Data sheet

# HP 3D Printing Specialist Training

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

## HP Training Services

**At HP, we're committed to your success, whether that means helping to support your HP 3D Printers or Printing Solutions for you or training you to do it yourself.**

HP 3D Printing Training Services cover a broad spectrum of needs. Learn how to improve part quality with a more thorough understanding of system capabilities. Get the information you need to maintain, troubleshoot, and do select repairs to HP 3D Printers or Printing Solutions to keep solutions in proper condition and speed recovery. Acquire new knowledge and leverage HP's expertise to help optimize part design, print quality and yield, throughput, and overall performance.



### 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 for resellers is aimed at certifying your new engineers to service HP Jet Fusion 3D Printers and Printing Solutions. These engineers will get exclusive HP instruction on uninstallation and installation, support services, and our market-leading applications expertise. Training is 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.

## Features and specifications

| Training | Specifications |
|---|---|
| Field Service Engineer Training[1] | Learn to resolve technical issues that require experienced hands, as well as perform operator and engineer-level maintenance on behalf of HP, including:<br><br>• Installation of the entire HP Jet Fusion 3D Printer(s) or Printing Solution(s)<br>• Removal and installation of supplies, mechanical assemblies, and electronic boards (spare parts)<br>• Practice advanced part replacement<br>• Installation of service kits<br>• Calibration and adjustment for printer systems and subsystems<br>• Advanced diagnostics and troubleshooting activities |
| Application Engineer Training | Learn the skills required to support presales activities and to support your customers in a consultative manner, including:<br><br>• Operation of the printer and processing station<br>• Detailed understanding of HP Multi Jet Fusion technology and processes<br>• End-to-end HP Multi Jet Fusion workflow<br>• 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. |
| Uninstallation and Installation Training | During this hands-on training session, your personnel will learn key aspects about how to safely move your HP Jet Fusion 3D Printer(s) for trade shows[2]. Training includes certification. Topics include:<br>• Uninstallation<br>• Packing and crating<br>• Unpacking<br>• Installation |

## Product compatibility

Compatibility with the following printers:
• HP Jet Fusion 500/300 Series 3D Printers
• HP Jet Fusion 4200 Series 3D Printing Solutions
• HP Jet Fusion 5200 Series 3D Printing Solutions[1]

### Training-specific compatibility

| | HP Jet Fusion 500/300 Series 3D Printers | HP Jet Fusion 4200 Series 3D Printing Solutions | HP Jet Fusion 5200 Series 3D Printing Solutions |
|---|---|---|---|
| Field Service Engineer Training | Yes | Yes | Yes |
| Application Engineer Training | Yes | Yes | Yes |
| Benchmark Training | Yes | Yes | Yes |
| Uninstallation and Installation Training | Yes | – | – |

## Delivery specifications

- HP 3D Printing Specialist Training programs are performed during local standard HP business hours on normal business days, excluding local HP public holidays.
- Availability may vary based on location.
- Delivery specifications for each service:
    - Field Service Engineer Training: HP Training Center
    - Application Engineer Training: HP Training Center
    - Benchmark Training: HP Training Center
    - Uninstallation and Installation Training: Onsite

## Partner responsibilities

- Partners must have a technical background, but do not need any previous knowledge of HP Jet Fusion 3D Printers or Printing Solutions.
- Trainees should have a working knowledge of English.

### Training-specific requirements

| Requirements | Field Service Engineer Training | Application Engineer Training | Benchmark Training | Uninstallation and Installation Training |
|---|---|---|---|---|
| Prerequisites | Complete e-learning lessons | Complete e-learning lessons | Application engineer service qualification | — |
| Hands-on | Attend classroom session | Attend classroom session | — | Ensure 3D printer is available at the location where the training will take place |
| Evaluation | Pass online exam | Pass online exam | Submit printed parts to HP for review | Based on hands-on performance |

## Service limitations

- Delivery completion times are subject to HP and its authorized trainer availability.
- A minimum of four (4) attendees is required to hold a training at an HP Training Center.
- Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumables include printheads, cleaning rolls, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- The training will be delivered in the local language whenever possible; otherwise, it will be delivered in English.
- These training may not be available in all geographic locations. Please check for country-specific coverage and limitations.
- Travel and accommodation expenses are not included.

## Ordering information

Contact your HP sales representative to help you choose the best HP 3D Printing Specialist Training option for your business.

### Service level and part number for HP Jet Fusion 500/300 Series 3D Printers

| SKU | Name |
| --- | --- |
| UA5D5E | HP Field Service Engineer Training Service for HP JF 500/300 Series 3D Printers |
| UA5D6E | HP Application Engineer Training Service for HP JF 500/300 Series 3D Printers |
| UB8F1E | HP Benchmark Training Service for HP JF 500/300 Series 3D Printers |
| UC1N9E | HP Uninstallation and Installation Training Service for HP JF 500/300 Series 3D Printers |

### Service level and part number for HP Jet Fusion 4200 Series 3D Printing Solutions

| SKU | Name |
| --- | --- |
| U9PB9E | HP Field Service Engineer Training Service for HP JF 4200 Series 3D Printing Solutions |
| U9PE7E | HP Application Engineer Training Service for HP JF 4200 Series 3D Printing Solutions |
| UA5B9E | HP Benchmark Training Service for HP JF 4200 Series 3D Printing Solutions |

### Service level and part number for HP Jet Fusion 5200 Series 3D Printing Solutions

| SKU | Name |
| --- | --- |
| UB8M5E | HP Field Service Engineer Training Service for HP JF 5200 Series 3D Printing Solutions |
| UC3F4E | HP 3 days Field Servie Engineer Training Service for HP JF 5200 Series 3D Printing Solutions |
| UB8M3E | HP Application Engineer Training Service for HP JF 5200 Series 3D Printing Solutions |
| UB8M4E | HP Benchmark Training Service for HP JF 5200 Series 3D Printing Solutions |

## Terms and conditions

Additional terms and conditions may apply. For general terms and conditions, see Terms and conditions.

## For more information

For additional information about HP 3D Printing Specialist Training for HP Jet Fusion 3D Printers and Printing Solutions, visit hp.com/go/3Dsupport.

**Sign up for updates**
hp.com/go/getupdated

[1] Engineers that have already participated in the HP Field Service Engineer Training Service for HP JF 4200 Series 3D Printing Solutions, can move forward with the HP 3 days Field Servie Engineer Training Service for HP JF 5200 Series 3D Printing Solutions.
[2] Any costs or damage incurred, due to relocation of HP Jet Fusion 500/300 Series 3D Printer(s), is the responsibility of the certificated specialist, even if it occurs during the warranty period.