



Get the most out of your printing technology

HP Care for Printers



Printing expertise and a single point of accountability give you more time to stay on top of business growth and innovation.

Get printing peace of mind and help increase productivity with HP Care support services. You choose the service level that works best for your organisation, and we provide the scalable, end-to-end support you need to optimise your hardware and keep your business moving.

Worry less, work more

HP Care support services deliver expert support with expanded service contracts so you always have the right solution for your business.



Increase productivity

Fix problems efficiently, reduce system downtime, and get devices back online quickly



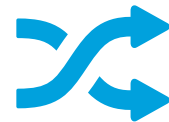
Protect investments

Rely on HP expertise that includes expert technicians, Original HP parts, and global support with a broad range of services



Stabilise costs

Avoid unbudgeted repair costs with a single upfront fee or flexible payment options, no deductibles or hidden fees, and unlimited service interventions



Take advantage of flexibility

Find the option that works for you by choosing which support services you need, how to combine them, and how you buy them

Choose how you buy

Many HP Care support services can be purchased as a Care Pack or by contract.



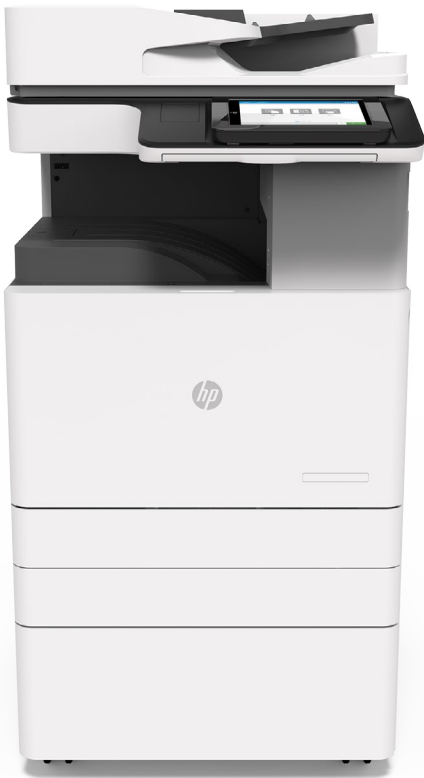
Care Pack

Choose pre-packaged Care Pack options for a fixed, upfront price



Contract

Choose to purchase by contract for co-terminus renewal and increased flexibility in payment terms



Deploy

Seamlessly integrate new hardware into your print environment with installation services.

Installation with Network Setup Service

Easily deploy new hardware with an expert technician providing onsite installation and network setup of your printing and imaging products.

Maintain

Keep devices running with software support services and repair, exchange, and maintenance kit replacement services that include high-quality, remote troubleshooting, diagnostics, and issue resolution. Includes all labor, Original HP parts, and materials.¹

Next Business Day Onsite with Defective Media Retention^{2,3}

An expert technician arrives onsite within the next business day, with faster response times available if needed. With Defective Media Retention, you can keep your defective hard drive when your device needs to be replaced to retain control over sensitive data.

Next Business Day Onsite Exchange²

Convenient onsite exchange for minimal interruption. Take advantage of door-to-door delivery with an expert technician exchanging the failed device, at your site, typically the next business day.

Next Business Day Exchange²

Send your failed equipment back to HP in prepaid packaging and receive a replacement, typically the next business day.

Advanced or Standard Exchange²

Easy, low-cost exchange. Send your failed equipment back to HP in prepaid packaging and receive a replacement, typically in 4–7 days.

Return to Depot²

Easy return service with offsite repair for low-end devices. Ship or deliver failed equipment to a designated HP service center, and we will repair or replace it, typically within 3–7 business days (parts, labour, and return shipment included).

Multi-Vendor Services^{4,5}

HP's world-class Onsite Repair Services are available for HP-branded and select non-HP branded PCs (Dell, Lenovo, Acer, Apple®) and printers (Lexmark, Xerox, Canon, Brother).

Maintenance Kit Replacement Service

A single, event-based service offering no-hassle maintenance kit components replacement by an expert technician using Original HP parts (does not include remote support.⁶).

Software Support Service

Remote software assistance within standard business hours for HP software and selected HP-supported third-party products. Also provides access to software updates so you can continue working securely and efficiently.



Optimise

Improve productivity and help secure your fleet with added value services.

Helpdesk⁷

Call access to HP-certified technicians who can resolve a vast range of IT issues across multiple brands, devices, software applications, and operating systems. Subscription offerings include single device, multi-device, and per-use. Peripherals may include printers, scanners, modems, monitors, and external drives.

Priority Services

A suite of three premium enterprise-class PC and printer support services designed to make support easier. Choose from three offers:

- **Priority Access⁸:** Backstop your IT staff with HP expert support agents and advanced online case-management tools. Plus, users will get back to work faster, as HP IT professionals work directly with your IT staff to diagnose and solve problems.
- **Priority Access Plus⁹:** Includes the features of Priority Access plus a dedicated remote point of contact and quarterly performance reporting.

- **Priority Management¹⁰:** Our premium remote support service includes the benefits of Priority Access plus an HP global customer support manager in your region, parts prioritisation, and executive-level reporting.

Proactive Print Advisor¹¹

Automatic detection and monitoring of printing and imaging devices, data analysis, and reports and recommendations help you increase business productivity and lower total print costs.

Print Security Advisory Services

A trusted HP Advisor helps you develop a print security strategy and recommends solutions that protect devices, data, and documents.

Helping you focus on your business

Thousands of organisations rely on HP to deliver innovative, reliable technology solutions backed by comprehensive support and expert consulting. With Care Pack, part of HP Care, you can get back to what you do best and build a stronger, more responsive business.

Learn more at

hp.com/go/pcandprintservices

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hp.com/go/getupdated



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HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

- 1 Does not include consumable items such as printer cartridges, batteries, maintenance kits (except in the case of the Maintenance Kit Replacement Service), and other supplies and user maintenance.
- 2 Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply.
- 3 Same Day Onsite is available in North America and many Asia Pacific countries with a technician typically arriving within 4 hours of the service request if needed to begin working on the device. Next Business Day Call-to-Repair Service is available in the United States with committed repair to operating condition by an expert technician onsite the next business day.
- 4 Available on standard contract only. Only out-of-warranty products are eligible for Multi-Vendor Services.
- 5 Available in the U.S., Canada, and India. Available in the United Kingdom, Germany, and France beginning January 2017.
- 6 The printer's maintenance kit needs to be replaced when an alert appears on the display panel.
- 7 Available in the United States, United Kingdom, Ireland, India, Singapore, Malaysia, New Zealand, Australia, and Philippines.
- 8 Priority Access requires a 250-seat minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- 9 Priority Access Plus requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- 10 Priority Management requires a 1,000-device minimum of HP PC and/or HP commercial printers. Device minimum installed bases require a valid HP warranty or HP extended hardware service contract.
- 11 HP Proactive Print Advisor requires a 100-device installed base minimum of HP network imaging or printing devices preferably with valid HP warranty or HP extended hardware service contract coverage.

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