

HP Ready To Print Service

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



Service benefits:

- Professional setup and configuration
- Minimal disruption to the business
- Reach production-ready state quickly, efficiently

Service features :

- HP authorized technician for installation/setup
- Fast, efficient equipment, software, network setup
- Comprehensive trainings on technical topics
- Onsite support for fast ramp-up
- Best-practice recommendations for 3D printing

Service overview

Confidently get your new HP Jet Fusion 3D printers and printing solutions up and running quickly and with minimal interruption to the business. The HP Ready To Print Service for HP Jet Fusion 3D printers and printing solutions provides fast and reliable installation of your new HP 3D printing equipment. HP or an HP authorized technician will help install, set up, configure, provide basic training, and give you guidance to quickly ramp up operations.

Features and specifications

HP will deliver the HP Ready To Print Service for your new HP 3D printer remote and onsite.

Depending on the configuration of your HP Jet Fusion 3D printing solution, this plan may include the following features:

Features	Specifications
Site preparation	HP will guide you through how you should prepare your site before your printer is shipped to its final location
Setup	Install of the 3D printing solution in the designated location and physically connect peripherals, network cables, and power cords.
Power-on/boot-up	Turn on the 3D Printing Solution and execute initialization procedures.



Features	Specifications
Software setup	Review the pre-installed 3D printing equipment software and firmware from the factory to ensure it is up to date, install software updates if necessary. If desktop software is bundled with the 3D Printing Solution, HP will install the software on one workstation.
Network setup	Configure the 3D printing equipment within your local area network and verify that it is accessible from a local workstation within the same network.
Print test	Print a standard test part while Customer personnel is present to demonstrate basic operation of the printer, tools, and peripherals.
Basic operation training	Provide an overview of 3D printing workflow and transfer basic knowledge covering HP hardware and software operation. Topics will include: <ul style="list-style-type: none"> • Initial operation procedures <ul style="list-style-type: none"> – Start-up – Shut down • Basics of working with HP certified materials • Basic maintenance Procedure for initiating a support call/request.
HP Ramp Up Service	<ul style="list-style-type: none"> • Onsite service to help your team improve site and production setup. • Operational process optimization to reach production-ready state quickly. • Delivered remote and onsite by HP or an HP-authorized technician for your convenience.
3D printing best practices recommendations	<ul style="list-style-type: none"> • Efficient positioning of parts for best printing productivity and part quality to meet your company's needs. • Maintenance procedures. • Calibrations and alignments. • Diagnostics and troubleshooting. • Operational procedures (HP support, order and manage consumables, and maintenance components).
Operational printing workshops	<ul style="list-style-type: none"> • Make sure all key production processes are properly implemented. • Run production test to validate process improvement and all transferred knowledge.
Service completion certificate	Customer sign-off on the Certificate of completion.

Delivery specifications

- To prepare the HP Ready To Print Service there are some things you'll need to complete before the arrival of the HP or HP authorized technician.
 - Designate a site representative as a point of contact for HP.
 - Install/verify all product installation requirements have been met
 - Power installation
 - Network cabling
 - Initial test supplies are ordered
 - Appropriate workspace designated
 - Make sure the 3D printing equipment is available at the location where the HP Ready To Print Service will take place.



- Provide overall project management or order it as a separate managed service from HP.
- Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide a safe service delivery.
- Provide a computer to install the HP Command Center Software and permanently connect it to the HP secure cloud through an HP approved communication channel, as specified in the Site Preparation guide.
 - Provide connectivity at all times.
 - Restore connectivity in a timely manner in the event of interruptions.
 - After you receive notification of the delivery date for your 3D printing solution, contact HP or an HP authorized technician to schedule the HP Ready To Print Service.
 - The standard installation time is within one week of delivery of the product.
 - Installation will be completed in a single visit whenever possible.
- HP Ready To Print Service is performed during local standard HP business hours on normal business days, excluding local HP public holidays.
- Installation occurs at ship-to/delivery location.
- 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.
- Defective hardware identified during installation service delivery, will be replaced or repaired under the HP warranty coverage terms.
- During the onsite service, HP also requires the following:
 - Provide access to the location where the HP Ready To Print Service will take place.
 - A skilled technician/maintenance person is required to be present and actively collaborate with the HP or an HP authorized technician during the hardware installation.
 - An electrician is required to be available to participate in connection to the electrical infrastructure of the site and in the connection of the power cord to the HP Jet Fusion 3D printer(s) and printing solution(s).
 - HP or its authorized technician will schedule an appointment with the Customer-provided site contact.
 - Provide required technical approvals and technical information such as IP addresses, usernames/passwords on the HP or HP authorized technician's request during installation.
 - HP will contact you after your initial experience using the HP Jet Fusion 3D printer(s) and printing solution(s) (between one week and three months after installation) and will do some remote technical checks to properly plan and schedule delivery of the service.
 - An HP production consultant will come to your site to deliver the service.
 - HP recommends that production managers, pre-production, and operation staff participate in HP Ramp UP Service.
 - HP travel and accommodation expenses are included.

Customer responsibilities

Depending on your actual HP Jet Fusion 3D printer(s) and printing solution(s) configuration(s), an HP consultant will prepare a customized schedule to fulfill your business needs. In order to do so, you will need you to provide HP with as many details as possible about your environmental conditions, production and maintenance experience, part quality results, and a list of questions or topics you would like to reinforce in advance of the service delivery.

Service limitations

- Delivery completion times are subject to HP and its authorized technician's availability.
- Peripherals are limited to those included on the equipment bill of material.
- HP Ready To Print Service does not replace HP Advanced Operation Training.
- 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.
- This service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.

- This service only covers HP Jet Fusion 3D printers and printing solutions.
- Fusing materials, agents, printheads, and any other consumables are not included.
- This service is available only during local business hours, Monday through Friday, excluding HP holidays.
- Local language will be used whenever possible and, if not, English.
- To help ensure quality, this service is limited to 5 attendees.

Ordering information

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

Term and conditions

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

For more information

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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