



HP Uptime Kit

HP Care Pack for HP Jet Fusion 3D Printing Solutions

Service benefits

- Gain immediate access to spare parts most needed
- Stay on task with high productivity and uptime

Service features

- Includes most commonly needed spare parts
- Fast replenishment of used spare parts

Service overview

HP understands that downtime just isn't an option for your company. That's why the HP Uptime Kit can help you significantly save time and increase productivity with your HP Jet Fusion 3D Printing Solution. The uptime kit provides you with an HP-optimized set of spare parts located on premises to address the most common hardware issues that may impact your 3D printer and complementary systems. With the spare parts on-hand, you can reduce downtime and resume production as quickly as possible.

Managing your HP Uptime Kit:

Once you have received the HP Uptime Kit, it is ready to be used. You will be requested to adhere to the following principles in order to maintain its effectiveness:

- Store the kit in a closed or secured area to reduce the risk of damage or loss.
- Make sure relevant personnel can easily access the kit, when necessary.
- Perform a monthly inventory check on the kit to confirm availability of parts.
- Once a part is consumed, request the next one to help ensure you are always prepared.

Note 1: To get all consumed parts from your HP Uptime Kit replenished, your HP Jet Fusion 3D Printing Solution needs to be covered by an HP Support service.

Note 2: Depending on the uptime kit that is selected – a training may be applicable.¹

How to proceed when a component of your HP Jet Fusion 3D Printing Solution needs repair:

When an issue occurs that requires repair, it is recommended that you contact HP support or your HP-authorized service provider. Following standard HP support procedures and processes, HP or an HP-authorized technician will qualify the contents of your onsite kit with the existing incident. Whenever possible, onsite parts will be used for repair in the first instance in order to avoid waiting for parts to be delivered, reducing the amount of time it takes to resolve the issue.

- Call the HP or HP-authorized service provider Customer Care Center.
- Provide the serial number of the printer or associated equipment.
- Provide details of the error and other diagnostic information.
- An HP or HP-authorized technician will confirm any service parts to be used, and enter an order to replenish these parts for the HP Uptime Kit.

By following these processes, technical problems can be solved quickly. Only the appropriate replacement parts are used for a repair, and the HP Uptime Kit remains fully stocked.

General provisions

- Delivery location: HP Uptime Kits are delivered to the ship-to location where the Customer's HP Jet Fusion 3D Printing Solution is installed.
- Geographic coverage: This service may not be available in every location. Please contact your local HP sales representative or HP channel partner for country-specific coverage and limitations.
- Some uptime kits are linked to the HP Shared Support Service only. The Shared Support service enables you to assume responsibility for certain service and maintenance procedures, allowing you to diagnose and replace the needed parts immediately.

Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP Uptime Kit 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 for HP Jet Fusion 3D Printing Solutions, visit hp.com/go/3Dsupport

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