

3D Printing Support Service

Care Pack, part of HP Care for HP Jet Fusion 3D Printing



Service benefits

- Access to remote assistance and Onsite Support Service
- Help improve production uptime

Service overview

3D Printing Support Service for HP Jet Fusion 3D Printing Solutions provides remote assistance and onsite support for your covered HP hardware and software, helping you to improve production uptime.

Your production managers and qualified operators will have access to HP experts who will quickly troubleshoot your 3D printing system, to help return the hardware to full-operating condition within a specified timeframe.

Features and specifications

Feature	Specification
Remote problem diagnosis and support	When a problem occurs, an HP support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. HP will provide remote assistance for installation of customer-installable firmware and Customer Self-Repair (CSR) parts.
HP electronic remote support solution	HP's electronic support solution allows an HP support specialist to access your system and helps provide more efficient troubleshooting and faster problem resolution.
Onsite hardware support	If the issue cannot be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. The HP authorized representative will arrive at the Customer's site and continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.
Onsite response time for hardware support	3D Printing Support Service response time is the next business day, during standard business hours. The onsite response time period begins when the initial call is acknowledged by HP. The onsite response time ends when the HP authorized representative arrives at your site, or when the event is closed because HP has determined that onsite response is not required.
Coverage window	8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.
Defective media retention (DMR)	DMR allows you to retain defective or broken disk drives after the replacement has been installed. This feature allows you to securely dispose of the drive according to your company's security regulations.
Firmware updates for selected products	HP firmware updates are available to customers with an active agreement to access the updates. You will be able to download, install and use firmware updates for covered hardware products.
Access to electronic support information and services	HP will provide you with access to electronic and web-based tools. Based on your product model, region and service availability you will have access to these tools: <ul style="list-style-type: none"> • Subscription to hardware-related proactive service notifications • Support forum participation • Access to web-based technical support documents • HP proprietary diagnostic tools with password access • HP and third-party-hosted knowledge databases for specific products

Delivery specifications

- Hardware incidents can be reported by telephone, the web portal (if locally available), or as an automated equipment reporting event through the HP electronic remote support solution.
- HP will install the HP Command Center Software, or other applicable HP software that controls the HP Product and enables remote monitoring on your computer.
- In order to ensure accurate remote monitoring, the HP Command Center software needs to be running, connected to the HP Product and to the HP secure cloud at all at all times.
- Phone support and Onsite support is available 8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.
- During fix-on-failure onsite support HP may install:
 - Engineering improvements to ensure their proper operation and maintain compatibility with HP-supplied hardware replacement parts.
 - Firmware updates, defined by HP as non-customer installable, that are required to return the covered product to operating condition or to maintain supportability by HP.
- During fix-on-request onsite support HP will install critical firmware updates, for covered hardware products based on your request.
- Local HP management coordinates incident escalation with HP resources and/or selected third-parties to resolve issues.
- HP may subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized service provider.

Customer responsibilities

- You must provide a permanent HP Command Center Software connectivity to the HP secure cloud, through an approved HP approved communication channel to ensure connectivity at all times, as specified in the Site Preparation Guide. You are responsible for restoring connectivity in a timely manner in the event of interruptions.
- HP Products may collect machine data. You grant HP and/or an HP authorized agent permission to remotely access this data, through the HP Command Center Software.¹
- Your machine data will be used for the purpose of providing remote support, enabling enhanced diagnostics, preventive maintenance, updating software, calculating supplies and consumables usage and statistics, and evaluating improvements to HP's Products and offerings in the future. The machine data will help HP determine how HP Products are being used, which product features are used the most, and to calculate various aggregate HP Product usage statistics.
- HP will need you to provide all information necessary related to issues or problems, to determine support eligibility, and deliver timely professional remote support.
- HP may ask you to complete start self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.
- HP asks that you provide remote access to available electronic support solutions and onsite access to HP replacement parts or HP tools.

Coverage

- This service provides coverage for eligible 3D Printing HP Branded products

Service limitations

- Calls received outside of the coverage window, the time which services are delivered onsite or remotely, will be logged at the time they are received, but will not be acknowledged until the next day within your coverage window.
- HP retains the right to determine the final resolution of all reported incidents.
- Response times are measured during the coverage window only.
- Response times are subject to local availability.
- Coverage is subject to local availability.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- If your product is supported through the HP electronic remote support solution, HP will only use the remote system access with your authorization.
- Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.
- Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumable supplies include printhead, cleaning roll, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- Failure to maintain the HP Product's connection to the HP secure cloud, will result in limited or no product functionality and limited service levels.
- HP may verify your adherence to the terms of your agreement.
- You must complete preventive maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, your support agreement and coverage may be terminated.
- If you have licenses to firmware-based software products, you must also have, if available, an active Software Support agreement with HP, to receive download and use related firmware updates. HP will provide assistance with firmware updates only if you have the license to use the related software updates allowed by HP or the original software manufacturer.
- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.

- This service may not be available in all geographic locations. Please check with your local HP Sales Representative or HP Channel Partner for country-specific coverage and limitations.
- HP Jet Fusion 3D Printers are HP Cloud connected. An unconnected printer is a customer breach of the support agreement. HP may opt to forecast the usage during an unconnected period or may early expire the coverage to protect HP and their Channel Partners against unfair costs.

Ordering information

Contact your HP Sales Representative or HP Channel Partner to help you choose the best HP Support Service option for your business.

Terms and conditions

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

For more information

For additional information on HP Care for HP Jet Fusion 3D Printing hp.com/go/3Dsupport

¹ HP and/or HP authorized agents respect your privacy and are committed to protecting Customer Machine Data and will take reasonable precautions to prevent unauthorized access or disclosure and ensure the appropriate use of Customer Machine Data. In the event that some data may be categorized as individual level data, HP and/or an HP authorized agents will maintain the privacy of any such data, as well as all data collected, in accordance with the [HP Privacy Statement \(hp.com/go/privacy\)](http://hp.com/go/privacy) and the [Personal Data Rights Notice \(welcome.hp.com/country/privacy/privacynotice\)](http://welcome.hp.com/country/privacy/privacynotice) where applicable.

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