

HP Backup Printing Service



HP Care Pack for HP Jet Fusion 4200 Series 3D Printing Solutions

HP Care Services

Protecting the future of your business also means planning for the unknown. You can keep your HP 3D Printing System up and running effectively today and over time with the right care.

HP Care Services are specifically designed to help support your HP Jet Fusion 3D Printers and Printing Solutions. Uptime is the ultimate objective, but HP Care Services go beyond, helping to protect your investment in HP Multi Jet Fusion technology by extending the life of your 3D printer. Offering varying levels of support, HP Care Services provide you access to HP experts, either remotely or onsite, who can quickly troubleshoot your 3D printing system and return the hardware to full operating condition within a specified timeframe.



Service benefits

- Keep production schedules on track
- Gain peace of mind with a solid backup plan

Service features

- Get your critical jobs printed

Service overview

Plan for the unexpected. The HP Backup Printing Service is designed to deliver peace of mind because it protects your business in the event of unexpected downtime, especially when you're printing business-critical jobs or projects. HP will print the job for you while your printer is unavailable so production keeps moving and operations stay on schedule.

Features and specifications

Features	Specifications
HP Backup Printing Service	HP will print the job for you at your request after specific prerequisites have been met.
Coverage window	8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.
Prerequisites	<p>You must fulfill all the following conditions in order to request the HP Backup Printing Service:</p> <ul style="list-style-type: none">- You must have an open case with HP,- The yearly HP Backup Service Enablement Care Pack must be active for your printer,- The printer has been down at least two (2) consecutive days and- Requires purchase of the HP One-time 3D Full Bucket Print Service

Product compatibility

Compatibility with the following printers:

- HP Jet Fusion 4200 Series 3D Printing Solutions

Delivery specifications

- Printed parts will be dispatched to the Customer within four (4) business days from when the service request is opened and the job files are received by HP.

Customer responsibilities

- The Customer must provide HP with a job file that is completely nested and ready to print.
- The Customer must ensure that they follow all provided technical instructions, in order to effectively return the printer to a print-ready state.
- The Customer is responsible for their part quality by following HP's 3D best practice recommendations.

Travel zones

Travel zones and charges, if applicable, may vary in some geographic locations, particularly for Customer sites located more than 200 miles (320 km) from an HP-designated service hub.

Service limitations

- HP agrees to print jobs on behalf of the Customer only in instances when the printer is down and key prerequisites have been fulfilled.
- This service is restricted to one (1) full job per working day or the daily average of the Customer's last month of production (whichever figure is lower).
- This service does not include:
 - Design, parts nesting, or job optimization
 - Cleaning or post-processing of any kind
 - Part-quality checks
 - Reprints
- The service is only delivered business hours, Monday through Friday, excluding HP holidays.
- Response times are subject to local availability.
- Coverage is subject to local availability.

- Please check with your local HP sales representative or HP channel partner for country-specific availability.
- Service is limited to up to eight (8) backup print jobs per year (purchased separately each time).

Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP Care Services options for your business.

Service level and part number

SKU	Name
UB4U6E	HP 1 year Backup Enablement Service for HP JF 4200 Series 3D Printing Solutions
UB4U7E	HP One Time Full Bucket Print Service for HP JF 4200 Series 3D Printing Solutions

Terms and conditions

For the full list, see [Terms and conditions](#).

For more information

For additional information about HP Care Services for HP Jet Fusion 4200 Series 3D Printing Solutions, visit hp.com/go/3Dsupport.

Sign up for updates
hp.com/go/getupdated

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