

Data sheet

# Contractual Services



For HP Latex Industrial Printers

Direct



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## Broad portfolio of services<sup>1</sup>

### Contractual services

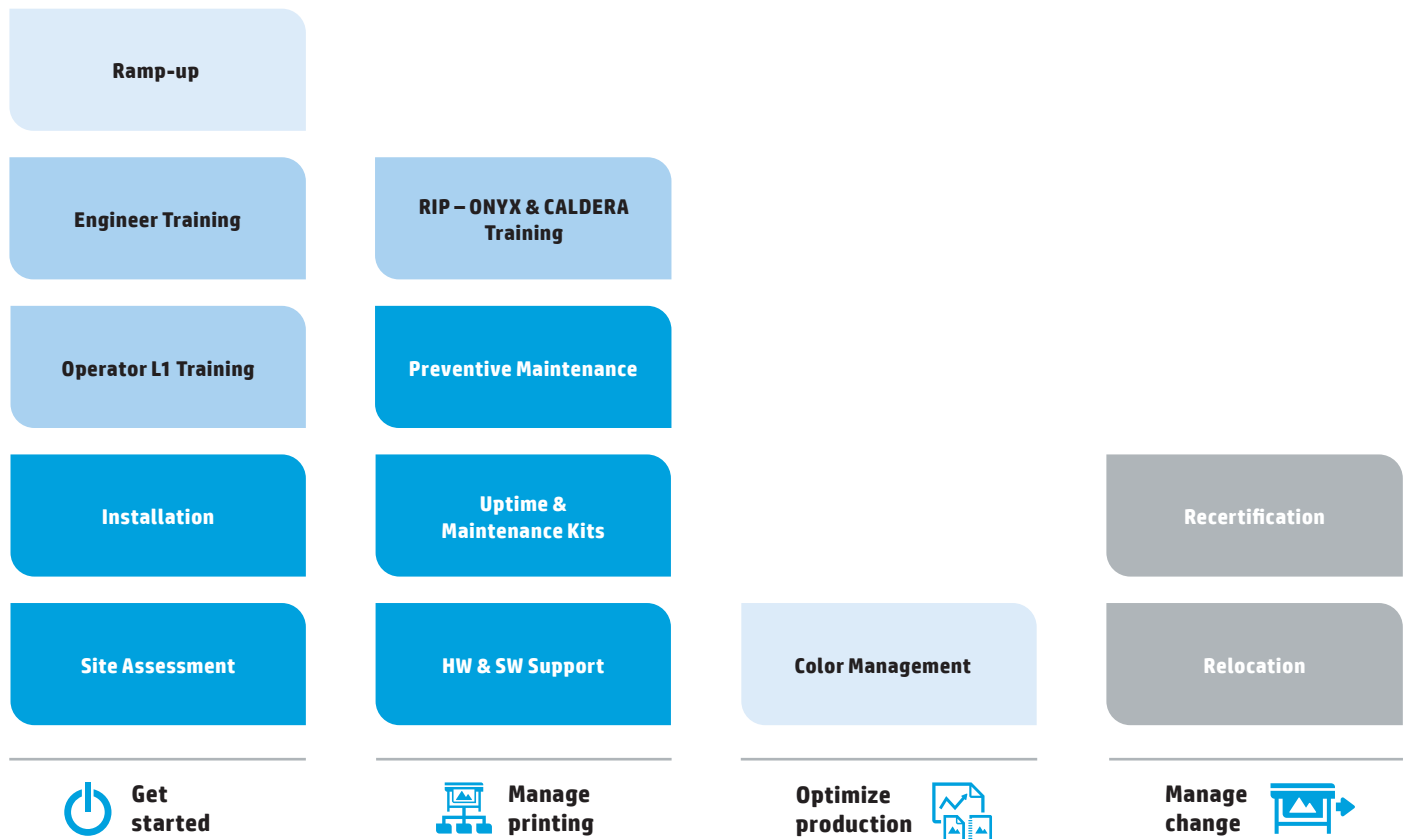
At HP, customer care matters. We offer our customers industry-leading service and support, onsite and via advanced remote tools, to enable increased uptime and productivity.

With an HP contractual services program that matches your business priorities and budget, you can enjoy a better return on your investment.

**HP offers a full range of support programs to help you effectively run your digital printing business – from support services and training, to production optimization and customized service programs.**

HP Graphics Solutions Services address the four key stages across the lifecycle of your HP Latex printing equipment. Our goal is to help you get more return on your investment.

## HP Latex Service portfolio



■ Support service | 
 ■ Training service | 
 ■ Productivity service | 
 ■ Customized service



In the first stage, our programs help you get production off to a strong start. In the second stage, a broad set of service and support programs are available to help you manage your ongoing printing operations and gain more efficiency. In the third stage, additional programs can help you optimize your production for increased performance and utilization, quality, and cost-effectiveness. And in the fourth stage, when you change your operating model or physical premises, HP Graphics Solutions Services are available to help ensure an efficient transition.

## Manage printing

HP offers a full line of contractual support and service programs for all HP Latex printers, including Basic, Standard, and Enhanced options. These are divided into three main programs: Full Support, Shared Support, and Parts & Remote.

### Full Support

Includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available for unlimited amounts of time during the contract period.

### Shared Support

Includes phone support, a set number of onsite visits annually, mandatory software and hardware updates, and replacement parts. Your operator must have L2 Operator training certification to perform self-repair and maintenance tasks.

### Parts & Remote

Designed for companies that are looking for a cost-effective, entry-level service program as parts insurance. The program includes unlimited remote support and spare parts.

### Routine Maintenance

Using HP Print Care remote tools, an HP engineer can examine your printer and view data to help resolve a maintenance problem, while discussing it in real-time with your operator.

### Uptime & Maintenance Kits

The HP Latex Uptime Parts Kit is an inventory of the most frequently needed essential parts. It is designed for companies working on multi-shift production, that want to optimize and shorten time to repair, and that have certified Advanced Operators that are capable of replacing parts with remote guidance.

The Maintenance Kit is a set of consumables and parts most frequently needed for preventive maintenance cycles. It is designed to help you improve your printing quality, reduce cost of ownership of your press, and minimize unexpected expenses.

### Preventive Maintenance

Tailored for HP Latex printer owners who want to improve their printing quality and reduce cost of ownership and unexpected expenses.

## Initial troubleshooting process

Once you log a case with HP or via an HP Authorized Service Partner, the support technicians will help you get your printer back up and running as quickly as possible. Our qualified support agents will work with you to remotely troubleshoot the problem.

## Onsite service

If the initial troubleshooting process does not resolve the device error, an HP service technician or an HP Authorized Service Partner will make best effort to arrive at your site the next business day after the support agent escalates the case for dispatch.

Service includes all parts and labor, along with technical phone support, troubleshooting, and diagnostics.



## Why choose HP for printer services?

When you place your printers under HP contractual services programs, you know they are supported by certified experts. These programs allow you to:

- Maintain non-stop production
- Best assure your productivity and profitability
- Minimize time to repair
- Reduce overall cost of ownership

With the industry's largest services organization, HP and its Authorized Service Partner network offer unique opportunities to enjoy end-to-end solutions and support. From the data center, to workflows, to digital printers, we can help you get the most from your graphics business environment.

## Ordering information

Availability of contractual services may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order a contractual service, contact a local HP sales representative.

<sup>1</sup> Availability of service package and specifications may vary by product and by country.

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