

Data sheet

# HP Next Business Day Onsite Hardware Support



HP Care Pack Services for HP DesignJet products



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### 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 two, 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 day<sup>1</sup>, 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)

<sup>1</sup> Next business day onsite service is available to locations up to 160 km (100 miles) 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](https://hp.com/go/cpc)

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

\* 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](http://hp.com/go/carepackcentral)

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