

# HP De-installation and Packing Service



Care Pack, part of HP Care for HP Jet Fusion 3D printing solutions

## Service benefits:

- Your equipment is de-installed and packed quickly and efficiently by HP trained technical service providers<sup>1</sup>
- Schedule services at the time that is convenient for you

## Service features:

- A service provider works directly with you to coordinate your equipment de-installation.
- Your equipment is de-installed and correctly packaged, ready for transportation

## Service overview

HP's De-installation and Packing Service provides complete management of the de-installation of your technical equipment, providing the appropriate packaging material for the HP Jet Fusion 3D printing solution(s) that are being de-installed.

Whether you're moving your equipment within your current location or to a new site, you can maintain your service coverage and be rest assured that your de-installation is handled with the correct packaging, quickly and safely.

## Features and specifications

Feature	Specifications
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 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 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 service provider, or (b) assign or transfer this Service Agreement to another HP entity

## Customer responsibilities

- To engage in the HP De-installation and Packing Service, contact the HP call center to schedule an appointment at least one week prior to the HP De-Installation and Packing Service date; a service provider will work with you to plan your de-installation and packing, including identifying all equipment to be de-installed and scheduling the delivery of the service
- You must provide HP access to the equipment within the existing location
- Your equipment should be fully functional prior to the HP De-installation and Packing Service
- You must provide a container for unloading the used powder after de-installation
- You should plan to project manage the post de-installation activities

## 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

## 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](http://hp.com/go/3Dsupport)

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

<sup>1</sup> Services may be provided by HP, or by an authorized HP service provider.

