

# HP Installation and Introduction to Basic Operation Service



Care Pack, Part of HP Care for HP Jet Fusion 3D 4210/4200 Printing Solutions



## Service benefits

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

## Service features

- HP authorized technician for installation/setup
- Fast, efficient equipment, software, network setup
- Basic operation training

## Service overview

You're up and running in a short amount of time with the HP Installation and Introduction to Basic Operation Service for HP Jet Fusion 3D printing solutions. This service provides complete, fast, and reliable installation of your new HP 3D printing equipment. In fact, HP or an HP-authorized technician will come onsite to install, set up, configure, and provide basic operation training. Allow your team to focus on more pressing business issues while we get you up and running quickly.

## 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:

Features	Specifications
HP Unpacking Feature	HP will inventory the shipment against the packing list and unpack all delivered products. HP will also remove packaging materials to on-premise Customer-designated locations, which must be in the same building as the cubicle, office, lab, or room where the products will be delivered. <sup>1</sup>

<sup>1</sup> This is limited to the HP Unpacking Feature. Please refer to the ordering information below.



Features	Specifications
Setup	Install the HP 3D printing solution in the designated location and physically connect peripherals, network cable, and power cords.
Power-on/boot-up	Turn on the HP 3D printing solution and execute initialization procedures.
Software setup	Review the pre-installed 3D printing equipment software and firmware from the factory to make sure it is up to date. Install software updates if necessary. If desktop software is bundled with the HP 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"> <li>• Initial operation procedures <ul style="list-style-type: none"> <li>– Start-up</li> <li>– Shut down</li> </ul> </li> <li>• Basics of working with HP certified materials</li> <li>• Basic maintenance</li> </ul>
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 the installation and introduction of your HP 3D printing solution, there are some things you'll need to complete before the arrival of the HP or HP-authorized technician.
  - Designate a site representative as a point of contact for HP.
  - Verify all product installation requirements have been met
    - Power installation
    - Network cabling
    - Initial test supplies are ordered
    - Appropriate workspace designated
  - Make sure 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 the HP or HP-authorized technician to schedule the HP Installation and Introduction to Basic 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.



- HP 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 technician, 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 or HP-authorized technician 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 technician will schedule an appointment with the Customer-provided site contact.
  - Provide required technical approvals and technical information such as IP addresses, usernames/passwords on the HP or HP-authorized technician’s request during installation.

## Service limitations

- Delivery completion times are subject to HP and its authorized technician’s 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 technician, 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.

## Ordering information

Please include the following product numbers with your HP Jet Fusion 3D printing solution configuration from HP or an HP-authorized reseller, based on your products and required service level:

Service level and part number		
HP product or system covered	HP Installation and Introduction to Basic Operation Service	HP Unpacking Feature + HP Installation and Introduction to Basic Operation Service
HP Jet Fusion 3D Printer	U9EJ8E	UA4J0E
HP Jet Fusion 3D Processing Station	U9EL9E	UA4J1E

## Term and conditions

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

## For more information

For additional information on HP Care for HP Jet Fusion 3D printing, contact your HP sales representative or visit: [hp.com/go/3Dsupport](http://hp.com/go/3Dsupport)

**Sign up for updates**  
[hp.com/go/getupdated](http://hp.com/go/getupdated)

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Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. 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.

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