

PageWide Web Press 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 L3 operators' technical skills and knowledge

Service overview

Health Check Service will give you comprehensive and actionable insight into the health of your HP PageWide Web Press. An HP expert conducts an in-depth technical review of the health of your press and site environment. The review is done in close interaction with your Level 3 operator and is followed by recommendations for improvements to maintain productive, high-quality printing.

Features and specifications

Feature	Specification
Press recent history review	The HP expert will discuss with your Level 3 operator the previous cases and the current status of the press. They will also review the parts replacement history, check press operation, and 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	Review the maintenance log. Physically check all press components including – print engine modules, dryers, inline process control components, Digital Front End (DFE), and the ink-delivery system. Review of Printcare Compute System Monitoring (PCSM) and physically check all accessories.
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	HP will analyze all of the information collected, identify areas where action is required to avoid potential risk, and provide guidance on actions that could potentially improve print quality/print volumes.



Delivery specifications

- 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.
- 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

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

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

Terms and conditions

For the full list, see

[Terms and Conditions](#)

For more information

For additional information on HP Care for PageWide Web Presses

hp.com/go/webpressservice

Sign up for updates
hp.com/go/getupdated



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