

# HP Preventive Maintenance Support Services



## Service benefits

- Helps improve or maintain system uptime
- Allows your IT resources to stay focused on their core tasks and priorities
- Convenient onsite support
- Service performed by a trained service specialist
- Availability of service specialist to answer basic questions during service delivery
- Delivery of the service at a mutually scheduled time convenient to your organization

## Service feature highlights

- Preventive maintenance
- Cleaning and maintenance
- Firmware update service

## Service overview

HP Preventive Maintenance Support is a comprehensive support solution designed for customers who require preventive solutions within a defined set of service features at a lower cost. This service does not replace HP Maintenance Kit Replacement Service (MKRS), nor does it include MKRS. This service is a single event-based, short-term offering, with preventive assistance carried out by a trained customer engineer at the request of the customer for one printer per HP Care Pack.

The HP customer engineer is available during HP standard operating hours (which vary by country), Monday through Friday, excluding HP holidays. The services offered through HP Preventive Maintenance Support will be valid for 12 months from the date of purchase.

## Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Preventive maintenance</b>	<ul style="list-style-type: none"> <li>• Provide functional verification of the printer</li> <li>• Run printer self-test</li> <li>• Run key panel function test</li> <li>• Run print test</li> </ul>
<b>Cleaning and maintenance</b>	<ul style="list-style-type: none"> <li>• Remove debris such as paper dust and toner/ink residues within the print mechanism</li> <li>• Clean the printer case parts with approved isopropyl alcohol</li> <li>• Clean the paper path, including paper feed, roller, fuser, etc.</li> <li>• Recommend the replacement of standard wear-and-tear components (separate charges apply for replaced parts)</li> <li>• Recommend the proper location and ventilation for printers</li> </ul>
<b>Firmware update service</b>	<ul style="list-style-type: none"> <li>• Check firmware and inform the Customer if updates are available at <a href="http://hp.com">hp.com</a></li> </ul>

Before providing services through HP Preventive Maintenance Support, HP engineers shall confirm the following information:

- The person in charge and relevant contact information
- Service site and conditions (for example, power supply, temperature, room size, and air conditioning)
- Equipment model and basic configuration
- The workplace and working hours of the engineer
- Main working contents and scope of work
- Other relevant information

As part of this service, HP will provide a Proof of Delivery document listing all of the activities completed, as well as information records on the equipment serviced.

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 12 months of date of purchase to schedule the delivery of the service
- Identify the devices to be covered by the engagement
- Provide the information requested by HP prior to the service delivery
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provide media to perform two customer prints, before and after the maintenance process
- Conduct all data backup and restore operations
- Allow HP full and unrestricted access to all locations where the service is to be performed

## Service limitations

- Service is limited to a single Customer site.
- The Customer should always use HP ink; HP has the right to refuse support if non-HP ink is used by the Customer.
- Any cosmetic damaged that implies the change of an external or internal printer part will not be included in the service.
- Activities such as, but not limited to, the following are excluded from this service:
  - Service on hardware not covered by an HP warranty or Support Agreement, including non-HP products
  - Installation and maintenance of the Customer's applications
  - Setup of the operating systems and applications on the Customer's server
  - Management and maintenance of the equipment that is not covered in the service contract for the Customer's server environment
  - Any necessary services due to the attempt to install, maintain, or modify hardware, firmware, or software by an unauthorized person outside HP
  - Services required due to failure of the Customer to take avoidance action previously advised by HP
  - All parts, including maintenance kits
  - Re-visits due to usage of non-original HP cartridges/toners, which will be charged as a new service call

## General provisions/Other exclusions

HP Preventive Maintenance Support is delivered as a single, contiguous event. Environments that require multiple engagements over a long period of time are not included with this service and are available at additional cost.

During service, the technician will help ensure that the product is located and operating within the environmental conditions outlined in the user manual.

If any service is required at a time other than standard business hours, HP shall convert the service time into standard work hours for calculation in accordance with the relevant local policies and regulations.

## Travel zones

Travel zones and charges, if applicable, may vary in some geographic locations.

## Ordering information

These services can be purchased as HP Care Pack services.

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