

Installation and Introduction to Basic Operation Service

Care Pack, Part of HP Care for HP Jet Fusion 3D Printing Solutions



Service benefits:

- Quick start to successful 3D printing
- Professional setup and configuration guaranteed
- Keep your resources on task with day-to-day work
- Minimal disruption to daily business during installation and setup

Service overview

Installation and Introduction to Basic Operation Service for HP Jet Fusion 3D Printing Solutions provides complete, fast and, reliable installation of your new HP 3D printing equipment.

An experienced HP Support Engineer will install, setup, configure and provide basic operation training for your 3D Printing solution. You can be confident your new 3D printing solution will be up and running in a short amount of time, with minimal resources from you, allowing your team to work on more pressing business issues.

Features and specifications

HP will deliver the Installation and Basic Operation Service for your new HP 3D Printer onsite at your location.

Depending on the configuration of your HP Jet Fusion 3D Printing Solution this plan may include the following features:

Feature	Specification
Setup	Installation of the 3D Printing Solution in the designated location and physically connect peripherals, network cables and power cords.
Power-on/boot-up	Turn on the 3D Printing Solution and execute initialization procedures.



Feature	Specification
Software setup	Review the pre-installed 3D printing equipment software and firmware from the factory to ensure it is up to date, install software updates if necessary. If desktop software is bundled with the 3D Printing Solution, HP will install the software on one workstation.
Network setup	Configure the 3D printing equipment within your local area network and verify that it is accessible from a local workstation within the same network.
Print test	Print a standard test part while Customer personnel is present to demonstrate basic operation of the printer, tools and peripherals.
Introduction to Basic Operation	Provide an overview of 3D printing workflow and transfer basic knowledge covering HP Hardware and Software operation. Topics will include: <ul style="list-style-type: none"> • Initial operation procedures <ul style="list-style-type: none"> – Startup – Shut down • Basics of working with HP Certified Materials • Basic maintenance
HP Support	Procedure for initiating a support call/request.
Service completion certificate	Customer sign-off on the Certificate of Installation.

Delivery specifications

- To prepare for Installation and Introduction to your 3D Printing Solution there are some things you'll need to complete before the arrival of the support engineer.
 - Designate a site representative as a point of contact for HP.
 - Install/verify all product installation requirements have been met
 - Power installation
 - Network cabling
 - Initial test supplies are ordered
 - Appropriate workspace designated
 - Provide the 3D printing equipment is available at the location where the installation and setup will take place.
 - Provide overall project management or order it as a separate managed service from HP.
 - Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide a safe service delivery.
 - Provide a computer to install the HP Command Center Software and permanently connect it to the HP secure cloud through an HP approved communication channel, as specified in the Site Preparation guide
 - Provide connectivity at all times
 - Restore connectivity in a timely manner in the event of interruptions
- After you receive notification of the delivery date for your 3D Printing Solution, contact HP or the authorized service provider to schedule the Installation and Operation Service.
 - The standard installation time is within one week of delivery of the product.
 - Installation will be completed in a single visit whenever possible.
- Installation and Introduction to Basic Operation Service is performed during local standard HP business hours on normal business days, excluding local HP public holidays.
- Installation occurs at ship-to/delivery location.



- HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP authorized service provider, or (b) assign or transfer this Service Agreement to another HP entity.
- Defective hardware identified during installation service delivery, will be replaced or repaired under the HP warranty coverage terms.
- During the service onsite HP also requires the following:
 - Provide access to the location where the Installation Service and Introduction to Basic Operation will take place.
 - A skilled technician/maintenance person is required to be present and actively collaborate with the HP Support Engineer during the hardware installation.
 - An electrician is required to be available to participate in connection to the electrical infrastructure of the site and in the connection of the power cord to the 3D Printing Solution.
 - HP or its authorized service provider will schedule an appointment with the Customer provided site contact.
 - Provide required technical approvals and technical information such as IP addresses, usernames/passwords on HP Support Engineer’s request during Installation.

Service limitations

- Delivery completion times are subject to HP and its authorized service providers’ availability.
- Peripherals are limited to those included on the equipment bill of material.
- The Introduction and Basic Operation Service does not replace Advanced Operation Training.
- HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP authorized service provider, or (b) assign or transfer this Service Agreement to another HP entity.
- This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

Term and Conditions

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

Ordering information

Please contact your HP Sales Representative or HP Channel Partner to help you find the solution that is right for your business.

Learn more at
hp.com/go/3Dsupport

Sign up for updates
hp.com/go/getupdated

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