

Health Check Service

Care Pack, part of HP Care



Service overview

Service benefits

- Understand the current state of your press and identify potential risks
- Minimize press downtime
- Gain insights on technical aspects of the specific press
- Expand your operators' technical skills and knowledge

Health Check Service will give you comprehensive and actionable insight into the health of your HP press. For this service, an HP expert conducts an in-depth technical review by working closely with your trained operator to assess the health of your press and site environment. After the review, the expert will follow up with recommendations for improvements to maintain productive, high-quality printing.

Features and specifications

Feature	Specification
Press recent history review	<ul style="list-style-type: none"> • Discuss with your operator of any previous cases and the current status of the press • Review the parts replacement history • Check press operation • Answer operator questions
Technical press review	Perform a mechanical check, plumbing check, and electrical and electronics check.
Site environment review	Check the following site conditions: <ul style="list-style-type: none"> • Room temperature • Humidity level • Dust level • Work conditions around the press • Paper storage room and storage system
Consumables review	Check for onsite availability proper storage of consumables.
Preventative maintenance review	<ul style="list-style-type: none"> • Review the maintenance log and physically check all press components, including print engine modules, dryers, inline process control components, and the ink-delivery system. • Review Printcare Computer System Monitoring (PCSM) and physically check all accessories. • For PWP, Digital Front End (DFE) is physically checked.
Onsite spare parts kit review	Confirm that all necessary parts are available onsite.
Delivery of updated technical documentation	Ensure the most updated press-service manual, preventative maintenance manual, operation manual, and manuals for relevant accessories is available onsite.
Identification of potential risks and improvements	<ul style="list-style-type: none"> • Analyze all of the information collected • Identify areas where action is required to avoid potential risk • Provide guidance on actions that could potentially improve print quality/print volumes.



Delivery specifications

HP Health Check	Specification
HP PageWide Web Press	<ul style="list-style-type: none"> The service will be performed at your production site One HP PageWide Web Press is covered per service unit HP will use customer consumables during the review process
HP Scitex Printers	<ul style="list-style-type: none"> The service will be performed at your production site One HP Scitex press is covered per service unit HP will use customer consumables during the review process
HP Mid Volume Latex Printers	<ul style="list-style-type: none"> The service will be performed at your production site One HP Latex printer is covered per service unit HP will use customer consumables during the review process
HP Low Volume Latex Printers	<ul style="list-style-type: none"> The service will be performed remotely One HP Latex printer is covered per service unit
HP Low Volume Latex Printers- onsite	<ul style="list-style-type: none"> The service will be performed at your production site One HP Latex printer is covered per service unit

- The press must be available during the review process.
- The review process will take place during standard business hours.
- Press maintenance team members should accompany the HP expert throughout the press technical review and participate in status discussions.
- Press operators are interviewed to identify issues requiring attention and assess the operators' impression of press performance and the site environment.

Service limitations

- If parts are not included in your service agreement, you will be responsible for purchasing parts.
- After you receive the parts, if you require HP's assistance to replace the recommended parts, you may request HP assistance based on the terms in your service agreement.
- This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

Ordering information

To obtain further information contact your HP Sales Representative or HP Channel Partner to help you choose the best HP Support Service option for your business.

Please use the following SKUs when ordering:

Business	SKU	Description
HP PageWide Web Press	U9PR8E	Health Check for PageWide Web Press T2xx 1 day service
	U9PR9E	Health Check for PageWide Web Press T3xx 1.5 day service
	U9PS0E	Health Check for PageWide Web Press T4xx 2 day service
	U9PS1E	Health Check for PageWide Web Press T11xx 3 day service
HP Scitex Printers	U9UC3E	HDR
	U9UC4E	C500 (2 days)
HP Latex Printers	U9UC5E	Mid Volume Latex
	U9UC7E	Low Volume Latex- remote health check
	U9UC6E	Low volume Latex- onsite health check

Terms and conditions

For the full list, see [Terms and Conditions](#)

For more information

For additional information on HP Care for your presses

hp.com/go/webpressservice

hp.com/go/latexservice

hp.com/go/scitexservice

Sign up for updates
hp.com/go/getupdated



Share with colleagues

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

© Copyright 2017 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

