HP Care Pack services for imaging and printing

- Reduce printing infrastructure costs
- Get access to HP experts
- Help maximize uptime

The cost of printer downtime

For many organizations, the ability to print anything, anytime, and anywhere is important to business operations. Products such as HP Color LaserJet and multifunction printers that offer network and color printing plus fax, scan, and copy options are central to today’s IT and business operations. Because printer downtime can have serious business consequences, HP Services provides high-quality services that reach beyond the standard warranty. We can help you fix problems quickly, improve printer uptime, and avoid unbudgeted repair costs—so you can achieve better business outcomes.

No one knows printing and services better than HP

HP is the most recognized name in printing. And HP Services is one of the largest service organizations in the world, with more than 69,000 service professionals in 170 countries. Our service professionals are highly trained and experienced, and they follow proven service processes and procedures. You get services that are predictable and professionally delivered—from technical phone service to installation and same day onsite repair. And you benefit from less printer downtime, greater employee productivity, lower printing costs, and a worry-free printing experience.
Benefits
• Higher service levels and additional years of coverage beyond the standard warranty
• Fewer unexpected and unbudgeted repairs, leading to lower and more predictable costs
• Fast response and expert service to get printers up and running quickly when a problem occurs
• Less risk of printer downtime
• Overall improved printer performance, ideal for accelerating business growth
• Expert service repairs, performed primarily by HP-employed service engineers*
• Expert technical phone support
• Predictable and consistent service delivery across branch and remote office locations
• Convenient single point of service for all IT technologies—from printers to PCs, storage, and servers

Features
• Onsite service delivery performed primarily by HP-employed service engineers*
• Priority access to toll-free technical phone support at 1-800-633-3600, Monday through Friday, 6 a.m. to 6 p.m., Mountain time
• Comprehensive troubleshooting and diagnostics to accurately identify problems and enable quick repairs
• Standard onsite service available 8 a.m. to 5 p.m., Monday through Friday, local time
• Extended onsite service available 8 a.m. to 9 p.m., Monday through Friday, local time

• All necessary HP original manufacturer parts, materials, and labor
• Escalation management for complex problems
• Work to completion—service is continued until your printing products are operational
• Services cover all HP-branded components, including HP Jetdirect network components, memory components, and HP-branded accessories such as paper trays, duplex units, and hard disks

Service levels for printing

Installation Service with Network Configuration
This service provides onsite installation of HP printer hardware by an HP employed service engineer*, including assembly of all HP accessories, hardware verification, network configuration, and basic administrator familiarization.

Installation Service with Orientation
This service provides onsite installation for select HP Designjet printers, including assembly of raster image processors and configuration onto the network. Pre-installation site assessment and basic staff orientation are included.

Installation Service for CM8060/8050 Color MFPs
This service provides onsite installation of selected HP CM8050/8060 Color MFP printers by a specially trained HP-employed field service engineer, including assembly of all HP accessories and configuration onto the network. Pre-installation site assessment and basic administrator orientation are included.

*Not available in all geographies. In some instances, onsite service may be performed by HP Authorized Service Technicians.
HP Printing Service levels

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<th>Service Level</th>
<th>LaserJet low end</th>
<th>LaserJet midrange</th>
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Same Day Onsite Service
An HP-employed service engineer* arrives at the customer’s site to begin hardware maintenance service within four hours after the service call is received. The service includes all parts, material, and labor, along with technical phone support, troubleshooting, and diagnostics.

Next Day Onsite Service
An HP-employed service engineer* performs onsite hardware repair on the next business day after the service call. The service includes all parts, materials, and labor, along with technical phone support, troubleshooting, and diagnostics.

Next Day Exchange Service
For service calls received before 2 p.m. Pacific time, HP will expedite and ship a replacement printer overnight via premium airfreight to arrive by 10:30 a.m. local time, with shipping charges paid by HP. Continuous service for up to three years, including technical phone support, troubleshooting, and diagnostics.

One-Time Replacement Service
This service provides a one-time replacement of a printer unit that fails during this two-year service plan. This service includes technical phone support, troubleshooting, and diagnostics until a replacement unit is required or until the two-year term expires.

Technical Phone Support Service
This service provides technical support via a toll-free phone number with access to the HP technical support center. Unlimited calls during the one-year service plan are included. Also included are troubleshooting and diagnostics.

Maintenance Kit Replacement service
To properly maintain the printer and its print quality, the printer’s maintenance kit needs to be replaced when an alert appears on the display panel. Onsite replacement is performed by an HP-employed service engineer*. All parts, material, and labor are included.

HP Color Profiling service
This online service helps ensure high-quality color accuracy by calibrating HP Designjet series printers to International Color Consortium (ICC) profiles. The service is available in one- or three-profile packages.

Color Expert service
This service provides direct, priority telephone access to color expert professionals who provide assistance to quickly resolve issues with hardware, software, RIPs, media, inks, and workflow to help customers achieve accurate color output. Powered by X-Rite industry experts, the service is available in one-case or five-case packages.

*Not available in all geographies. In some instances, onsite service may be performed by HP Authorized Service Technicians.
HP: your best choice for printing services

HP is the leader in servicing and managing printing and imaging environments, and we’re committed to helping you achieve the best possible business results from your printing environment. Here are just a few examples of our leadership:

• HP has received the PC Magazine Readers’ Choice Award for service and reliability for 15 years in a row. Source: PC Magazine, August 2006.
• HP Services for printing and imaging are delivered primarily by HP-employed service engineers*
• HP Services are delivered using genuine HP parts and supplies.
• HP is recognized as #1 globally in imaging and printing.
• There are 69,000 HP service professionals operating in 170 countries.
• HP has more than 40 years of experience designing, deploying, and supporting high-technology environments.
• HP is ranked among the world’s 10 best for online support by the Association of Support Professionals (ASP), and the Localization Industry Standards Association (LISA) has chosen the HP Customer Care and IT Resource Center sites as two of the “Ten Best International Web Support Sites.” (February 3, 2006)

For more information

To learn more about HP Care Pack services for imaging and printing, contact your local HP preferred reseller or HP sales representative, visit our Web site at www.hp.com/services/printercarepack, or call 1-800-227-8988.

For a list of available service levels by specific printer product, visit www.hp.com/go/lookuptool.

For service under an HP Care Pack agreement, call the HP Solution Center at 1-800-633-3600.

To schedule a printer Installation Service appointment, call HP Technical Support at 1-888-447-0169, using PIN # 97000.

To schedule a Maintenance Kit Replacement service appointment, call HP Technical Support at 1-888-447-0169, using PIN # 97102.

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