

Onsite Uptime Parts Kit

HP Indigo Support Services

North America



Increase productivity and uptime.

Overview

Target

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

Benefits

- Immediate access to commonly replaced parts
- Rapid turnaround time for parts replacement tasks
- Optimize time-to-repair
- Increased productivity and uptime

What you get

Different options for different needs—The HP Indigo Onsite Parts Kit comes in two versions:

- **The Basic Kit** – contains inventory of the most frequently needed replacement parts
- **The Comprehensive Kit** – contains a larger inventory of parts for critical environments. These kits contain everything in the Basic Kit, plus additional parts

HP Graphics Solutions Services understands that, for print providers, downtime just isn't an option. The HP Indigo Onsite Uptime Parts Kit was designed to help you significantly save time and increase productivity.

Designed to contain the most frequently needed replacement parts based on HP's usage and consumption studies.

Having these kits on hand ensures that a qualified onsite operator can install the new parts without delay, decreasing your time-to-repair, 7x24.

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



Ensuring you always have a fully equipped Onsite Uptime Parts Kit is easy, thanks to HP's simplified ordering process

For more information

Please contact your HP sales account manager for more information, and to order your Onsite Uptime Parts Kit.

When an HP Indigo Digital Press needs repair

Customers under Warranty or Full Maintenance Support Program:

- Call the HP Graphics Solutions Customer Care Center
- Provide the serial number of the press
- Provide details of the error and other simple diagnostic information
- The Customer Engineer confirms any service parts to be used and enters an order to replenish these parts for the Onsite Uptime Parts Kit

Customers under Shared Maintenance Support Program:

- The Shared Support Program enables you to assume responsibility for certain service and maintenance procedures; allowing you to diagnose and replace the needed parts immediately
- You then contact Order Administration and place an order to replenish these parts into the Onsite Uptime Parts Kit

By following this process, technical problems can be solved quickly, only the appropriate replacement parts are used for a repair, and the Onsite Uptime Kit remains fully stocked.

Managing your Onsite Uptime Parts Kit

- Store the kit in a closed or secured area to avoid risk of damage or loss
- Make sure the kit can be accessed by HP personnel when necessary
- Perform a monthly inventory check on the kit to ensure availability of parts
- To ensure maximum uptime and availability of parts, it is important to order the replenishment parts immediately after use

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