



HP Scitex Support

Mitigate risks and focus on what really matters – your business

Asia Pacific



At HP, customer care matters. We offer print service providers best-in-class support and services, via onsite support and advanced remote tools, to ensure higher uptime and productivity.

Our customer care programs have always focused on helping you improve uptime and productivity from your HP printing solution. As part of our continuous commitment to offer best-in-class support and services to catalyse your business growth, we are introducing new levels of HP Scitex support coverage starting 1 November 2012.

Now you can select from a blend of support services to match your business priorities and budget. Not only will you be assured of an optimal return on your investment, you will also gain peace of mind to focus on proactively planning and growing your business.

Why leave things to chance?

When your HP Scitex printers and presses are supported by HP, you will enjoy

- Ready access to HP expertise
- Full control over your production
- Gains in productivity and profitability
- Shorter time-to-repair
- Lower overall cost of ownership
- Additional savings on HP consumables, parts, value added services, and additional support charges throughout the duration of support coverage

As the industry's largest services organisation, HP offers unique opportunities for you to take advantage of end-to-end solutions and services. From digital printers to applications and workflows, we help you make the most from your graphics business environment.

HP Scitex Maintenance Support at a glance

| | Premium Support ¹ | Enhanced Support ¹ | Basic Support ¹ | Time & Material Support |
|--|--|---|--|--|
| Recommended for | Growing businesses that run extended production shifts, and downtime is not an option. | Businesses that are realising their growth potential | Businesses that require some level of support for better peace of mind | Not applicable |
| Order part number | HA151AC | HA151AC | H3W52AC | Not applicable |
| Support Coverage | | | | |
| Free remote support ² (9am – 6pm local time at site, Mondays to Fridays) | High priority | High priority | High priority | Low priority |
| Onsite support | Free site visits 9am – 6pm local time at site, Mondays to Saturdays ⁴ | Free site visits 9am – 6pm local time at site, Mondays to Fridays ⁴ | Limited to one free site visit per quarter, up to 40 hours per year ³ . Beyond that, customers enjoy 20% off additional onsite support charges. 9am – 6pm local time at site, Mondays to Fridays ⁴ | Available upon request, additional charges will apply. 9am – 6pm local time at site, Mondays to Fridays ⁴ |
| Response time | Same business day when available. Otherwise next available business day. | Next available business day | Next available business day | When available |
| Privileges | | | | |
| Discount on HP consumables ⁵ and Value Added Services | 30% | 20% | 10% | Not applicable |
| Discount on uptime kits | 30% | 30% | 30% | Not applicable |
| Discount on parts ⁶ | Included | Included | 30% | Not applicable |
| Discount on additional local onsite support charges | Included | Included | 20% | Not applicable |

Terms & Conditions

¹ To the extent permitted by law, HP reserves the right to modify these terms and conditions with prior notice. HP is also not obligated to provide support for any claims resulting from:

- Improper site preparation, or site or environmental conditions that do not conform to HP's site specifications;
- Customer's non-compliance with HP's specifications in the support contract or Transaction Document;
- Improper or inadequate maintenance or calibration;
- Customer's misuse or mishandling of HP parts and consumables as determined by HP;
- Customer or third party media, software, interfacing, ink, consumables, or other products and services;
- Modifications not performed or authorised by HP;
- Virus, infection, worm or similar malicious code not introduced by HP; or
- Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by Customer, or other causes beyond HP's control.

² Customers may access remote support by contacting the local HP call centres. Local or internal call charges may apply. Please check with your local telecommunications service provider(s).

³ The number of complimentary hours offered per year ranges between 20 and 40 hours depending on the HP Scitex product(s) under coverage. Additional support charges will apply thereafter.

⁴ Where available excluding national and HP designated holidays.

⁵ Consumables are not covered under Basic, Enhanced and Premium maintenance support, and do not qualify for discounts. It is the Customer's responsibility to replace some consumables as part of routine maintenance, additional charges will apply if the Customer requires HP to replace such consumables.

⁶ Parts provided are intended to replace those parts damaged by ordinary breakage and/or normal wear and tear, as required for the maintenance of the eligible HP Scitex Product(s) under HP support contract. Parts may include both "Customer Replaceable Parts" (parts which can be installed by the Customer) and "Field Replaceable Parts" (parts which require an HP certified technician or engineer to install), and excludes parts provided as part of Additional Services or Non-Covered Parts. "Customer Replaceable Parts" are under the Customer's responsibility, additional charges will apply if the Customer requires HP to replace such parts.

For enquiries, please email hsap.carecenter@hp.com or call your local HP Call Centre at:

- Australia: 1300 548 696
- China: 400 818 0055
- Hong Kong: 8103 2666
- Japan: 0120 855 536 (ext 2)
- Taiwan: 008 0185 5945

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