

Data sheet

HP Next Business Day Onsite Hardware Support



HP Care Pack Services for HP DesignJet products



October 2016

Key benefits – At a glance

- Reassurance on your investment
- No unexpected support costs
- Fast response that reduces time to repair
- Access to professional remote and onsite support
- Up to five years of support coverage, with further extension up to two years

Protect your business from unplanned costs

Your HP DesignJet printing equipment is an essential tool that supports your core business. In the event of unexpected problems, it's vital to get the printer back up and running as quickly as possible, with minimal disruption.

To continue to benefit from fast onsite hardware support delivered the next business day, you need to purchase an extension of the standard product warranty and have your printer covered for up to five or more years.

With HP Next Business Day Onsite Hardware Support, all uncertainties disappear. Purchase this service as an HP Care Pack along with the new printer and enjoy full support coverage for the following three, four or five years. You can also extend this service for an additional period of one or two years.

This service grants you preferential support from HP, with fast and professional resolution, including remote assistance and onsite repair support and parts – all without any additional cost.

HP Next Business Day Onsite Hardware Support helps you protect your printer investment by maximising printer uptime without incremental support costs.

For most HP DesignJet printers, this service includes a Defective Media Retention (DMR) option, which ensures your confidential business data stored on the printer's memory devices do not leave your premises in the event of a memory device fault.

Service description

HP Next Business Day Onsite Hardware Support is a warranty extension package that offers technical phone support, diagnostics, spare parts, material and labour for HP DesignJet products. Simply call the local HP contact phone number to get fast access to a support agent who will perform remote trouble-shooting to diagnose the issue and, if possible, solve it immediately. If the problem cannot be resolved remotely, an HP authorised service technician will make the best effort to arrive at your site the next business day¹, equipped with the right replacement parts according to the remote diagnosis already performed.

The service includes:

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Escalation management processes to facilitate the resolution of complex incidents
- Access to electronic support information and services
- HP electronic remote support solution
- Defective Media Retention (DMR) option (for eligible products only)

¹ Next business day onsite service is available to locations up to 80km from an HP service hub. For information on coverage for business locations that are further away from an HP service hub, please contact your local HP preferred reseller or HP sales representative.

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.



Benefits for your business

- No unexpected support costs: All parts and labour are covered, so you have no cost surprises.
- Minimum disruption: Remote diagnosis and resolution helps to minimise impact on your business operations.
- Fast response: Next-business day onsite support gets your printer fully back to work as soon as possible.

How to order?

Purchase HP Next Business Day Onsite Hardware Support coverage together with your new HP DesignJet printer or as an extension to an expiring HP warranty or HP Care Pack coverage. You have the flexibility to choose between support coverage packages of various durations up to five years to address your specific service needs and help you derive longer-lasting value from your investment.

- You can choose two-, three-, four- or five-year coverage when purchasing the service with a new printer.
- One- and two-year incremental coverage options are available when purchasing the service before your HP Warranty or active HP Care Pack expires.

Select the right HP Care Pack service at hp.com/go/cpc

Contact your local HP preferred reseller or HP sales representative to buy.

Use the following product numbers to order the right service for your printer:

	Next Business Day Onsite Hardware Support: 3 years	Next Business Day Onsite Hardware Support: 4 years	Next Business Day Onsite Hardware Support: 5 years	Post Warranty Next Business Day Onsite Hardware Support: 1 year	Post Warranty Next Business Day Onsite Hardware Support: 2 years
HP Designjet T120 24"	U1V95E	U1W26E	U1W27E	U1W34PE	U1W35PE
HP Designjet T520 24"	U1W23E	U1W24E	U1W25E	U1V90PE	U1V91PE
HP Designjet T520 36"	U6T83E	U6T85E	U6T86E	U6U05PE	U6U07PE
HP Designjet T730 36"	U8PH0E	U8TY6E	U8PH1E	U8PH2PE	U8TY7PE
HP Designjet T830 36" MFP	U8PH3E	U8TY9E	U8PH4E	U8PH5PE	U8TZ0PE
HP Designjet T790 24"	HP603E	HP604E	HP605E	HP995PE	U7UW5PE
HP Designjet T795 44"	HQ006E	HQ011E	HQ008E	HQ012PE	U7UW3PE
HP Designjet T930 36"	U8PM5E	U8TZ2E	U8PM6E	U8PM7PE	U8TZ3PE
HP Designjet T1530 36"	U8PM8E	U8UB4E	U8PM9E	U8PN0PE	U8UA5PE
HP Designjet T1300 44"	HP587E	HP585E	HP581E	HP595PE	U7UV7PE
HP Designjet T2530 36" MFP	U8PN1E	U8UB2E	U8PN2E	U8PN3PE	U8TZ9PE
HP DesignJet T7200 42"		U5AB7E	U5AG4E	U1ZY5PE	U1ZY6PE
HP Designjet Z2100 24"	UK503E	UU884E	UU907E	UK504PE	U7TA5PE
HP Designjet Z2100 44"	UK503E	UU884E	UU907E	UK504PE	U7TA5PE
HP Designjet Z3200 24"	UK505E	UU885E	UU908E	UK506PE	U7TA4PE
HP Designjet Z3200 44"	UK505E	UU885E	UU908E	UK506PE	U7TA4PE
HP Designjet Z5200 44"	UV213E	UV214E	UV215E	UV224PE	U7TA0PE
HP Designjet Z5400 44"	U0LZ6E	U5AF3E	U0LZ7E	U0MA3PE	U7S28PE
HP Designjet Z6200 42"	UX872E	UX873E	UX874E	UX877PE	U7S24PE
HP Designjet Z6600 60"		U5AB5E	U1ZM9E	U1ZN0PE	U1ZN1PE
HP Designjet Z6800 60"		U5AB4E	U1ZT0E	U1ZT2PE	U1ZT1PE
HP Designjet HD Pro Scanner	U4PS5E	U5AC0E	U4PS6E	U4PS7PE	U4PS8PE
HP Designjet SD Pro Scanner	U5AC5E	U7VB6E	U5AC6E	U5AC7PE	U5AC8PE

* This services comes with Defective Media Retention (DMR) option that keeps your sensitive data safe. To comply with security regulations you can keep the defective hard drive or data-retentive memory component while getting a replacement disk or memory.




For more information

To learn more about HP Next Business Day Onsite Response 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

Learn more at
hp.com/go/designjetsupport
hp.com/go/cpc

Sign up for updates
hp.com/go/getupdated


Share with colleagues


Rate this document

