



HP 3D Process Control Software Deployment Service

HP Care Pack for HP Jet Fusion 5200 Series 3D Printing Solutions

HP Digital Manufacturing Productivity Services

Put your business on the transformation fast track

We've entered a new industrial era, where digitization changes the game. Businesses that embrace this shift and take steps to transform will have a significant edge moving forward. But change itself is not enough. Speed of change will determine who wins in your market.

Navigating the transformation process and the path from traditional production to digital manufacturing can be a daunting process. Fortunately, Digital Manufacturing Productivity Services can help. We work with you to accelerate the transformation process so that you reach your digital manufacturing objectives faster and more efficiently than working through them on your own. Our Productivity Experts can help speed the process from beginning to end, delivering peace of mind as you embark on this exciting journey.



Service benefits

- Help accelerate 3D printing adoption and production
- Schedule sessions at your convenience
- Gain flexibility with vendor-neutral metrology

Service features

- Assigned HP experts guide you through workflows
- On-site/remote activities accelerate deployment

Service overview

Unleash HP 3D Process Control Software advantages from day one as you begin to use your HP Jet Fusion 5200 Series 3D Printing Solution(s). HP experts will work with your process engineers and operators to get your entire team up to speed, aligned, and ultimately performing autonomously. By avoiding trial and error, you can help accelerate adoption and production readiness. And we'll work with you to help ensure metrology and calibration processes are optimized from start to finish.

Features and specifications

Features	Specifications
Service check-in	HP will help you get registered and validate that the technical audience is correct. During an initial welcome call, we'll work with you to ensure that you meet all requirements for deployment, prior to scheduling an on-site visit with an HP expert.
Calibration job preparation	HP will guide you through calibration job preparation to ensure there are no questions or concerns before jobs are sent to print. We will also validate which post-processing method to apply and remotely verify all printers are active and printing correctly.
Metrology assessment	Whether you have an in-house metrology process already in place or you rely on an external supplier, HP will validate your metrology processes, technologies and specialists to ensure that is compatible with HP 3D Process Control Software.
Print calibration	With HP you will print calibration jobs. After reviewing successful completed job, HP can assist you with any incidents or questions.
Hands-on session	HP will set up a face-to-face session advise your process engineer(s) on the right procedure for scanning calibration parts, which will accelerate the process and help you avoid common scanning errors.
Printer profile creation	HP will provide a face-to-face session on how to create printer profiles based on parts measurements. This will include: <ul style="list-style-type: none">• HP PrintOS login and credential• How to avoid common errors uploading measurements• How to upload printer profiles to your printers• How to verify profile is loaded and active
Final evaluation	One final evaluation will be performed to verify that your process engineer(s) are properly trained and ready to repeat calibration and metrology processes without HP's intervention. HP will identify any gaps and propose solutions, if needed.
Audience	This service is designed for: <ul style="list-style-type: none">• Manufacturing process engineers• Quality engineers

Product compatibility

Compatibility with the following printers:

- HP Jet Fusion 5200 Series 3D Printing Solutions

Delivery specifications

- This service can cover multiple printers at the same site with one service purchase. All covered printers must be installed and COI-issued before inclusion to service delivery.
- Service delivery occurs at the ship-to/delivery location.
- HP 3D Process Control Software Deployment Service is performed during local standard HP business hours on normal business days, excluding local HP public holidays.

Customer responsibilities

- Customer must run own metrology system(s) compatible with HP process control specs, or outsource to metrology service bureau.
- Customer must have powder and agents ready to print.
- Customer must be connected to the HP Cloud.
- Customer must have an HP 3D Process Control Software subscription activated to in order to use this service.
- This service must be delivered after HP Ready-to-print Service, Ramp Up Service or configuration changes, such as but not limited to, firmware updated or upgrades.

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

- The service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.
- 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 Digital Manufacturing Productivity Services option for your business.

Service level and part number	
SKU	Name
UC0C4E	HP 3D Process Control Software Deployment SVC for HP JF 5200 Series 3D Printer

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

Sign up for updates
hp.com/go/getupdated

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.

© Copyright 2019 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA7-6241ENW, September 2019

