

# Health Check Service

Care Pack, part of HP Care



## 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

## Service overview

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



## Delivery specifications

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

- 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](http://hp.com/go/webpressservice)

[hp.com/go/latexservice](http://hp.com/go/latexservice)

[hp.com/go/scitexservice](http://hp.com/go/scitexservice)

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[hp.com/go/getupdated](http://hp.com/go/getupdated)



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