



HP Train to Maintain

HP Care Pack for HP Jet Fusion 3D 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 your system's capabilities. Get the information you need to maintain, troubleshoot, and do select repairs to your HP 3D Printer or Printing Solution to keep your solution 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

- Take control and become a certified technician
- Advance your staff's skill set
- Perform system fixes on your own

Service features

- Five-day training course
- Lessons on maintenance, troubleshooting, repair

Service overview

The HP Train to Maintain certification 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 ideal for support and maintenance technicians 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 break and fix processes.

Features and specifications

Features	Specifications
HP Train to Maintain	By the end of this course, participants will be able to: <ul style="list-style-type: none">• 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 and system level• 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
Location	HP Training Center
Audience	This course is designed for: <ul style="list-style-type: none">• Support and maintenance technicians• Experienced operators
Certification	Participants will receive an HP Certificate of Completion.
Coverage	Each HP Train to Maintain Care Pack covers training for one person

Product compatibility

Compatibility with the following printers:

- HP Jet Fusion 4200 Series 3D Printing Solutions
- HP Jet Fusion 5200 Series 3D Printing Solutions

In order to qualify for this training, the customer must have HP Manufacturing Care with the shared support feature.

Delivery specifications

- The HP Train to Maintain course is delivered over a five-day period, Monday through Friday.
- HP Train to Maintain is performed during local standard HP business hours on normal business days, excluding local public holidays; availability may vary based on location.
- The HP Train to Maintain curriculum includes a web-based training module and classroom sessions.

Customer responsibilities

Requirements	Specifications
Prerequisites	<p>Please refer to the service manual and other documents provided during the training.</p> <p>Participants for the HP Train to Maintain certification must meet the following minimum requirements:</p> <ul style="list-style-type: none">- At least 5+ years of quality/production experience in a complex manufacturing environment, and field experience resolving critical customer situations- Minimum education: Higher education qualifications in mechanical, industrial, or electrical engineering- Detailed understanding of the technical aspects of printing equipment, preferably 3D printing or industrial manufacturing (injection molding, CNC, laser technologies)- Strong technical skills and ability to understand/troubleshoot complex system and printer issues- Troubleshooting and analytical skills to optimize productivity and define a clear action plan- Ability to translate technical information from troubleshooting into corrective action- Experience with HP SmartStream 3D Command Center and HP SmartStream 3D Build Manager- Advanced English language skills- Participants must do the web-based training prior to the classroom sessions <p>Participants must meet the minimum requirements for the successful completion of the course. Participants are required to repeat the entire course, at additional cost, should they fail to pass the certification exam after two unsuccessful attempts.</p>

Service limitations

- A minimum of four (4) attendees is required to hold the training course at an HP Training Center.
- The service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.
- This service may not be available in all geographic locations; please check with your local HP sales representative or HP channel partner for country-specific coverage and limitations.
- Travel and accommodation expenses are not included.

Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP Training Service option for your business.

Service level and part number

SKU	Name
U9UB1E	HP Train to Maintain Training Service for HP JF 4200 Series 3D Printing Solutions
UB8M1E	HP Train to Maintain Training Service for HP JF 5200 Series 3D Printing Solutions

Terms and conditions

Customer shall defend, indemnify and hold harmless HP from all third-party claims, losses, liabilities, damages, judgments and awards caused by Customer its employees, subsidiaries and/or sub-contractors while performing the shared services under this Agreement. HP shall provide prompt notification of any such claims to Customer and shall cooperate with Customer's defense.

Additional terms and conditions may apply. For general terms and conditions, see [Terms and conditions](#).

For more information

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

Sign up for updates

hp.com/go/getupdated

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product. Service levels and response times for HP Care Packs may vary depending on your geographic location.

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