

Train to Maintain Service

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



Service features

- Five-day training course at an HP Training Center, with lectures and hands-on instruction
- Course includes in-depth lessons on maintenance, troubleshooting, and repair techniques for your 3D printer and complementary systems

Service benefits

- Acquire the technical knowledge required to become a certified maintenance technician
- Help improve diagnostics, troubleshooting, and the repair capabilities of your maintenance personnel
- Qualify for HP Shared Support programs which will allow you to implement system fixes without having to wait for an HP technician to arrive at your site.

Service overview

The Train to Maintain course for HP Jet Fusion 3D Printing Solutions is a combined lecture-style and hands-on instruction course focused on the repair, maintenance and troubleshooting of your 3D printer and complementary systems. The course is relevant for any support and maintenance technician interested in learning how to repair their HP Jet Fusion 3D printer and associated products, as well as experienced operators who may be part of the break and fix processes.

During this course, you will acquire the technical knowledge required to become a support specialist, which includes being able to quickly identify incidents, perform advanced troubleshooting and root cause analysis, conduct high technical level qualifications calls with HP support and ultimately fix your system.

After completing The Train to Maintain course, you will be able to qualify for HP Shared Support programs, which allow you to implement system fixes without having to wait for an HP technician to arrive at your site. To qualify for Shared Support Service, you are required to have one certified support specialist per production shift, per site.

Features and specifications

By the end of this course, participants will be able to:

- Identify issues, incidents, and malfunctions in all relevant systems.
- Perform operator-level maintenance and repair tasks.
- Remove and install mechanical assemblies and electronic boards (spare parts).
- Perform advanced troubleshooting at a component-level and system-wide issues.
- Calibrate and adjust printer systems and subsystems.
- Describe when and how to access additional HP support.
- Identify safety issues related to the printer in general, and specific procedures to follow.

HP will issue a Certificate of Completion after the course has been successfully completed.

Delivery specifications

The Train to Maintain course for HP Jet Fusion 3D Printing Solutions is delivered at HP Training Centers.

- This course is delivered over a 5-day, Monday-Friday period.
- Each Care Pack for Train to Maintain covers training for one person.

Prerequisites

All attendees must have technical background including mechanical and electrical knowledge.

It is highly recommended that trainees have previous experience in 3D printing systems and solutions.

Service Limitations

- Travel and accommodation expenses are not included.
- Courses are currently delivered in English only. Please verify your personnel have a good working knowledge of English.
- Availability may vary depending on region and scheduling. Please contact your HP sales representative for country-specific coverage and limitations, to access the available schedule and find the recommended HP Training Center nearest you.

Ordering information

Please use the following product numbers for inclusion with your HP Jet Fusion 3D Printing Solution configuration from HP or an HP-authorized reseller, based on your products and required

Service level and product number		
HP product or system covered	Product number	Location
HP Jet Fusion 3D Printing Solution	U9UB1E	HP Training Center

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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