

# Upgrade Kit plus Installation Service

Care Pack, part of HP Care



## Service benefits

- Access to an HP-trained technician to properly upgrade your HP printer
- Improved productivity
- Convenient service scheduling
- One fixed fee

## Service feature highlights

- Installation of an upgrade kit by an HP-trained technician
- Onsite service
- Per-incident service fee

## Service overview

Enhance the speed of your printer with the Upgrade Kit plus Installation Service. The Upgrade Kit Service offers quick and professional installation by HP-trained technicians, for a fixed-fee.

## Specifications

### Features and specifications

Feature	Specification
<b>Convenient onsite service</b>	To schedule onsite service call the HP Customer Care Call Center. The service will be scheduled during normal business hours, 8:00 am – 5:00 pm at your convenience, excluding HP holidays.
<b>Installation of the upgrade kit by an HP-trained technician</b>	After scheduling with the Call Center, an HP-trained technician will arrive at your site and will provide, materials, parts, and labor while installing your upgrade kit. The upgrade is complete when the technician has installed the upgrade kit and can successfully print a test page.
<b>Per-incident service fee</b>	No monthly service contracts. You pay only when the service is needed.

## Travel zones

The price of the service includes travel to the Customer location provided that it is a reasonable distance from an authorized HP service center. The response time varies depending on the distance from an authorized service center.

**Note:** Travel coverage in non-U.S. locations may vary.

## Customer responsibilities

**The Customer will:**

- Allow HP full and unrestricted access to all locations where the service is to be performed.
- Ensure that the printer to be serviced is working properly before an HP technician arrives to install the upgrade kit.

## Service limitations

**Excluded from this service are activities such as, but not limited to, the following:**

- The printer must be operating properly before the kit can be installed.
- Any repair beyond the installation of the upgrade kit; should the Customer's printer need any additional part replacements there will be a separate charge for this service.
- Upgrade kits for HP PageWide XL printers can only be replaced by authorized HP technicians.

## Terms and conditions

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

## Ordering information

To obtain further information or to order the Upgrade Kit, contact your HP sales representative.

**For more information**

For additional information on HP Care  
[hp.com/go/gsbsservice](http://hp.com/go/gsbsservice)

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



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