



# HP Ramp Up Service

HP Care Pack for HP Jet Fusion 3D Printers and Printing Solutions

## HP 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, HP Jet Fusion 3D 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 it on your own. Our digital 3D printing experts can help speed the process from beginning to end, delivering peace of mind as you embark on this exciting journey.



### Service benefits

- Reach operational-ready state quickly, efficiently
- Onsite and remote delivery
- Accelerated readiness

### Service features

- Onsite support for faster, quality printing readiness
- Desired readiness in the shortest timeframe

### Service overview

Get up to speed quickly and start printing confidently with HP Multi Jet Fusion technology. Delivering the most efficient operational procedures, the HP Ramp Up Service, which is part of HP Productivity Services, enables a smooth and optimal start to 3D printing. HP or an HP-authorized technician will deliver the service to your site and work with your team to jumpstart the process and optimize printing with your HP Jet Fusion 3D Printing Solution.

## Features and specifications

Features	Specifications
HP Ramp Up Service	<p>On-site service to help your team improve site and operational setup:</p> <ul style="list-style-type: none"> <li>• Operational process optimization to reach system-ready state quickly</li> <li>• System health check:               <ul style="list-style-type: none"> <li>– Maintenance procedures</li> <li>– Calibration and alignment</li> <li>– Diagnostics</li> <li>– Site evaluation</li> </ul> </li> <li>• Operational procedures review</li> <li>• Operational printing workshops               <ul style="list-style-type: none"> <li>– Make sure all key processes are properly implemented</li> <li>– Run print test to validate process improvement and transferred knowledge with your parts</li> </ul> </li> </ul>
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.

## 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 Ramp Up Service is performed during local standard HP business hours on normal business days, excluding local HP public holidays.
- HP will contact the Customer after the 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.

## Customer responsibilities

Requirements	Specifications
Prior to delivery	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• The Customer should have real part designs ready to print.</li> </ul>

## 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 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 Productivity Service option for your business.

### Service level and part number

SKU	Name
UB6Y5E	HP Ramp Up Service for HP JF 5200 Series 3D Printing Solutions
U9HQ4E	HP Ramp Up Service for HP JF 4200 Series 3D Printing Solutions
U9ZN8E	HP Ramp Up Service for HP JF 500/300 Series 3D Printers

## Terms and conditions

For the full list, see [Terms and conditions](#).

## For more information

For additional information about HP Productivity Services for HP Jet Fusion 3D Printers and Printing Solutions, visit [hp.com/go/3Dsupport](https://hp.com/go/3Dsupport).

**Sign up for updates**  
[hp.com/go/getupdated](https://hp.com/go/getupdated)

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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.

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