

HP Technical Services and Support Portfolio



For HP Jet Fusion 3D Printing Solutions



Reinventing 3D Printing Technical Services and Support

Boost your competitive advantage with HP Technical Services and Support, designed to maximize your HP Jet Fusion 3D printing uptime, productivity, and innovation and drive growth for your business. With exclusive HP installation, training, and support services, and our market-leading applications expertise, you can optimize your 3D printer performance, throughput, part quality, and yield.

HP Technical Services and Support address the full lifecycle of your HP Jet Fusion 3D Printing Solution. We help you to do more and get even more return on your investment from day one, and every day as your needs evolve. First, exclusive HP installation, training, and support services help you get production off to a strong start. As you gain experience, additional programs help you optimize your production for increased quality and productivity, and reduced costs.

Breakthrough productivity and part quality

- Rely on proven HP Technical Services and Support for the responsiveness your business deserves.
- Maximize uptime and productivity with next-business-day onsite support and issue resolution¹.
- Get next-business-day spare parts availability,² with HP's global reach.

Maximum growth

- Optimize your HP Jet Fusion 3D Printing Solution performance, part quality, throughput, and yield with exclusive HP installation and training services.
- Accelerate your business growth with HP's 3D printing productivity and professional services.
- Focus on and grow your business with peace of mind.

¹ Within warranty or Care Pack coverage.

² Next-business-day parts availability in most countries.

The HP Technical Services and Support portfolio for HP Jet Fusion 3D Printers includes:



Get started

HP Installation and Introduction to Basic Operation Service. Ensure smooth and fast installation and setup of your new HP Jet Fusion 3D Printer, with minimum involvement from your team. Professional HP installation includes initial training that lays the groundwork for HP Operator Training.

HP Ramp-Up Service. Minimize the time and effort required to reach optimum production performance. This hands-on, onsite workshop prepares your team for efficient and effective 3D parts production, tailored to your business needs.

HP Operator Training. Achieve high-quality parts by understanding the 3D printer's capabilities. This hands-on training is highly recommended for all personnel who will operate and/or maintain the 3D printer, and for production managers, pre-production specialists, and shift managers. Trainees will learn how to get the most out of your 3D printing solution, with productive printing, minimized waste, and maximized consumables life and materials reuse.

HP Support Service Agreement and HP Care Pack Services. Choose from a range of service levels and options to get the response time, coverage windows, and other service level parameters your business needs.



Optimize quality and production

HP User Maintenance Kit. Ensure you have all the cleaning supplies and filters needed for periodic 3D printer maintenance.

HP Long-Life Consumables Kit. Make sure consumables, such as lamps, that need to be replaced after long-time usage are on-hand, ready for installation when needed.

HP Health Check Service. Prevent avoidable issues and focus more on 3D printing, instead of problem-solving. HP Health Check Service helps you tune your 3D printer to maintain productive printing of high-quality parts.

HP Productivity Optimization Service. Optimize best practices for 3D printer operation, maintenance, and consumables management, with a customized onsite visit from an HP 3D production specialist.

HP Preventive Maintenance Service. Increase productivity and uptime by ensuring timely, professional replacement of specific components of your 3D printer. With a conveniently pre-planned service visit, you can protect your business from the impact of many wear and tear issues.



Shared maintenance

HP Shared Support Services Agreement and Care Pack. Maximize your 3D printer uptime and reduce the cost of ownership by assuming responsibility for certain service and maintenance procedures. Includes spare parts, unlimited remote support, and up to two onsite visits per year.

HP Train to Maintain. Learn how to maintain, troubleshoot, and repair your 3D printer and complementary systems, to keep your printer in proper condition and minimize recovery time. Having at least one certified support engineer is required to take advantage of an HP Shared Support model.

HP Uptime Kit. Save time and increase productivity with a set of spare parts optimized to address the most common hardware issues that may affect your 3D printer and complementary systems. With the right parts available onsite, you can quickly resume production, without waiting for parts to be delivered.

For more information

To learn more about HP Technical Services and Support for HP Jet Fusion 3D Printers, contact your local HP sales representative and visit our website at hp.com/go/3Dsupport.

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