

# HP Large Format Production Shared Support Service



## Care Pack, Part of HP Care for HP Large Format Production Printing

### Service features

- Reduce downtime by self-repairing many issues without waiting for an HP Support Engineer to reach your site.
- Remote access to an HP-certified 3D support specialist to help troubleshoot the system and guide you to return the hardware to top operating condition
- Part replacement for repairs
- Access to firmware updates

### Service benefits

- Efficient and effective troubleshooting to improve production uptime
- Enhanced security to protect you information with defective media retention (DMR)
- Quickly get back up and running

### Service overview

Shared Support Service for Large Format Production Printing Solutions provides remote assistance and limited onsite support for your covered HP hardware and software, helping you to improve production uptime. To qualify for Shared Support Service you must have a minimum of two Technicians Certified on Level 2 Operator training. Level 2 Operator training will train your staff in the technical knowledge required to handle many of your support needs.

Your trained staff will have access to remote HP experts who will quickly troubleshoot your Large Format Production Printing System and provide instructions on what to replace.

### Features and Specifications

Feature	Specifications
<b>Shared Support</b>	Reduce downtime by self-diagnosing, troubleshooting and repairing some issues without waiting for an HP Support Engineer to reach your site. <ul style="list-style-type: none"> <li>• Must be purchased with at least two Level 2 Operator Training seats.</li> </ul>
<b>Remote diagnostics and support</b>	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.
<b>Limited next business day onsite hardware support</b>	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.
<b>Coverage window</b>	8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.
<b>Next business day parts delivery</b>	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.
<b>Defective media retention (DMR)</b>	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.
<b>Firmware Updates</b>	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.

### Delivery specifications

- Hardware incidents can be reported by telephone or the web portal (if locally available).
- 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 Shared Support model you must have:
  - A minimum of two technicians certified on Level 2 Operator training.
  - A Shared Support Care Pack for each hardware unit in your HP HP Large Format Production Solution.
- 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.

## Service Limitations

- Calls received outside of the coverage window will be logged at the time they are received, but will not be acknowledged until the next day within the coverage window.
- Limited number of on-site break fix 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.
- 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.
- HP may verify your adherence to the terms of your agreement.
- 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 for HP HP Large Format Production [hp.com/go/latexservice](http://hp.com/go/latexservice)

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



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