



HP JET FUSION 3D SOLUTION SERVICES HP Recertification Service

August, 2018

HP JET FUSION 3D SOLUTION SERVICES – Portfolio

HP Recertification Service



Transition and
on to Basic
on Service



HP Ramp Up
Service



Support Services



HP Recertification Service

A service that will provide a chance to Customers to quickly return to HP service standards when they are out of coverage due to expiration of Warranty or Support Service



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Key Benefits



- A solution for a undesired situation that you may face
- Effective pathway to continued coverage
- Return your solution to HP service Standards
- Avoid lapses in coverage and protection

Content

- 1 health check onsite for 1 full solution* – scheduled during business hours. (visual & part quality inspection, print test)
- User Maintenance (cleaning) – any repair or other activity (Consumables, LTC's) is excluded
- Certificate of Good Condition – needed to return to Care Pack

*Note. full solution = 1 x Printer & 2 x BU + 1 x Processing Station
(any 2nd printer or 2nd Processing Station that requires to be recertified will require a new HP Recertification Service Care Pack)

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Sales Speech

- Provides an effective solution to an undesired situation
- Give to customers the chance to return to HP Service standards.
- This scenario should be avoided but if it happens we provide a solution.
- Keep our customers protected by providing HP service at all times.

Rules of Configuration

- Customers whose warranty or Support Coverage has expired and have not renewed coverage on time (Period \geq 30 calendar days)
- Purchase your Recertification Care Pack any time through your normal distribution model
- Does not include machine repair

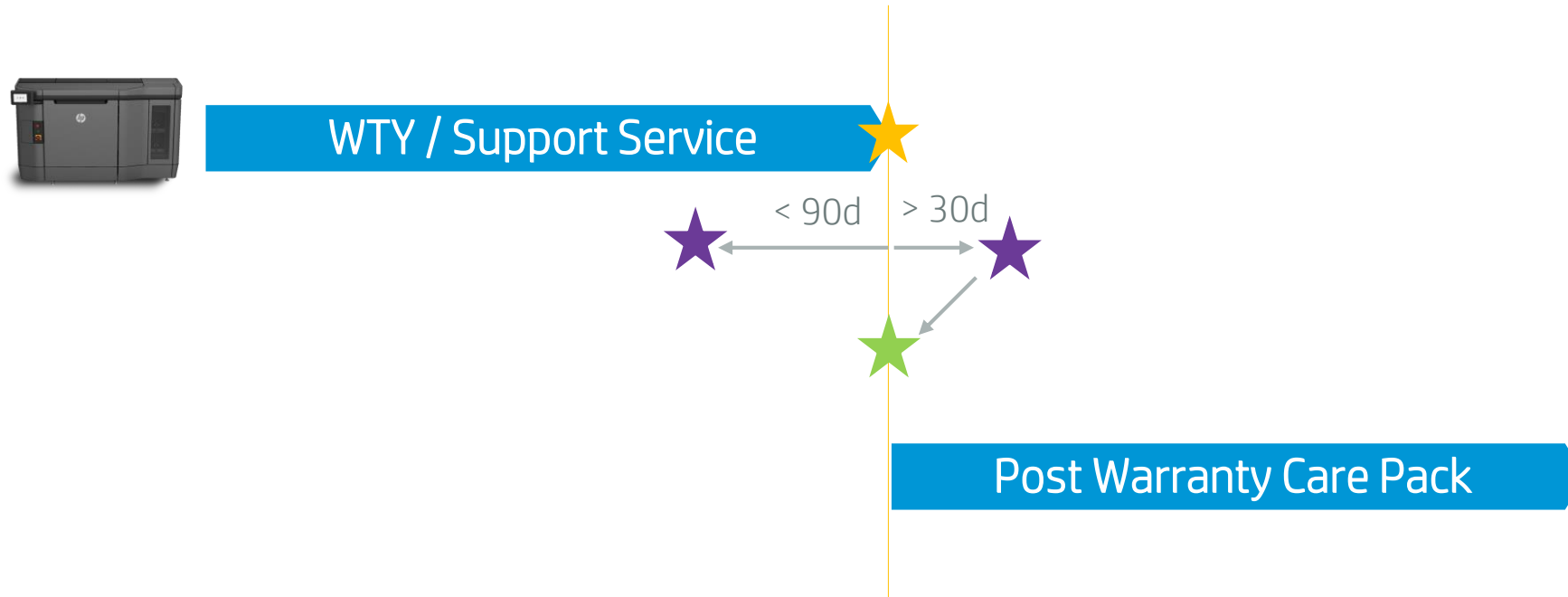
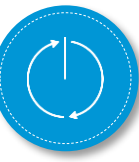
All SKUs and pricing are available on the price book posted in Partner First Portal



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Scenario A- Expected behavior



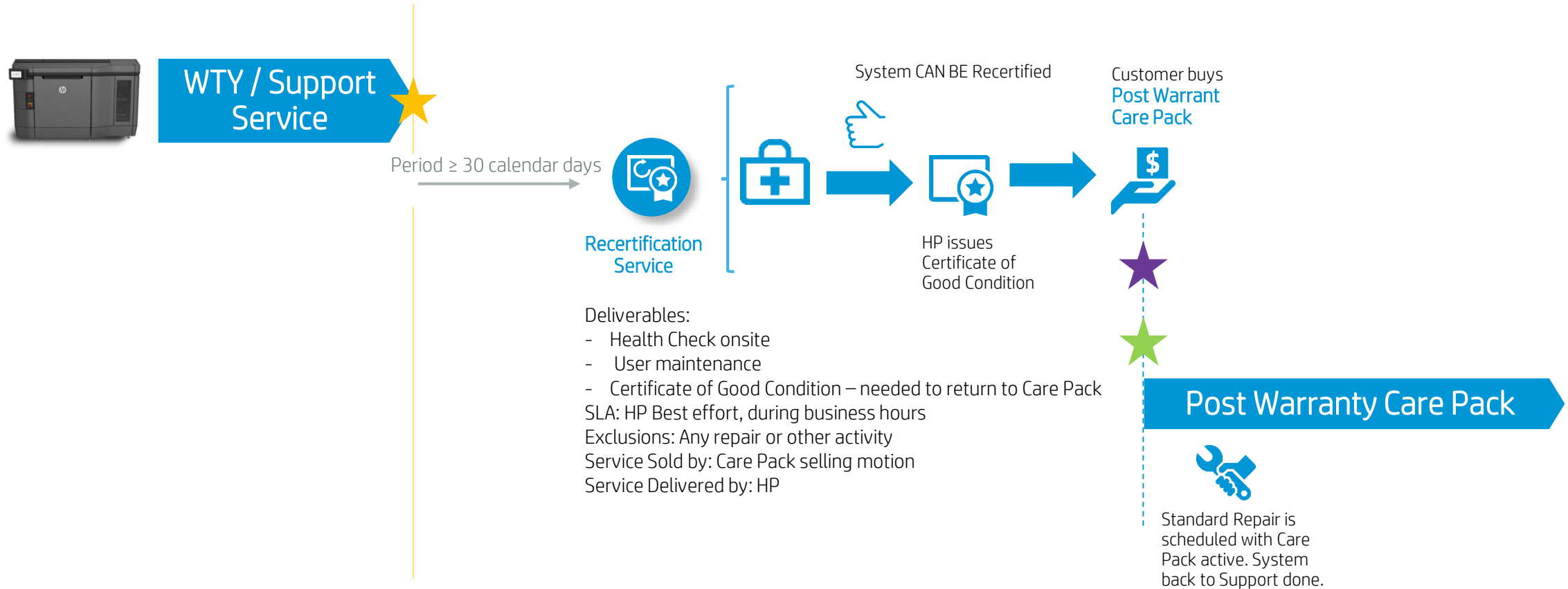
- ★ Expiration of Warranty or Support Service
- ★ Start of New Support Service (effective delivery start date)
- ★ Purchase of New Support Service (Order date)



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Scenario B- What if not renewed in time

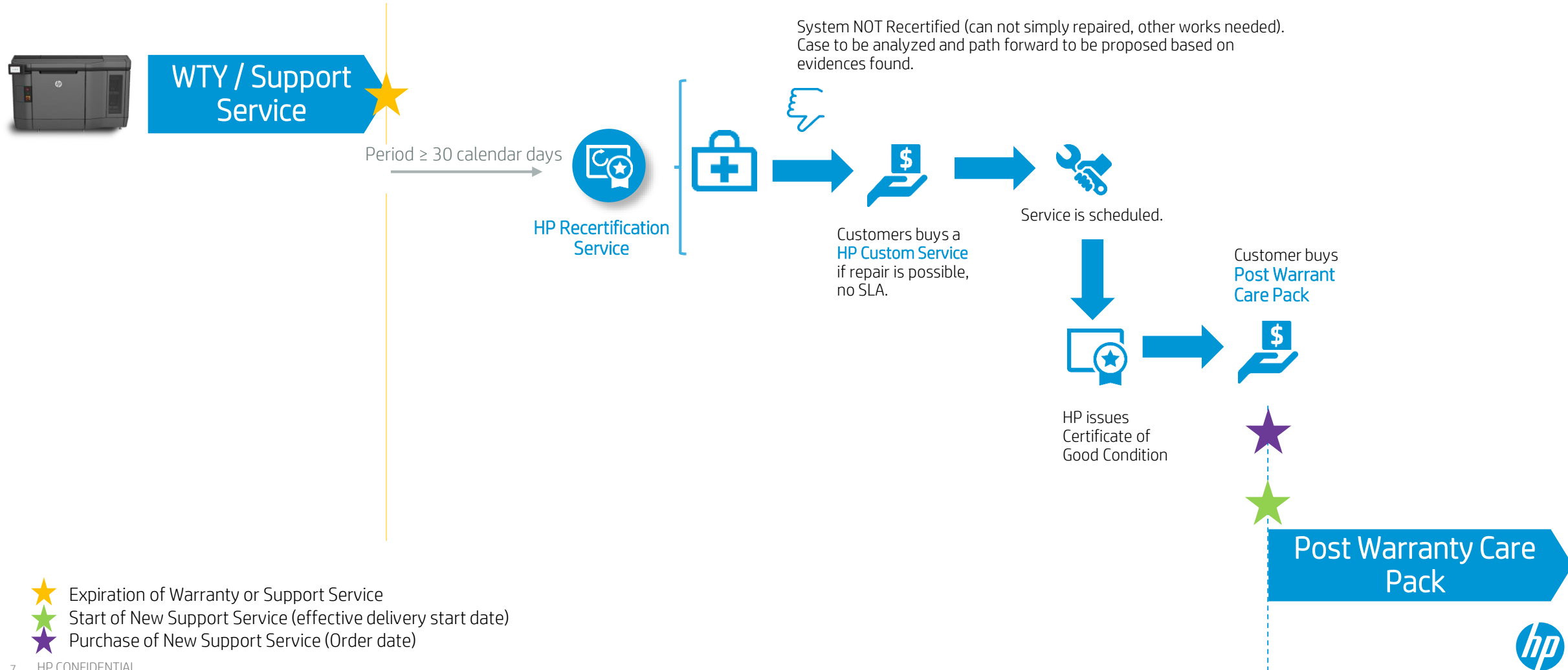
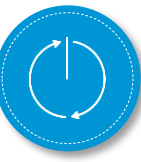


- ★ Expiration of Warranty or Support Service
- ★ Start of New Support Service (effective delivery start date)
- ★ Purchase of New Support Service (Order date)

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Scenario C- What if not renewed in time



- ★ Expiration of Warranty or Support Service
- ★ Start of New Support Service (effective delivery start date)
- ★ Purchase of New Support Service (Order date)





keep reinventing