

HP De-installation and Packing Service



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

Service benefits:

- Fast, efficient de-installation and packaging
- Flexible service scheduling—make it work for you

Service features:

- Coordinated effort to de-install your equipment
- Includes light or normal packaging for transport
- Efficient de-install includes equipment inspection

Service overview

HP's De-installation and Packing Service provides complete management of the deinstallation and packaging of your technical equipment. We use the appropriate HP packaging material for the HP Jet Fusion 3D printing solution(s) being de-installed. So, regardless of whether you're moving your equipment within your current location or to a new site, you can maintain your service coverage and rest assured that de-installation is handled with the correct packaging quickly and safely.

Features and specifications

Feature	Specification
De-installation	Properly de-install and pack your equipment, and securely prepare for shipment to the new location
Light packaging	The packing of your HP Jet Fusion 3D printing solution(s) with the appropriate HP packaging materials for moving within the same facility, with no change in level
Normal packaging	The packing of your HP Jet Fusion 3D printing solution(s) with the appropriate HP packaging materials for moving from one location to another, with a change in level; this offering includes robust packaging materials designed to keep parts from moving and prevent damage during transportation
Equipment inspection	Check equipment to verify operation and condition so that all equipment can be safely and efficiently de-installed

Delivery specifications

Coverage

- All HP equipment that has not reached end of service life is eligible for the HP De-installation and Packing Service
- The HP De-installation and Packing Service does not have any effect on the duration or coverage of the warranty or service agreement for the de-installed equipment; the existing location specified in the warranty or service agreement will be updated in the HP entitlement database following an authorized HP De-installation and Packing Service
- HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician, or (b) assign or transfer this Service Agreement to another HP entity
- The packaging received can be HP owned and should be kept within the same conditions until returned

Customer responsibilities

- To engage in the HP De-installation and Packing Service, contact the HP call center to schedule an appointment at least four weeks prior to the HP De-Installation and Packing Service date; an HP or HP-authorized technician will work with the Customer to plan the de-installation and packaging, including identifying all equipment to be de-installed and scheduling the delivery of the service
- Customer must provide HP access to the equipment within the existing location
- Customer equipment should be fully functional prior to the HP De-installation and Packing Service
- Customer must provide a container for unloading the used powder after de-installation
- Customer should plan to project manage the post de-installation activities
- Customer should communicate the location or destination where the printer is being moved to check the validity of the support extension service
- Returned HP owned packaging should arrive in the same condition as received, otherwise HP may charge additional fees
- Customer should communicate the desired time and location for delivery and pick up of HP owned packaging materials

Service limitations

- The HP De-installation and Packing Service is available only during local HP hours
- The HP De-installation and Packing Service does not include:
 - All rigging, shipping, and applicable insurance
 - All preparation of the new site (power, air handling, build-out, etc.)
 - Operator training
 - Installation of upgrades, options, or accessories
 - Refurbishment or parts required to repair machine(s)
- The HP De-installation and Packing Service is not covered by the equipment warranty or service agreement
- Damage to equipment that occurs during a non-authorized de-installation is not covered by the warranty or service agreement, and repairs of those damages will be invoiced
- Only genuine HP options and accessories will be de-installed
- If your HP 3D Jet Fusion printing solution is not functional, or the new location is not ready to receive the equipment, the HP De-installation and Packing Service will be cancelled and you may be required to pay for additional fees related to readiness
- The HP De-installation and Packing Service does not allow for long-term storage, as this may cause agent system issues
- The relocation of the product is not covered by this service
- The number of packaging units are limited
- The loan period to use HP owned packaging units is limited to 10 working days from when the customer receives packaging until they need to return

Ordering information

Please include the following product numbers 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	De-installation with Normal Packaging	De-installation with Light Packaging
HP Jet Fusion 3D Printer	U9WP4E	U9WP7E
HP Jet Fusion 3D Built Unit	U9WP5E	Not applicable
HP Jet Fusion 3D Processing Station	U9WP6E	U9WP8E

Term and conditions

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

For more information

Please contact your HP sales representative or HP channel partner to help you find the right solution for your business.

Learn more at 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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