



HP JET FUSION 3D SOLUTION SERVICES HP Offline Support Service

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HP JET FUSION 3D SOLUTION SERVICES - Portfolio

HP Offline Support Service



Installation and
Introduction to Basic
Operation Service



HP Ramp-Up
Service



Support Services

Access to remote assistance,
third-business-day onsite
support and genuine spare
parts availability



HP Long Term
Consumable Kit



HP Advanced
Operation Training



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Key Benefits

- Increase your solution uptime
- Seamless migration from warranty to post-warranty period (same service levels)
- Help to protect your investment
- Not mandatory to be connected to HP Cloud, **upon HP approval.**
- Provides coverage extension beyond the warranty.

Content

- 9x5 remote problem diagnosis, hardware and print quality troubleshooting
- 3rd-Business-Day onsite support
- Genuine HP Spare Parts availability
- Defective Media Retention (DMR)
- Firmware updates
- Unlimited cases included



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Sales Speech

- Access to HP experts who will quickly troubleshoot your 3D printing system, to help return the hardware to full-operating condition within a specified timeframe
- Secure support price for the next years
- Flexible purchase options:
 - Recommended: Upfront Care Pack
 - Post-Warranty Care Pack

Rules of Configuration

- This Service **won't be offered**, it is just for exceptional cases. (POR included to be confirmed)
- There is **one Service per product** – not for the Full 3D Solution
- Care Packs must be registered to be active
- Service upon **HP approval** for not being connected



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How to choose the best option to match my business need?

