Data sheet

# HP Installation Services

HP Care Pack for HP Jet Fusion 3D Printers and Printing Solutions

## HP Lifecycle Services

**Optimize your investment by making sure your HP 3D printer is operating at its fullest potential. With HP 3D Printing Lifecycle Services, we keep your solution up-to-date and always performance-tuned.**

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**

- Quick start to successful 3D printing
- Professional setup and configuration
- Keep your resources on task with day-to-day work
- Minimal disruption to the business

**Service features**

- HP-authorized technician for installation/ setup
- Fast, efficient equipment, software, and network setup
- Basic operation training

## Service overview

You're up and running in a short amount of time with HP Installation Services for HP Jet Fusion 3D printing solutions. This service provides complete, fast, and reliable installation of your new HP 3D printing equipment. In fact, HP or an HP-authorized technician will come on-site to install, set up, configure, and provide basic operation training. Allow your team to focus on more pressing business issues while we get you up and running quickly.

## Features and specifications

Depending on the configuration of your HP Jet Fusion 3D Printer(s) and Printing Solution(s), this plan may include the following features:

### Installation

| Features | Specifications |
|---|---|
| Setup | Your HP Jet Fusion 3D Printer(s) and Printing Solution(s) will be installed in the designated location; and peripherals, network cables, and power cords will be physically connected.<br>Includes initial set up of accessories from factory, if these are part of the purchased solution. |
| Power-on/boot-up | HP Jet Fusion 3D Printer(s) or Printing Solution(s) will be turned on and initialization procedures will be executed. |
| HP Build Manager and HP SmartStream Command Center[1] setup | The pre-installed software and firmware will be reviewed to ensure it is up to date, and any software updates will be installed if necessary. If desktop software is bundled with the HP Jet Fusion 3D Printer(s) and Printing Solution(s), HP will install the software on one workstation. |
| Network setup | The 3D printing equipment will be configured within your local area network and verified to ensure it is accessible from a local workstation within the same network. |
| Print test | A standard test part will be printed while your personnel is present to demonstrate basic operation of the printer, tools, and peripherals. |
| Basic operation training | Your personnel will receive an introduction to the HP Jet Fusion 3D Printer and Printing Solution's workflow and basic knowledge of HP hardware and software operation. Topics include:<br>• Initial operation procedures<br>– Start up<br>– Shut down<br>• Basics of working with HP-certified materials<br>• Essential maintenance tasks<br>• Procedure for initiating a support request |

### Uncrate

| Features | Specifications |
|---|---|
| Uncrate feature | HP will inventory the shipment against the packing list and uncrate all delivered products. HP will also remove packaging materials to an on-premise Customer-designated location, which must be in the same building as the cubicle, office, lab, or room where the products are delivered. |

## Product compatibility

Compatibility with the following printers:
• HP Jet Fusion 500/300 Series 3D Printers
• HP Jet Fusion 4200 Series 3D Printing Solutions
• HP Jet Fusion 5200 Series 3D Printing Solutions

Compatibility with other services:
If you want to extend your service level, combine with the HP Digital Manufacturing Site Readiness Assessment to reach optimal status of your facilities before installing your solution, and with HP Priority Care to receive proactive premium support for one full year.

## Delivery specifications

• Standard installation occurs within one week of delivery of the product.

• Installation and uncrate occurs at the ship-to/delivery location.

• HP Installation Services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

## Customer responsibilities

### Planning and project management

| Requirements | Specifications |
| --- | --- |
| Prior to installation | • Contact HP or an HP-authorized technician to schedule HP Installation Services after receiving notification of the delivery date for your HP Jet Fusion 3D Printer(s) and Printing Solution(s) |
| | • Designate a site representative as a point of contact for HP |
| | • Install/verify that all product installation requirements have been met: |
| | – Power installation |
| | – Network cabling |
| | – Initial test supplies are ordered |
| | – Appropriate workspace is designated |
| | • Ensure the 3D print equipment is available at the location where the HP Installation Service will take place |
| | • Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide a safe service delivery |
| | • The uncreate service is mandatory if the HP or HP-authorized technician is not assisted by a Customer representative during the uncrate process |
| During installation | • Provide a computer to install HP SmartStream Command Center and permanently connect it to the HP secure cloud through an HP-approved communication channel, as specified in the Site Preparation guide: |
| | – Provide connectivity at all times |
| | – Restore connectivity in a timely manner in the event of interruptions |
| | – Provide access to the location where the HP Installation Services will take place |
| | • Ensure a skilled technician/maintenance person is present and can actively collaborate with the HP or HP-authorized technician during the hardware installation |
| | • Ensure an electrician is available to participate in connecting the electrical infrastructure of the site and in connecting the power cord to the HP Jet Fusion 3D Printer(s) and Printing Solution(s) |
| | • Provide required technical approvals and technical information such as IP addresses, user names/passwords at the HP or HP-authorized technician's request during installation |

## 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

• Delivery completion times are subject to HP and its authorized technician's availability.

• HP accessories and peripherals are limited to those included on the equipment bill of material.

• HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician, or (b) assign or transfer this Service Agreement to another HP entity.

• 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.

• HP may verify your adherence to the terms of your agreement.

• 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 Lifecycle Service option for your business.

### Service level and part number

| SKU | Name |
| --- | --- |
| U9ZN6E | HP Installation Service w/Basic Operation training for HP JF 500/300 Series 3D Printers |
| U9EJ8E | HP Installation Service w/Basic Operation training for HP JF 4200 Series 3D Printers |
| U9EL9E | HP Installation Service w/Basic Operation training for HP JF 4200 Series 3D Processing Station |
| UB6Y3E | HP Installation Service w/Basic Operation training for HP JF 5200 Series 3D Printers |
| UB6Y4E | HP Installation Service w/Basic Operation training for HP JF 5200 Series 3D Processing Station |

### Service level and part number

| SKU | Name |
| --- | --- |
| UC3F0E | HP Uncrate Service for HP JF 500/300 Series 3D Printers |
| UC0C0E | HP Uncrate Service for HP JF 4200/5200 Series 3D Printers |
| UC0C1E | HP Uncrate Service for HP JF 4200/5200 Series 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 Printers and Printing Solutions, visit hp.com/go/3Dsupport.

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hp.com/go/getupdated