

HP Uptime Kit

HP Uptime Kit for HP Jet Fusion 3D Printing Solutions



Key benefits

- Provide immediate access to the most-commonly needed parts.
- Help increase productivity and uptime through rapid turnaround time for parts replacement tasks.

Increase your uptime and productivity

HP understands that downtime just isn't an option for your company. HP Uptime Kits help you significantly save time and increase productivity on your HP Jet Fusion 3D Printing Solution. With the HP Uptime Kit, you will have at your premises an HP-optimized set of spare parts to address the most common hardware issues that may affect your 3D printer and complementary systems. With the right parts available immediately, you can reduce downtime, and resume production as quickly as possible.

Service description

Each HP Uptime Kit contains the most frequently needed replacement parts for your HP Jet Fusion 3D Printing Solution, based on HP's usage statistics and analysis. Having these kits on-hand ensures that a qualified onsite operator can install the new parts without delay. This reduces your time-to-repair, so your HP Jet Fusion 3D Printers, related accessories, and complementary systems are back up and running for maximum, optimized production without delay.

Managing your HP Uptime Kit:

Once you have received the HP Uptime Kit, it is ready to be used. You will be requested to adhere to the following principles in order to maintain its effectiveness:

- Store the kit in a closed or secured area to reduce the risk of damage or loss.
- Make sure the relevant personnel can easily access the kit, when necessary.
- Perform a monthly inventory check on the kit to confirm availability of parts.
- Once a part is consumed, request the next one to ensure you are always prepared.

Note: To get all consumed parts from your HP Uptime Kit replenished, your HP Jet Fusion 3D Printing Solution needs to be covered by an HP Shared Support Program.

Only certified service technicians are authorized to use the parts included in the UTK following the HP repair procedures.

How to proceed when a component of your HP Jet Fusion 3D Printing Solution needs repair:

a. Customers under warranty of the Basic/Premium Shared Maintenance Support Program:

When an issue occurs that requires repair, it is recommended that you contact HP support or your authorized service provider. Following standard HP support procedures and processes, the HP Support Engineer or authorized service provider will qualify the contents of your onsite kit with the existing incident. Whenever possible, onsite parts will be used for repair in the first instance, in order to avoid waiting for parts to be delivered, and reduce the amount of time it takes to resolve the issue.

- Call the HP or authorized service provider Customer Care Center.
- Provide the serial number of the printer or associated equipment.
- Provide details of the error and other diagnostic information.
- The HP Support Engineer or authorized service provider will confirm any service parts to be used, and enter an order to replenish these parts for the HP Uptime Kit.

b. Customers under a Basic/Premium Shared Support Program:

- The Shared Support Program enables you to assume responsibility for certain service and maintenance procedures, allowing you to diagnose and replace the needed parts immediately.
- Once the repair is complete, contact the HP Customer Care Centre and place an order to replenish any parts in your HP Uptime Kit that were used.

By following these processes, technical problems can be solved quickly. Only the appropriate replacement parts are used for a repair, and the HP Uptime Kit remains fully stocked.

Kit description & content¹

The purpose of the Uptime kit is to provide that you have the most common parts that are needed for repairs on the premises.

Based on HP statistics the Uptime kits have been designed to cover:

- ~70% of Printer's Annual failures
- ~70% of Build Unit Annual's failures
- ~50% of Processing station Annual's failures

The parts provided within the Uptime Kits are able to cover repairs

- Up to 5 Printers
- Up to 10 Build Units
- Up to 5 Processing Stations

General provisions

- Delivery location: HP Uptime Kits are delivered to the ship-to location where your HP Jet Fusion 3D Printing Solution is installed.
- Supported hardware: This service is available for the product references included in the 'Ordering information' section below.
- Geographic coverage: This service may not be available in every location. Please contact your local HP Sales Representative or HP Channel Partner for country-specific coverage and limitations.

Ordering information

Please use the following product numbers for inclusion with your HP Jet Fusion 3D Printing Solution configuration from HP or an HP-authorized reseller, based on your products and required service level:

Service level and part number	
HP product or system covered	Standard
HP Uptime Kit for Jet Fusion 3D Printer	2UL67A
HP Uptime Kit for Jet Fusion 3D Built Unit	2UL68A
HP Uptime Kit for Jet Fusion 3D Processing Station MOP49B	2UL69A
HP Uptime Kit for Jet Fusion 3D Processing Station MOP49C-MOP50A	2UL70A

1. Based on internal testing with prototype machines and considering a risk of less than 5% of having shortage of a specific part due to having used it in a previous repair.

