

# HP Technical Services and Support Portfolio



For HP Jet Fusion 3D Printing Solutions



## Reinventing 3D Printing Technical Services and Support

Boost your competitive advantage with HP Technical Services and Support, designed to maximize your HP Jet Fusion 3D printing uptime, productivity, and innovation and drive growth for your business. With exclusive HP installation, training, and support services, and our market-leading applications expertise, you can optimize your 3D printer performance, throughput, part quality, and yield.

HP Technical Services and Support address the full lifecycle of your HP Jet Fusion 3D Printing Solution. We help you to do more and get even more return on your investment from day one, and every day as your needs evolve. First, exclusive HP installation, training, and support services help you get production off to a strong start. As you gain experience, additional programs help you optimize your production for increased quality and productivity, and reduced costs.

### Maximize your uptime and productivity

- Rely on proven HP Technical Services and Support for the responsiveness your business deserves.
- Maximize uptime and productivity with next-business-day onsite support and issue resolution<sup>1</sup>.
- Get next-business-day spare parts availability,<sup>2</sup> with HP's global reach.

### Breakthrough operation and part quality

- Reach production-ready state in the shortest timeframe, with the best operational procedures in place with exclusive HP Installation and Ramp-Up Service.
- Optimize your HP Jet Fusion 3D Printing Solution performance, part quality, throughput, and yield with HP Training Services.

### Enable your Business Growth

- Accelerate your business growth with HP's 3D printing productivity and professional services.
- Focus on and grow your business with peace of mind.

<sup>1</sup> Within warranty or Care Pack coverage.

<sup>2</sup> Next-business-day parts availability in most countries.

## The HP Technical Services and Support portfolio for HP Jet Fusion 3D Printers includes:

### Get started



**HP Installation and Introduction to Basic Operation Service.** Ensure smooth and fast installation and setup of your new HP Jet Fusion 3D Printer, with minimum involvement from your team. Professional HP installation includes initial training that lays the groundwork for HP Advanced Operation Training.

**HP Long Term Consumables Kits.** Ensure you have all the cleaning supplies, filters and wear parts such as Lamps needed on-hand for your periodic 3D printer maintenance and self-replacement.

**HP Support Service.** Access to remote assistance, next-business-day on-site support and genuine spare parts availability. Choose from multiple coverage options to match your business-specific service needs.

**HP Advanced Operation Training.** Achieve high-quality parts by understanding the 3D printer's capabilities. This hands-on training is highly recommended for all personnel who will operate and/or maintain the 3D printer, and for production managers, pre-production specialists, and shift managers. Trainees will learn how to get the most out of your 3D printing solution, with productive printing, minimized waste, and maximized consumables life and materials reuse.

### Optimize quality and production



**HP Ramp-Up Service.** Minimize the time and effort required to reach optimum production performance. This hands-on, onsite workshop prepares your team for efficient and effective 3D parts production, tailored to your business needs. Ensure your Jet Fusion 3D Printing Solution is correctly configured to prevent avoidable issues.

**HP Health Check Service.** Prevent avoidable issues and focus more on 3D printing, instead of problem-solving. HP Health Check Service helps you review the condition of your HP Jet Fusion 3D Printing Solution and tune it to maintain productive, high-quality parts printing.

**HP Preventive Maintenance Service.** Increase productivity and uptime by ensuring timely, professional replacement of specific components of your 3D printer. With a conveniently pre-planned service visit, you can protect your business from the impact of many wear and tear issues. Using this service can help eliminate unexpected issues due to components that have worn-out during long-term usage.

### Shared maintenance



**HP Shared Support Service.** Maximize your 3D printer uptime and reduce the cost of ownership by assuming responsibility for certain service and maintenance procedures. Includes spare parts, unlimited remote support, and up to two onsite visits per year.

**HP Train to Maintain.** Learn how to maintain, troubleshoot, and repair your 3D printer and complementary systems, to keep your printer in proper condition and minimize recovery time. Having at least one certified support engineer is required to take advantage of an HP Shared Support model.

**HP Uptime Kit.** Save time and increase productivity with a set of spare parts optimized to address the most common hardware issues that may affect your 3D printer and complementary systems. With the right parts available onsite, you can quickly resume production, without waiting for parts to be delivered. Having at least one HP Uptime Kit per production site is required to take advantage of an HP Shared Support model.

### For more information

To learn more about HP Technical Services and Support for HP Jet Fusion 3D Printers, contact your local HP sales representative and visit our website at [hp.com/go/3Dsupport](http://hp.com/go/3Dsupport).

