

Brochure

HP Designjet Support Services

Print with predictability so you can work with confidence

Asia Pacific & Japan



Maximise printer uptime and gain peace of mind

HP Designjet Support Services give you:

- Reassurance on your investment
- Up to 5 years support coverage with HP's Next Business Day Onsite Repair Service
- No unexpected support costs
- Predictable printing at the quality you need, when you need it
- Best-in-class cost of ownership
- Quick time to repair

HP Designjet Support Services are designed for business critical environments. Covering installation, extended support and maintenance, and a variety of value added services, they provide the professional support you need to get the most out of your printer investment.

Secure the budget predictability you need, by extending your support coverage beyond standard warranty. All support costs are covered for the full extended period – which can mean significant savings. For example, purchasing a 3-year support coverage package for the HP Designjet T520 printer can **protect your business from unplanned expenses, while saving up to 15%** of the total support costs.








Reduce your total cost of ownership (TCO)

The comprehensive portfolio of HP Designjet Support Services is designed to offer the best combination of support coverage to fit any budget. With the widest range of support services options and best-in-class total cost of ownership (TCO) you can easily protect your investment in your HP Designjet printer.

Choose the service that best fits the needs of your business

With HP Designjet Support Services you can benefit from:

- Installation Service with Network Setup
- Extended support coverage with Next Business Day Onsite Repair
- Post Warranty Services with Next Business Day Onsite Repair Service
- Preventive Maintenance Service
- Maintenance Kit Replacement Service
- Quick time to repair

	If you need	Choose this HP service	Service description
	An HP professional to install and setup the printer	Installation Service with Network Setup	Installation service includes onsite installation and network setup of your HP Designjet printer by an HP authorised service technician. Deliverables include assembly of the printer, all HP accessories, hardware verification, network setup, and basic printer orientation for your organisation's key users.
	To extend HP warranty or expiring HP Care Pack coverage	Next Business Day Onsite Repair Services	HP warranty experience extended to 2, 3, 4 or 5 years at the purchase of HP printer or incremented by 1 or 2 years prior to HP Warranty or active HP Care Pack expiry. An HP authorised service technician will make the best effort to arrive at your site the next business day after the support agent performing remote troubleshooting dispatches the case. The service includes technical phone support, diagnostics, spare parts, material and labour.
	To ensure maximum performance of my printer	Preventive Maintenance Service	Onsite service performed by an HP authorised technician includes: verification of printer's functions, print / self-tests, cleaning of outer and inner printer parts, maintenance of selected parts of the printing mechanism, recommendation on replacement of worn-out parts (replacement not included in this service), and recommendation on installation of firmware updates.
	To ensure the best possible print quality with printer alerted maintenance	Maintenance Kit Replacement Service	To get the most out of your printer while maintaining the best print quality, the printer maintenance kit needs to be replaced when an alert appears on the display panel. HP Maintenance Kit Replacement Service includes the replacement of consumable parts by an HP service technician.
	To repair HP printer not covered by HP warranty or HP Care Pack	Per event Service	On request support service for out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided upon selecting your printer and requested service. After customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch HP authorised service technician to repair HP printer onsite.



Why choose HP for printing services?

Complete solutions. With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and into the future.

Expertise. HP is recognised as the number one global leader in imaging and printing. Access to HP R&D engineers and our massive knowledge base of experience make HP the ideal partner to assist you in elevating your printing and imaging environment.

Financial strength. HP has the resources to provide financing and procurement options that are right for your organisation.

¹ This services comes with DMR option. Defective Media Retention keeps your sensitive data safe. To comply with security regulations you can keep the defective hard-drive or data-retentive memory component while getting a new replacement disk or memory.

Service offering for your HP Designjet printer	Installation Service with Network Setup	3-year Next Business Day Onsite Repair Service	1-year Post Warranty Next Business Day Onsite Repair Service	Preventive Maintenance Service
HP Designjet T120, 24"	UC744E	U1V95E	U1W34PE	
HP Designjet T520, 24"		U1W23E	U1V90PE	
HP Designjet T520, 36"		U6T83E	U6U05PE	
HP Designjet T920, 36"		U7Y85E ¹	U7Z01PE ¹	
HP Designjet T1500, 36"		U7Z11E ¹	U7Z95PE ¹	
HP Designjet T2500 eMFP		U0ME7E ¹	U0MF4PE ¹	
HP Designjet T3500 eMFP (B9E24B)	H4518E	U1ZX9E ¹	U1ZY1PE ¹	U1XV4E
HP Designjet T7200, 42"		U1ZY3E ¹	U1ZY5PE ¹	
HP Designjet Z5200, 44"		UV213E ¹	UV224PE ¹	
HP Designjet Z5400ps, 44"		U0LZ6E ¹	U0MA3PE ¹	
HP Designjet Z6200, 42"		UX872E ¹	UX877PE ¹	
HP Designjet Z6600, 60"		U1ZM8E ¹	U1ZNOPE ¹	
HP Designjet Z6800, 60"		U1ZS9E ¹	U1ZT2PE ¹	

Simply choose and activate HP Services for your HP Designjet printer

How to find the right HP Care Pack?

Simply consult your HP reseller or go to HP Care Pack Central, (www.hp.com/go/cpc), select a country where the HP printer will be located, click on HP Printing and Imaging link, further on HP Designjet printers and select the printer's product name. Both the recommended and complete HP services offering will be displayed.

How to Activate/Register your HP Care Pack?

To be active, all HP Care Pack Services must be registered at hp.com within 10 days from the date of purchase. The registration can be managed by HP channel partner or end-customer.

How do you get support?

With your HP Care Pack, you will receive the contact details of HP support.

For out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided upon selecting your printer and requested service. And after customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch HP authorised service technician to repair HP printer onsite.

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