

HP Contractual Service Programs



For HP Latex 200, 300 and 500 Printer series



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

With an HP contractual services program that matches your business priorities and budget, you're assured of enjoying better return on your investment.

For HP Latex 200, 300 and 500 Printer series, we offer a line of support programs agreements to give you peace of mind as you run your digital printing operations:

Full Coverage

An all-inclusive program providing outstanding coverage:

- Unlimited remote support
- Next business day onsite support response
- Onsite labor included
- Travel expenses included
- Spare parts included
- Preventive maintenance.

Parts & Remote

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

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

Ordering information

Visit hp.com/go/cpc to select your preferred HP Care Pack, and contact your local HP sales representative or HP Authorized Service Partner.

¹ HP onsite services does not include consumable items, such as print cartridges, batteries, maintenance kits, and other supplies; user maintenance; and non-HP devices.

² Onsite service level may not be available in all geographies. In some instances, onsite services may be performed by an HP Authorized Service Partner.

Initial troubleshooting process

Once you log a case with HP or via an HP Authorized Service Partner, the support technicians will work to get your printer back up and running as quickly as possible. Our qualified support agents will work with you to remotely troubleshoot the problem.

Onsite Service

- If the initial troubleshooting process does not resolve the device error, an HP service technician or an HP Authorized Service Partner will make best effort to arrive at your site the next business day after the support agent escalates the case for dispatch.¹
- Service includes all parts and labor, along with technical phone support, troubleshooting, and diagnostics.²

Why choose HP for printing services?

When you place your printers under HP contractual services programs, you know they are supported by certified experts. These programs allow you to:

- Maintain your non-stop production
- Best assure your productivity and profitability
- Minimize time-to-repair
- Reduce overall costs of ownership

With the industry's largest services organization, HP and its Authorized Service Partner network offer unique opportunities to enjoy end-to-end solutions and support. From the data center, to workflows, to digital printers, we can help you get the most from your graphics business environment.

Learn more at
hp.com/go/latexservice
hp.com/go/cpc

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

