



HP DesignJet Support Services

Print with predictability
and work with confidence





Maximize printer uptime and gain peace of mind

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.

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.

Benefits

When placing your HP Designjet printers under HP support services, you know they are supported by experienced, certified experts who know your printers and understand their importance to your business. These assets give you:

- 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
- Reassurance on your investment



INSTALLATION SERVICE WITH NETWORK SETUP

An HP professional to install
and setup the printer

HP Installation Services with Network Setup help you integrate HP Designjet printing products into your printing and IT environment quickly and without disruption. In just a few hours, an HP trained technician will ensure your HP Designjet printer, MFP, scanner or related accessories are fully operational. This service provides complete, fast, and reliable installation of your new HP Large Format Printing equipment. An HP or an HP-authorized technician¹ will come on-site to install, set up, configure, and provide basic operation training.



NEXT BUSINESS DAY ONSITE REPAIR SERVICES

To extend HP warranty or expiring
HP Care Pack coverage

Extend HP warranty experience up to 5 years at the purchase of your HP printer or increment it by 1 or 2 years prior to HP Warranty or active HP Care Pack expiry. The service will start with remote troubleshooting and, if needed, an HP authorized service technician will make the best effort to arrive at your site the next business day and provide on-site support. No consumables are included.





SERVICE CONTRACTS

To support your printer
with admin flexibility

You can also choose to support your printer with an HP Service Contract. Service Contracts are flexible, they can be tailored if you are looking for monthly or quarterly payments, co-terminus renewal, evergreen solutions or fleet management. HP Service Contracts for Designjet include remote support, diagnostics, spare parts, and labour. The service will start with remote troubleshooting and, if needed, an HP authorized service technician will make the best effort to arrive at your site the next business day and provide on-site support. No consumables are included.



Why choose HP for printing services?

Expertise

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

Complete solutions

With an unrivalled 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.

Customer first

Our target is to deliver the best services and provide a flawless customer experience.

Do you want to know more?

Contact your HP Sales Representative or your HP Channel Partner for more information. You can also find the full list of supported Care Packs [here](#).

