

HP On-Site Preventive Maintenance Care Pack

Solution brief



Preventive maintenance and onsite hardware support for a healthier printer

Today's businesses rely on the speed and efficiency of HP LaserJets. To help protect your printer investment, reduce downtime and increase efficiency; HP provides hardware services that include preventive maintenance.

These HP Care Pack Services were created for customers who want quick hardware repairs and maintenance kit replacements for their printers. The service is not regularly scheduled but is triggered when printers display an alert or when the printer page count reaches the kit's yields.

Printing peace of mind

HP is committed to providing professional repair and maintenance service to your printing and imaging equipment. In addition to onsite repairs, this new service provides proactive notifications when maintenance kits need replacement and when a printer health check is required.¹

During these onsite visits, the preventive maintenance procedure and kit replacement is performed along with basic printer cleaning, specific visual checks, which includes checking rollers in the paper path, and fuser and roller status.

Benefits to you:

Simple to manage: Preventive maintenance through kit replacement and repair support are included in the same Care Pack Service. With our preventive maintenance, you can:

- Increase productivity and uptime
- Take advantage of convenient onsite support
- Preserve the life of the printer and maintain high print quality due to properly performed maintenance
- Increase return on your printer investment and improve cost-effectiveness of your highly trained in-house staff who will no longer have to spend time for printer maintenance
- Reduce the risk of unbudgeted repair and maintenance costs. With this service, replacement of maintenance kits during a 3-year period typically cost less than the price you pay for one intervention.
- Rest assured that your printer will be serviced in a professional manner, with high quality standards

¹ Maximum three kits replaced within 3 years, four in 4 years and five in 5 years Care Packs



Affordable, effective coverage

Preventive maintenance through kit replacement and onsite hardware support is the insurance you need to protect your investment. Your printer is covered for:

- Three years of fixed-cost hardware support, with next business day response to repair your HP LaserJet printer. HP provides all labour, parts, travel and materials necessary to maintain a working printer. For technical issues that cannot be resolved remotely, a technician will arrive onsite the next business day after you call to schedule service.
- Replacement of fuser, transfer, cleaning kits or ADF maintenance kits when an alert is displayed by the printer during a period of three years. This alert advises if your maintenance count is within 10 per cent of the kit replacement cycle.
- The intervention is triggered by the printer alert or the page count. HP then schedules an appointment to replace the kit. At the same time, the printer is cleaned and specific checks, designed to maintain print quality, are provided. HP provides all maintenance components.

Easy to use

Receiving onsite hardware support or preventive maintenance is fast and easy. When a problem or failure occurs, simply call your technical support contact.

HP then provides technical assistance and helps you resolve the problem. If the issue or failure cannot be resolved remotely, or if replacement of a maintenance kit is indicated by the alert on your printer, your HP technical support representative will schedule an onsite visit.

The preventive maintenance procedure is then performed along with printer cleaning and specific visual checks.

Why HP?

HP has long recognised that different users and businesses require different levels of support. This is why we offer a complete range of flexible support programmes designed to meet the varying needs of home users, general offices, or server centres with mission-critical data.

Flexibility

Often, different types and levels of technology products exist within each business.

HP Care Pack Services, including preventive maintenance, reflect this reality and continue our commitment to match every support need with an appropriate level of service.

For more information

Your HP representative or HP authorised reseller can provide you with complete information about each HP Care Pack, including preventive maintenance and the complete range of HP Care Pack Service options.

You can also find more information at:

www.hp.com/go/carepack

To find available HP Care Packs and pricing for all HP products go to: www.hp.com/go/lookuptool

Ordering information

Talk to your preferred reseller about the range of 3 to 5 years services levels on our mid-range and high-range mono, colour and multi-function devices.



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4AA3-5242EEE, Created June 2011

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