



Laser Printer Repair Training & Certification

Presented By:

METROFUSER 

**July 9-13
Santa Ana, CA**

**August 6-10
Roselle, NJ**



*Metrifuser's ServicePLUS Training is a compilation of the collaborative disciplines of parts theory, service management and general printer repair. Classes will provide students with hands-on, real-life scenarios which will challenge them to repair everything possible for each technology element. Students break it, fix it, install it, troubleshoot it, upgrade it and deploy it. That's how *Metrifuser's ServicePLUS Training* sets a new standard in printer technology training, becoming an essential element of your technician's professional and technical development.*

Why ServicePLUS Training?

Metrofuser's ServicePLUS Training will provide technicians with all of the comprehensive tools needed by a novice and will prove to be more than sufficient for the industry expert looking to get certified. This includes one of the only suites of courses covering the management side of the field service industry. This integration between the parts and service industries has allowed us to author training so comprehensive it is backed by three types of certifications: Certified Imaging Specialist, Independent Service Professional, and Service Management Professional. These certifications provide a competitive edge by elevating the expertise of your team above and beyond that of your competitors.

Learn How to Repair Printers Using the Latest Laser Print Technology

Class will cover: Brief history of laser printing technology with an introduction to major manufacturers equipment, theory of laser printer technology

- Emphasis on major components
- High mortality parts
- Evolution of design
- Industry terminology
- Troubleshooting
- Use of manuals and reference guides
- Diagnosing multiple trouble codes
- Print defects
- Use of flowcharts
- Power on self test P.O.S.T.
- Reset codes
- Maintenance menus
- Customer communication skills
- Color print defects
- Complete disassembly/reassembly
- Hands-On Classroom Labs

ServicePLUS Training is Essential for:

- Entry-level technicians
- Help desk personnel
- Government technicians
- Repair/call center personnel
- Hardware technicians
- Copier technicians
- Sales/Customer service personnel
- Value Added Reseller VAR

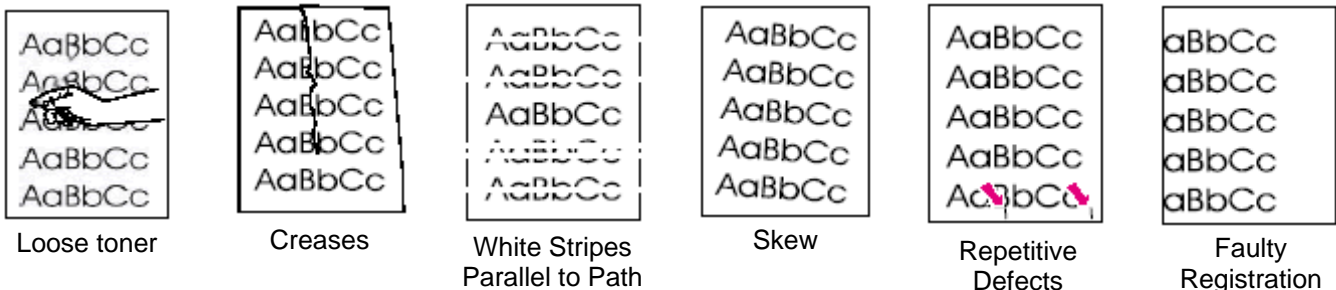
We Guarantee Results

Your satisfaction guaranteed! Your complete satisfaction is important to us. If you're dissatisfied for any reason, just return your workshop materials and we'll issue you a refund or arrange for you to attend another ServicePLUS program. It's that simple.



Seating is limited to 8 students per class so reserve your spot today!

Identify and Correct Image Defects



ServicePLUS vs. Traditional Training

Metrofuser's ServicePLUS training contains the only courses in the industry that integrate both the proven technology, innovation and expertise born from a world-class printer parts remanufacturer and the acquired industry knowledge and support experience of proven printer repair industry veterans.

Do you want your personalized training to reach beyond the limited perceptions of "common failures" found in other training courses? Previous training developed by parts companies in virtual labs has proven to be incomplete and leaves printer technicians helpless to deal with problems in real world scenarios while standing in front of customers.

Certified and Field-Experienced Instructors

You'll learn from our instructors who have been certified on the latest hardware. Their experience and knowledge rates at the very top in the industry.



Reasons to Attend *ServicePLUS* Training

1. Authored by a printer industry technician veteran, not a parts company.
2. **Real Gear-Real Life-** For a hands-on educational Experience work with the latest equipment in real life environments and scenarios.
3. **Training Methodologies-**engaging and interesting. You will learn faster and retain more.
4. **Take Away Materials-** When you leave you will not only have the confidence and skills needed but also a binders full of resources.
5. **Certification-** Gain more than the knowledge-In today's competitive business, having certified technicians will put you out front.
6. **Access to our Tech Support-** Normally our support is offered as a pay as you go service. All students will have available access.
7. **Convenient Locations-**Training is offered in Santa Ana CA, 40 minutes from Los Angeles Airport and Roselle NJ, 15 Minutes from Newark International. On-site training is available upon request.
8. **Curriculum-**Our courses not only train on repair and troubleshooting but we are the only provider of a suite of service management classes designed for today's progressive business.
9. **Networking-**ServicePLUS Training gives you a unique opportunity to gain expertise, meet like-minded fellow students, learn, and grow.
10. **Discounts on Parts-**Customers will receive preferred pricing discounts on parts purchases.
11. **Return For Free-**We are the only company that allows students to return to future classes for free! (Based on Availability)

You will receive a Certificate of Achievement for taking the course. Only thru passing the test you will be awarded a certification.

The ServicePLUS Certification

All students will receive Certificate of Achievement for completing the course. Those students who wish to get certified must pass a comprehensive certification exam.

Reasons To Get Certified

The ServicePLUS Certification grants you professional credentials and credibility. Since it recognizes your individual accomplishments, the certification serves as an endorsement of your professional and technical expertise in our industry and proves that you have a demonstrated ability to solve the most complex technical issues.

Your certification affirms that you are committed to your profession. Your certification demonstrates to your peers, supervisors and your customers that you are committed to your chosen career and that you strive to enhance your ability to perform to set standards.

Your certification enhances your professional image. The ServicePLUS certification program seeks to grow, promote and develop certified professionals, who can stand "out in front" as examples of excellence in the service and repair industry.

Your certification reflects achievement. The ServicePLUS certification is a reflection of personal achievement because the individual has displayed excellence in his or her field by meeting standards and requirements established by the entire repair industry.

Your certification builds confidence in your ability. The ServicePLUS certification is a step toward defining yourself beyond a job description or academic degree while gaining a sense of personal satisfaction.

Your certification can enhance career opportunities and potential for advancement. The ServicePLUS certification can give you the "edge" when being considered for a promotion or other career opportunities. The certification clearly identifies you as an employee who has demonstrated competency in specific technical specialty.

Your certification prepares you for greater on-the-job responsibilities. Certified professionals keep apprised of the constantly changing technology and environment around their profession and inherently possess the desire to anticipate and respond to change.

Take Away Materials- When you leave you will not only have the confidence and skills needed, but also a binder full of technical resources.

"The 4200/4250/4300 class was fun! I am much more confident in my ability to diagnose and repair printer issues I encounter in the future.

Very worth the trip from Hawaii!"

**Student Micah
Owner/Technician**

Brought To You By Metrofuser

Metrofuser remanufactures and distributes printer parts for HP and Lexmark laser printers. The company offers a broad array of laser printer products from its Eastern and Western distribution hubs including fusers, maintenance kits, boards, and paper handling assemblies.

"I had a great experience overall from attending Metrofuser's training course, their Teacher was extremely knowledgeable and a pleasure to work with. Learning the color printers has enabled me to trouble shoot all models across the board. Due to their training course, I have become HP certified with my new knowledge, hands on experience, and training materials provided by Metrofuser!"

**Student "David"
Mid West Service Company**

Program Agenda

8:30 am – 8:45 am	Introductions / hand out materials
8:45 am – 10:00 am	Block 1
10:00 am – 10:15 am	Am break 1
10:15 am- 11:30 am	Block 2
11:30 am – 11:45 am	Am break 2
11:45 am – 12:30 am	Written test
12:30 am – 1:30 pm	Lunch
1:30 pm – 3:00 pm	Disassembly
3:00 pm – 3:15 pm	Pm break
3:15 pm – 4:45 pm	Reassembly
4:45 pm – 5:00 pm	pm break 2
5:00 pm – 5:30 pm	Q and A

ServicePLUS Certifications

<p>Certified Imaging Specialist Program</p> <ul style="list-style-type: none"> ▪ Laser theory and troubleshooting ▪ Color laser theory and troubleshooting 	<p>Who Should Attend?</p> <ul style="list-style-type: none"> ▪ Entry-level technicians ▪ Copier Technicians ▪ Sales/Customer Service personnel ▪ Seasoned technicians ▪ Help desk personnel ▪ Government technicians ▪ Repair / call center personnel ▪ Hardware manufacturer technicians 	 <p>Requirements for Certification Both the 101 and 102</p>
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<p>Independent Service Professional Program</p> <ul style="list-style-type: none"> ▪ 4000/4100 ▪ 2100/2200/2300/24xx ▪ 4500/4550 ▪ 8500/8550 ▪ 4600/4650/5500/5550 ▪ 4700/4750 ▪ 8000/8100 ▪ 5000/5100 ▪ 1000/1200/1150/1300 ▪ 9000/9050 ▪ 1500/2500//2550 ▪ 3000/3500/3600 ▪ Cp3505/cp4005 ▪ Cp6015 ▪ 1600/2600 	<p>Who Should Attend?</p> <ul style="list-style-type: none"> ▪ Entry-level technicians ▪ Copier Technicians ▪ Seasoned technicians ▪ Help desk personnel ▪ Government technicians ▪ Repair / call center personnel ▪ Hardware manufacturer technicians 	 <p>Requirements for Certification CIS Certification as described above and Any 2 classes in Monochrome LaserJet Repair Classes and Any 2 Color Laser Jet Repair Classes</p>
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<p>Service Management Professional Program</p> <ul style="list-style-type: none"> ▪ Service contracts (types and selling techniques) ▪ Managing service contracts and service as a sales piece ▪ Dispatch- local-regional-National ▪ Fixing the customer 	<p>Who Should Attend?</p> <ul style="list-style-type: none"> ▪ Entry-level Service Managers ▪ Seasoned technicians ▪ Help desk personnel ▪ Repair / call center personnel ▪ Seasoned Service Manager looking to become certified 	 <p>Requirements for Certification CIS Certification as described above and ISP Certification as described above and 301, 302, 303 and 304</p>
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“Whether you are an entry-level or experienced technician, support printing and document imaging devices as only part of your job or are interested in expanding your credentials, ServicePLUS certification offers proof of your skills.”

Director of Training and Support



Day 1 HP LaserJet 4200/4300/4250/4350 The theory of operation of the engine type, with emphasis on the differences in each model. Engine specifications, resets, duty cycle, and pin codes. Any applicable service notes and service problems with each model will be emphasized to reduce call backs. Navigation of menus and pertinent settings. Complete teardown and rebuild of machine. All machines are working at teardown and will be working at the end of class. Tests are not open book. Students are expected to retain the information provided.

Day 2 Color Laser theory and troubleshooting

This is a class for the beginning technician. Class will cover: Brief history of color laser printing technology with an introduction to major manufacturers equipment, theory of color laser technology with an emphasis on major component differences, major components, high mortality parts, evolution of design, and industry terminology, basic troubleshooting, use of manuals and reference guides, diagnosing multiple trouble codes, color print defects, use of flowcharts, P.O.S.T.. Reset codes, maintenance menus, and customer communication skills.

Day 3 HP Color LaserJet 4600/4650/5500

This is a class for a novice technician. Class will cover Theory of operation, differences in models, high mortality parts, engine specific troubleshooting, maintenance, resets, and disassembly/reassembly.

Day 4 HP LaserJet 9000/9050

This is a class for a novice technician. Class will cover: Theory of operation, differences in models, high mortality parts, engine specific troubleshooting, maintenance, resets, and disassembly/reassembly.

Day 5 HP LaserJet 4014/4015 Printer The theory of operation of the engine type, with emphasis on the differences in each model. Engine specifications, resets, duty cycle, and pin codes. Any applicable service notes and service problems with each model will be emphasized to reduce call backs. Navigation of menus and pertinent settings. Complete teardown and rebuild of machine. All machines are working at teardown and will be working at the end of class. Tests are not open book. Students are expected to retain the information provided.



Training at our Location or yours!

Registration and Costs

Please note: If you've registered by phone and paid with a credit card, it's not necessary to return this form. Please list additional registrations on a separate sheet and attach.

# of Techs	1 Day	2 Days	3 Days	4 Days	5 Days
1	\$400	\$375	\$350	\$325	\$300
2	375	350	325	300	275
3	350	325	300	275	250
4	325	300	275	250	225
5	300	275	250	225	200
6	275	250	225	200	200
7	250	200	200	200	200
8	200	200	200	200	200
9	200	200	200	200	200
10	200	200	200	200	200

Yes, I can't wait to sign up for

July 9-13
Santa Ana, CA

August 6-10
Roselle, NJ

- Day 1
- Day 2
- Day 3
- Day 4
- Day 5

- Day 1
- Day 2
- Day 3
- Day 4
- Day 5

Attendee _____
 E-mail confirmation _____
 Address _____

 Company _____
 Mailing _____
 Address _____
 City, _____ State _____
 ZIP _____
 Telephone _____ Ext. _____
 Fax _____

Payment Information

Check enclosed payable to: Metrofuser
 Purchase order# _____
 Invoice my company.
 Attention: _____
 Charge to: MasterCard Visa AmEx
 Card Number _____
 Expiration date _____
 Signature _____

4 Easy Ways to Register:

- **By Phone**
1-888-FUSERS-1 (1-888-387-3771)
- **On-line** Enroll on-line at
www.metrofuser.com
- **By e-mail**
sales@metrofuser.com

Please include:

- Name and mailing address
- Sessions you wish to attend
- Approving manager
- Billing information
- **By Fax**
1-908-245-2900

Policies

Whatever your method of registration, be sure to enroll right away since space is limited. As soon as we receive your registration, we'll send your Express Admission Ticket. Simply bring it with you to the program and hand it to the registrar. If your ticket doesn't arrive before the workshop, be sure to go anyway. We'll be expecting you.

Cancellations and substitutions. Cancellations received up to five working days before the workshop are refundable, minus a \$25 registration service charge. After that, cancellations are subject to the entire workshop fee, which you may apply toward a future workshop. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

Metrofuser reserves the right to cancel the class up to 2 weeks prior to the event. Classes run from 8:30am - 5pm or to completion with an 1 hour lunch. Breaks will be taken. All students will receive a Certificate of Achievement for taking the course. Only students who attend the workshop and pass the test will be awarded the ServicePLUS certification. Audio or video taping of classes is prohibited. Students violating this rule will be subject to removal from the class with no refund. This class also prepares you for the tests required for HP authorization should you desire to become certified by HP. However, this class is not associated with nor will it certify you with Hewlett-Packard, Lexmark, IBM or Canon.

On-site Training- Customer must provide suitable location for training entire class for the full day schedule. Customers are expected to provide appropriate machines and tools for technicians training, access to printers, internet access, and office supplies. (pens, note pads, staplers etc). Machines can be supplied by Metrofuser; however all costs associated with packaging and shipping of equipment and tools are the responsibility of the customer. Once class is scheduled deposit of 25% of total cost is required. This deposit is non-refundable; however classes may be rescheduled if notice is given 30 days prior to the scheduled starting date. Dress is business casual.



Metrofuser LLC
ServicePLUS Training
263 Cox St
Roselle NJ 07203



HP 4250 Laser Printer



Learn How to Repair
HP Network Laser Printers
www.metrofuser.com

Training at our location or yours!



Laser Printer Repair Training & Certification

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**Learn How To Repair The Latest
LaserJet Print Technology**

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To Enroll Now Call 1-888-387-3771