • Operator tasks and remote assistance for CSR parts replacement • Troubleshooting common print quality issues
Application Engineer Training	Learn the skills required to support pre-Sales activities and to support customers in a consultative manner, including: <ul style="list-style-type: none"> • Operation of the printer and processing station • Detailed understanding of Multi Jet Fusion technology and processes • End-to-end Multi Jet Fusion workflow • How to consult with customers on applications and technical questions • The ability to perform part benchmarking

Delivery specifications

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

Service qualification requires completing the following steps:

	Field Service Engineer (S3DJFC1)	Application Engineer (S3DAE1)	Remote Support Engineers (S3DJFR1)
MJF Technology background	WBT*	WBT	WBT
Introduction to 3200/4200	WBT	WBT	WBT
Face-to-face training	7 days	3 days	3 days
Exam	Web-Based	Web-based	Web-based

*Web-Based Training

Pre-requisites

- Participants must have a technical background, but do not need any previous knowledge of HP 3D Multi Jet Fusion Printing Solutions.
- Attendees must complete a small part of the syllabus online prior to the face to face lessons.
- Trainees should have 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 for HP Jet Fusion 3D Printing contact your HP sales representative or visit: hp.com/go/3Dsupport

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