



HP Shared Support Service

HP Care Pack for HP Jet Fusion 3D Printing Solutions



Service features

- Continuous training for in-house technicians
- Limited onsite support
- Defective media retention (DMR)
- Replacement parts for repairs
- Access to firmware updates

Service benefits

- Reduce downtime with efficient and effective troubleshooting. Rely on trained in-house technicians, remote assistance, and limited onsite support
- Gain additional security and control. With defective media retention (DMR), HP will diagnose issues involving defective storage disks, provide a replacement disk, and let you keep the old one

Service overview

Improve production uptime with the HP Shared Support Service for HP Jet Fusion 3D printing solutions. This service offers remote assistance and limited onsite support for your covered HP hardware and software. To qualify, you must have a minimum of two maintenance technicians certified on the HP Train to Maintain Service, which provides your staff with the technical knowledge to self-diagnose and self-repair many issues.

Features and Specifications

Feature	Specifications
Basic Shared Support	<p>Reduce downtime by self-diagnosing, troubleshooting and repairing some issues without waiting for an HP Support Engineer to reach your site.</p> <ul style="list-style-type: none"> • Must be purchased with at least two Train to Maintain Services. • Support Service provides continuous training to help keep your technical knowledge up to date. Retraining will take place at an HP Training Center over the course of two days, every 6 months.
Premium Shared Support	<p>Reduce downtime to same business day by self-repairing most of your issues without waiting for an HP Support Engineer and replacement parts to reach your site.</p> <ul style="list-style-type: none"> • Only available for Customer with ≥ 5 HP Jet Fusion 3D Printing Solutions. • Must be purchased with at least two Train to Maintain Services. • Must be purchased with at least one HP Uptime Kit per production site for a maximum of 5 HP Jet Fusion 3D Printing Solutions. The Uptime Kit contains the most frequently used replacement parts for your HP Jet Fusion 3D Printing Solution.
Remote diagnostics and support	<p>When a problem occurs, an HP-authorized support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. Remote support will be provided for customer-installable firmware updates and customer-self-repair parts.</p>
Remote electronic support solution	<p>Allows an HP support specialist access to your system to help provide more efficient and effective troubleshooting.</p>
Limited next business day onsite hardware support	<p>If the issue cannot be resolved by your certified technician, an HP-authorized representative will provide up to two on-site support visits a year on covered hardware products to return them to operating condition.</p>
Coverage window	<p>8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.</p>
Next business day parts delivery	<p>HP will provide HP replacement parts necessary to return the covered hardware product to operating condition. Defective parts will be exchanged for replacement parts. The replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected parts delivery time. Orders must be placed prior to 5:00 p.m. local time. Orders received after hours will be accepted the next business day.</p>
Defective media retention (DMR)	<p>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.</p>
Firmware Updates	<p>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.</p>

Delivery specifications

- Hardware incidents can be reported by telephone, or by HP Expert Now.
- HP Command Center, or other applicable HP software that controls the HP Product and enable remote monitoring on your computer.
- To ensure accurate remote monitoring, the HP Command Center software needs to be running, connected to the HP Product and the HP secure cloud at all times.
- Local HP management coordinates incident escalation with HP resources and/or selected third parties to resolve issues.
- When onsite service is required, an HP-authorized representative will arrive at your site and continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired.
- HP may subcontract the performance of any of its obligations (in whole or in part) to an HP authorized service provider.

Customer Responsibilities

- To qualify for the Basic Shared Support model you must have:
 - A minimum of two technicians certified on Train to Maintain.
 - A Basic Shared Support Care Pack for each hardware unit in your HP Jet Fusion 3D Printing Solution.

- To qualify for the Premium Shared Support model you must have:
 - Five or more HP Jet Fusion 3D Printing Solutions.
 - A minimum of two technicians certified on Train to Maintain
 - A Premium Shared Support Care Pack for each hardware unit in your HP Jet Fusion 3D Printing Solution.
 - One Uptime Kit per production site. One Uptime Kit covers up to five 3D Printing Solutions.

- 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.
- 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 of HP tools.

Travel zones

Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Zone	Distance from HP designated support hub	Next Business day Onsite Response Time	Travel Zone Charges
Zones 0 to 3	0-100 miles (0–160 km)	Next business day	No Uplift
Zone 4	101-200 miles (161-320km)	1 additional business day	No Uplift
Zone 5	201-300 miles (321-480km)	2 additional business days	Custom Quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not Available	Custom Quoted based on actual travel charges

Service Limitations

- Calls received outside of the coverage window will not be acknowledged until the next day within your coverage window.
- Up to two on-site hardware support visits are included each year. Work may be temporarily suspended if parts or additional resources are required. Work will resume as soon as the parts or resources are available.
- 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.
- 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.

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 Pack for HP Jet Fusion 3D Printing Solutions, visit hp.com/go/3Dsupport

Sign up for updates
hp.com/go/getupdated

Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. 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 your HP Product.

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