

# Videojet Technical Training

Videojet Direct Service and Support



Whether your Videojet marking and coding equipment is brand new or has been in service for many years, you can positively impact productivity and help eliminate errors by leveraging the tools, techniques, and processes learned in Videojet's technical training programs.

Select a **program** that suits your needs:

	Operator Course	Maintenance Course	Advanced Maintenance Course
Definition	Application-specific training for experienced line operators	Basic maintenance training for in-house maintenance staff	Advanced maintenance training for in-house maintenance staff
Customer Segment	Customers with complex coding and/or frequent message changes	Customers that are covered under local distributor SLA, and rely on local Videojet distributor for additional services	Customers with in-house capabilities to maintain and repair their coders (DIY'ers)
Expected Outcome	Customers with complex coding and/or frequent message changes	Maintenance person is comfortable with advanced printer operation, can do full preventive maintenance, and can troubleshoot & repair the most commonly encountered printer issues	Maintenance person is comfortable with advanced printer operation, can do full preventive maintenance, can troubleshoot & repair the most commonly encountered printer issues, and understands printer theory well enough to handle fault finding, diagnostics and part replacements.
Duration	1 Day	2 days	3 days

\* Operator course conducted by the local **distributor**

\* Maintenance and Advanced course conducted by **Videojet MEA representative**

	Operator Course	Maintenance Course	Advanced Maintenance Course
<b>Section 1: Health / Safety</b>			
PPE / Safety Instructions	●	●	●
<b>Section 2: Introduction</b>			
Turning On / Off Basic Cleaning	●	●	●
<b>Section 3: Basic Operation</b>			
Navigate the menu	●	●	●
Text re-entry	●	●	●
Message Creation	●	●	●
Security Features	●	●	●
<b>Section 4: Supply Management</b>			
Handling/Changing of Supplies	●	●	●
<b>Section 5: Advanced Operation</b>			
Application Specific Setup	●	●	●
Print Optimization	●	●	●
Basic Trouble Shooting	●	●	●
Customer Specific Operational Needs	●	●	●
<b>Section 6: Daily Maintenance</b>			
Advanced Cleaning	●	●	●
<b>Section 7: Basic Fault Finding</b>			
Basic Diagnostics		●	●
<b>Section 8: Basic Fault Repairs</b>			
Basic Repairs		●	●
<b>Section 9: General Maintenance</b>			
Calibration		●	●
Alignment		●	●
<b>Section 10: Preventive Maintenance</b>			
Wear parts change (e.g. core)		●	●
Consumable parts change (e.g. filters)		●	●
<b>Section 11: Advanced Fault Finding</b>			
Advanced Diagnostics			●
<b>Section 12: Advanced Fault Repairs</b>			
Advanced Repairs			●
Repair Parts Change			●
<b>Section 13: Printer Technologies</b>			
Understanding the theory			●

Pricing Options	Operator Course	Maintenance Course	Advanced Maintenance Course
	\$ 550 course fee excluding travel and accomodation. Limited to 5 delegates per session. Operator Manual On USB	\$ 1050 course fee excluding travel and accomodation. Limited to 5 delegates per session. Instruction Material Direct Telephone Support Operator & Service Manual on USB	\$ 1500 course fee excluding travel and accomodation. Limited to 5 delegates per session. Instruction Material Direct Telephone Support Operator & Service Manual, SPS & Fault finding Docs on USB

Pricing subject to change, Course availability to be confirmed prior to payment.

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