

HP Manufacturing Care



HP Care Pack for HP Jet Fusion 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

- Get top priority with remote 24/7 troubleshooting
- Maximize uptime with shared care
- Get reactive and proactive support all in one

Service features

- Personalized service level options
- One contractual agreement to cover all your needs
- Next business day response time

Service overview

When downtime is not an option, help protect your business with HP's highest level of support. HP Manufacturing Care for HP Jet Fusion 3D Printing Solutions is tailored to your specific service requirements, so you get exactly what you need, when you need it. We provide industry-leading 24/7 remote support for rapid troubleshooting and part quality assistance. Your needs are prioritized with expedited access to technicians. And you can choose from a broad range of optional service enhancements.

Optional features and specifications

Features	Specifications
Shared care	<p>Boost your uptime by self-repairing most of your issues without waiting for HP or an HP-authorized technician and replacement parts to reach your site.</p> <ul style="list-style-type: none"> • Recommended for Customers with at least five (5) HP Jet Fusion 3D Printing Solutions at the same site¹ • Requires at least two (2) certified technicians with HP Train to Maintain • HP Uptime Kit is mandatory for five (5) or more HP Jet Fusion 3D Printing Solutions. The Uptime Kit contains the most frequently used replacement parts for your HP Jet Fusion 3D Printing Solution
Proactive care	Gain access to a specialized group of remote HP proactive engineers who monitor your HP systems continuously. Quickly find operational improvements with your assigned HP proactive engineer, who knows your systems and can work with you to help increase your production yield.
Four hour response time	Should an onsite repair be needed, HP will have an HP or HP-authorized technician onsite in four (4) hours. ²
Service management	<p>Designed for customers with large fleets of HP 3D Printers, this service will boost your service governance over daily activities while freeing you up to manage your core business.</p> <p>Activities include: assignment of an HP service manager, fleet performance and incidental trends reporting, strategic technical recommendations, strategic planning for maintenance activities, and quarterly services reviews at your premises. Your assigned HP service manager will be your single point of contact for all service management needs.²</p>
Principal engineer	If you need reinforced onsite service delivery, an assigned principal engineer is the right choice. Your assigned HP principal engineer is the primary person delivering repair activities, guidance, and recommendations to your production staff. The engineer coordinates with HP Care Center and your production staff to minimize onsite response time. ²
Resident engineer	Designed for Customers running a large fleet of HP systems and who are not willing to transition to HP Manufacturing Care with the shared care option, HP can bring an HP or an HP-authorized technician onsite who is dedicated to you and your HP solutions, and who works in coordination with HP Care Center to integrate into your daily operations with your production staff. ²
HP Train to Maintain	The HP Train to Maintain course for HP Jet Fusion 3D Printing Solutions is a combined lecture-style and hands-on instruction course focused on the repair, maintenance, and troubleshooting of your 3D printer and complementary systems.
HP Uptime Kit	The HP Uptime Kit can help you significantly save time and increase productivity with your HP Jet Fusion 3D Printing Solution(s). The uptime kit provides you with an HP-optimized set of spare parts located on premises to address the most common hardware issues that may impact your 3D printing solution and complementary systems.

Included features and specifications

Features	Specifications
Prioritized service level	Get first access to HP experts with prioritized calls to the HP Care Center.

Direct-to-tech remote support	<p>Use HP Expert Now³ to connect directly with an HP or HP-authorized technician. Avoid long call-center queues with fast, easy access.</p> <p>If a failure occurs, open a case with HP Expert Now³ and your issue will be prioritized. HP will start to work on a solution in the shortest time period.</p> <p>You can also use the chat tool to share images and documentation with HP experts to help speed up resolution.</p>
Call-to-tech remote support	Direct phone assistance complementing HP Expert Now. ³
Remote issue diagnosis and support	When an issue occurs, you can engage an HP or HP-authorized technician, through HP Expert Now, ³ who will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. HP also will provide remote assistance for installation of Customer-installable firmware and Customer Self-Repair (CSR) parts.
Print quality remote assistance	Address part quality questions to an HP remote engineer, who can assist you with recommendations based on HP's best practices. ⁴
HP secure cloud	HP's secure cloud allows HP or an HP-authorized technician quick access to operational data, which helps provide more efficient troubleshooting and faster problem resolution.
Onsite hardware support	<p>If the issue cannot be resolved remotely, HP or an HP-authorized technician will provide onsite technical support on covered hardware products to return them to operating condition. The technician will arrive at the Customer's site and continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>During fix-on-failure onsite support, HP may install:</p> <ul style="list-style-type: none"> – Engineering improvements to help ensure proper operation and maintain compatibility with HP-supplied hardware replacement parts. – Firmware updates, defined by HP as non-Customer installable, that are required to return the covered products to operating condition or to maintain supportability by HP. <p>During fix-on-request onsite support, HP will install critical firmware updates for covered hardware products based on your request.</p>
Onsite response time for hardware support	Standard response time is next business day, during standard business hours. Although you can speed up response time by combining with additional optional features.
Remote coverage support	24/7 remote support Monday through Sunday. ⁵
Defective media retention (DMR)	DMR allows you to retain defective or broken disk drives after the replacement has been installed. This feature lets you securely dispose of the drive according to your company's security regulations without exposing sensitive files stored.
Access to electronic support information and services	<p>HP will provide you with access to electronic and web-based tools. Based on your product model, region, and service availability, you will have access to:</p> <ul style="list-style-type: none"> • Web-based technical support documents • HP-proprietary diagnostic tools with password access • HP knowledge through the HP 3D Printing Knowledge Hub
Spare parts	<ul style="list-style-type: none"> • Regular parts are included • Wear parts and consumable supplies are not included

Spare parts delivery	HP will provide HP replacement parts necessary to return the covered hardware product to operating condition. Defective parts will be exchanged for replacement parts. The replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected part's delivery time. Orders must be placed prior to 5 p.m. local time. Orders received after hours will be accepted the next business day.
Preventive maintenance	HP Preventive Maintenance is included with HP Manufacturing Care. When your HP Jet Fusion 3D Printing Solution(s) raises a notification, you must open a case with HP and schedule a planned intervention to perform the maintenance. Required spare parts for preventive maintenance are included.
Contractual agreements	HP Manufacturing Care can be personalized as a contractual agreement, including optional features and flexible monthly payment.

Product compatibility

- HP Jet Fusion 4200 Series 3D Printing Solutions
- HP Jet Fusion 5200 Series 3D Printing Solutions

Delivery specifications

- Incidents and technical inquiries can be reported through HP Expert Now³ or alternatively by telephone.
- To ensure accurate remote troubleshooting, the HP Command Center software must be running and connected to the HP product and HP secure cloud at all times.
- The onsite response time begins once remote troubleshooting has been diagnosed, and ends when the technician arrives at your site, or when the event is closed because HP has determined that onsite response is not required.
- HP will provide HP replacement parts necessary to return the covered hardware product to operating condition. Defective parts will be exchanged for replacement parts. The replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected parts delivery time. Once remote troubleshooting has been diagnosed, spare parts are ordered. Orders placed after 5 p.m. local time will be acknowledge next business day.
- Local HP management coordinates incident escalation with HP resources and/or selected third parties to resolve issues.
- HP may subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician.

Customer responsibilities

- In the event that the Customer wants to enable shared care optional features, the following requirements must be met:
 - A minimum of three (3) HP Jet Fusion 3D Printing Solutions already installed at the same site
 - A minimum of two (2) technicians certified on HP Train to Maintain
 - One (1) HP Uptime Kit per production site
- The Customer must provide permanent HP Command Center software connectivity to the HP secure cloud, through an HP-approved communication channel to help ensure connectivity at all times, as specified in the Site Preparation guide. The Customer is responsible for restoring connectivity in a timely manner in the event of interruptions.
- HP products may collect machine data. The Customer grants HP or an HP-authorized technician permission to remotely access this data through the HP Command Center software.⁶
- Customer machine data will be used for the purpose of providing remote support, enabling enhanced diagnostics and preventive maintenance, updating software, calculating supplies

and consumables usage and statistics, and evaluating improvements to HP's products and offerings in the future. The machine data will help HP determine how HP products are being used, which product features are used the most, and to calculate various aggregate HP product-usage statistics.

- The customer must complete HP Preventive Maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, the Customer's support agreement and coverage may be terminated.
- HP will need the Customer to provide all information related to issues or problems to determine support eligibility, and deliver timely, professional remote support.
- HP may ask the Customer to complete self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.
- The Customer must provide a suitable storage for the HP Uptime Kit(s).
- Customer acknowledges that any HP-authorized deinstallation and/or location move of HP Jet Fusion 3D Printer(s) and Printing Solution(s) may cause permanent damage, and agrees that any Product that Customer chooses to re-locate after installation at final installation location will be charged to the Customer at the then prevailing service rates.

Travel zones

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to customer sites located more than 200 miles (320 km) from an HP-designated support hub will have modified response times for extended travel.

Service limitations

- All HP products on the same Customer site covered by the HP Manufacturing Care agreement will have same service level.
- Support requests outside of or near the end of the coverage window will not be acknowledged until the next day within the coverage window.
- HP retains the right to determine the final resolution of all reported incidents.
- Response times are measured during the coverage window only.
- Response times and coverage are subject to local availability.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- Replaced parts become the property of HP. Customers that do not return replaced or unused parts back to HP could face termination of their support agreement and coverage.
- Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumables include printheads, cleaning rolls, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- Failure to maintain the HP product's connection to the HP secure cloud will result in limited or no product functionality and limited service levels, and may result in early expiration of the customer's coverage to protect HP and its channel partners against unfair costs.
- HP may verify your adherence to the terms of your agreement.
- In the event that the HP expert cannot remotely resolve the issue, the Customer may request onsite assistance from HP or an HP-authorized technician to return the covered hardware products to full operating condition.
- The shared care option relies on Customer technicians to perform onsite repairs, but includes a maximum of two (2) HP onsite visits per device per year, if needed.
- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.
- This service and some options may not be available in all geographic locations. Please check with your local HP sales representative or HP channel partner for country-specific coverage and limitations.

Ordering information

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

Terms and conditions

Additional terms and conditions may apply. For general terms and conditions, see [Terms and conditions](#).

For more information

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

Sign up for updates
hp.com/go/getupdated

¹ To qualify for shared care, Customers must have, at a minimum, three (3) HP Jet Fusion 3D Printing Solutions.

² Due to the nature of this service option, please assess with your HP sales representative the availability.

³ HP Expert Now is a tool to request assistance and support from HP experts regarding complex printer issues that your field engineers or operators are not able to solve by themselves.

⁴ Complex print quality questions may need to be addressed through training or assistance through HP consultative engagements.

⁵ Coverage window includes remote diagnoses, which may affect onsite response time.

⁶ HP and/or HP-authorized technicians respect your privacy and are committed to protecting Customer machine data and will take reasonable precautions to prevent unauthorized access or disclosure and help ensure the appropriate use of Customer machine data. In the event that some data may be categorized as individual level data, HP and/or an HP-authorized technician will maintain the privacy of any such data, as well as all data collected, in accordance with the HP Privacy Statement (hp.com/go/privacy) and the Personal Data Rights Notice (welcome.hp.com/country/privacy/privacynotice) where applicable.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product. Service levels and response times for HP Care Packs may vary depending on your geographic location.

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