Data sheet

HP Support Service

HP Care Pack for HP Jet Fusion 3D Printers

Service benefits

- Efficient troubleshooting with remote support
- Reduce downtime with onsite support
- Secure your data with defective media retention

Service features

- Remote problem diagnosis and support
- HP electronic remote support solution
- Onsite hardware support
- Second business day response time
- Defective media retention (DMR)

Service overview

Improve production uptime with the HP Support Service for HP Jet Fusion 500/300 3D Printers, which provides remote assistance and onsite support for your covered HP hardware and software. Your production managers and qualified operators will have access to HP or HP-authorized technicians who will quickly troubleshoot your 3D printing system to help return the hardware to full operating condition within a specified timeframe.

Features and specifications

Features	Specifications
Remote problem diagnosis and support	When a problem occurs, HP or an HP-authorized technician will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. HP will provide remote assistance for installation of Customer-installable firmware and Customer Self-Repair (CSR) parts.
HP electronic remote support solution	HP's electronic support solution allows HP or an HP-authorized technician to access your system, which helps provide more efficient troubleshooting and faster problem resolution.

Features	Specifications
Onsite hardware support	If the issue cannot be resolved remotely, HP or an HP-authorized technician will provide onsite technical support on covered hardware products to return them to operating condition. The HP-authorized technician will arrive at the Customer's site and continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. During fix-on-failure onsite support, HP may install: — Engineering improvements to help ensure proper operation and maintain compatibility with HP-supplied hardware replacement parts. — Firmware updates, defined by HP as non-Customer installable, that are required to return the covered product to operating condition or to maintain supportability by HP. During fix-on-request onsite support, HP will install critical firmware updates for covered hardware products based on your request.
Onsite response time for hardware support	HP Support Service response time is second business day, during standard business hours. The onsite response time begins once remote troubleshooting has been diagnosed, and ends when the HP-authorized technician arrives at your site, or when the event is closed because HP has determined that onsite response is not required.
Coverage window	8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.[2]
Defective media retention (DMR)	DMR allows you to retain defective or broken disk drives after the replacement has been installed. This feature lets you securely dispose of the drive according to your company's security regulations.
Firmware updates for selected products	HP firmware updates are available to Customers with an active agreement to access the updates. You will be able to download, install, and use firmware updates for covered hardware products.
Access to electronic support information and services	HP will provide you with access to electronic and web-based tools. Based on your product model, region, and service availability, you will have access to these tools: • Subscription to hardware-related proactive service notifications • Support forum participation • Access to web-based technical support documents • HP proprietary diagnostic tools with password access • HP and third-party-hosted knowledge databases for specific products

Delivery specifications

• Hardware incidents can be reported by telephone, or by HP Expert Now.

• HP will install HP Command Center Software, or other applicable HP software that controls the HP product and enables remote monitoring on your computer.

• To help ensure accurate remote monitoring, HP Command Center software needs to be running, connected to the HP product and HP secure cloud at all times.

• Phone and onsite support is available 8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.[2]

• Local HP management coordinates incident escalation with HP resources and/or selected third-parties to resolve issues.

• HP may subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician.

Customer responsibilities

• The Customer must provide permanent HP Command Center software connectivity to the HP secure cloud, through an HP-approved communication channel to help ensure connectivity at all times, as specified in the Site Preparation guide. You are responsible for restoring connectivity in a timely manner in the event of interruptions.

• HP products may collect machine data. You grant HP or an HP-authorized technician permission to remotely access this data through the HP Command Center software.[1]

• Your machine data will be used for the purpose of providing remote support, enabling enhanced diagnostics and preventive maintenance, updating software, calculating supplies and consumables usage and statistics, and evaluating improvements to HP's products and offerings in the future. The machine data will help HP determine how HP products are being used, which product features are used the most, and to calculate various aggregate HP product usage statistics.

• HP will need the Customer to provide all information related to issues or problems to determine support eligibility, and deliver timely, professional remote support.

• HP may ask the Customer to complete start self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.

• HP asks that the Customer provide remote access to available electronic support solutions and onsite access to HP replacement parts or HP tools.

Coverage

• This service provides coverage for eligible HP-branded 3D printing products. [2]

Travel zones

Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Zone	Distance from HP designated support hub	Second Business day Onsite Response Time	Travel Zone Charges
Zones 0 to 3	0-100 miles (0–160 km)	Second business day	No Uplift
Zone 4	101-200 miles (161–320km)	1 additional business day	No Uplift
Zone 5	201-300 miles (321-480km)	2 additional business days	Custom Quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not Available	Custom Quoted based on actual travel charges

Service limitations

- Calls received outside of the coverage window will not be acknowledged until the next day within your coverage window.

- HP retains the right to determine the final resolution of all reported incidents.

- Response times are measured during the coverage window only.

- Response times are subject to local availability.

- Coverage is subject to local availability.[2]

- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

- If your product is supported through the HP electronic remote support solution, HP will only use the remote system access with your authorization.

- Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.

- 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 consumable supplies include printheads, cleaning rolls, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.

- Failure to maintain the HP product's connection to the HP secure cloud will result in limited or no product functionality and limited service levels.

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

- You must complete preventive maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, your support agreement and coverage may be terminated.

- If you have licenses to firmware-based software products, you must also have, if available, an active software support agreement with HP to receive download- and use-related firmware updates. HP will provide assistance with firmware updates only if you have the license to use the related software updates allowed by HP or the original software manufacturer.

- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.

- 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.

- HP Jet Fusion 3D printing solutions are HP Cloud connected. An unconnected printer is a customer breach of the support agreement. HP may opt to forecast the usage during an unconnected period or may early expire the coverage to protect HP and its channel partners against unfair costs.

Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP Support Service option for your business.

Terms and conditions

For the full list, see Terms and conditions

For more information

For additional information on HP Care Pack for HP Jet Fusion 3D 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] Coverage window includes remote diagnoses, this may affect onsite response time.