

HP Uptime Kit



Care Pack, Part of HP Care for HP Jet Fusion 3D 4210/4200 Printing Solutions

Service benefits

- Gain immediate access to spare parts most needed
- Stay on task with high productivity and uptime

Service features

- Includes most commonly needed spare parts
- Provides several shared support options
- Fast replenishment of used spare parts

Service overview

HP understands that downtime just isn't an option for your company. That's why the HP Uptime Kit can help you significantly save time and increase productivity with your HP Jet Fusion 3D Printing Solution. The uptime kit provides you with an HP-optimized set of spare parts located on premises to address the most common hardware issues that may impact your 3D printer and complementary systems. With the spare parts on-hand, you can reduce downtime and resume production as quickly as possible.

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 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 help 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 service.

Only certified technicians are authorized to use the parts included in the uptime kit following 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 Support service:

When an issue occurs that requires repair, it is recommended that you contact HP support or your HP-authorized service provider. Following standard HP support procedures and processes, HP or an HP-authorized technician 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, reducing the amount of time it takes to resolve the issue.

- Call the HP or HP-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.
- An HP or HP-authorized technician 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 service:

- The Shared Support service 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 Center 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 and content¹

The purpose of the uptime kit is to provide the Customer with the most common parts that are needed for repairs on premises. Based on HP statistics, uptime kits have been designed to cover:

- ~70% of printer annual failures
- ~70% of build unit annual failures
- ~50% of processing station annual failures

The parts provided within the HP Uptime Kit are able to cover repairs for

- Up to 5 printers
- Up to 10 build units
- Up to 5 processing stations

HP Jet Fusion 3D 4210/4200 Printer

| Content | Qty | Content | Qty |
|--------------------------------------|-----|---|-----|
| Heater control Service | 4 | ATX PSU Service Kit | 1 |
| Engine PCA Service Kit | 1 | Recoater belt Service | 1 |
| PH interconnect PCA | 1 | ISM ink leakage detector Service | 1 |
| Interconnect PCA Service Kit | 1 | Air purger Kit Service | 1 |
| Motor Mechatronics PCA | 1 | EEBOX FAN Service | 1 |
| High density disk w/ FW DATA Service | 1 | Shaft left recoater assy Service | 1 |
| High density disk w/ FW Firmware | 1 | SAX belt Service | 1 |
| Power management PCA | 1 | Drop detector assy Service | 1 |
| Temperature sensor Service | 1 | Brushes left bearing assy Service | 1 |
| Powder temperature sensor Service | 1 | Recoater scraper lips Service | 1 |
| Recoater drive assy Service | 1 | ADS air piping assy Service | 1 |
| Fuses Service | 1 | Web wipe rubber hub Service | 1 |
| Carriage motor assy Service | 1 | Kmino connector fusing Service | 1 |
| Carriage interconnect PCA | 1 | Kmino connector detailing Service | 1 |
| Machine to BU connector Service | 1 | Recoater curtain wipers Service | 1 |
| Big fan Service | 1 | Carriage front wipers Service | 1 |
| Power Supply 1500W 24VDC Service | 1 | SAX curtain wipers Service | 1 |
| Small fan Service | 1 | PH alignment tool Service | 1 |
| Ink cartridges PCA Service | 1 | Presence switch Service | 1 |
| Lung pressure sensors Service | 1 | SVS microswitch Service | 1 |
| Power Supply 600W 42VDC Service | 1 | Top glass microswitch Service | 1 |
| Web wipe roll free hub Service | 1 | Bottom ADS PCA | 1 |
| PIP AND FLOATER W/ AIR PIPING | 1 | Relief valve | 1 |
| Top cover interlock Service | 1 | Air pumps | 1 |
| Front door interlock Service | 1 | Heimann assy Service | 1 |
| Recoater sealing Service | 1 | NTC sensor Service | 1 |
| Primer and latch Service | 1 | Top heating glass hoses Service | 1 |
| Recoater roller assy Service | 1 | Top heating deflectors Service | 1 |
| Front panel Service Kit | 1 | Intermediate tank Service | 1 |
| Recoater roller drive assy Service | 1 | Recoater curtains Service | 1 |
| Fusing mid glass Service | 1 | Recoater chain assy Service | 1 |
| Fusing bottom glass Service | 1 | Drop detector transmission Service | 1 |
| Fusing glass frame Service | 1 | SAX curtains Service | 1 |
| Web wipe gears Kit Service | 1 | Heimann cooling pipe Service | 1 |
| SAX encoder strip Service | 1 | Top heating double lamp support Service | 1 |
| Jester JDI PCA Service Kit | 1 | Thermal chamber foams Service | 1 |
| Cooling control PCA | 1 | Top enclosure sealing Service | 1 |
| Upper ADS PCA | 1 | Top cover cool. tower right fan Service | 1 |
| Formatter PCA Antarctica Service | 1 | 4210 SSD Service | 1 |
| Top heating lamp support Service | 1 | 4210 HDD Service | 1 |

HP Jet Fusion 3D 4210/4200 Processing Station

| Content | Qty | Content | Qty |
|--------------------------------------|-----|-----------------------------------|-----|
| Interconnect PCA Service Kit | 1 | Level sensor assy Service | 1 |
| High density disk w/ FW | 1 | Recycled LC assy Service | 1 |
| Engine PCA Service Kit | 1 | Recycled amplifier Service | 1 |
| PowerBox interconnect PCA Service | 1 | Sieve mesh assy Service | 1 |
| Variable speed drive Service | 1 | Hall effect PCA Service | 1 |
| Build unit PCA Service | 1 | Supplies PCA Service | 1 |
| Butterfly valve DN40 Service | 1 | Mixer LC right assy Service | 1 |
| Butterfly valve DN50 Service | 1 | Mixer LC left assy Service | 1 |
| Recycled discharge assy Service | 1 | Mixer amplifier Service | 1 |
| Butterfly valve DN65 SE assy Service | 1 | Accessories and parking Service | 1 |
| Pressure sensor PCA Service | 1 | High density disk w/ FW | 1 |
| Temperature sensor PCA Service | 1 | LF filter sensor | 1 |
| LF Filter sensor | 1 | Powerbox interconnect PCA Service | 1 |
| Filter sensor assy | 1 | Level sensor assy Service | 1 |

HP Jet Fusion 3D 4210/4200 Build Unit

| Content | Qty | Content | Qty |
|-----------------------------------|-----|------------------------------------|-----|
| Vane transmission assy Service | 2 | Vane fan assy Service | 1 |
| Powder tray shaker assy Service | 2 | Shaker fan assy Service | 1 |
| Motor mechatronics PCA | 4 | Archimedes transmission Service | 1 |
| BU heating control PCA Service | 1 | Vane locking assy Service | 1 |
| Small fan Service | 1 | Supply ramp vibrator Service | 1 |
| Temperature sensor Service | 1 | Archimedes shaft assy Service | 1 |
| Powder temperature sensor Service | 1 | Recoater roller wiper assy Service | 1 |
| Powder tray mesh Service | 1 | Build unit left window Service | 1 |
| Powder tray vane Service | 1 | Platform cap Service | 1 |

General provisions

- Delivery location: HP Uptime Kits are delivered to the ship-to location where the Customer's 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 | U9ZS9E |
| HP Uptime Kit for Jet Fusion 3D Built Unit | U9ZT0E |
| HP Uptime Kit for Jet Fusion 3D Processing Station | U9ZT1E |

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.

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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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