



# Work smarter, not harder

Keep devices running and business moving with HP Care for printers

# HP Care

Draw on our proven print service experience



## #1 business printer brand<sup>1</sup>

HP services backed by people who know printing and imaging

Get printing peace of mind and increase productivity with HP Care for printers – a portfolio of services for customers who want to manage their own printing and imaging environments. Tailor these services to fit your specific needs and challenges to help reduce setup time and expenses, keep systems online, and protect against costly equipment repairs and failures.

Successfully managing your printing and imaging environment can be a challenge – especially without the right tools and resources on hand. Equipment problems can disrupt your employees' workflow and keep your IT staff busy with complex and costly repairs. You need a cost-effective print management solution that allows you to spend less time troubleshooting and more time getting things done.

HP Care provides a scalable portfolio of printer services – from remote diagnostics to onsite exchange and repair – to prevent equipment failures and help increase office productivity. You choose the service level that works best for your organisation, and we provide the support you need to keep business moving.

### Reduce downtime and increase productivity

Your printing and imaging environment is the unsung hero of your office. You barely notice it when it's performing well, but everyone feels the pain when it's functioning poorly. With HP Care, our expert technicians will keep your devices up and running so your employees can get more done. Less downtime. More productivity. That's HP support.

### Protect your investments with HP expertise

No one knows an enterprise print environment like HP does. Rely on HP Care to protect your equipment investments, with world-class support services from certified technicians using Original HP parts and supplies. Not only will you receive world-class HP quality and reliability,<sup>1</sup> but you'll also free your IT staff to focus on more strategic goals.



## Add stability to spending

Safeguard your business from unplanned repair or maintenance expenses with HP's portfolio of service options. HP research shows that paying for a single out-of-warranty repair can cost substantially more than a 3-year HP Care commitment. With fixed up-front costs and flexible service levels to meet different budget needs, HP Care can help stabilise IT maintenance budgets.

## HP Care portfolio

HP offers three types of printer services to meet your unique business needs:



### Care Pack

Support packages that extend or enhance the standard limited warranty—available in pre-configured support packages or by contract



### Priority services

Premium service offerings with direct access to IT pro help desk support and dedicated account management



### Proactive Print Advisor<sup>4</sup>

Advanced-level remote monitoring and reporting from HP analysts to help you manage your print fleet effectively

Customer value

## Care Pack

Help increase device uptime and productivity by extending and enhancing the standard limited warranties on your printers, MFPs, and scanners. Care Pack offerings are available in pre-configured options for a fixed, upfront cost or by contract for co-terminus renewal and increased flexibility in payment terms. You choose the package that works best for you and your business. See [page 5](#) for a full list of services in each package.



**Return and exchange services:** Help protect your investment with low-cost, off-site service options.



**Onsite repair services:** Help increase device uptime with an expert certified technician providing onsite service when needed.



**Value-added usage services:** Help get the most out of your HP printing and imaging investments.



**Post warranty services:** Choose from a variety of services to help get the most out of your current devices. Post warranty services take over when your standard HP warranty or your up-front Care Pack services are about to expire.

## Priority services

Put HP to work for you, and resolve IT challenges quickly with premium, enterprise-class global IT help that works where you do and speaks your language. Priority services includes two premium service offerings to help you get back to business faster.

- **Priority Access<sup>2</sup>** – Get virtually anytime, anywhere access to highly skilled remote support agents along with a full suite of online tools to speed up support needs and improve help desk productivity.
- **Priority Management<sup>3</sup>** – Enjoy all the features of Priority Access, plus an in-region Global Customer Support Manager to help monitor, report, and manage support needs.

## Proactive Print Advisor<sup>4</sup>

Depend on the proactive monitoring, analysis, and reporting of potential problems to help reduce device downtime. With Proactive Print Advisor, you get advanced-level help from HP analysts providing detailed reports, observations, and recommendations for your print fleet.

- Help reduce downtime with premium-level support from HP analysts in more than 60 countries
- Help optimise your print environment with detailed fleet reports and analysis
- Help enforce print policies and stay on top of technology updates with remote fleet management

# Available Care Pack offerings

Choose any of the following services as part of your Care Pack package, available pre-configured or by contract.



## Return and exchange services<sup>5</sup>

Easily return or exchange your device with these low-cost service options. Each includes high-quality, remote troubleshooting, diagnostics, and issue resolution, but differs in the options for returning or exchanging a device in need of repair.

### Return and exchange services:

#### For when you need:

|  | <b>Return to Depot</b>                  | <b>Standard/Advanced Exchange</b>   | <b>Next Business Day Exchange services</b>                    |
|--|---|-------------------------------------|---|
|  | Easy return service with offsite repair | Easy, low-cost exchange in 4-7 days | Rapid exchange with minimal interruptions – onsite or offsite |

#### **Return to Depot<sup>6</sup>**

Ship or deliver failed equipment to a designated HP service centre, and we will repair or replace it typically within 3-7 business days (parts, labour, and return shipment included).

#### **Standard/Advanced Exchange<sup>6</sup>**

Send your failed equipment back to HP in pre-paid packaging, and receive a replacement typically in 4-7 days.

#### **Next Business Day Exchange<sup>6</sup>**

Send your failed equipment back to HP in pre-paid packaging, and receive a replacement typically the next business day.

#### **Next Business Day Exchange<sup>6</sup> with Accidental Damage Protection**

Enjoy the same shipping and delivery options as Next Business Day Exchange but with added protection against spills, drops, falls, and more.

#### **Next Business Day Onsite Exchange<sup>6</sup>**

Take advantage of convenient door-to-door delivery with an expert certified technician exchanging the failed device, at your site, typically the next business day.



## Onsite repair services<sup>5</sup>

Receive reliable and consistent support while minimising equipment downtime with our onsite repair service options. Each includes high-quality, remote troubleshooting, diagnostics, and issue resolution, but differs in HP's onsite response time to equipment repairs and failures.

### Onsite repair services:

#### For when you need:

#### Next Business Day and Same Day Onsite services

Fast response times for an onsite certified technician to work on the device

#### Any Onsite Service with Defective Media Retention

A secure way to stay in control of your sensitive data

#### Next Business Day Onsite<sup>6</sup>

Count on HP expertise to keep your equipment running, with a certified technician arriving onsite to begin working on the device within the next business day.

#### Next Business Day Onsite<sup>6</sup> with Defective Media Retention

Enjoy the same next-day response as the Next Business Day Onsite Service while also retaining possession of failed storage media for secure data disposal or archiving.

#### Same Day Onsite<sup>6</sup>

Get back up and running as soon as possible, with a certified technician arriving onsite to begin working on the device within 4 hours of the service request.

#### Same Day Onsite<sup>6</sup> with Defective Media Retention

Enjoy the same 4-hour response time as the Same Day Onsite Service while also retaining possession of failed storage media for secure data disposal or archiving.



# Additional Care Pack offerings



## Value-added usage services

Get the most out of your HP printing and imaging investments with our value-added services.

**Value-added usage services:**

**For when you need:**

### Installation Service with Network Setup

Quick and easy device integration to get new devices online fast

### Preventive Maintenance Support Service

To maintain system uptime, with expert guidance from an onsite certified technician

### Professional Services

A customised plan for meeting your immediate service needs, delivered by a certified technician.

### Installation Service with Network Setup

Seamlessly integrate new hardware into your office, with a certified technician providing onsite installation and network set-up of your printing and imaging products.

### Preventive Maintenance Support Service

Help improve or maintain system uptime with preventive assistance performed by a certified technician who tests and checks the printer and makes recommendations for maintenance and firmware updates.

### Professional Services

Receive help for your immediate service needs, from customised consulting to installation and implementation, defined by an agreed-upon statement of work and delivered by a certified technician.



## Post warranty services

Add protection for your printing and imaging devices with Post warranty services, which take over when your standard HP warranty or up-front Care Pack package is about to expire.





## Simplifying your IT so you can focus on the business

Thousands of organisations rely on us to deliver innovative, reliable technology solutions backed by comprehensive support and expert consulting. With HP Care, you can get back to what you do best and build a stronger, more responsive business.

Learn more at  
[hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)

- <sup>1</sup> Business printer: Product = Laser, Segment = All segments minus 'Consumer.' Source: IDC WW Hardcopy Peripheral Tracker 2014 Q4 Release. Hardcopy Vendor Analysis, ID #250631, September 2014.
- <sup>2</sup> Priority Access requires a 250-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- <sup>3</sup> HP Priority Management requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- <sup>4</sup> HP Proactive Print Advisor requires a 100-device installed base minimum of HP network printers, preferably with valid HP warranty or HP extended hardware service contract coverage.
- <sup>5</sup> Coverage applies to the HP printer, multi-function printer (MFP), or scanner and all attached HP accessories and components.
- <sup>6</sup> Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](http://hp.com/go/cpc).

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