

HP Support Services

For HP PageWide XL 4500 Printer series with 3-year warranty



Highlights

- Reliable HP PageWide Technology
- Proactive printer health monitoring
- Predictive maintenance
- Automatic support alerts
- Advanced diagnostics
- Failure analysis and recovery path
- Professional support from HP

Enjoy best-in-class support that works for your business

Focus on your core business and work confidently knowing that your HP PageWide XL solution support requirements will be expertly met.

Rely on proven technology

Benefit from established HP PageWide Technology for top printing performance and reliability.

Enjoy innovative support

Benefit from printer self-monitoring, predefined resolution paths as technical issues occur and intuitive maintenance wizards.

Trust reliable support setup

Get installation, training and support from certified skilled professionals. HP makes sure its HP Certified Technicians are properly trained, certified and equipped to deliver the support services you need.

Enjoy innovative, automated support

Employing an array of internal sensors and built-in algorithms, your HP PageWide XL printer proactively self-monitors its health condition. It evaluates the data to predict maintenance requirements and even potential failures and automatically alerts you and your HP Certified Technician.

With advance warning, HP can plan the printer maintenance and support procedures to avoid unexpected downtime and schedule maintenance tasks to most conveniently suit your work priorities.



Advanced diagnostics

When a printer issue occurs, internal sensors detect the root cause and an automated diagnostic process identifies the most likely resolution path for your support provider to follow. This helps your HP Certified Technician respond quickly and efficiently to address printer problems using the latest technical knowledge and the right spare parts.

HP Terms and Conditions

An HP PageWide XL Site Survey (U9CV5E) is required before an equipment order for the HP PageWide XL 4500 Printer with 3-year warranty is placed. This survey includes an HP Certified Engineer visit to determine if the HP PageWide XL printer installation will be classified as standard or non-standard.

Models include

- CZ312C HP PageWide XL 4500 40-in Multifunction Printer 3-year warranty with PostScript/PDF
- CZ313C HP PageWide XL 4500 40-in Printer 3-year warranty
- CZ313B#BCB HP PageWide XL 4500 Printer with PostScript/PDF (3 yr, #BCB, TAA compliant)
- CZ312B#BCB HP PageWide XL 4500 MFP with PostScript/PDF (3 yr, #BCB, TAA compliant)

Why choose HP for printing services?

Complete solutions

With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and into the future.

Expertise

Access to HP R&D engineers and our massive knowledge base of experience make HP the ideal partner to assist you in elevating your printing and imaging environment.

Financial strength

HP has the resources to provide financing and procurement options that are right for your organization.

For more information

To learn more about HP PageWide XL support services, as well as other related services from HP, contact your HP sales representative and visit our website at hp.com/go/carepackcentral

Standard installation includes:

- HP PageWide XL printer is delivered to installation point with use of a forklift, if necessary. Debris removal is also included.
- Installation is in the standard delivery zone. Additional charges may apply if additional travel is required.
- Installation will be performed within a maximum of 10 days after installation request has been received by HP.
- Basic operator training for the HP PageWide XL printers and accessories.

Non-standard installation is considered:

- Removal of obstructions in delivery path of HP PageWide XL printer and accessories.
- Rental of additional installation equipment (cranes, etc). If additional rigging is needed, the customer is responsible for payment and coordination.

HP next business day response includes:

The HP PageWide XL 4500 Printer with 3-year warranty includes 3 years of HP next business day response support. HP phone support is provided with remote assistance 24x7. HP determines if an HP CE on-site visit is required to provide replacement or repair as required under the agreement. Live service support is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays. Calls after hours will be acknowledged the next day. Service cases are targeted for next day response. Next business day response is based on a standard delivery zone. If the installation is greater than 100 miles from the nearest technician location, response time may be greater than next day.

Preventative maintenance

- HP PageWide XL 4500 Printer with 3-year warranty includes up to four (4) HP Certified Technician-installed preventative maintenance kits.

The HP customer agreement requests that the HP PageWide XL printer is connected to PartnerLink in order for HP to monitor and proactively advise of issues, upgrades or firmware updates.

In order to provide the best possible remote service, the Customer is asked to:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility.
- Complete self-tests and install and run other diagnostic tools and programs.
- Install customer-installable firmware updates and patches.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to the Customer. The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

Learn more at

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