

HP Recertification Service



HP Care Pack for HP Jet Fusion 3D Printers and 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

- Effective pathway to continued coverage
- Return your solution to HP service standards
- Avoid lapses in coverage and protection

Service features

- Health check
- Certification of Good Condition

Service overview

Keep your HP Jet Fusion 3D Printers or Printing Solutions covered. The HP Recertification Service provides a chance for customers to quickly return to HP care standards when coverage lapses due to expiration of warranty or care pack. This service will provide the opportunity to smoothly transition into post-warranty support for your HP Jet Fusion 3D Printers and Printing Solutions.

Features and specifications

Features	Specifications
Health check	HP or an HP-authorized partner will perform a health check to ensure your system is in good operating condition. We'll inspect your printer or printing solution and your build unit for contamination, broken parts, missing or deformed parts, and leakages. We'll also inspect for part-quality issues.
Certification	If the HP Jet Fusion 3D Printer(s) and Printing Solution(s) are in good condition, the system will receive a Certificate of Good Condition.

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

Delivery specifications

- HP Recertification Service is performed during local standard HP business hours on normal business days, excluding local HP public holidays.
- The HP Recertification Service is delivered on-site over a two-day period, Monday through Friday.
- HP or an HP-authorized technician will inspect the HP Jet Fusion 3D Printer(s) or Printing Solution(s) to make sure they are working correctly before delivering this service.

Customer responsibilities

- Allow HP full and unrestricted access to all locations where the service is to be performed.
- The HP Recertification Service should be scheduled during HP standard business hours.
- A Certification of Good Condition is needed to return to HP Care Service.

Service limitations

- HP Recertification Service for HP Jet Fusion 3D Printer(s) and Printing Solution(s) can only be implemented by an HP or HP-authorized technician.
- HP Recertification Service does not include machine repair.
- HP Long Term Consumables are excluded from this service.
- One HP Jet Fusion 3D Printer or Printing Solution is covered per service unit.
- The service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.
- 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 retains the right to determine the final resolution of all health checks and to determine if the system is in good condition.
- If the HP Jet Fusion 3D Printer(s) or Printing Solution(s) need reparations, HP will generate a quotation in order to fix the problem.

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
U9ZH2E	HP 3D Recertification Service for HP JF 3D Printer and Printing Solutions

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.

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.

4AA7-2530EEW, October 2019

