



# HP Extended Remote Support Service

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

HP Care Services

**Protecting the future of your business also means planning for the unknown. You can keep your HP 3D Printing System up and running effectively today and over time with the right care.**

HP Care Services are specifically designed to help support your HP Jet Fusion 3D Printers and Printing Solutions. Uptime is the ultimate objective, but HP Care Services go beyond, helping to protect your investment in HP Multi Jet Fusion technology by extending the life of your 3D printer. Offering varying levels of support, HP Care Services provide you access to HP experts, either remotely or onsite, who can quickly troubleshoot your 3D printing system and return the hardware to full operating condition within a specified timeframe.



## Service benefits

- Keep operations moving, even after hours<sup>1</sup>
- Efficient troubleshooting with remote support
- Get assistance when you need it

## Service features

- Flexible, extended remote support hours<sup>1</sup>
- Remote diagnosis and issue resolution
- Support outside HP Care Service hours

## Service overview

If you're running round-the-clock operations, the HP Extended Remote Support Service<sup>2</sup> delivers the peace of mind you want. It is an extended support offering to HP Care Services that makes HP Remote Support available outside of normal business hours.<sup>1</sup> Adapting to your specific business needs by using HP support engineers, you can efficiently troubleshoot issues that occur after hours and keep operations on schedule.

## Included features and specifications

Features	Specifications
HP Extended Remote Support Service <sup>2</sup>	When you call after business hours, you will be routed to our dedicated After Hours Care Center team who will verify your HP Extended Remote Support optional feature entitlement and create your support case. You will receive support from an HP support engineer who can help diagnose and resolve your issue.
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, resolve it immediately. HP will provide remote assistance for installation of Customer-installable firmware and Customer Self-Repair (CSR) parts. <sup>3</sup>
Electronic remote support solution	HP's electronic remote support solution allows HP or an HP-authorized technician to access your system, which helps provide more efficient troubleshooting and faster problem resolution.
Access to HP Expert Now <sup>4</sup>	HP Expert Now <sup>4</sup> is a tool to request assistance and support from HP experts regarding complex printer issues that field engineers or operators are not able to resolve by themselves. If a failure occurs, your issue will be prioritized; and HP will start to work on a solution in the shortest time period. You can also use the chat tool to share images and documentation with HP experts to help speed up resolution.
Coverage window	The coverage window depends on your selected optional features.

## Optional features and specifications

Features	Specifications
Weekly extended remote support	This Care Pack extends your remote support coverage, Monday through Friday, 24-hour support.
Weekend extended remote support	This Care Pack extends your remote support coverage, Weekends - Saturday and Sunday, 24-hour support.

## 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

Compatibility with other services:

If you want to upgrade your service level, HP Extended Remote Support Service works well in combination with HP Priority Care to provide proactive support.

## Delivery specifications

- 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. The Customer is responsible for restoring connectivity in a timely manner in the event of interruptions.
- HP products may collect machine data. The customer grants HP or an HP-authorized technician permission to remotely access this data through the HP Command Center software.<sup>5</sup>
- Customer 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.
- Provide HP with all information related to issues or problems to determine support eligibility, and deliver timely, professional remote support.
- Complete self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.
- 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.

## Service limitations

- HP Extended Remote Support Service does not include on-site machine repair. This service is completely remote.
- HP Extended Remote Support Service complements HP Care Services and is sold separately with the Care Pack acquisition.
- 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 retains the right to determine the final resolution of all reported incidents.
- Response times are measured during the coverage window only and are subject to your HP Care Service coverage.
- Calls received outside of the coverage window, the time when services are delivered on-site or remotely, will be logged at the time they are received, but will not be acknowledged until the next day within your coverage window.
- 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 may verify Customer's adherence to the terms of agreement.
- Customer must complete preventive maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, the support agreement and coverage may be terminated.
- If the Customer has licenses to firmware-based software products, the Customer 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 the Customer has the license to use the related software updates allowed by HP or the original software manufacturer.

## Ordering information

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

### Service level and part number

SKU	Name
UB4U8E	HP 1 year Remote Technical 24x5 HW Support for HP JF 4200/5200 Series 3D Printing Solutions
UB4U9E	HP 1 year Remote Technical 24x7 HW Support for HP JF 4200/5200 Series 3D Printing Solutions
UC0E7E	HP 1 year Remote Technical 24x5 HW Support for HP JF 500/300 Series 3D Printers
UC0E8E	HP 1 year Remote Technical 24x7 HW Support for HP JF 500/300 Series 3D Printers

## 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 Care Services for HP Jet Fusion 3D Printers and Printing Solutions, visit [hp.com/go/3Dsupport](http://hp.com/go/3Dsupport).

### Sign up for updates

[hp.com/go/getupdated](http://hp.com/go/getupdated)

<sup>1</sup> The number of extended remote support hours depends on the features and specifications selected.

<sup>2</sup> An HP Care Service is needed in order to purchase this service.

<sup>3</sup> HP CSR is not included and can be purchased separately.

<sup>4</sup> HP Expert Now is a tool to request assistance and support from HP experts regarding complex printer issues that your field engineers or operators are not able to solve by themselves.

<sup>5</sup> 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 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](http://hp.com/go/privacy)) and the Personal Data Rights Notice ([welcome.hp.com/country/privacy/privacynotice](http://welcome.hp.com/country/privacy/privacynotice)) where applicable.

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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