

North America

# HP Scitex Customer Care Programs





## Introduction

At HP, customer care matters. We offer our customers industry-leading service and support, delivered on-site and remotely using advanced service tools, to provide increased uptime and productivity.

With an HP service contract to match your business priorities and budget, you're assured of enjoying better return on your investment.

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## Service Types

HP Scitex customer support programs include the following services:

### Remote Support

The HP Customer Care Center offers email and telephone support from experienced engineers during normal business hours. In addition, HP's remote support includes HP Print Care, an industry-leading toolset providing fast, efficient assistance in two key areas:

- **Routine preventive maintenance**

Using remote Print Care tools, an HP engineer can examine your printer and view data to help resolve a problem, while discussing it in real time with your operator.

- **Remote troubleshooting**

The remote HP engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards problem resolution. It's virtually the same as working side-by-side. Print Care Remote Troubleshooting is available for HP Scitex customers under warranty or service support programs.

- **On-site Support**

When problems cannot be solved remotely, a qualified engineer will visit you. To minimize downtime, the remote support specialist will inform the engineer in advance about his diagnosis and organize shipment of spare parts.

### Value-add Services

HP Scitex offers professional services to enhance your printing operations and increase your efficiency.

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### Training Programs

To increase the effectiveness of your operators, HP offers professional training courses.

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### Spare Parts

HP Scitex service parts required under service agreements are given the highest priority and are typically shipped from the HP distribution center on the same day requested. Parts sent to locations in the U.S. and Canada typically arrive the next business day.

### On-site Uptime Kits

With an HP Scitex Uptime Kit you have the most critical spare parts already on hand, so there's less waiting and more uptime. Service contract holders enjoy discounts on the Uptime Kit, according to their service level.

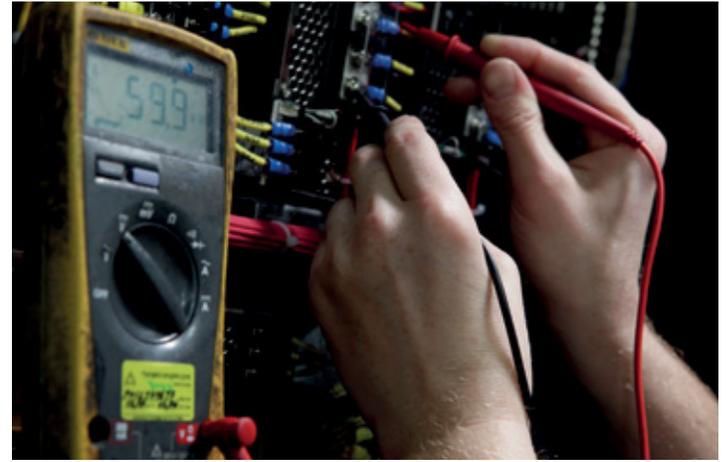
There are two versions:

- Basic Uptime Kit: inventory of the most frequently needed parts.
- Delta or Extended Uptime Kit: additional inventory of parts for critical environments.

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### On-site Labor and Travel

Charges for travel and on-site labor depend on the service level contracted. In a Full Coverage agreement, labor and travel are included.



## HP Scitex Service Agreements

HP remote support and on-site support are provided under Service agreements, with a full line of agreements to give you peace of mind as you run your digital printing business:

### Full Coverage

An all-inclusive program providing outstanding coverage to give the highest level of uptime:

- Unlimited remote support.
- Second business day on-site support response.
- On-site labor and travel included.
- Spare parts included.
- Discount on print heads and On-site Uptime Kits.
- Print care included (FB7600, TJ8600, XP5500).

### Shared Maintenance

A balanced program that requires a medium level of self maintenance by operators. HP Customer Engineers are available to help resolve more complex issues:

- Advanced (Level 2) operator training courses required.
- 2 annual on-site visits included.
- Unlimited remote support.
- Second business day on-site support response.
- Spare parts included.
- Discount on print heads and On-site Uptime Kits.

### Parts & Remote

An entry-level service program for print service providers seeking uninterrupted productivity:

- Unlimited remote support.
- Spare parts included.
- Discounted labor rate if on-site support is required.
- Discount on print heads and On-site Uptime Kits.

### Extended Coverage

Extended Coverage agreements include an annual allotment of print heads provided on a replacement basis. These extensions are available for HP Parts & Remote and HP Full Coverage programs, ensuring more predictable costs.

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## Value Added Services

These efficient, customized services are specially designed to make your business even more productive and profitable.

### Recertification Service

Printers not under warranty or a service contract can be placed under an HP service agreement after they have been inspected and approved. Once the printer service agreement has been activated, HP will rebate a portion of charges for the inspection visit and repairs (parts & labor).

### Relocation Services

The HP Relocation Service coordinates the resources needed to implement moves:

- From a single printer system to a set of printer systems.
- Across the room, across the country or around the world.

Customers are given one point of contact to reduce complexity, suppress risk and keep disruption to a minimum.



## Training Programs

Through the use of classroom instruction and extensive practical exercises, HP Scitex education courses empower your operators to improve the capabilities of your HP Scitex Digital Press or Printer.

Formal training courses are suitable for both new operators and customers migrating between press models or implementing multi-press environments.

Training is offered at two levels:

- HP Scitex Level 1 Operator Training – focuses on proper operation and basic maintenance of the Press or Printer.
- HP Scitex Level 2 Operator Training – focuses on optimizing use of the Press or Printer and maximizing uptime.

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## Why buy HP Services?

When you place your printers under HP service agreements, you know they are supported by certified experts. These agreements give you:

- Reassurance on your investment.
  - The ability to maintain non-stop production.
  - Unlimited remote support.
  - Lower time-to-repair.
  - Reduced overall cost of ownership.
- With the industry's largest services organization, HP offers unique opportunities to enjoy end-to-end solutions and support. From the data center, to workflows, to digital printers, we can help you get the most from your graphics business environment.

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To learn more, visit:  
[www.hp.com/go/pspservices](http://www.hp.com/go/pspservices)

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