



# On-site Uptime Kit Services

HP Indigo Value-Added Services

Europe



**HP understands that for print providers, downtime just isn't an option. That's why HP Indigo Printing Presses have been designed to keep running, even when a consumables part needs to be replaced. In order to take advantage of this design and engineering quality, you need to have the right replacement parts to hand.**

The HP Indigo On-site Uptime Kit contains the most frequently needed replacement parts based on our usage and consumption studies. Having these kits on hand ensures that a qualified on-site operator can install the new parts without delay, decreasing your time-to-repair.

These kits will ensure that your presses are up and running for maximum production capability.

## Why a qualified operator?

An on-site Uptime Kit is most effective when your business employs a Level 3 Advanced Operator. Level 3 certification ensures that operators have been trained to perform advanced troubleshooting and make full use of the Uptime Kit. They can follow remote support guidance highly effectively and carry out repairs quickly and accurately.

With access to the Uptime Kit, Level 3 Advanced Operators can maintain presses during late and early shifts using the after-hours remote phone support service.

Please contact your local Service or Sales Manager for further details.

## Target

All HP Indigo Press customers, primarily site management and print production staff.

## Benefits

- Immediate access to commonly replaced parts.
- Rapid turnaround time for parts replacement tasks.
- Increased productivity and uptime resulting in increased profitability.

## What you get

- The Basic Uptime Kit: contains up to 50 percent of the most frequently needed parts for HP Indigo Digital Presses. These include a cleaning station, ink pump, ITM lamp, scorotron unit and some boards.
- The Comprehensive Uptime Kit: includes up to 70 percent of the most frequently needed parts. It contains everything in the Basic Kit plus motors, impression rollers, an in-line density meter, high-voltage module, V-corn board and a card for the laser.



Thanks to HP's simplified ordering process, it's incredibly easy to make sure you always have a fully equipped On-site Uptime Kit with free parts replenishment and the updating or replacing of parts.

#### **When an HP Indigo Digital Press needs repairing, simply:**

- Call the support phone line or open a call via Print Care.
- Provide the serial number of the press.
- Provide details of the error and other simple diagnostic information.

#### **The remote support engineer**

- Opens a case.
- Gives a reference number.
- Confirms any spare parts to be used and makes an order to replenish these parts for the On-site Uptime Kit Services.

You then complete the parts inventory management sheet, registering the use of the spare part(s) as well as the addition of new part(s) when they arrive.

You then perform the repair and notify the Remote Support centre.

## **Managing your On-site Uptime Kit Services**

### **Storing**

- Keep kit in a closed or secured area to avoid risk of damage or loss.
- Keep inventory list and management sheets in the same place.
- Make sure the kit can be accessed by HP personnel if necessary<sup>1)</sup>.

### **Using On-site Uptime Kit Services**

- If HP field service engineers use a part from the On-site Uptime Kit Services, they will record the fact on a parts inventory management sheet.
- It is important to do a bi-monthly inventory check on the kit to ensure availability of parts.

### **Returning parts to HP**

- When returning parts of the kit to HP (important for free of charge replenishment), complete the reverse of the logistics form which comes with the new part, and return it in the new part's packaging to:
  - MT Unirepair B.V.  
Veilingweg 1  
6247 EP Gronsveld  
The Netherlands  
Contact: Petra Wolfs  
Phone: 0031-4088208
- In general, all used parts must be sent back within 30 days to avoid additional charges.

<sup>1)</sup>A dedicated area should be allowed to ensure that the HP courier can easily access and locate the area of the part to be returned e.g. iron-barred box.

### **Get connected**

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



Share with colleagues

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA3-9881ENE, September 2012

