



# HP Scitex Maintenance Service Contracts

Europe



**At HP, customer care matters. We offer our customers industry-leading service and support, on-site and via advanced remote tools, to ensure increased uptime and productivity.**

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

## Service Types

HP Scitex customer support programs include the following services:

### Remote Support

The HP Customer Care Centre offers email and telephone support from experienced engineers during normal business hours.

### HP Scitex Print Care\*

HP Scitex Print Care is 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 virtual side-by-side working.

### On-site Support

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

### Spare Parts

HP spare parts sent to locations in European Union member states typically arrive the next day. For other European countries delivery averages two business days. Further times are available on request.

### 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.

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\* Print Care Remote Assistance is only available for HP Scitex Customers under warranty or service support programs.

There are two versions;

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

### Labour, expenses and print heads

Charges for travel expenses, labour and print heads depend on the service level contracted. In a Full Coverage agreement, labour and travel expenses are included.

### Value Added Services

To improve workflow and optimise its products' operation, HP offers value added services to its customers. Any customer may contract these services at any time, and when doing so may take advantage of a discount plan in line with the Service contract level selected.

### Training

Depending on the contract level, contracted customers can benefit from discounts on HP Graphic Arts Training Centre courses.

### Preventive Maintenance

HP contacts the customer once or twice a year, depending on their contract level, to arrange for engineers to perform routine maintenance tasks and equipment reviews.

## HP Scitex Service Agreements

At HP we offer a full line of support agreements to give you peace of mind as you run your digital printing business.

### Full Coverage

An all-inclusive program providing outstanding coverage, plus superb prices on print heads, training, value added services and uptime kits:

- Unlimited remote support.
- Next business day on-site support response.
- On-site labour included.
- Travel expenses included.
- Spare parts included.
- Preventive maintenance.

### 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.

- Prerequisite: L2 operator training courses.
- 3 annual on-site visits included.
- Unlimited remote support.
- Second business day on-site support response.
- Spare parts included.



### Parts & Remote

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

- Unlimited remote support.
- Spare parts included.
- Second business day on-site support response.
- Travel expenses excluded.

### Extended Coverage

Extended Coverage adds an optional print head replacement service to HP Parts & Remote & HP Full Coverage programs, ensuring more predictable costs.

## Why buy HP Services?

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

These agreements:

- Maintain your non stop production.
- Assure your productivity and profitability.
- Decrease your time-to-repair.
- Reduce your overall costs of ownership.

With the industry's largest services organisation, HP offers unique opportunities to enjoy end-to-end solutions and support. From the data centre, to workflows, to digital printers, we can help you get the most from your graphics business environment.

## Get connected

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



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