

# HP Extended Remote Support Service



## HP Care Pack for HP Jet Fusion 3D Printing Solutions

### Service benefits

- Keep operations moving, even after hours<sup>1</sup>
- Efficient troubleshooting with remote support
- Get assistance when you need it

### Service features

- Flexible, extended remote support hours<sup>1</sup>
- Remote diagnosis and issue resolution
- Support outside HP Support Service hours

## Service overview

If you're running round-the-clock operations, the HP Extended Remote Support Service delivers the peace of mind you want. It is an extended support offering to HP Support Services that makes HP Remote Support available outside of normal business hours.<sup>1</sup> Adapting to your specific business needs by using regional HP Support Engineers, you can efficiently troubleshoot issues that occur after hours and keep production on schedule.

## Features and specifications

Features	Specifications
HP Weekly Extended Remote Support <sup>2</sup>	When you call after business hours, you will be routed to our dedicated After Hours Care Center team who will verify your HP Weekly Extended Hours Remote Support entitlement and create your support case. You will receive support from a Regional HP Support Engineer who can help diagnose and resolve your issue.
Remote problem diagnosis and support	When a problem occurs, HP or an HP-authorized technician will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately. HP will provide remote assistance for installation of Customer-installable firmware and Customer Self-Repair (CSR) parts.
Electronic remote support solution	HP's electronic remote support solution allows HP or an HP-authorized technician to access your system, which helps provide more efficient troubleshooting and faster problem resolution.

<sup>1</sup> The number of extended remote support hours depends on the features and specifications selected.

<sup>2</sup> HP Support Service is needed in order to purchase this service.

## Delivery specifications

- Hardware incidents can be reported by telephone or HP Expert Now.
- HP will install HP Command Center Software or other applicable HP software that controls the HP product and enables remote monitoring on your computer.
- To help ensure accurate remote monitoring, HP Command Center software needs to be running, connected to the HP product and HP secure cloud at all times.
- Local HP management coordinates incident escalation with HP resources and/or selected third parties to resolve issues.
- HP may subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician.

## Customer responsibilities

- The Customer must provide permanent HP Command Center software connectivity to the HP secure cloud, through an HP-approved communication channel to help ensure connectivity at all times, as specified in the Site Preparation guide. The customer is responsible for restoring connectivity in a timely manner in the event of interruptions.
- HP products may collect machine data. The customer grants HP or an HP-authorized technician permission to remotely access this data through the HP Command Center software.<sup>3</sup>
- Your machine data will be used for the purpose of providing remote support, enabling enhanced diagnostics and 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 the Customer to provide all information related to issues or problems to determine support eligibility, and deliver timely, professional remote support.
- HP may ask the Customer 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 the Customer provide remote access to available electronic support solutions and onsite access to HP replacement parts or HP tools.

## Service limitations

- Please note that after-hours support is limited to remote support. If parts or an onsite engineer are required, it will be handled by your local HP Remote Support engineer the following business morning.
- Calls received outside of the coverage window, the time when services are delivered onsite or remotely, will be logged at the time they are received, but will not be acknowledged until the next day within your coverage window.
- 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.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- This service is only available in English.
- If your product is supported through HP's electronic remote support solution, HP will only use the remote system access with your authorization.
- 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.

<sup>3</sup> HP and/or HP-authorized technicians respect your privacy and are committed to protecting customer machine data and will take reasonable precautions to prevent unauthorized access or disclosure and help ensure the appropriate use of customer machine data. In the event that some data may be categorized as individual level data, HP and/or an HP-authorized technician will maintain the privacy of any such data, as well as all data collected, in accordance with the HP Privacy Statement ([hp.com/go/privacy](http://hp.com/go/privacy)) and the Personal Data Rights Notice ([welcome.hp.com/country/privacy/privacynotice](http://welcome.hp.com/country/privacy/privacynotice)) where applicable.

- 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 printheads, cleaning rolls, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- Failure to maintain the HP product's connection to the HP secure cloud will result in limited or no product functionality and limited service levels.
- HP may verify Customer's adherence to the terms of agreement.
- Customer must complete preventive maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, the support agreement and coverage may be terminated.
- If the Customer has licenses to firmware-based software products, Customer must also have, if available, an active software support agreement with HP to receive download- and use-related firmware updates. HP will provide assistance with firmware updates only if Customer has the license to use the related software updates allowed by HP or the original software manufacturer.
- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.
- 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.
- HP Jet Fusion 3D Printing Solutions are HP Cloud connected. An unconnected printer is a Customer breach of the support agreement. HP may opt to forecast the usage during an unconnected period or may early expire the coverage to protect HP and its channel partners against unfair costs.

## 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 Pack for HP Jet Fusion 3D Printing Solutions, visit [hp.com/go/3Dsupport](http://hp.com/go/3Dsupport)

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

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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. Service levels and response times for HP Care Packs may vary depending on your geographic location.

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