



Maintenance Kit Replacement Service

Care Pack, part of HP Care

Service benefits

- Access to an HP-trained technician for the purpose of properly maintaining the HP printer
- Timely, convenient service scheduling
- One fixed fee

Service feature highlights

- Replacement of maintenance kit and cleaning of printer by an HP-trained technician
- Convenient onsite service
- Per-incident service fee

In order to properly maintain the printer and print quality, you need to replace your maintenance kits on your HP LaserJet, DesignJet and PageWide Printers when the display panel alerts you that it is necessary.

The Maintenance Kit Replacement Service offers a quick and professional service by HP-trained technicians.

When you call the HP Customer Care Call Centers, we will provide you with a fixed-fee, easy-to-implement option of having HP perform the service.

After you schedule the service with HP, an HP-trained technician will replace the kit, clean the printer, and provide you with a checklist of performed actions designed to maintain the print quality.

Specifications

Table 1. Service features

Feature	Delivery specifications
Replacement of maintenance kit and cleaning of printer by an HP-trained technician	An HP-trained technician travels to your site and provides all labor, parts, and materials necessary to replace your maintenance kit and clean your printer. HP may use re-manufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on your printer when the technician replaces the maintenance kit and successfully prints a test page. Note: the printer must be operating properly before the kit can be installed (see Limitations).
Convenient onsite service	HP Customer Care Call Center will schedule the service during normal business hours (8:00 a.m.-5:00 p.m.) at the Customer's convenience.
Per-incident service fee	No monthly service contracts; Customer pays only when service is needed

Travel zones

The price of the service includes travel to the Customer location provided that it is a reasonable distance from an authorized HP service center. The response time varies depending on the distance from an authorized service center.

Note: Travel coverage in non-U.S. locations may vary.

Customer responsibilities

The Customer will:

- Allow HP full and unrestricted access to all locations where the service is to be performed
- Ensure that the printer to be serviced is working properly before an HP technician arrives to replace the maintenance kit

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Any repair beyond the replacement of the maintenance kit; should the Customer's printer need any additional part replacements there will be a separate charge for this service.
- Maintenance kits for HP Designjet printers can only be replaced by authorized HP technicians.

Ordering information

To obtain further information or to order Maintenance Kit Replacement Services, contact a local HP sales representative.

For more information

hp.com/go/pcandprintservices

Sign up for updates
hp.com/go/getupdated

© Copyright 2017 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

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.

5982-4332ENA, September 2017

