Brochure

HP Latex Printers Services

Enhancing productivity, uptime and quality

At HP we provide industry-leading service and support, delivered onsite and remotely using advanced service tools, to enable increased uptime and productivity.
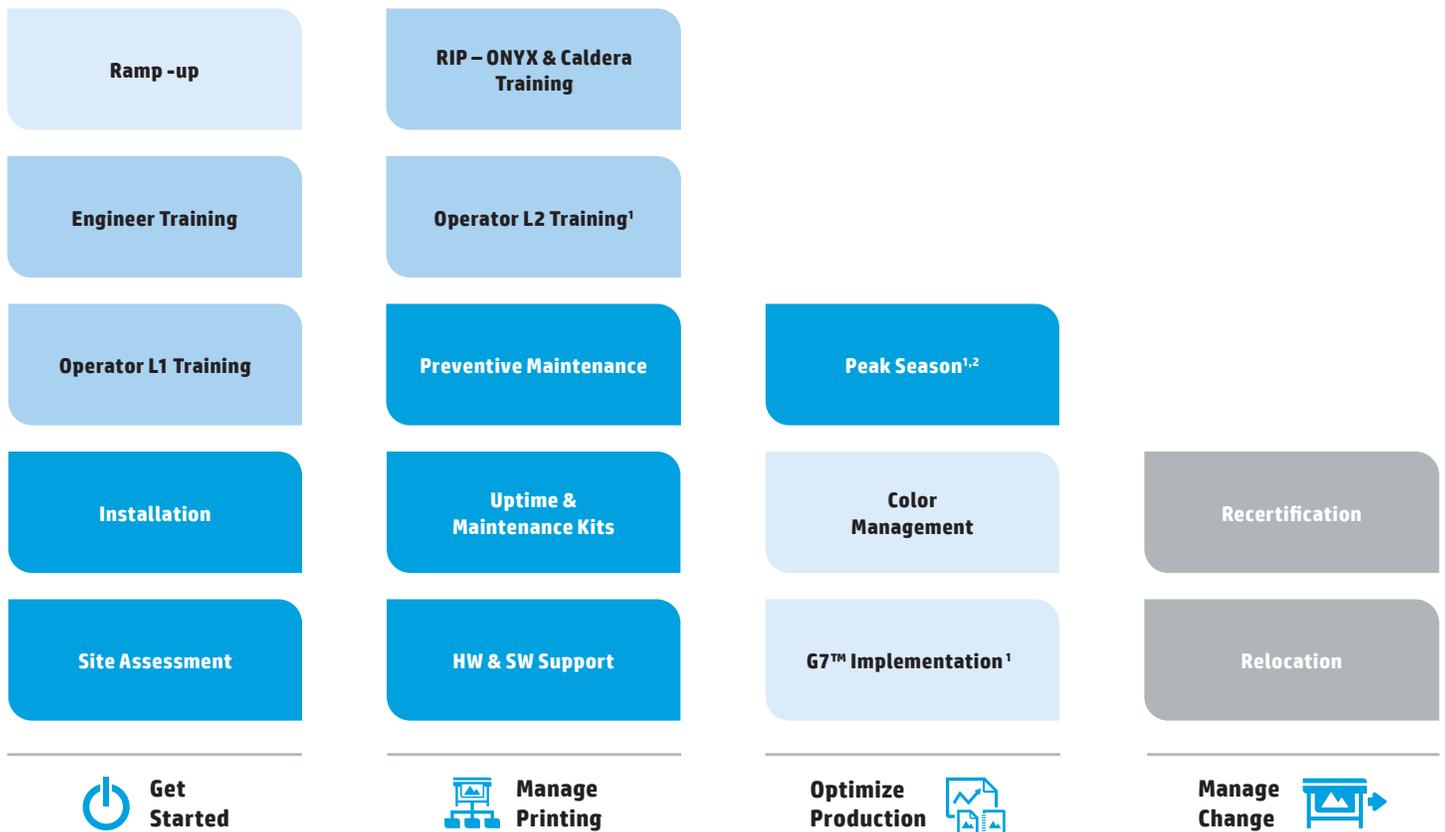
Service Portfolio

HP offers a full range of support programs to help you effectively run your digital printing business – from support services, to training, production optimization and customized service programs.

HP Graphics Solutions Services address the four key stages across the lifecycle of your HP Latex printing equipment. Our goal is to help you get more return on your investment. In the first stage, our programs help you get production off to a strong start. As time goes on, a broad set of service and support programs are available to help you manage your ongoing printing operations and gain more efficiency. Additional programs help you optimize your production for increased productivity, quality and cost-effectiveness. Whenever you are changing your operating model or physical premises, HP services are available to help ensure an efficient transition.

HP Latex Service Portfolio

Ramp -up	RIP – ONYX & Caldera Training		
Engineer Training	Operator L2 Training[1]		
Operator L1 Training	Preventive Maintenance	Peak Season[1,2]	
Installation	Uptime & Maintenance Kits	Color Management	Recertification
Site Assessment	HW & SW Support	G7™ Implementation[1]	Relocation
Get Started	**Manage Printing**	**Optimize Production**	**Manage Change**

■ Support Service | ■ Training Service | ■ Productivity Service | ■ Customized Service

[1] Available only in the Americas
[2] Requires prior agreement and confirmation with HP Graphics Solutions Services

Get Started

"I have just invested in an HP printer, and need to start printing as quickly as possible."

Site Assessment

Installation

Operator L1 Training

Engineer Training

Ramp -up

Site Assessment

We work with you to prepare your site for your HP Latex printer. An HP Customer Engineer conducts a comprehensive site survey to ensure the various aspects of the installation are planned in detail. This takes into account power requirements, environmental controls, site access, networking and other factors to streamline installation and ensure optimization of the production environment.

Installation

A successful installation relies on careful planning. During installation an HP Customer Engineer locates and installs the HP Latex printer, performs all necessary adjustments, and brings it to full operational level. The engineer prints a suite of test prints to verify everything is in optimum working order, and draws up a Completion of Installation (COI) form for your approval. Once this is completed, the HP Latex printer is ready to ramp-up to full production.

Training Services

HP offers a comprehensive training curriculum that provides the knowledge and skills necessary to utilize the full capabilities of the HP Latex printer. Our training programs emphasize hands-on practice in a professional learning environment. Courses taught at our HP Latex Training Center are also available onsite at your location.
Courses offered include:

- **Operator level 1 Training.** Designed for new HP Latex printer operators, to enable them to use the press safely and to independently perform routine maintenance routines. This training includes certification CSR level 1.[1]

- **Engineer Training.** Intended for field engineers, as well as operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.

- **Operator Level 2 Training.** This training program provides advanced training and knowledge to experienced operators on the principles of production optimization. The main goal is to optimize usage of the press/printer, such as how to perform diagnostics, utilize advanced printing methods, optimize media and ink, and perform basic troubleshooting.

Production Services

Production services are provided during a customized onsite visit by a Production Specialist, who works closely with both operators and management to optimize best practices for printer operation, maintenance, and printer consumables optimization.

Ramp-up. Focuses on increasing the printer and DFE (Digital Front End) operator's knowledge level by providing hands-on experience, discussion of the production flow required on the customer's site, and troubleshooting of the Latex printer.
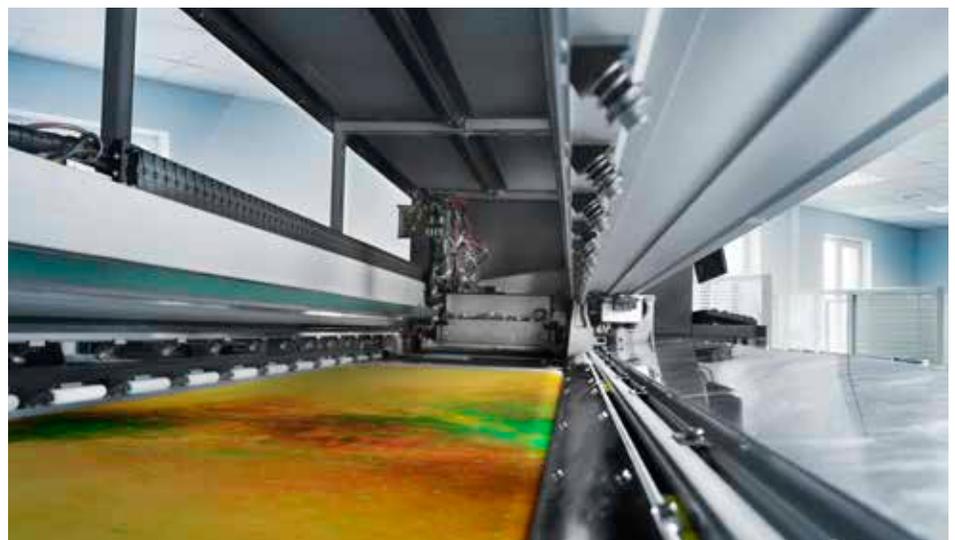
[1] CSR = Customer Self Repair

Manage Printing

"I need a predictable business operation, and to reduce the risk of unplanned downtime."

HW & SW Support

Uptime & Maintenance Kits

Preventive Maintenance

Operator L2 Training[1]

RIP — ONYX & Caldera Training

Support Services

HP offers a full line of support and service programs for all HP Latex printers, including Basic, Standard, and Enhanced options. These are divided into three main programs: Full Maintenance Support, Shared Maintenance Support and Parts&Remote.

Full Support
Program includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available with unlimited or unplanned time and material basis. Two offers are available: Standard and Extended.

Shared Support
Program includes phone support, limited annual onsite visits, mandatory software and hardware updates, and replacement parts. The training enables operators to perform self-repair and maintenance tasks.

Parts&Remote
Designed for customers who are looking for a cost effective entry-level service program as parts insurance. Program with unlimited remote support and spare parts included.

• **Routine maintenance**
  Using remote HP Print Care tools, an HP engineer can examine your printer and view data to help resolve a problem, while discussing it in real-time with your operator.

• **Remote troubleshooting**
  The remote HP engineer employs enhanced diagnostics to offer your operator step-by-step guidance towards problem resolution. It's almost the same as working onsite side-by-side. HP Print Care Remote Troubleshooting is available for HP Latex printers under warranty or service support programs.

Onsite Support
When problems cannot be solved remotely, a qualified engineer will be dispatched to visit you. To minimize downtime, the remote support specialist will inform the engineer in advance about his diagnosis and organize shipment of spare parts.

Uptime & Maintenance Kits
The Uptime Parts Kit is an inventory of the most frequently needed essential parts. Designed for customers working on multi-shift production, who want to optimize and shorten time-to-repair and with certified Advanced Operators who are capable to replace parts with remote guidance.

The Maintenance Kit is a set of consumables and parts most frequently needed for preventive maintenance cycles. Designed to help customers to achieve higher printing quality and reduce cost of ownership and unexpected expenses.
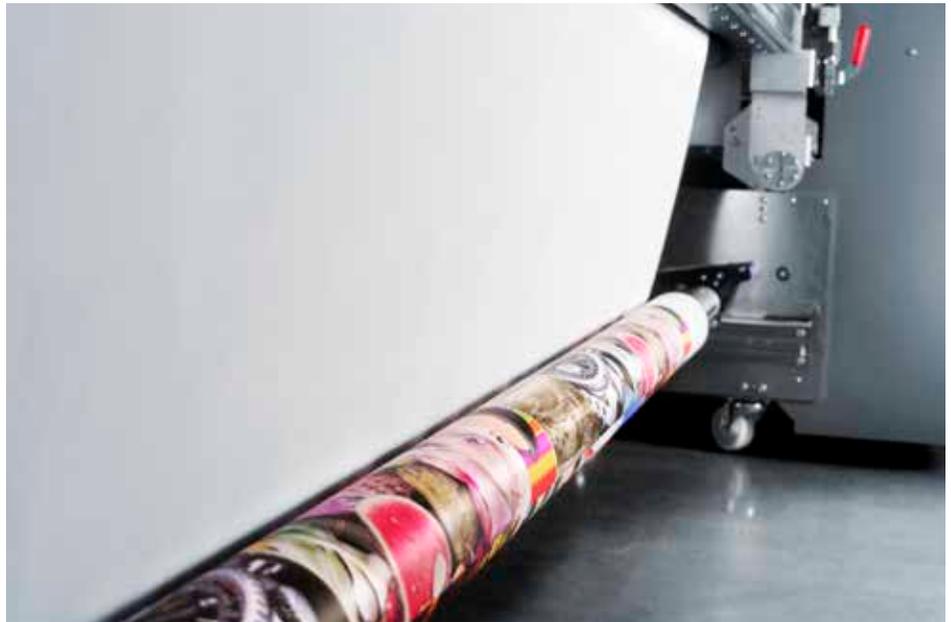
Preventive Maintenance
Tailored for HP Latex printer owners for higher printing quality, reduced cost of ownership and unexpected expenses.

Training Services

RIP— ONYX and Caldera Training
Intended for field engineers, as well as operators with some application knowledge, to enable them to install, maintain and solve relatively simple problems with the RIPs.

[1] Available in the Americas only

Optimize Production

Productivity Services

HP offers a wide variety of productivity-enhancing programs for all HP Latex printers. With these services, we help you proactively increase uptime, optimize performance and maximize every minute of print capacity.

G7™ Implementation[1]. Services are intended for HP Latex printer owners who need HP to implement a manageable solution customized for their workflow. HP G7™ Experts will help you understand how you can benefit from using the G7™ method and implement a manageable solution customized for your workflow.

Color Management. Services are designed for customers who want to optimize media calibrations by a comprehensive color matching process using ICC profiling. This service is provided onsite.

Support Services

While regular HP Scitex printing equipment support contracts consistently deliver the highest standards, enhanced service coverage during business critical periods is sometimes required.

Peak Season[1,2]. Services are designed for HP Latex printer owners who need HP to perform onsite or remote support outside of standard hours during peak production periods.

"My printer runs well, but I need more productivity, and to reduce the total operating costs per print."

G7™ Implementation[1]

Color Management

Peak Season[1,2]

[1] Available only in the Americas.
[2] Requires prior agreement and confirmation with HP Graphics Solutions Services.

Manage Change

Customized Services

Relocation Services

Relocation Services coordinate the resources needed to implement repositioning of HP Latex printing equipment. A multitude of options are covered: across the room, across the country or around the world; from a single printing system to a set of printing systems. You will be given one point of contact to reduce complexity, suppress risk and keep disruption to a minimum.

Recertification Service

The Recertification Service program enables printers which are not under warranty or a service contract to be placed under an HP service agreement, following a process of inspections and approval. Once the printer service agreement has been activated, HP will rebate a portion of charges for the inspection visit and repairs (parts and labor).

The bottom line: why buy HP Support Services?

When you place your printers under HP service agreements, you know they are supported by experts. These agreements give you:

• Reassurance on your investment

• The ability to maintain non-stop production

• Unlimited remote support

• Lower time-to-repair

• Reduced overall cost of ownership

"My production needs have changed, and I need to reposition or relocate and get my printer ready for production."

Relocation

Recertification

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**For more information on Graphic Arts
Training at HP, visit:**

hp.com/education/sections/graphic_solutions

**For more information
Please contact your sales account manager for
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