



Installation and Preventive Maintenance Support Services

Care Pack, part of HP Care

Service benefits

- Helps improve or maintain system uptime
- Allows your IT resources to stay focused on their core tasks and priorities
- Convenient onsite support
- Services performed by a trained service specialist
- Availability of service specialist to answer basic questions during service delivery
- Delivery of the service at a mutually scheduled time convenient to your organization

Service features

- Installation by a trained service specialist
- Preventative maintenance
- Cleaning and maintenance
- Firmware update service

Service overview

Installation and Preventive Maintenance Support Services is a comprehensive support solution designed for customers who require a single site visit for printer installation and preventive solutions at a low cost. Installation Service is designed to give you the peace of mind that comes from knowing your HP and HP-supported products have been installed by a team of HP specialists in accordance with the manufacturer's product documentation.

Features and specifications

Feature	Specifications
Installation	<ul style="list-style-type: none"> • Service planning, deployment, installation by HP experts who are trained on your system type • Site check assessment verification prior to installation • Delivery of the service at a scheduled time convenient to your organization • Press calibration and setup of major profiles • Network setup and remote diagnostic tools setup
Preventative maintenance	<ul style="list-style-type: none"> • Provide functional verification of the printer • Run printer self-test • Run key panel function test • Run print test
Cleaning and maintenance	<ul style="list-style-type: none"> • Remove debris such as paper dust and toner/ink residues within the print mechanism • Clean the printer case parts with approved isopropyl alcohol • Clean the paper path, including paper feed, roller, fuser, etc. • Recommend the replacement of the standard wear-and tear components (separate charges apply for replaced parts) • Recommend the proper location and ventilation for printers
Firmware update service	<ul style="list-style-type: none"> • Check firmware and inform the Customer if updates are available at hp.com

Delivery specifications

- Installation and Preventative Maintenance Support Services are delivered during local standard HP business hours on normal business days, excluding HP public holidays.
- This services is carried out by a trained customer engineer for one printer per Care Pack.
- During the service, the technician will help ensure that the product is located and operating within the environmental conditions outlined in the user manual.
- This service will be valid for 3 months from the date of purchase.

Customer responsibilities

In order to engage this service:

- Contact an HP service specialist within 3 months of the date of purchase to schedule the delivery of the service.
- Identify the devices to be covered by the service.
- Provide the information requested by HP prior to the service delivery.
- Assign a designated point person from your staff who, on your behalf, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service.
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required.

- provide media to perform two test prints, before and after the maintenance process.
- Conduct all data backup and restore operations.
- Allow HP full and unrestricted access to all locations where the service is to be performed.

Engineers for the Installation and Preventative Maintenance Support Services must confirm the following information with you:

- The point person in charge and relevant contact information.
- Service site and conditions (power supply, temperature, room size, and air conditioning) .
- Equipment model and basic configuration.
- The location and working hours of the engineer.
- Main working contents and scope of the work.
- Other relevant information.

Service limitations

- Service is limited to a single site.
- Environments that require multiple engagements over a long period of time are not included with this service and are available at additional cost.
- Customers should always use HP ink; HP has the right to refuse support if non- HP ink is used at the site.
- Any cosmetic damage that implies the change of an external or internal printer part will not be included in the service.
- Activities such as the following are excluded from this service:
 - Service on hardware not covered by an HP warranty or Support Agreement, including non-HP products
 - Installation and maintenance of your applications
 - Setup of the operating systems and applications on your server
 - Management and maintenance of the equipment that is not covered in the service contract for your server environment
 - Any necessary services due to the attempt to install, maintain, or modify hardware, firmware, or software by an unauthorized person outside HP
 - Services required due to failure of the customer to take avoidance action previously advised by HP
 - All parts, including maintenance kits
 - Re-visits due to usage of non-original HP cartridges/toners, which will be charged as a new service call
- This service does not include Maintenance Kit Replacement Service.
- Any services provided outside of HP standard business hours may be subject to additional charges, in accordance with local regulations.
- This service may not be available in every location. Travel charges may apply.

Terms and conditions

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

For more information

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