

# HP Support Services

For HP PageWide XL printer series



## Highlights

- Reliable HP PageWide Technology
- Proactive printer health monitoring
- Predictive maintenance
- Automatic support alerts
- Advanced diagnostics
- Failure analysis and recovery path
- Professional support from HP PageWide Channel Partners

## Enjoy best-in-class support that works for your business

Focus on your core business and work confidently, knowing that your HP PageWide XL solution support requirements will be expertly met.

### Rely on proven technology

Benefit from established HP PageWide Array technology for top printing performance and reliability.

### Enjoy innovative support

Benefit from printer self-monitoring, predefined resolution paths as technical issues occur, and intuitive maintenance wizards.

### Trust reliable support setup

Get installation, training and support from certified skilled professionals. HP makes sure its HP PageWide Channel Partners, acting as support providers, are properly trained, certified and equipped to deliver the support services you need. Right from day one, you can get off to the best start with your HP PageWide XL printer, and you can continue to enjoy efficient and high-quality production printing, with fast support 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 PageWide XL support services, 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)

## Rely on proven HP PageWide technology

Get the most out of HP PageWide Array technology, successfully deployed since 2013, for best-in-class reliability and printing performance. HP PageWide printheads are reliable and long-lasting, and easy self-maintenance routines enable you to keep the printheads in top condition for ongoing, high-quality printing.

## Enjoy innovative, automated support

Employing an array of internal sensors and built-in algorithms, your HP PageWide XL printer proactively self-monitors its health condition. It evaluates the data to predict maintenance requirements and even potential failures, and automatically alerts you and your support provider.

With advance warning, your support provider can plan the printer maintenance and support procedures to avoid unexpected downtime, and schedule maintenance tasks to most conveniently suit your work priorities.

## Advanced diagnostics

When a printer issue occurs, internal sensors detect the root cause and an automated diagnostic process identifies the most likely resolution path for your support provider to follow. This helps your support provider respond quickly and efficiently address printer problems using the latest technical knowledge and the right spare parts.

## Trust reliable support setup

To ensure your business can seamlessly transition to high-speed colour inkjet printing, HP has thoroughly trained and certified support professionals at HP PageWide Channel Partners to provide complete solution installation and user training. Partners also provide maintenance and support as specified in your service contract. HP continues to support its partners, empowering them to deliver outstanding and effective service to you.

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