

HP Preventive Maintenance Service



HP Care Pack Services for HP Designjet products



Maintain your printer in optimal condition for best performance

Key benefits – At a glance

- Helps improve or maintain system uptime, printing performance and image quality
- Access to an HP-trained technician fully qualified to check and clean your HP Designjet equipment
- Convenient service scheduling
- Minimised use of your IT resources
- Professional installation of firmware updates

At HP we know that printer downtime is simply not an option. To avoid such situation, you need to make sure your HP Designjet printer is maintained in the best possible shape to ensure business critical performance.

Similar to any car that requires routine check-ups and preventive tune-ups to run smoothly, your HP Designjet production printer also needs proper maintenance to keep it operating at optimal speed and quality. By maintaining your printing equipment in top condition, you can minimise unexpected downtime and maximise printing performance, quality and consistency.

With HP Preventive Maintenance Service, an HP-trained technician conducts a full health check to make sure all the parts and mechanisms of your HP Designjet equipment are in proper condition. When you depend on an expert to check, clean and update your HP Designjet equipment, you can focus on your core business with confidence that your HP Designjet product will perform as you need it, when you need it.



Why choose HP for printing services?

Complete solutions

With an unrivalled 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

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.

For more information

To learn more about HP Preventive Maintenance Service, as well as other related services from HP, contact your local HP preferred reseller or HP sales representative, and visit our website at hp.com/go/carepackcentral

Service description

HP Preventive Maintenance Service is a comprehensive, single-event support solution that helps reduce equipment downtime and maintain the quality of printed and scanned images.

The preventive assistance is performed by an HP-trained technician in a single visit, upon your request. It includes a comprehensive check of the printer's functions and parts, verification of self-test and printing, cleaning of the exterior and interior parts, recommendations for preemptive replacement of worn-out parts, and installation of applicable engineering improvements and firmware as needed.

HP Preventive Maintenance Service includes:

Preventive maintenance

- Functional verification of the printer
- Printer self-test
- Key panel function test
- Print test

Cleaning and performance

- Removal of debris such as paper dust and ink residues from within the print mechanism
- Cleaning of the printer case parts
- Cleaning of the paper path
- Recommendations for the replacement of standard wear-and-tear components (possible part replacement not included with this services, needs to be ordered separately)

Firmware

- Check firmware and install upgrades as needed

Benefits for your business

- Impressive results: Fast, efficient, cost-effective, single-event preventive maintenance conserves your staff resources and time for other important functions.
- Minimum disruption: HP-authorized technicians are trained to help keep preventive maintenance activities from impacting your business operations.
- Quality performance: An HP-authorized technician makes sure your printer is clean, maintained and updated, ready for continued effective operation.

How to order?

HP Preventive Maintenance Service as an HP Care Pack, and use it anytime within 12 months from its purchase.

Contact your local HP preferred reseller or HP sales representative to buy this service, using product number:

For all HP Designjet devices	U1XV4E	HP Preventive Maintenance Service
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Once you have purchased HP Preventive Maintenance Service, simply contact HP to schedule the service for the day and time most convenient to you. The service is available during HP standard operating hours on standard week days and usually takes up to two hours.

Learn more at

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