

# HP 3D Printing

# Prepare Services



# HP 3D Solution Services

Working together through your digital manufacturing journey

Whether you're just starting out or you're in full production, we're here to help you successfully navigate your 3D printing adoption journey with a world-class service experience dedicated to making digital manufacturing and new growth, a reality for your business.



# Why HP 3D Printing Prepare Services?

We've entered a new industrial era, where digitization is changing the game. Businesses that embrace this shift and take measures to transform will have a significant edge moving forward. Navigating the transformation process and the path from traditional production to digital manufacturing can be challenging. That's why we work with you from day one to accelerate the transformation process, so that you reach your digital manufacturing objectives quickly and efficiently.

These services are designed to address much of the behind-the-scenes busywork, so you don't have to. Focus on business innovation and rely on HP and HP-authorized representatives<sup>1</sup> who can help speed the process from beginning to end, delivering peace of mind as you embark on this exciting journey.

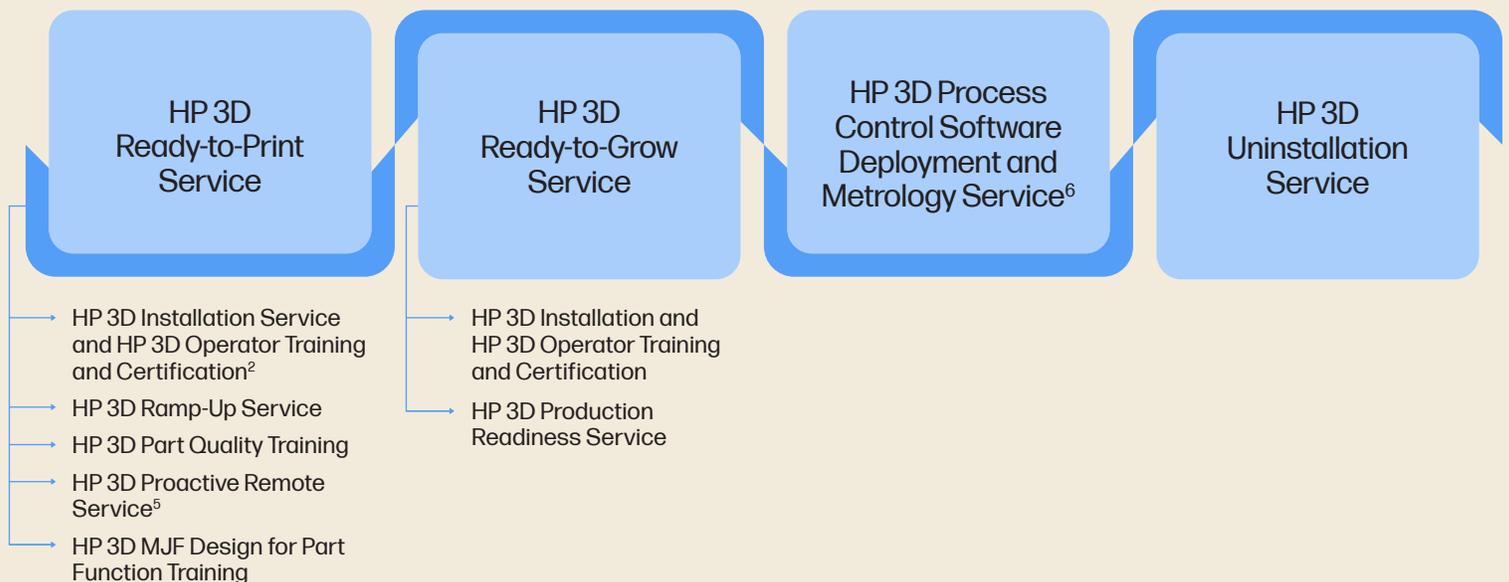
From preparing your site to installing and calibrating your equipment, and printing your first parts to helping you explore the full potential of HP 3D Printing, we'll help get you started on the right track with HP 3D Printing Prepare Services.

## Benefits

- Reach operation-ready state, quickly and efficiently
- Optimize performance and operational efficiency
- Accelerate your learning curve on HP Multi Jet Fusion technology
- Uninstall and package equipment efficiently and securely

## Features

- Pre-planning to optimize the manufacturing workflow and help prevent risks
- Fast, efficient equipment, software, and network setup
- Comprehensive training and HP Official Multi Jet Fusion Certification for Operators
- On-site support for fast, quality printing readiness
- Includes light or standard packaging for transport



# HP 3D Ready-to-Print Service

Quickly and confidently get your new HP Jet Fusion 3D Printer(s) and Printing Solution(s) up and running with minimal interruption to the business. We provide fast and reliable installation planning and site preparation, system installation, setup, configuration, and training to help you quickly ramp up operations.

## HP 3D Installation Service with HP 3D Operator Training and Certification<sup>2</sup>

You're up and running in a short amount of time. These services provide complete, fast, and reliable installation of your new HP 3D Printing equipment. In fact, HP or an HP-authorized representative<sup>1</sup> will come on-site to install, set up, configure, and provide the training. Allow your team to focus on more pressing business issues while we get you up and printing quickly.

## Pre-installation: Planning and project management

### Specifications

- Prior to installation, an HP or HP-authorized representative<sup>1</sup> will be assigned to guide you through every step of the journey. You'll receive a welcome pack, including a guide with advice on how to get started.
- Once your HP Jet Fusion 3D Printer(s) and Printing Solution(s) have shipped and the HP or HP-authorized representative<sup>1</sup> has validated that your site is ready for the installation, you and the HP or HP or HP-authorized representative<sup>1</sup> will jointly schedule the installation at your convenience



# Installation and HP 3D Operator Training and Certification<sup>2</sup>

## Specifications

- Your HP Jet Fusion 3D Printer(s), Printing Solution(s), and purchased accessories will be installed and set up in the designated location<sup>3</sup>
- The device(s) will be turned on and initialization procedures executed
- Pre-installed software and firmware will be reviewed to ensure it is up to date, and any software updates will be installed, if necessary. If desktop software is bundled with your HP Jet Fusion 3D Printer(s) or Printing Solution(s), HP will install the software on one workstation.<sup>4</sup>
- A standard test job will be printed as part of the installation to demonstrate the operation of the printer, tools, and peripherals to the operators
- During the HP 3D Operator Training, your operators will receive content related to workflow, hardware, and software operations. If the operators pass the online exam, HP will provide the HP Official Multi Jet Fusion Operator Certification.<sup>10</sup>
- Please save your packaging and store it maintaining good condition. If its condition is validated by HP or an HP-authorized representative, you can use the original packaging if you would like to move your HP Jet Fusion 3D Printer(s), Printing Solution(s), and purchased accessories in the future.<sup>11</sup>

## HP 3D Ramp Up Service

This service is designed for production managers, pre-production, and operation staff addressing operational process optimization to reach system-ready state quickly. Processes include a system health check, operational procedures review, and operational printing workshop where we run a print test to make sure key processes are properly implemented. The HP or HP-authorized representative<sup>1</sup> will contact you to properly plan and schedule the delivery of the service keeping in mind the machine usage and the amount of experience held by the operators. An HP or HP-authorized representative<sup>1</sup> will deliver the service and, at the end, you'll receive a service completion report.

## HP 3D Part Quality Training

Quality, process, and application engineers will learn about key aspects that impact part quality during this two-day on-premises session. Topics will include evaluating the factors that impact part quality, efficient printing and cooling strategies, part quality issues and troubleshooting, optimizing part positioning, and job preparation for optimizing part quality.



# HP 3D MJF Design for Part Function Training

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One member of your staff who preferably has some prior design experience will receive theoretical, application, and design knowledge to make optimized designs. Identify new opportunities and advanced design techniques using HP MJF technology. This training combines instructional content with practical exercises allowing you to understand the uniqueness of designing for additive manufacturing. Access this web-based training and become a qualified designer.

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## HP 3D Proactive Remote Service<sup>5</sup>

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With the HP 3D Ready-to-Print Service, you get a 90-day trial of the HP 3D Proactive Remote Service.<sup>5</sup> For more details, please consult the [HP 3D Printing Care Services](#) brochure.



# HP 3D Ready-to-Grow Service

Accelerate and expand your production capabilities when adding to your site with an additional HP 3D Printing product. Similar to the HP 3D Ready-to-Print Service, HP 3D Ready-to-Grow also includes the HP 3D Installation of your printing products and the HP 3D Operator Training and Certification. We also provide strategies to establish the readiness of your production to get optimal results.

## HP 3D Production Readiness Service

Implement HP MJF production processes, monitoring, and optimization to unlock the full potential of the technology. Gain knowledge to put best practices in place. Improve yield, production ramp, and productivity.

The HP 3D Production Readiness Service will help you discover the areas that could be improved to unlock the full potential of HP 3D Printing from the design stage to final part production.

### Specifications

- HP will contact you to establish your needs, outline a preliminary service plan, and organize an on-site visit
- This three-day service includes an audit and customer training
- 2 weeks after the conclusion of the HP 3D Production Readiness Service, your HP expert will contact you to conduct a follow up and establish any next actions

### By the end of this service:

- Get all you can out of 3D Center to track your print jobs and devices, and define clear roles and responsibilities for your team members
- Control your inventory to reduce costs and avoid unexpected downtime
- Polish your maintenance procedures to enhance system performance and usability
- Identify KPIs and track production trends to improve the Overall Equipment Effectiveness
- Learn about all the HP platforms at your disposal to enhance your experience with HP 3D Printing products



# HP 3D Process Control Software Deployment and Metrology Service<sup>6</sup>

The HP 3D Process Control hardware-specific software workflow enables a reduction in parts' dimensional variability between jobs and devices.

From preparing your printer to validating the calibration, HP will handle the process end-to-end. This service includes the software license, the deployment, and the metrology.

HP or HP-authorized representatives<sup>1</sup> will work with your process engineers and operators to get your entire team up to speed, aligned, and ultimately, performing autonomously.

By avoiding trial and error, you can help accelerate adoption and production readiness. And we'll work with you to optimize metrology and calibration processes from start to finish.

## Specifications

- HP will contact you to review the end-to-end process and prerequisites needed to perform the service
- With guidance from HP or the HP-authorized representative,<sup>1</sup> you will perform printhead alignment and the part quality pre-check. The HP or HP-authorized representative<sup>1</sup> will also teach you how to use the software.
- You will print 132 snowflake parts that will be sent to HP to perform the metrology service. HP will measure the 132 parts with high-accuracy scanning systems.
- HP will then guide you to create the dimensional profile and submit this information to the printer
- You will print the same job that will be sent to HP to perform the metrology service and measure the variation obtained. The profile validation is optional.

# HP 3D Uninstallation Service

Moving one system from one location to another can be a critical decision. The HP 3D Uninstallation Service provides complete end-to-end management of the solution uninstallation. Regardless of whether you're moving your equipment within your current location or to a new site, you can maintain your service coverage and handle the process in a controlled and safe way.

## Specifications

- HP uninstalls and packs your equipment, and securely prepares for shipment to the new location



- HP checks equipment to verify operation and condition so that all equipment can be safely and efficiently uninstalled
- Light packaging is used for moving within the same facility, with no change in level. Standard packaging is used for moving from one location to another, with a change in level. Robust packaging materials are designed to keep parts from moving and prevent damage during transportation.
- Please remember to empty your HP 3D Printing Solution of all powder prior to the start of the Uninstallation Service
- Please ensure the machine is in proper working condition before contracting the Uninstallation Service

Service product compatibility				
	HP Jet Fusion 5420W <sup>9</sup> 3D Printing Solution	HP Jet Fusion 5200 Series 3D Printing Solutions	HP Jet Fusion 4200 Series 3D Printing Solutions	HP Jet Fusion 500/300 Series <sup>7</sup> 3D Printers <sup>F</sup>
HP 3D Ready-to-Print Service <sup>A</sup>				
HP 3D Installation with Operator Training and Certification <sup>2</sup>	Included	Included	Included	Included
HP 3D Ramp Up Service <sup>B</sup>	Included	Included	Included	Included
HP 3D Part Quality Training <sup>B</sup>	Included	Included	Included	N/A
HP 3D MJF Design for Part Function Training <sup>B</sup>	Included	Included	Included	N/A
HP 3D Proactive Remote Service <sup>D</sup>	Included	Included	Included	N/A
HP 3D Ready-to-Grow Service				
HP 3D Production Readiness Service <sup>D</sup>	Available	Available	Available	N/A
HP 3D Process Control Software Deployment and Metrology Service <sup>E</sup>	Available	Available	N/A	N/A
HP 3D Uninstallation Service				
Standard packaging <sup>G</sup>	Available	Available	Available	Available
Light packaging <sup>G</sup>	Available	Available	Available	Available

A. The HP 3D Ready-to-Print Service is included for the first unit. HP 3D Installation Service, HP 3D Operator Training and Certification, HP 3D Ramp Up Service, and HP 3D MJF Design for Part Function Training can be purchased separately for the next installations.

B. This content is delivered as a webinar.

C. The HP 3D Production Readiness Service is mandatory when purchasing your second 5200 3D Printing Solution and is optional when purchasing your second 4200 3D Printing Solution.

D. HP 3D Proactive Remote Service 90-day trial is included upon initial purchase of the HP 3D Ready-to-Print Service for HP Jet Fusion 5200 Series 3D Printing Solutions only.

E. The HP 3D Process Control Software Deployment and Metrology Service applies to HP Jet Fusion 5420W<sup>9</sup> 3D Printing Solution and the HP Jet Fusion 5200 Series 3D Printing Solutions only. This service can only be delivered after the HP 3D Ramp Up Service, or in the case of configuration changes, such as but not limited to, firmware updates or upgrades.

F. Note that HP Jet Fusion 500/300 Series 3D Printers have been discontinued, however compatible HP 3D long-term consumables, accessories, supplies, and services are expected to be available until October 31, 2028.

G. Before the start of the Uninstallation Service, an HP or HP-authorized representative will contact you to establish your packaging needs.



# Customer responsibilities

<p>General limitations</p>	<ul style="list-style-type: none"> <li>Any modifications to the scheduled dates must be made by the customer prior to 14 days before the delivery of the service. For modifications after the stated notice period, HP has the right to cancel the delivery of the service or reschedule and apply additional fees to the customer.</li> </ul>
<p>HP 3D Ready-to-Print Service</p>	<p><b>Before installation</b></p> <ul style="list-style-type: none"> <li>Contact HP or an HP-authorized representative<sup>1</sup> to schedule the HP 3D Ready-to-Print Service after receiving notification of the delivery date for your HP Jet Fusion 3D Printer(s) and Printing Solution(s)</li> <li>Designate a site representative as a point of contact for HP</li> <li>Verify that all the requirements in the Site Readiness Checklist have been met: power installation, network cabling, and initial test supplies are in order; and appropriate workspace is designated. Verify also that operators have completed the webinar training component prior to the installation. Please keep in mind that if the site is not properly prepared, the Installation Service may incur additional costs.</li> <li>Ensure the 3D print equipment is available at the location where the HP 3D Ready-to-Print Service will take place</li> <li>Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide safe service delivery</li> <li>For HP Jet Fusion 5420W<sup>9</sup> 3D Printing Solution and HP Jet Fusion 5200/4200 Series 3D Printing Solutions, HP will provide a set of augmented reality (AR) glasses before the delivery of the HP 3D Ramp Up Service. The customer must confirm receipt and condition of the glasses. Wireless internet connectivity is needed.</li> </ul> <p><b>During installation</b></p> <ul style="list-style-type: none"> <li>Provide a computer to install the HP SmartStream Command Center and permanently connect and in the event of interruptions, restore connectivity to the HP Cloud through an HP-approved communication channel, as specified in the Site Preparation guide<sup>1</sup></li> <li>Ensure a skilled technician/maintenance person is present and can actively collaborate with the HP or HP-authorized representative<sup>1</sup> during the hardware installation. Ensure an electrician is available to participate in connecting the electrical infrastructure of the site and in connecting the power cord to the HP Jet Fusion 3D Printer(s) and Printing Solution(s).</li> <li>If requested by the HP or HP-authorized representative,<sup>1</sup> operators must complete the web-based trainings before the end of the installation</li> <li>Provide required technical approvals and technical information such as IP addresses and usernames/passwords at the HP or HP-authorized representative's<sup>1</sup> request during installation</li> <li>The HP 3D Ramp Up Service must be scheduled within eight weeks following the Certificate of Installation of the system. Failure to schedule in the stated period will be deemed as customer having waived the right to receive the HP Ramp Up Service and the service will expire.</li> </ul>
<p>HP 3D Ready-to-Grow</p>	<ul style="list-style-type: none"> <li>Ensure the HP engineer delivering the service will have access to the site as needed for the on-site portion of the service</li> <li>Have the appropriate staff available for the service delivery and training</li> <li>The customer should identify the Production Manager as the key contact for the service delivery</li> <li>Download and install HP 3D Center—free version</li> <li>Provide information on any relevant KPI improvements as a result of the service over a 3-month period</li> </ul>
<p>HP 3D Process Control Software Deployment and Metrology Service<sup>6</sup></p>	<ul style="list-style-type: none"> <li>You must be connected to the HP Cloud</li> <li>You must have an HP 3D Process Control Software subscription activated in order to use this service</li> <li>This service can only be delivered after the HP 3D Ramp Up Service or in the case of configuration changes, such as but not limited to, firmware updates or upgrades</li> </ul>
<p>HP 3D Uninstallation Service</p>	<ul style="list-style-type: none"> <li>Please contact the HP Care Center if you want to move your HP 3D Printing products. It is not permitted to move anything without receiving prior specifications directly from HP</li> <li>To engage in the HP 3D Uninstallation Service, contact the HP 3D Care Center to schedule an appointment at least four weeks prior to service date</li> <li>Equipment should be fully functional prior to the HP 3D Uninstallation Service. If the customer has the package in stock, the HP or HP authorized representative<sup>1</sup> will validate its good condition. If validated, the customer will not need to order the package from HP. If not validated or not owned, the customer must order the package from HP.</li> <li>Provide a container for unloading the used powder after uninstallation</li> <li>Plan to project manage post-uninstallation activities</li> <li>Communicate the location or destination where the printer is being moved to check the validity of the support extension service</li> <li>Returned HP Standard-owned packaging should arrive in the same condition as received, otherwise HP may charge additional fees</li> <li>Communicate the desired time and location for delivery and pick up of HP Standard-owned packaging materials</li> </ul>



# Service limitations

<p>General limitations</p>	<ul style="list-style-type: none"> <li>● Travel zones and charges, if applicable, may vary in some geographic locations, particularly for sites located more than 320 km (200 miles) from an HP-designated service hub</li> <li>● Each service is offered during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location. Coverage window includes remote and on-site diagnoses, which may affect on-site response time.</li> <li>● Service will be delivered in the local language whenever possible; otherwise, it will be delivered in English<sup>8</sup></li> <li>● HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized representative,<sup>1</sup> or (b) assign or transfer this Service Agreement to another HP entity</li> </ul>
<p>Prior to installation</p>	<ul style="list-style-type: none"> <li>● Delivery completion times are subject to HP or the HP-authorized representative's<sup>1</sup> availability</li> </ul>
<p>During installation</p>	<ul style="list-style-type: none"> <li>● Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumables include printheads, cleaning rolls, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.</li> <li>● HP may verify your adherence to the terms of your agreement. If HP identifies that you have not completed some or all of the requested actions, HP will evaluate and bill you for possible delays generated during the installation.</li> <li>● HP accessories and peripherals are limited to those included on the equipment bill of material</li> <li>● HP 3D Process Control Software Deployment and Metrology Service<sup>5</sup> is offered during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location</li> <li>● Only one member of your team will be granted access to the HP 3D MJF Design for Part Function Training materials</li> <li>● If the AR glasses are damaged or broken during the delivery of the HP 3D Ramp Up Service, HP will invoice \$6,000 USD to the customer</li> <li>● Once the service is concluded, the customer must return the AR glasses. If they are not returned within two working days of the delivery of the HP 3D Ramp Up Service, HP will invoice \$3,000 USD to the customer for the delay. If they are not returned within five working days, HP will invoice \$6,000 USD to the customer for the delay.</li> </ul>
<p>During uninstallation</p>	<ul style="list-style-type: none"> <li>● All HP equipment that has not reached end-of-service life is eligible for the HP 3D Uninstallation Service</li> <li>● HP 3D Uninstallation Service does not have any effect on the duration or coverage of the warranty or service agreement for the uninstalled equipment; the existing location specified in the warranty or service agreement will be updated in the HP entitlement database following an authorized HP 3D Uninstallation Service</li> <li>● It does not include all rigging, shipping, and applicable insurance, all preparation of the new site (power, air handling, build-out, etc.), operator training, installation of upgrades, options or accessories, and/or refurbishment or parts required to repair machine(s)</li> <li>● Damage to equipment that occurs during a non-authorized uninstallation is not covered by the warranty or service agreement and repairs of those damages will be invoiced</li> <li>● Only genuine HP options and accessories will be uninstalled</li> <li>● If your HP Jet Fusion 3D Printer(s) or Printing Solution(s) are not functional or the new location is not ready to receive the equipment, the HP 3D Uninstallation Service will be canceled and you may be required to pay for additional fees related to readiness</li> <li>● The HP Uninstallation Service does not allow for long-term storage, as this may cause agent system issues. For units stored, HP may request that the customer obtain the HP 3D Recertification Service.</li> <li>● The Uninstallation Service, and the Installation Service in the new location, do not include the transportation of the unit. These services must be ordered separately.</li> <li>● The loan period to use HP Standard-owned packaging units is limited to 10 working days from when you receive packaging until it must be returned</li> </ul>
<p>HP 3D Ready-to-Grow Service</p>	<ul style="list-style-type: none"> <li>● The HP 3D Production Readiness Service is mandatory when purchasing your second 5200 3D Printing Solution and is optional when purchasing your second 4200 3D Printing Solution</li> <li>● The HP 3D Production Readiness Service is offered during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location</li> <li>● The HP 3D Production Readiness Service will be delivered in the local language whenever possible; otherwise, it will be delivered in English</li> <li>● Content delivered will vary based on the primary gaps identified and customer needs as established during the initial audit.</li> <li>● Service delivery is limited to three (3) days on-site</li> </ul>



### Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP 3D Printing Prepare Service option for your business.

### Terms and conditions

Additional terms and conditions may apply. For general terms and conditions, see [Terms and conditions](#).

### Sign up for updates

[hp.com/go/getupdated](https://hp.com/go/getupdated)

1. HP and/or HP-authorized representatives respect your privacy and are committed to protecting customer machine data and will take reasonable precautions to prevent unauthorized access or disclosure and help ensure the appropriate use of customer machine data. In the event that some data may be categorized as individual level data, HP and/or an HP-authorized representative will maintain the privacy of any such data, as well as all data collected, in accordance with the HP Privacy Statement ([hp.com/go/privacy](https://hp.com/go/privacy)) and the Personal Data Rights Notice ([welcome.hp.com/country/privacy/privacynotice](https://welcome.hp.com/country/privacy/privacynotice)) where applicable.
2. HP 3D Operator Training and Certification is a prerequisite to receive HP 3D Printing Care Services. The certification is an HP-generated certification via the Learn with HP (training platform). Candidates must be operators working with HP Multi Jet Fusion solutions and must pass the exam.
3. Standard installation occurs within one week of product delivery.
4. 3D Printing equipment will be configured within your local area network and verified to ensure it is accessible from a local workstation within the same network.
5. The HP 3D Proactive Remote Service is included with HP 3D Manufacturing Care and HP 3D Shared Care Service programs available for HP Jet Fusion 5420W<sup>9</sup> 3D Printing Solutions and HP Jet Fusion 5200 and 4200 Series 3D Printing Solutions. It is optional for HP 3D Foundation Care and HP 3D Production Care and can be purchased separately.
6. The HP 3D Process Control Software Deployment and Metrology Service applies to HP Jet Fusion 5420W<sup>9</sup> 3D Printing Solutions and the HP Jet Fusion 5200 Series 3D Printing Solutions only. This service can only be delivered after the HP 3D Ramp Up Service, or in the case of configuration changes, such as but not limited to, firmware updates or upgrades.
7. Note that HP Jet Fusion 500/300 Series 3D Printers have been discontinued, however compatible HP 3D long-term consumables, accessories, supplies, and services are expected to be available until October 31, 2028.
8. If an interpreter is required for translation, the customer must provide this service.
9. Selected availability from January 2023 in Europe and the US. General availability from April 2023 for the rest of the world.
10. Only certified operators will have the knowledge required to open a support case with the HP Care Center.
11. If HP or the HP-authorized representative cannot validate the packaging's conditions, the customer must order new packaging from HP.

