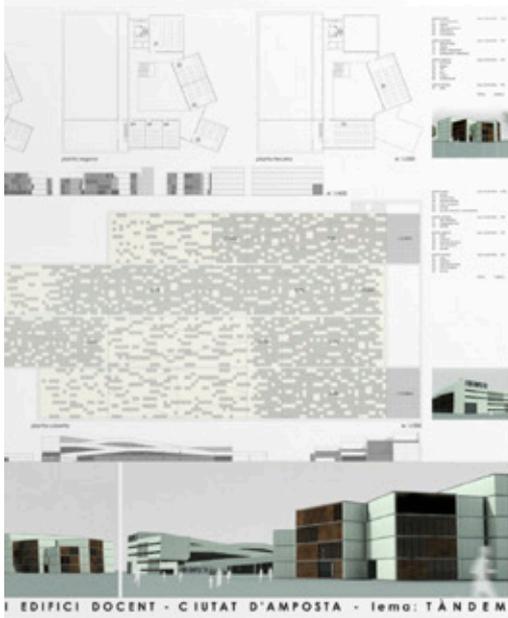


Brochure

HP DesignJet Support Services

Print with predictability so you can work with confidence



Maximise printer uptime and gain peace of mind

HP DesignJet Support Services give you:

- Reassurance on your investment
- Up to 5 years support coverage with HP's Next Business Day Onsite Repair Service
- No unexpected support costs
- Predictable printing at the quality you need, when you need it
- Best-in-class cost of ownership
- Quick time to repair

HP DesignJet Support Services are designed for business critical environments. Covering installation, extended support and maintenance, and a variety of value added services, they provide the professional support you need to get the most out of your printer investment.

Secure the budget predictability you need, by extending your support coverage beyond standard warranty. All support costs are covered for the full extended period – which can mean significant savings. When purchasing a support coverage package for the HP DesignJet printer you can **protect your business from unplanned expenses and maximise your uptime.**



Reduce your total cost of ownership (TCO)

The comprehensive portfolio of HP DesignJet Support Services is designed to offer the best combination of support coverage to fit any budget. With the widest range of support services options and best-in-class total cost of ownership (TCO) you can easily protect your investment in your HP DesignJet printer.

Choose the service that best fits the needs of your business

With HP DesignJet Support Services you can benefit from:

- Installation Service with Network Setup
- Extended support coverage with Next Business Day Onsite Repair Service
- Post Warranty Services with Next Business Day Onsite Repair Service
- Preventive Maintenance Service
- Maintenance Kit Replacement Service
- Quick time to repair

	If you need	Choose this HP service	Service description
	An HP professional to install and setup the printer	➔ Installation Service with Network Setup	➔ Installation service includes onsite installation and network setup of your HP DesignJet printer by an HP authorised service technician. Deliverables include assembly of the printer, all HP accessories, hardware verification, network setup, and basic printer orientation for your organisation's key users.
	To extend HP warranty or expiring HP Care Pack coverage	➔ Next Business Day Onsite Repair Services	➔ HP warranty experience extended to 2, 3, 4 or 5 years at the purchase of HP printer or incremented by 1 or 2 years prior to HP Warranty or active HP Care Pack expiry. An HP authorised service technician will make the best effort to arrive at your site the next business day after the support agent performing remote troubleshooting dispatches the case. The service includes technical phone support, diagnostics, spare parts, material and labour. Maintenance Kit is excluded.
	To ensure maximum performance of my printer	➔ Preventive Maintenance Service	➔ Onsite service performed by an HP authorised technician includes: verification of printer's functions, print / self-tests, cleaning of outer and inner printer parts, maintenance of selected parts of the printing mechanism, recommendation on replacement of worn-out parts (replacement not included in this service), and recommendation on installation of firmware updates
	To ensure the best possible print quality with printer alerted maintenance	➔ Maintenance Kit Replacement Service	➔ To get the most out of your printer while maintaining the best print quality, the printer maintenance kit needs to be replaced when an alert appears on the display panel. HP Maintenance Kit Replacement Service includes the replacement of consumable parts by an HP service technician.
	To repair HP printer not covered by HP warranty or HP Care Pack	➔ Per event Service	➔ Request support service for your printer that is out of warranty or is not covered by HP Care Pack or Contract. A free quote will be provided upon selecting your printer and requested service. After customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch an HP authorised service technician to repair HP printer onsite.



Why choose HP for printing services?

Complete solutions. With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and into the future.

Expertise. HP is recognised as the number one global leader in imaging and printing. Access to our massive knowledge base of experience makes HP the ideal partner to assist you in elevating your printing and imaging environment.

Financial strength. HP has the resources to provide financing and procurement options that are right for your organisation.

Service offering for your HP DesignJet printer	Installation Service with Network Setup	3-year Next Business Day Onsite Repair Service	1-year Post Warranty Next Business Day Onsite Repair Service	Preventive Maintenance Service
HP DesignJet T120, 24"	UC744E	U1V95E ¹	U1W34PE ¹	
HP DesignJet T520, 24"		U1W23E ¹	U1V90PE ¹	
HP DesignJet T520, 36"		U6T83E ¹	U6U05PE ¹	
HP DesignJet T730, 36"		U8PH0E ¹	U8PH2PE ¹	
HP DesignJet T830, 36"		U8PH3E ¹	U8PH5PE ¹	
HP DesignJet T790, 24"		HP603E	HP995PE	
HP DesignJet T795, 44"		HQ006E	HQ012PE	
HP DesignJet T930, 36"		U8PM5E	U8PM7PE	
HP DesignJet T1300, 44"		HP587E	HP595PE	
HP DesignJet T1530, 36"		U8PM8E	U8PN0PE	
HP DesignJet T2530, 36"	U8PN1E	U8PN3PE		
HP DesignJet T3500 eMFP (B9E24B)	H4518E	U1ZX9E	U1ZY1PE	U1XV4E
HP DesignJet T7200, 42"		U5AG3E	U5AG5PE	
HP DesignJet Z2100, 44"		UK503E	UK504PE	
HP DesignJet Z2600, 24"		U9CU1E	U9CU4PE	
HP DesignJet Z3200, 24"/44"		UK505E	UK506PE	
HP DesignJet Z5200, 44"		UV213E	UV224PE	
HP DesignJet Z5600, 44"		U9C56E	U9C59PE	
HP DesignJet Z6200, 42"		UX872E	UX877PE	
HP DesignJet Z6600, 60"		U1ZM8E	U1ZNOPE	
HP DesignJet Z6800, 60"		U1ZS9E	U1ZT2PE	

Simply choose and activate HP Services for your HP DesignJet printer. Some services may come with DMR option. Defective Media Retention keeps your sensitive data safe. To comply with security regulations you can keep the defective hard-drive or data-retentive memory component while getting a new replacement disk or memory.

How to find the right HP Care Pack?

Simply consult your HP reseller or go to HP Care Pack Central (www.hp.com/go/cpc), select a country where the HP printer will be located, click on HP Printing and Imaging link, further on HP DesignJet printers and select the printer's product name. Both the recommended and complete HP services offering will be displayed.

How to Activate/Register your HP Care Pack?

To be active, all HP Care Pack Services must be registered at hp.com within 10 days from the date of purchase. The registration can be managed by HP channel partner or end-customer.

How do you get support?

After a Care Pack has been registered, please book an appointment through the Contact Center. You can find the contact details at hp.com/go/contacthpww.

For printers that are out of warranty or are not covered by HP Care Pack or Contract, a free quote will be provided upon selecting your printer and requested service. And after customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch an HP authorised service technician to repair the HP printer onsite. More information at hp.com/uk/instantrepair.

Learn more at hp.com/go/DesignJetsupport
hp.com/go/cpc

¹ These services do not come with DMR option.

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