



Laser Printer Service Training



CERTIFICATION COURSES

Image1 is an HP Authorized Reseller and now offering PDI+ Pre-test Online Training. Upon successful completion of the training and sample exams you will receive an Image1 Certificate of Achievement. You will be able to troubleshoot and repair the common components on all of the printers covered. This class also prepares you for the tests required for HP or PDI+ Authorized should you desire to become certified. However, this class is not associated with nor will it certify you with Hewlett-Packard, Lexmark, IBM or Canon.

PDI+ PRE-CERTIFICATION COURSE NOW AVAILABLE ****

CompTIA PDI+ is a vendor-neutral credential that certifies an individual has the baseline technical skills necessary to service and support printing and document imaging devices; as well as business and communications skills to provide a quality customer service experience.

Companies that provided subject matter expertise and financial support to develop CompTIA PDI+ included Brother International Corporation; Canon; Data Vault, Inc.; Hewlett Packard; Konica Minolta Business Solutions; Lexmark International; Pitney Bowes; Ricoh Americas Corporation; Sharp Electronics Corporation; Sharp Electronics of Canada; Specialized Solutions; and Xerox Corporation.

For more information about CompTIA PDI+, please visit <http://certification.comptia.org/pdi/> or follow the link from Image1/resources/printers service training.

WHAT IS REQUIRED OF YOU

- ✚ **CLASS FEE*** -- \$795 per person or Online PDI+ at \$599.
 - **REBATE:** When your company purchases over \$25K of parts within one year from the class attendance date, your tuition amount for up to two students (up to \$1,190) will be credited back to your account for training expenses.

If your company purchases an additional \$50K in supplies within the same year, you can receive up to two additional student credits (\$1,190) for attendees that go through our laser printer service training class. A maximum of up to 4 students' tuition will be credited when the above requirements are met for a total rebate of up to \$2,380 which will be used for additional parts or supplies purchases.

In order to qualify for this rebate, you must attend the Image1 laser printer training class or complete the online PDI+ training program. Rebate amount depends on number of techs that attend courses.
- ✚ Flight Arrangements, Rental Car, Hotel Accommodations will have to be arranged by the customer at their expense.

GENERAL INFORMATION

Hotel listings and directions to our training facility will be provided to you once you have signed up for the class. The courses are structured to the needs of the class as a whole with core coverage of the basic introduction to printers and printer repair. The training is hands on and interactive; therefore total class size is limited to 10 people. Our online course is also is comprehensive and developed around the Comptia PDI+ Certification Test.

Please contact your sales representative for general questions. For Technical Support, call 866-846-2431 option 3 or email technicalsupport@image1products.com.

Topics Include

- ✚ Introduction to LaserJet® Printers
- ✚ Printer Terminology
- ✚ Theory
- ✚ Troubleshooting
- ✚ Subsystems
- ✚ Printer Repair
- ✚ Tests, Menus and Configurations

*** NEW ***

PDI+ ONLINE TRAINING CURRENTLY AVAILABLE

What's Covered

- ✚ Current HP LaserJet® monochrome printer models
- ✚ Carousel and linear style color models

Schedule

- ✚ 1st Day
8:30am – 5:00pm
- ✚ 2nd Day
8:30am – 5:00pm

Free Tech Support

866-846-2431 Ext 3

- ✚ 8:00am – 5:00pm