

Large Format Production & Industrial Productivity Services



HP Print Services

Service overview

HP provides professional services to enhance your printing operations and increase your organization's efficiency. These efficient, customized services are specially designed to help make your business more productive and profitable. Large Format Production & Industrial Productivity Services provide these services through three components: Scitex Color Management Services, Scitex Production Ramp-up Program, and Installation Service.

Scitex Color Management Services are designed to help you improve the color quality and consistency within your print environment. This provides you with services that are appropriate for your color management needs. These services will enhance your expertise so that you can develop effective color management processes using your HP Scitex Press.

Through these services, you will learn the process controls available to achieve the consistency your customers expect across multiple print production runs and multiple HP Scitex presses. HP will guide you in how to manage production with higher efficiency and gain better return on investment by reducing media and supplies wastage due to inconsistent color output and reducing ink consumption (when applicable) to improve print quality.

These services are designed for customers who want to improve media calibrations with a comprehensive color matching process using International Color Consortium (ICC) profiling.

The Scitex Production Ramp-up Program is a mentoring and training program specially designed for new printing businesses or businesses that are expanding their production capacity. To help you quickly start using your newly installed HP Scitex Press, our experts will work through the printing workflow together with your team.

With the Production Ramp-up Program, you can enjoy the benefits of an expedited production process and a faster learning process, enabling immediate improvements in production efficiency and machine operation performance.

Installation Service is designed to give you the peace of mind that comes from knowing your HP and HP-supported products have been installed by a team of HP specialists in accordance with the manufacturer's product documentation.

Service benefits

Scitex Color Management Services

HP application specialists will deliver the Scitex Color Management Services at your premises, which provide:

- A color science overview and general quality assurance
- Site assessment to understand your environment and specific color management needs
- Design of a color management solution, including recommendations on hardware and software, calibration, and workflow processes
- Implementation and testing of ICC profiling and workflow processes on HP Scitex Presses
- Creation of up to three customized ICC profiles for the HP Scitex equipment

- Recommendations on how to maintain color quality and consistency
- Instruction on how to use ICC profiles for color matching

Scitex Production Ramp-up program

HP application specialists will deliver the Scitex Production Ramp-up Program at your premises, which provides:

- A machine overview and general quality assurance
- Step-by-step demonstration and instructions that include fine-tuning media, workflow, machine operation, and real-time support to assist with operator maintenance activities
- Instruction on how to perform basic print troubleshooting using Scitex Print Care tools (for models that support Print Care)
- Direction on how to operate the press during a real production run

Installation Service

HP application specialists will deliver the Installation Service at your premises, which provides:

- Installation by HP installation team field experts who are trained on your system type
- Site Check assessment verification prior to installation to confirm that all service prerequisites have been met
- Delivery of the service at a mutually scheduled time convenient to your organization
- The opportunity for your resources to stay focused on their core tasks and priorities
- Service planning, deployment, and installation
- Service deployment of hardware and software products
- Press calibration and setup of major profiles
- Network setup and remote diagnostic tools setup

Customer responsibilities

The Customer will:

- Contact an HP service specialist to schedule the delivery of the service
- Identify the devices to be covered by the service
- Provide the information requested by HP prior to service delivery
- Assign a designated person from the Customer's staff who, on behalf of the Customer, 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
- Provide media to perform customer prints, before and after the service process
- 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

- Service is limited to a single Customer site.
- The Customer should always use HP ink; HP has the right to refuse support if non-HP ink is used by the Customer.
- Any cosmetic damage that implies the change of an external or internal printer part will not be included in the 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
 - Maintenance of the Customer's applications

- Setup of the operating systems and applications on the Customer’s server
- Management and maintenance of equipment that is not covered in the service contract for the Customer’s server environment
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- All parts, including maintenance kits
- Re-visits due to usage of non-original HP consumables, which will be charged as a new service call

General provisions/other exclusions

Productivity services are 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.

During service, the technician will help ensure that the product is located and operating within the environmental conditions outlined in the user manual.

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

Ordering information

Availability of productivity services may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Large Format Production & Industrial Productivity Services, contact a local HP sales representative.

For more information

HP support services: hp.com/go/pcandprintservices

HP Scitex services: hp.com/go/scitexservice

HP Latex services: hp.com/go/latexservice

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