



HP Upgrade Services

HP Care Pack for HP Jet Fusion 3D Printing Solutions

HP Lifecycle Services

Success in business means thinking outside of the box, always being on the cutting edge of technology, and recognizing when you don't have to do it all.

HP understands that staying on top of your HP 3D Printer or Printing Solution is not your main priority. That's why we're here to help. HP 3D Printing Lifecycle Services are designed to address much of the behind-the-scenes busywork, so you don't have to. Focus on business innovation, and rely on HP experts to perform installations, upgrades, relocations, and more. Partner with HP to optimize your investment from day one and beyond and experience true peace of mind.



Service benefits

- Boost speed and productivity
- Optimize costs
- Attend to your printer right away

Service features

- Simultaneous printing and processing
- Access to more materials, agents, and consumables
- Visual indicator to alert operators

Service overview

Evolve your HP Jet Fusion 3D Printing Solution(s) with more productive firmware and hardware using HP Upgrade Services. Now you can help increase the rate of your printing production with upgrade options that are available for your existing HP Jet Fusion 3D Printing Solution(s). Enhance the capabilities of your printer(s) and gain additional benefits—in terms of speed, materials costs, and increased functionality—for as long as you own your HP Jet Fusion 3D Printing Solution(s).

Features and specifications

| Features | Specifications |
|---|---|
| Jobs on the Fly Upgrade | Upgrade your HP Jet Fusion 4200 Series 3D Printing Solution(s) to process jobs while printing. Jobs on the Fly upgrades firmware and hardware to a new HDD and SSD. |
| 4210 Upgrade Service for HP JF 4200 Series 3D Printing Solution(s) | Improve print time and enable processing while printing with the 4210 Upgrade Service for HP Jet Fusion 4200 Series 3D Printing Solutions. This includes a firmware upgrade for compatibility with HP Jet Fusion 4210 3D Build Units and a hardware upgrade to a new SSD. |
| Bulk Enablement Upgrade | Access and use higher volume of material containers with the Bulk Enablement Upgrade, which consists of a firmware upgrade to operate with HP Jet Fusion 4210 Bulk Build Units and containers. |
| HP Status Light Upgrade Service ¹ | This upgrade includes parts and labor to install a visual signal onto your HP Jet Fusion 3D Printing Solution so that operators are visually alerted when your solution needs specific attention. |
| Elastomer Upgrade Service for HP JF 4200 Series 3D Printing Solutions | Upgrade your HP Jet Fusion 4200 Series 3D Printing Solution(s) to print with elastomer material. This service includes parts and labor to make able the upgrade. |

Product compatibility

Compatibility with the following printers:

- HP Jet Fusion 4200 Series 3D Printing Solutions¹
- HP Jet Fusion 5200 Series 3D Printing Solutions¹

Delivery specifications

- HP Upgrade Services are performed during local standard HP business hours on normal business days, excluding local public holidays.
- An HP or HP-authorized technician will schedule an appointment with the Customer-provided site contact indicated on the installation form.
- An HP or HP-authorized technician will come to the Customer site to perform the HP Upgrade Services within one business day whenever possible.

Customer responsibilities

- Allow HP full and unrestricted access to all locations where the service is to be performed.
- The HP Jet Fusion 3D Printing Solution(s) to be serviced should be working properly before an HP or an HP-authorized technician arrives to install the upgrade service.

Service limitations

- If the HP Jet Fusion 3D Printing Solution(s) need additional part replacements, there will be a separate charge for this service.
- HP Jet Fusion 3D Printing Solution(s) must be in their final location before any HP Upgrade Services are performed; any movement of the HP Jet Fusion 3D Printing Solution(s) are excluded.

Ordering information

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

Service level and part number for HP Jet Fusion 4200 Series 3D Printing Solutions

| SKU | Name |
|--------|--|
| U9VS9E | HP 4210 Upgrade Service for HP JF 4200 3D Printer |
| U9VT0E | HP 4210 Upgrade Service for HP JF 4200 3D Processing Station |
| UA0B2E | HP Jobs on the Fly Upgrade Service for HP JF 4200 Series 3D Printing Solutions |
| U9ZN5E | HP Bulk Enablement Upgrade Service for HP JF 4210 3D Processing Station |
| UA8G9E | HP Printer Status Lights Upgrade Service for HP JF 4200 Series 3D Printing Solutions |
| | HP Elastomer Upgrade Service for HP JF 4200 Series 3D Printing Solutions |

Service level and part number HP Jet Fusion 5200 Series 3D Printing Solutions

| SKU | Name |
|--------|--|
| UB7H3E | HP 5210 Upgrade Service for HP JF 5200 3D Printer |
| UB7H4E | HP 5210 Upgrade Service for HP JF 5200 3D Processing Station |
| UB7H5E | HP 5210 Pro Upgrade Service for HP JF 5210 3D Printer |
| UC0F0E | HP 5210 Pro Upgrade Service for HP JF 5210 3D Processing Station |

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 Lifecycle Services for HP Jet Fusion 3D Printing Solutions, visit hp.com/go/3Dsupport.

Sign up for updates
hp.com/go/getupdated

¹ HP Upgrade Services may not be available in all regions. Please contact your HP sales representative for more information.

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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