

HP Shared Support Service



HP Care Pack for HP Jet Fusion 3D Printing Solutions



Service benefits

- Keep your 3D printing solution up and running
- Stay in control of your data

Service features

- Continuous training for in-house technicians
- Limited onsite support
- Defective media retention (DMR)
- Replacement parts for repairs
- Access to firmware updates

Service overview

Improve production uptime with the HP Shared Support Service for HP Jet Fusion 3D Printing Solutions. This service offers remote assistance and limited onsite support for your covered HP hardware and software. To qualify, you must have a minimum of two maintenance technicians certified on the HP Train to Maintain Service, which provides your staff with the technical knowledge to self-diagnose and self-repair many issues.

Features and specifications

Features	Specifications
Basic shared support	Reduce downtime by self-diagnosing, troubleshooting, and repairing some issues without waiting for an HP or an HP-authorized technician to reach your site. • Must be purchased with at least two Train to Maintain Services. • Support service provides continuous training to help keep your technical knowledge up to date. Retraining will take place at an HP Training Center over the course of two days, every six months.
Premium shared support	Reduce downtime to same business day by self-repairing most of your issues without waiting for an HP or an HP-authorized technician and replacement parts to reach your site. • Only available for Customers with five or more HP Jet Fusion 3D Printing Solutions. • Must be purchased with at least two Train to Maintain Services. • Must be purchased with at least one HP Uptime Kit per production site for a maximum of five HP Jet Fusion 3D Printing Solutions. The Uptime Kit contains the most frequently used replacement parts for your HP Jet Fusion 3D Printing Solution.
Remote diagnostics and support	When a problem occurs, HP or an HP-authorized support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. Remote support will be provided for Customer-installable firmware updates and Customer Self-Repair (CSR) parts.
Remote electronic support solution	Allows an HP support specialist access to your system to help provide more efficient and effective troubleshooting.
Limited next business day onsite hardware support	If the issue cannot be resolved by your technician, an HP-authorized representative will provide up to two onsite support visits per year on covered hardware products to return them to operating condition.
Coverage window	8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.
Next business day 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 5:00 p.m. local time. Orders received after hours will be accepted the next business day.
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.
Firmware updates	HP firmware updates are available to Customers with an active agreement to access the updates. You will be able to download, install, and use firmware updates for covered hardware products.

Delivery specifications

- Hardware incidents can be reported by telephone or through HP Expert Now.
- HP will install HP Command Center Software or other applicable HP software that controls the HP product and enables remote monitoring on your computer.
- To ensure accurate remote monitoring, the HP Command Center software needs to be running and connected to the HP product and HP secure cloud at all times.
- Local HP management coordinates incident escalation with HP resources and/or selected third parties to resolve issues.
- When onsite service is required, HP or an HP-authorized representative will arrive at your site and continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired.
- HP may subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician.

Customer responsibilities

- To qualify for the basic HP Shared Support model, the Customer must have:
 - A minimum of two technicians certified by the HP Train to Maintain certification course. For minimum course requirements, see the [HP Train to Maintain data sheet](#).
 - A basic Shared Support Care Pack for each hardware unit in your HP Jet Fusion 3D Printing Solution.
- To qualify for the premium Shared Support model, the Customer must have:
 - Five or more HP Jet Fusion 3D Printing Solutions.
 - A minimum of two technicians certified by the HP Train to Maintain certification course. For minimum course requirements, see the [HP Train to Maintain data sheet](#).
 - Premium HP Shared Support Care Pack for each hardware unit in the Customer's HP Jet Fusion 3D Printing Solution.
 - One HP Uptime Kit per production site. One HP Uptime Kit covers up to five HP 3D Printing Solutions.
- The Customer must provide permanent HP Command Center Software connectivity to the HP secure cloud, through an HP-approved communication channel to 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 and/or an HP authorized agent permission to remotely access this data, through the HP Command Center Software¹.
- Customer machine data will be used for the purpose of providing remote support, enabling enhanced diagnostics, 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.
- HP will need the Customer to provide all information necessary related to issues or problems to determine support eligibility, and deliver timely, professional remote support.
- HP may ask the Customer to complete start self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.
- HP asks that the Customer provide remote access to available electronic support solutions and onsite access to HP replacement parts or HP tools.

Travel zones

Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Zone	Distance from HP designated support hub	Next business day onsite response time	Travel zone charges
Zones 0 to 3	0-100 miles (0-160 km)	Next business day	No uplift
Zone 4	101-200 miles (161-320 km)	1 additional business day	No uplift
Zone 5	201-300 miles (321-480 km)	2 additional business days	Custom quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not available	Custom quoted based on actual travel charges

Service limitations

- Support requests outside of the coverage window will not be acknowledged until the next day within the coverage window.
- Up to two onsite hardware support visits are included each year. Work may be temporarily suspended if parts or additional resources are required. Work will resume as soon as the parts or resources are available.
- HP retains the right to determine the final resolution of all reported incidents.
- Response times are measured during the coverage window only.
- Response times are subject to local availability.
- Coverage is subject to local availability.
- If your product is supported through the HP electronic remote support solution, HP will only use the remote system access with your authorization.
- Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.
- 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 consumable supplies include printhead, cleaning roll, 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 from unfair costs.
- HP may verify your adherence to the terms of your agreement.
- You must complete preventive maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, your support agreement and coverage may be terminated.
- If you have licenses to firmware-based software products, you must also have, if available, an active Software Support agreement with HP, to receive download- and use-related firmware updates. HP will provide assistance with firmware updates only if you have the license to use the related software updates allowed by HP or the original software manufacturer.
- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.
- This service 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 Pack option for your business.

Terms and conditions

Customer shall defend, indemnify and hold harmless HP from all third-party claims, losses, liabilities, damages, judgments and awards caused by Customer its employees, subsidiaries and/or sub-contractors while performing the shared services under this Agreement. HP shall provide prompt notification of any such claims to Customer and shall cooperate with Customer's defense.

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

For more information

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

Sign up for updates

hp.com/go/getupdated

¹ 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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