

Velo3D Sapphire Operator Training

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Attend one of Velo3D’s operator training programs to learn best practices, improve safety, accelerate your green-to-green time, improve factory yield, and boost overall productivity. Gain a greater degree of independence and expertise in running the industry’s most sophisticated metal AM solution with courses offered at three levels to meet different factory needs.

These programs are offered separately for Sapphire and Sapphire XC printers.



Velo3D Sapphire Operator Training is a comprehensive multilevel operator training program that instructs users how to operate and maintain the Sapphire system safely and effectively. The program offers three separate levels of training.

	 ESSENTIAL	 ADVANCED	 EXPERT
 Duration	User Paced Est. 2 hours	Three Days	Three-Four Days
 Location	Online Courses	Customer Facility	Customer Facility
 Scope	Work safely with an Advanced Operator	Operate and maintain the system unassisted	Operate and service the system at an expert level
 Focus Areas	Quickly train on basic operations and safety on Sapphire Printers	Build procedures, calibration and alignment, and maintenance	Deeper understanding of preventative maintenance items and troubleshooting
 Who should Attend	Operators new to the system who will work alongside an Advanced Operator	Graduates of the Essential course seeking certification to work independently in a production environment	Seasoned Certified Operators looking to gain further expertise on the system
 Certification	None	Two Year Certification	Two Year Certification

ADDITIONAL RESOURCES (CLICK EACH TO ACCESS)

[Velo3D Learning Management System](#)

The Velo3D LMS is available to all trainees as a reference. This website includes videos of all user-level maintenance activities.

[Service Portal](#)

The Service Portal is where all customer documentation can be downloaded.

TRAINING DETAILS

Essentials

An online training course designed to introduce the Sapphire family of printers. This program creates a quick start guide intended for people who are new to the system. Safety training is the priority for this level, along with an overview of the hardware and software of Sapphire. This level prepares someone to begin working with an Advanced level operator.

- No prerequisites
- Location: Available online 24/7
- Pass criteria: Safety Quiz and Acknowledgment Learning Checks after each section



Advanced

An in-person, hands-on training with the system, Advanced training provides context for the documentation. All aspects of the “build procedures”, “calibration and alignment”, and “maintenance” items are performed or reviewed. This level prepares the user for the solo operation of the system.

- Prerequisites: Completion of the Essential training
- Location: Customer facility. Requires completed Sapphire installation
- Pass criteria: 80% or better score on comprehensive assessment featuring multiple-choice questions
- Certification: Two-year certification. Renewal requires operator to retake the assessment only (not a complete retraining)



Expert

A course focused on service and troubleshooting to maximize Sapphire up time, this next-level program is designed for the seasoned Advanced operator. This program offers a deeper understanding of the systems of Sapphire and will include training to take on some FSE-level maintenance items and troubleshoot with simulated failures.

- Prerequisites: Completion of Essential training and an active Advanced certification
- Location: Customer facility. Requires completed Sapphire installation
- Pass criteria: Hands-on skill demonstrations followed by 85% or better score on Expert assessment test
- Certification: Two-year certification. Renewal requires operator to retake the assessment only (not a complete retraining)

