

Graphics Productivity Services

Care Pack, part of HP Care for HP Graphics Solutions

Service overview

HP provides productivity services to enhance your printing operations and increase your organization's efficiency. These customized services are specially designed to help make your business more productive and profitable.

These services, which include Color Management Services, Production Ramp-up Program, Training Program, and Installation Service, are designed for customers who want to improve media calibrations, expand their production capacity, and enhance hardware knowledge.

Service benefits

- Step-by-step training to enhance hardware knowledge of the press
- Creation of up to three customized ICC profiles for the HP equipment
- Quality assurance guidance
- Installation by an HP expert
- Delivery of the service at a scheduled time convenient to your organization

Features and specifications

COLOR MANAGEMENT SERVICES

This service will help you improve the color quality and consistency within your print environment.

- Site assessment to understand your environment and specific color management needs
- A color science overview and general quality assurance, including recommendations how on to maintain color quality and consistency
- Design of a color management solution, including recommendations on hardware and software, calibration, and workflow processes
- Creation of up to three customized ICC profiles for the HP equipment
- Implementation and testing of ICC profiling on HP Presses
- Instruction on how to use ICC profiles for color matching

PRODUCTION RAMP-UP PROGRAM

This service provides a mentoring program for new printing businesses or businesses expanding their production capacity.

- A machine overview and general quality assurance
- Step-by-step demonstration and instructions that include fine-tuning media, workflow and machine operation
- Instruction on how to perform basic print troubleshooting using Print Care tools (for models that support Print Care)
- Direction on how to operate the press during a real production run

TRAINING PROGRAM

This service is designed to introduce the operator the main systems, features, components and to enhance hardware knowledge of the press and its sub systems for maintenance and troubleshooting capabilities.

- Identify the parts and function of the press
- Successfully print on different kind of substrates
- How to perform technician level press maintenance/troubleshooting for basic press issues and minor repairs and understand safety and disposal procedures
- How and when to access additional support

INSTALLATION SERVICE

- Service planning, deployment, installation by HP experts who are trained on your system type
- Site check assessment verification prior to installation
- Delivery of the service at a scheduled time convenient to your organization
- Press calibration and setup of major profiles
- Network setup and remote diagnostic tools setup
- Basic Operator Training delivered based on selected service

Delivery specifications

- Graphic Productivity Services are delivered as a single, contiguous event and service is limited to a single site.
- During service, the technician will help ensure that the product is located and operating within the environmental conditions outlined in the user manual.

Customer responsibilities

- Contact an HP service specialist to schedule the delivery of the service, identify the devices to be covered by the service, provide the information requested by HP prior to service delivery, and conduct all data backup and restore operations prior to service delivery.
- HP recommends that a designated person from your staff should grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service.
- HP asks that a suitable work area be provided for delivery of the service, including access to an outside telephone line, power, any network connections required, and media to perform customer prints, before and after the service process.
- HP will need full and unrestricted access to all locations where the service is to be performed.

Service limitations

- Additional site visits or additional sites can be added at an additional cost
- HP requires that you always use HP Ink and has the right to refuse support if non-HP ink is used
 - Onsite service due to use of non-original HP consumables, will be charged as a new service call

- The following activities are excluded from this service:
 - Service on hardware/equipment not covered by an HP warranty or Support Agreement,including non-HP products
 - Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Services required due to failure of the Customer to take avoidance action previously advised by HP
 - All parts, including maintenance kits

General provisions

ORDER CANCELLATION

The Customer may cancel orders for this service prior to appointment booking delivery at no charge.

OPERATIONAL HOURS

Installation Services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

KEY OPERATOR BASIC TRAINING FOR PRINTERS

Installation Services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

DELIVERY LOCATION

Installations occur at ship-to locations only.

SUBCONTRACTING

HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.

SUPPORTED HARDWARE

HP DesignJet, HP Latex, HP STITCH, HP PageWideXL, HP DesignJet XL, HP Industrial Print printers are supported with this service.

ADDITIONAL CHARGES

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the customer.

GEOGRAPHIC COVERAGE

These services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations. Additional travel charges may apply.

SERVICE DELIVERY

Services must be received/executed in the country of ordering.

DEFECTIVE HARDWARE

Defective hardware, as identified during installation, will be replaced or repaired under the original vendor warranty terms for HP supplied or HP supported products.

For more information

Availability of Graphic Productivity Service may vary by location. To obtain further information, availability or to order HP Graphic Productivity Services, contact a local HP sales representative.

Learn more at HP Latex Large Format printing - HP Professional Print Service for Latex printers | HP® Official Site



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