



# HP Production Care

## HP Care Pack for HP Jet Fusion 3D 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

- Expedite troubleshooting with remote support
- Increase uptime and availability
- Secure your sensitive data with defective media retention
- Engage directly with HP experts

### Service features

- Remote incident diagnosis and support
- Next business day response time
- Onsite hardware support
- Preventive maintenance included

### Service overview

Accelerate issue response times and gain priority access to HP knowledge and support with HP Production Care. This service provides you with several different communication pathways, so you can get the help you need immediately. With HP Preventive Maintenance included, costs are predictable and straightforward. And with next business day response times, we help to prioritize system uptime while helping to boost your production.

## Features and specifications

Features	Specifications
Prioritized service level	Expedite your access to HP experts with prioritized calls to the HP Care Center.
Direct-to-tech remote support	Use HP Expert Now <sup>1</sup> to connect directly with an HP or HP-authorized technician. Avoid long call-center queues with fast, easy access.
Call-to-tech remote support	Direct phone assistance complements HP Expert Now <sup>1</sup> for added convenience.
Remote issue diagnosis and support	When an issue occurs, you can engage an HP or HP-authorized technician, through HP Expert Now, <sup>1</sup> who will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. HP also will provide remote assistance for installation of Customer-installable firmware and Customer Self-Repair (CSR) parts.
Part quality remote assistance	Address part quality questions to an HP remote engineer, who can assist you with recommendations based on HP's best practices. <sup>2</sup>
HP secure cloud	HP's secure cloud allows HP or an HP-authorized technician quick access to operational data, which helps provide more efficient troubleshooting and faster problem resolution.
Onsite hardware support	<p>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 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.</p> <p>During fix-on-failure onsite support, HP may install:</p> <ul style="list-style-type: none"> <li>– Engineering improvements to help ensure proper operation and maintain compatibility with HP-supplied hardware replacement parts</li> <li>– Firmware updates, defined by HP as non-Customer installable, that are required to return the covered products to operating condition or to maintain supportability by HP</li> </ul> <p>During fix-on-request onsite support, HP will install critical firmware updates for covered hardware products based on your request.</p>
Onsite response time for hardware support	Response time is next business day, during standard business hours.
Coverage window	8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays. <sup>3</sup>
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 without exposing sensitive files stored.
Spare parts	<ul style="list-style-type: none"> <li>• Regular parts are included</li> <li>• Wear parts and consumable supplies are not included</li> </ul>
Preventive maintenance	HP Preventive Maintenance is included with HP Production Care. When your HP Jet Fusion 3D Printing Solution(s) raises a notification, you must open a case with HP and schedule a planned intervention so that HP or an HP-authorized technician can perform the maintenance. Required spare parts for preventive maintenance are included.

## Product compatibility

Compatibility with the following printers:

- HP Jet Fusion 4200 Series 3D Printing Solutions
- HP Jet Fusion 5200 Series 3D Printing Solutions

Compatibility with other services:

If the Customer wants to upgrade their service level, HP Production Care works well in combination with HP Priority Care to provide proactive support.

## Delivery specifications

- Incidents and technical inquiries can be reported through HP Expert Now<sup>1</sup> or alternatively by telephone.
- To ensure accurate remote troubleshooting, the HP Command Center software must be running and connected to the HP product and HP secure cloud at all times.
- The onsite response time begins once remote troubleshooting has been diagnosed, and ends when the technician arrives at your site, or when the event is closed because HP has determined that onsite response is not required.
- 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>4</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.
- The customer must complete HP Preventive Maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, the Customer's support agreement and coverage may be terminated.
- 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 self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.
- Customer acknowledges that any HP-unauthorized deinstallation and/or location move of HP Jet Fusion 3D Printer(s) and Printing Solution(s) may cause permanent damage, and agrees that any Product that Customer chooses to re-locate after installation at final installation location will be charged to the Customer at the then prevailing service rates.

## Travel zones

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to customer sites located more than 200 miles (320 km) from an HP-designated support hub will have modified response times for extended travel.

## Service limitations

- Support requests outside of the coverage window will not be acknowledged until the next day within the 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 and coverage are subject to local availability.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- Replaced parts become the property of HP. Customers that do not return replaced or unused parts to HP could face termination of their support agreement and coverage.
- 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.
- 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, and may result in early expiration of the Customer's coverage to protect HP and its channel partners from unfair costs.
- HP may verify your adherence to the terms of your agreement.
- 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.

## Ordering information

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

## Terms and conditions

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

## For more information

For additional information about HP Care Services for HP Jet Fusion 3D 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)

---

<sup>1</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>2</sup> Complex print quality questions may need to be addressed through training or assistance through HP consultative engagements.

<sup>3</sup> Coverage window includes remote and onsite diagnoses, which may affect onsite response time.

<sup>4</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](https://hp.com/go/privacy)) and the Personal Data Rights Notice ([welcome.hp.com/country/privacy/privacynotice](https://welcome.hp.com/country/privacy/privacynotice)) where applicable.

