



# HP Preventive Maintenance Service

For HP Sign & Display presses and printers



## Key benefits

- Helps improve press uptime
- Enables optimized, consistent print quality
- Reduces unexpected expenses and total cost of ownership
- Extends the life of your HP printing equipment
- Ensures correct replacement of consumable parts and ongoing full functionality of your press
- Proper maintenance by an HP engineer
- Timely, convenient service scheduling
- One fixed fee, helping you avoid unexpected expenses

## Get more from your HP Scitex printing equipment investment

HP Preventive Maintenance service is a comprehensive support solution that helps you maintain your HP printing equipment for maximum productivity and utilization and sustained top print quality. The service is designed for both new and existing presses/printers. Regular preventive maintenance minimizes unpredictable downtime while maximizing product performance. This service allows your staff to focus on your business, while an HP engineer replaces any needed parts and fine-tunes your equipment.

### What you get

- An HP engineer, trained and experienced in providing efficient preventive maintenance service
- Replacement of all maintenance parts specified for your equipment
- Typical implementation in less than one eight-hour shift<sup>1</sup>
- Full system inspection diagnostics to alert you of any potential issues not related to routine maintenance
- Evaluation and optimization of the image quality delivered by your equipment, using printhead nozzle and calibration tests

<sup>1</sup> HP Preventive Maintenance service typically takes one day or less. Additional time may be needed for image quality calibration after changes to printheads.



## Tailored to suit your business needs

HP Preventive Maintenance service is provided at your premises by a trained HP customer engineer. You can purchase this service together with an HP Preventive Maintenance Kit or separately.

HP Preventive Maintenance is a proactive service, which you can schedule at a time that best suits your production schedule. The customer engineer is available during HP operating hours, Monday through Friday, excluding holidays. The service offered through HP Preventive Maintenance service is valid within 12 months from the date of purchase of the service.

Prior to arriving onsite, the customer engineer will contact you, gathering information about the site, such as the conditions, room, and equipment placement. The customer engineer will also review the scope of work.

## How to prepare for the service

- Contact your local HP Care Center or Channel Partner to schedule the delivery of the service
- Identify the equipment to be covered by the engagement
- Provide the information requested by HP prior to the service delivery
- Assign a designated person from your staff who 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
- Set aside sufficient media and consumables for testing, including cleaning media
- 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

- Each HP Preventive Maintenance service purchase is for a single equipment serial number
- Service on equipment under warranty, during the warranty period, will be covered by the warranty and not by HP Preventive Maintenance 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 customer's applications
  - Set-up of the operating systems and applications on customer's server
  - Management and maintenance of the equipment that is not covered in the service contract in 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, are excluded from this service
  - Re-visits due to usage of non-original HP inks will be charged as a new service call

## General provisions / other exclusions

HP Preventive Maintenance service 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.

The service is typically delivered as a one-day engagement within a business day<sup>1</sup>; if the engagement is less than one day, it will also be deemed as an event of HP Preventive Maintenance service. Service time may not be carried over to another engagement.

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

<sup>1</sup> HP Preventive Maintenance service typically takes one day or less. Additional time may be needed for image quality calibration after changes to printheads.



## Ordering information

These services can be purchased as HP Contractual Services or as Productivity Services. Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

HP Preventive Maintenance Kits are available for the following HP Scitex & Latex printers and presses:

Printer Series	Preventive Maintenance Kit Part Number	Recommended Frequency	Duration
<b>XP Series</b>	CX990-01050	Min once a year	1 day
<b>TJ8350</b>	CX990-01030	Min once a year	1 day
<b>TJ8600</b>	CX990-01040	Min once a year	1 day
<b>FB7600</b>	CX190-00950	Min once a year	1 day
<b>FB10000</b>	CX190-01730	Min once a year	1 day
<b>L3000</b>	CZ056-67391	Min once a Year	1 day

To obtain further information or to order HP Maintenance Kit, contact a local HP sales representative or an HP Authorized Service Partner.

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

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