Data sheet

HP Ready-to-print Service

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

- Professional setup and configuration
- Gain access to HP 3D Printing experts
- Reach operational-ready state quickly, efficiently
- Accelerate your learning curve on HP Multi Jet Fusion technology

Service features

- Fast, efficient equipment, software, network setup
- Comprehensive trainings on technical topics
- 3-day on-site support for fast ramp-up

Service overview

Confidently get your new HP Jet Fusion 3D Printers and Printing Solutions up and running quickly and with minimal interruption to the business. The HP Ready-to-print Service for HP Jet Fusion 3D Printers and Printing Solutions provides fast and reliable installation of your new equipment. An HP or HP-authorized technician will help install, set up, configure, provide basic training, and give you guidance to quickly ramp up operations.

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:

Planning and project management

Features	Specifications
Onboarding experience	Prior to installation, HP will assign a remote onboarding customer representative who will accompany you during every step of the journey.
Site preparation	HP will assist you in preparing your site before your printer is shipped to its final location.
Installation planning	Once your HP Jet Fusion 3D Printer(s) and Printing Solution(s) are shipped, you and the remote onboarding customer representative will jointly schedule installation at your convenience, assigning an HP or HP-authorized technician.
Welcome pack	HP will send you a Welcome pack that explains next steps, including a guide with advice on how to get started with your new HP Jet Fusion 3D Printer(s) and Printing Solution(s).

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. Includes initial set up of accessories from factory, if these are part of the purchased solution.
Power-on/boot-up	The 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 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.[1]
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:
	• Initial operation procedures
	  – Start up
	  – Shut down
	• Basics of working with HP Certified Materials
	• Essential maintenance tasks
	• Procedure for initiating a support request

HP Part Quality Training[2]

Features	Specifications
HP Part Quality Training	Your personnel will learn about key aspects that affect part quality during a 2-day on-site training session. Topics include: • Evaluating the factors that impact part quality • Efficient printing and cooling strategies • Part-quality issues and troubleshooting • Optimizing part positioning and job preparation for better part quality
Location	At your premises.

Audience	This course is designed for: • Quality engineers • Process engineers • Application engineers

HP Ramp Up Service

Features	Specifications

HP Ramp Up Service	On-site service to help your team improve site and operational setup
	 • Operational process optimization to reach system-ready state quickly
	 • System health check:
	   – Maintenance procedures
	   – Calibration and alignment
	   – Diagnostics
	   – Site evaluation
	 • Operational procedures review
	 • Operational printing workshops
	   – Make sure all key processes are properly implemented
	   – Run print test to validate process improvement and transferred knowledge with your parts

Report	HP will develop and deliver a service completion report upon conclusion of the HP Ramp Up Service.
Location	At your premises.
Audience	This service should be supported by at least three (3) of your team members who are responsible for operating the equipment on a daily basis.

HP Priority Care[3]

Features	Specifications
HP Priority Care	30-days proactive premium service to transform your customer experience. • Direct communication with assigned support engineers for greater efficiency • Customer devices remotely monitored in real time • Customer proactively informed about service request status and evolution of the case up to its solution • Courtesy calls to ensure a satisfactory experience

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

Service features compatibility

	HP Jet Fusion 500/300 Series 3D Printers	HP Jet Fusion 4200 Series 3D Printing Solutions	HP Jet Fusion 5200 Series 3D Printing Solutions
Planning and project management	Included	Included	Included
Installation	Included	Included	Included
HP Part Quality Training	Optional (U9ZN9E)	Optional (UC0E9E)	Included
HP Ramp Up Service	Included	Included	Included

HP Priority Care	N/A	Optional (UB4P5E)	Included To extend the trial (UB4P5E)

Compatibility with other services:

If you want to extend your service level, combine the HP Ready-to-print Service with the HP Digital Manufacturing Site Readiness Assessment to reach optimal layout 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 occurs at the ship-to/delivery location.

• HP Ready-to-print Service is performed during local standard HP business hours on normal business days, excluding local HP public holidays.

• Defective hardware identified during the installation service delivery will be replaced or repaired under the HP warranty coverage terms.

• Delivery specifications for HP Ramp Up Service:

  - HP will contact you after your initial experience using HP Jet Fusion 3D Printer(s) and Printing Solution(s) (between one week and three months after installation) and will perform remote technical checks to properly plan and schedule the delivery of the service

  - An HP production consultant will come to your site to deliver the service

  - HP recommends that production managers, pre-production, and operation staff participate in the HP Ramp Up Service

• During planning and project management, an HP or HP-authorized technician will schedule an appointment with the Customer-provided site contact indicated on the Installation form.

Customer responsibilities

Planning and project management

Requirements	Specifications

Prior to installation	• Contact HP or an HP-authorized technician to schedule the HP Ready-to-print Service 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 designated
	• Ensure the 3D print equipment is available at the location where the HP Ready-to-print Service will take place
	• Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide a safe service delivery

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 Ready-to-print Service 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
	• The uncreate service is mandatory if the HP or HP-authorized technician is not assisted by a Customer representative during the uncrate process. For more information, see <u>HP Installation Services</u> datasheet

HP Ramp Up Service

Requirements	Specifications
Prior to delivery	• Provide HP with as many details as possible about your environmental conditions, production and maintenance experience, part-quality results, and a list of questions or topics you would like to reinforce in advance of the service delivery • HP may ask the Customer to complete self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems

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.

• 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 Lifecycle Service option for your business.

Service level and part number

SKU	Name
U9ZR4E	HP Ready-to-print Service for HP JF 500/300 Series 3D Printer
U9ZS7E	HP Ready-to-print Service for HP JF 4200 Series 3D Printing Solution
UB6Y0E	HP Ready-to-print Service for HP JF 5200 Series 3D Printing Solution

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

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[1] HP and/or HP-authorized technicians respect your privacy and are committed to protecting Customer machine data and will take reasonable precautions to prevent unauthorized access or disclosure and help ensure the appropriate use of Customer machine data. In the event that some data may be categorized as individual level data, HP and/or an an HP-authorized technician will maintain the privacy of any such data, as well as all data collected, in accordance with the HP Privacy Statement (hp.com/go/privacy) and the Personal Data Rights Notice (welcome.hp.com/country/privacy/privacynotice) where applicable.

[2] HP Part Quality Training is included for HP Jet Fusion 5200 Series 3D Printing Solutions only. For HP Jet Fusion 500/300 Series 3D Printer or HP Jet Fusion 4200 Series 3D Printing Solutions, acquire the HP Advanced Operation Training and HP Part Quality Proficiency Care Packs separately.

[3] 30-days HP Priority Care trial is included for HP Jet Fusion 5200 Series 3D Printing Solutions only. You can extend the coverage time by purchasing the service. HP Priority Care is also available for HP Jet Fusion 4200 Series 3D Printing Solutions. Please contact your HP sales representative.