

Mission Critical Support Services



Care Pack, part of HP Care

Service benefits

- Minimize press downtime
- Availability of service specialist to answer basic questions during service delivery
- Convenient onsite support or the ability to request onsite support

Service overview

Mission Critical Support Services are designed to help you when you need it. When your production falls outside of standard business hours, HP will dedicate an HP-certified engineer onsite at your location, or have one on standby in the event your machine requires repair.*

Provide the fastest response by pre-scheduling for service based on your production needs.

HP recommends requesting Mission Critical Support Services 30 days prior to your need for the service.

Features and specifications

Feature	Delivery Specifications
Peak production support	<ul style="list-style-type: none"> • Dedicated HP-certified engineer onsite daily from 8:00 am to 5:00 pm local time • Available plans: <ul style="list-style-type: none"> – Monthly Support - 4 consecutive weeks – Week Support - 5 consecutive days – Weekend Support - Sat-Sun
Peak production support after hours	<ul style="list-style-type: none"> • After-hours shifts are available for an increased price quoted at Time & Material rates
24/7 On-call standby support	<ul style="list-style-type: none"> • Availability of HP-certified engineer for onsite Stand-by support 24/7* • Covers only the standby support availability of a HP-certified engineer • Onsite service provided only at customer request and invoiced at a fixed rate • You can choose the after-hours shift coverage based on your business needs • Available plans: <ul style="list-style-type: none"> – Monthly Support - 4 consecutive weeks – Week Support - 5 consecutive days – Weekend Support - Sat-Sun

Delivery specifications

- This service requires advanced notice and is subject to HP Engineer availability.
- Discounts are available for Mission Critical Service based on your current service agreement coverage and number of presses included in service.
- Before ordering this service, it is highly recommended that you have an Onsite Uptime Parts Kit. This will ensure you will have both an HP expert and the most frequently needed replacement parts readily available.
- This service can be customized to fit your needs. Talk to your HP representative for more details.

Service limitations

- These services may not be available in every location. Please contact your local HP representative for country-specific coverage and limitations.
- Service is limited to up to 3 presses at a single customer location.
- Service may be limited by HP engineer availability.
- Parts coverage is based on your service agreement. If parts are not included in your service agreement, HP will invoice you for parts used during service.

*Offer may vary by geographic location, check with your HP Service Representative on coverage in your area.

Customer Responsibilities

The customer will:

- Contact an HP service specialist to schedule the delivery of the service.
- Identify the device to be covered by the service.
- Allow HP full and unrestricted access to all locations where the service is to be performed when onsite.

Care Pack terms and conditions

See [Terms and Conditions](#)

Ordering information

Availability of Mission Critical Services may vary according to local resources and may be restricted to eligible products and geographic locations.

Contact your HP Representative for more information.

For more information

HP PWP services: hp.com/go/webpressservice

HP Scitex services: hp.com/go/scitexservice

HP Latex services: hp.com/go/latexservice

Sign up for updates
hp.com/go/getupdated



Share with colleagues

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.

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4AA7-1521EEW, November 2017. Rev 1

