

Post-installation training for HP PageWide XL printers



Advanced operator training for HP PageWide XL printers

Service feature highlights

- Flexible training
- Onsite training

Service overview

Additional training may be needed to help ensure a high level of productivity with HP PageWide XL products. HP Advanced operator training can provide post-installation training for new operators or follow-up training for existing customers. Training is provided at your location for convenience and to maximize training attendance.

Specifications

Training is delivered during standard business hours between 8 a.m. and 5 p.m. local time. The training class is 8 hours in duration.

Table 1. Service features

Feature	Delivery specifications
Flexible training	HP customer support engineers can deliver a wide range of training. For example, training can be an extension of the user training provided during product installation. This training will build upon a current operator's knowledge and can increase operator efficiency. Post-installation training can also provide initial training for new operators.
Onsite training	Training is delivered at the Customer's site. This gives the Customer flexibility and helps maximize training attendance. Training is limited to a maximum of five students.

Customer responsibilities

The Customer will:

- Ensure that the HP Care Pack for this service is registered within 10 days of purchase of the service, using the registration instructions within each package, email document, or as otherwise directed by HP.
- Contact an HP service specialist within 90 days of the date of purchase to schedule the delivery of the service
- Provide access to the PageWide XL printer for the entire training class, as well as computers that have PageWide XL software and drivers loaded
- Provide suitable training facilities for the training class

General provisions/Other exclusions

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Any services provided outside of HP standard business hours may be subject to additional charges.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.

Defective hardware, as identified during the training, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products. Travel charges may apply; please consult your local HP office for details.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Advanced operator training, contact a local HP sales representative and reference the following product number: U8ZF5E.

Learn more at
hp.com/go/pagewidexlservice

Sign up for updates
hp.com/go/getupdated

