

HP Designjet Z6100 Printer Series

TECHNICAL NEWSLETTERS FROM CUSTOMER ASSURANCE



Date: July 2016

Region: WW

Audience: Sales

Impact/Severity: Medium

Support Area: Firmware, Maintenance

Confidentiality: Restricted (Service) – HP Workforce + Channel Partners

Support Statement

Information

From October 2016 on, HP Designjet Z6100 support will be on a “best effort” basis.

Details

No care packs will be active after Oct. 2016.

"Best effort" support attempts to cover the following:

- Time and Material
 - *Unavailability of specific spare parts: HP does not warrant the availability of all parts needed for the repair. HP will make a reasonable effort to provide the HP-supported parts and materials necessary to maintain the hardware product in operating condition until such time as available parts inventory is exhausted.*
- Call center
 - Once the Customer has placed a service request via a designated HP Support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy and resolve the problem with the Customer utilizing available resources. No new firmware or fixes will be provided. If HP determines that the problem cannot be resolved with existing firmware or fixes, the call will be terminated and closed without resolution.
- Onsite visits
- Customer Self Repairs (CSR)
- Part selling
- Product Maintenance kits available
- Drivers and FW support in maintenance mode

Bugs will be fixed but no new releases are planned for the upcoming OS.