

Frequently asked questions



This document addresses the most frequently asked questions about the Metal Jet Production Service.¹

Metal Jet Production Service¹

1. What is the Metal Jet Production Service¹?

The Metal Jet Production Service¹ is a manufacturing service offered by HP's trusted partners who build parts using HP Metal Jet technology and send the finished parts to customers. The service allows customers to realize the power of HP Metal Jet technology through custom parts made to order. Interested customers can upload their design file² and submit a request for parts at hp.com/go/3DmetalProductionService. Once the file is uploaded, the HP team will perform a design compatibility check for HP Metal Jet printing. If the design is compatible, the customer will be connected to one of HP's trusted third-party manufacturing partners responsible for pricing and fulfilling the order.

Note that the Metal Jet Production Service¹ is expected to be available first half 2019 with expected availability in Western Europe and US.

Please click [here](#) to learn more.

2. Can anyone submit a design? Is there a minimum quantity of parts required for this service?

Yes. Anyone may submit a design for printing where the Metal Jet Production Service¹ is offered, subject to terms and conditions. Since the Metal Jet Production Service¹ is designed for mass-produced final parts, HP's preference will be for designs which fulfill that criteria.

The current list of accepted design file formats is OBJ, STL, 3MF, X_T (Parasolid), STEP, and IGES. Please note that additional design compatibility checks are performed by HP and our manufacturing partner. Final approval for printing is subject to our manufacturing partner's acceptance.

3. How do I submit a part for printing?

Interested customers can upload files on the Metal Jet Production Service¹ website by clicking [here](#). Customers are encouraged to provide quality specifications when submitting their order.

4. Can I speak to someone at HP before the part is manufactured?

An HP representative will contact customers whose designs have been validated before sending the design to the manufacturing partner. The manufacturer will contact customers directly for subsequent steps.

5. Will HP manufacture the part?

HP's trusted third-party manufacturing partner manufactures and ships the order to the specified delivery address. HP does not provide manufacturing services. Customers work directly with and pay for manufacturing services provided by the trusted third-party manufacturing partner responsible for fulfilling the order, per their agreement.

6. Can I request a sample part before production of my bulk order?

The manufacturing partner may send a sample part for quality inspection on a case-by-case basis at their discretion based on the order volume, design complexity, and other factors. HP does not provide sample parts.

7. I have another question, how can I contact someone on the HP 3D metals team?

Please click [here](#).

Learn more at

hp.com/go/3Dmetals

¹ HP does not provide manufacturing services. Customers work directly with and pay for manufacturing services provided by a trusted third-party manufacturing partner responsible for fulfilling the order. HP provides design compatibility check for HP Metal Jet printing. Metal Jet Production Service is expected to be available in Western Europe and US.

² We currently accept OBJ, STL, 3MF, X_T (Parasolid), STEP, and IGES files.

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