

Brochure

# HP Designjet Support Services

Print with predictability so you can work with confidence



# Maximize 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, when purchasing a 3-year support coverage package for the HP Designjet printer you can **protect your business from unplanned expenses, while saving up to 15%** of the total support costs.

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








## 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 Service
- Post Warranty Services with Next Business Day Onsite Repair Service
- Preventive Maintenance Service
- Maintenance Kit Replacement Service
- Quick time to repair

|                                                                                     | <b>If you need</b>                                                                | <b>Choose this HP service</b>                    | <b>Service description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>An HP professional to install and setup the printer</b>                        | <b>Installation Service with Network Setup</b>   | Installation service includes onsite installation and network setup of your HP Designjet printer by an HP authorized service technician. Deliverables include assembly of the printer, all HP accessories and hardware verification, network setup, and basic printer orientation for your organization's key users.                                                                                                                                                                                   |
|    | <b>To extend HP warranty or expiring HP Care Pack coverage</b>                    | <b>Next Business Day Onsite Repair Services.</b> | HP in 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 post-warranty. An HP authorized 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 labor. No consumables included. |
|  | <b>To ensure maximum performance of my printer</b>                                | <b>Preventive Maintenance Service</b>            | Onsite service performed by an HP authorized 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.                                                                                                                    |
|  | <b>To ensure the best possible print quality with printer alerted maintenance</b> | <b>Maintenance Kit Replacement Service</b>       | To get the most out of your printer while maintaining the best print quality, the printer maintenance kit needs to be replaced when <b>an alert appears</b> on the display panel. HP Maintenance Kit Replacement Service includes the replacement of consumable parts by an HP service technician. Does not include supplies.                                                                                                                                                                          |
|  | <b>To repair HP printer not covered by HP warranty or HP Care Pack</b>            | <b>Per event Service</b>                         | On request support service for out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided contacting the HP Call Center. And after customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch HP authorized 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 recognized 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 organization.

### The bottom line: why buy HP Support Services?

When placing your HP Designjet printers under HP support services, you know they are supported by experienced, certified experts who know your printers and understand their importance to your business. These assets 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

Simply choose and register 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 ([hp.com/go/cpc](http://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](http://hp.com) within 10 days from the date of purchase. Instructions on registering and activating care packs are provided when the HP Care Pack is purchased (U.S. & Canada customers can register their Care Packs at 1 800-407-6210).


## How do you get support?

If you have an HP Care Pack, please contact HP Support at 1-800-544-9976, US & Canada. If you no longer have warranty coverage and do not have an HP Care Pack, please contact us at 1-800-334-5144, US & Canada.

Learn more at  
[hp.com/go/designjetsupport](http://hp.com/go/designjetsupport)  
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