

# HP 3D Printing Grow 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 Grow Services?

Continue to expand your opportunities with HP Multi Jet Fusion technology. Optional HP 3D Printing Grow Services are designed to help you grow, move into new materials, applications, and use cases, and further optimize your manufacturing processes.

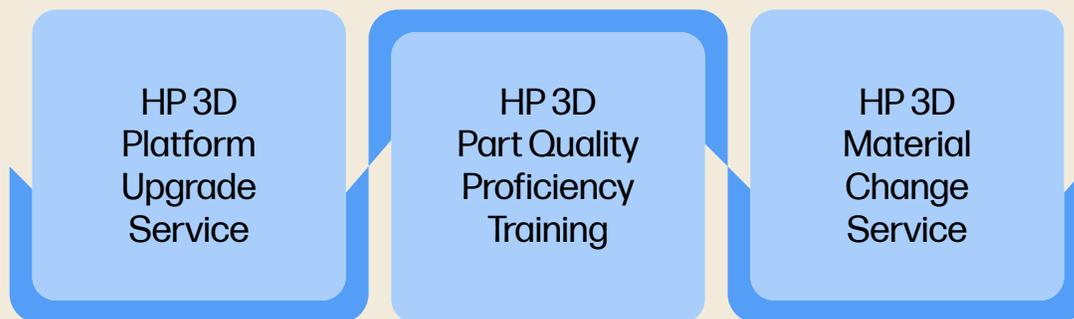
Upgrade your solution to take advantage of the latest and greatest features. Work with a range of different materials and expand your application potential. Get advanced training on part-quality processes, minimize defects, and learn how to optimize your design.

## Benefits

- Boost speed and productivity
- Optimize costs
- Gain expertise on part quality
- Expand your application possibilities with different certified HP materials

## Features

- Simultaneous printing and processing
- Access to more materials, agents, and consumables
- Visual indicator to alert operators
- Expand printer and job preparation knowledge
- Explore factors that can impact part quality
- Upgrade your system to work with different materials



# HP 3D Platform Upgrade Service<sup>1</sup>

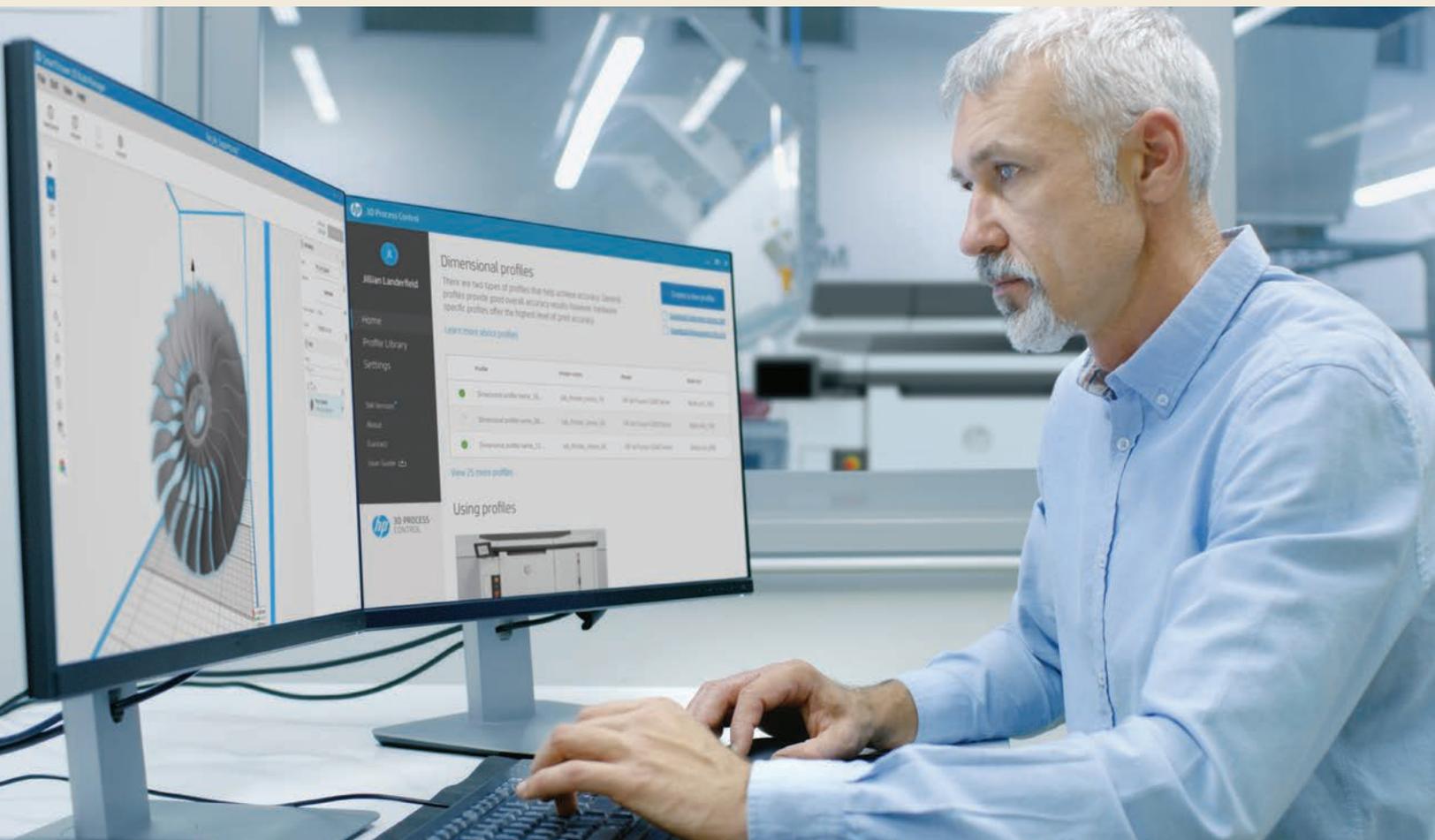
Evolve your HP Jet Fusion 3D Printing Solution(s) with more productive firmware and hardware using the HP 3D Platform Upgrade Service.<sup>1</sup>

Now you can help increase the rate of your printing production with upgrades that are available for your existing HP Jet Fusion 3D Printing Solution(s).

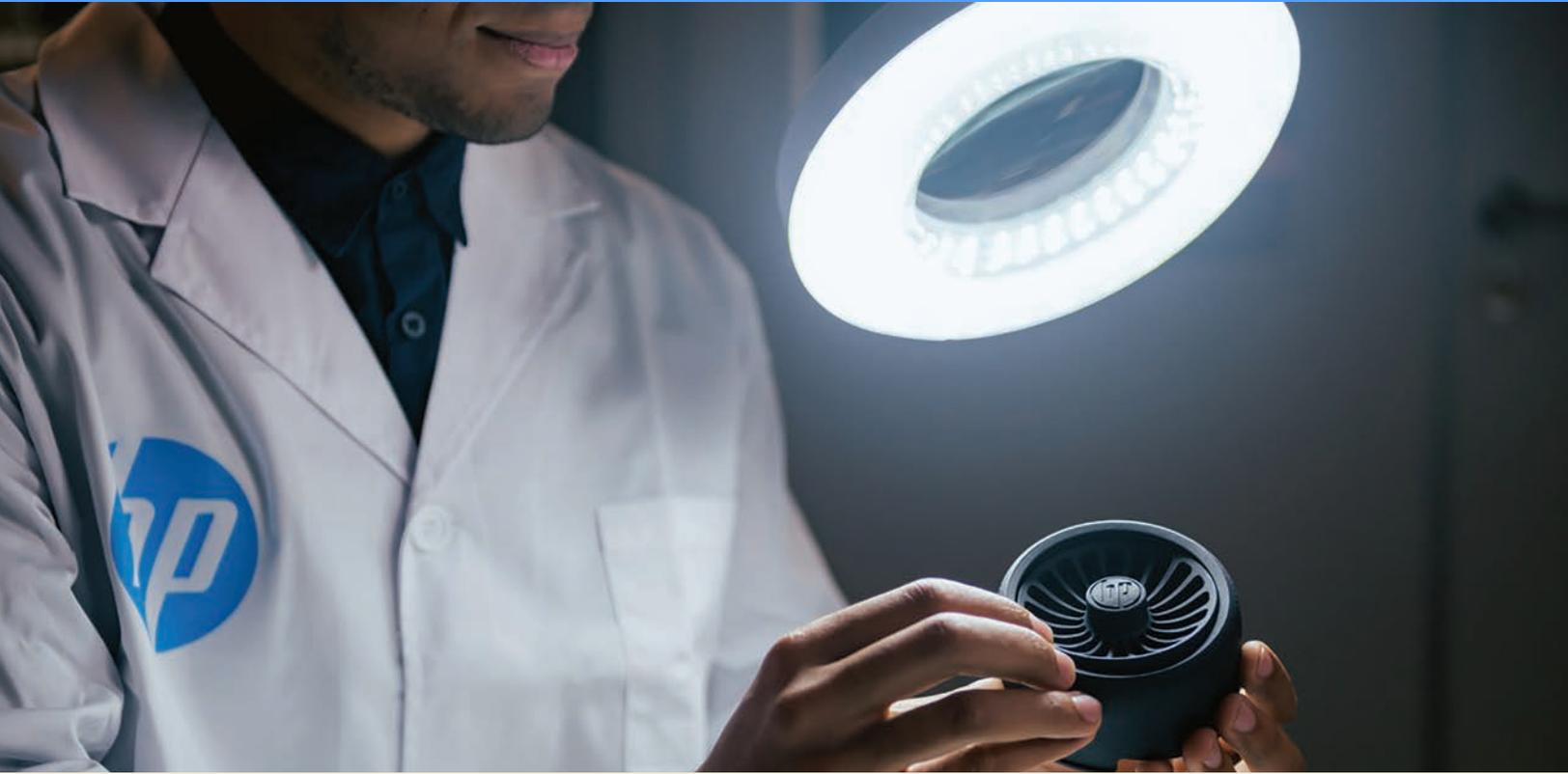
Enhance the capabilities of your printing solution(s) and gain additional benefits—in terms of speed, materials costs, and increased functionality—for as long as you own your HP Jet Fusion 3D Printing Solution(s).

## Specifications

- Upgrade your HP Jet Fusion 4200 Series 3D Printing Solution(s) to process jobs while printing. Jobs-on-the-fly upgrades firmware and hardware to a new HDD and SSD.
- Improve print time and enable processing while printing with the 4210 upgrade for HP Jet Fusion 4200 Series 3D Printing Solution(s). This includes a firmware upgrade for compatibility with HP Jet Fusion 4210 3D Build Units and a hardware upgrade to a new SSD.
- Access and use higher volume material containers with the bulk enablement upgrade, which consists of a firmware upgrade to operate with bulk build units and containers.
- The status light upgrade includes parts and labor to install a visual signal onto your HP Jet Fusion 3D Printing Solution(s) so that operators are visually alerted when your solution needs attention.



# HP 3D Part Quality Proficiency Training<sup>1</sup>



Learn how to improve part quality with a more thorough understanding of the capabilities of your solution. Get the information you need to maintain, troubleshoot, and do select repairs to your HP 3D Printing Solution(s) to keep them in proper condition and speed recovery. Acquire new knowledge and leverage HP's expertise to help optimize part design, print quality and yield, throughput, and overall performance.

The HP 3D Part Quality Proficiency Training<sup>1</sup> combines webinar training content with a classroom session. Your engineers receive comprehensive instructions on printer, technology, and job preparation techniques through practical, hands-on exercises. They also learn about tools and methods to evaluate part quality and overcome specific part-quality issues.

## Specifications

The classroom session occurs at an HP Training Center. This course gives quality engineers, process engineers, and application engineers in-depth information on a variety of themes that can help them better understand, evaluate, and improve part quality. Participants who take this course and pass the exam will receive an HP Certificate of Completion.

By the end of this course, participants will be able to:

- Choose the right HP material for your application
- Maintain and tune the printer for your part
- Prepare a job using part nesting best practices
- Achieve high-quality end results using various post-processing and finishing techniques
- Validate part quality using quality assurance tools and methods



# HP 3D Material Change Service

Get your system ready to print with different materials. Take advantage of the many materials available to you with your HP Jet Fusion 3D Printing Solution(s).

The HP 3D Material Change Service helps you transition smoothly from one material to another during the printing process. Minimize hassles or risks associated with material transitions and assume greater control over the printing process.

## Specifications

- HP will contact you to plan an on-site visit for upgrading and cleaning the elastomers. This one-day service includes parts and labor, enabling the system to print with elastomers.
- If you decide to change to a different material, this service enables you to do so. It's a one-day service where an HP or HP-authorized technician<sup>2</sup> will clean the system and replace parts that need to be replaced.



### Service product compatibility

	HP Jet Fusion 5420W <sup>C</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 3D Printers <sup>B</sup>
HP 3D Platform Upgrade Service <sup>A</sup>	Available	Available	Available	N/A
HP 3D Part Quality Proficiency Training <sup>A</sup>	Available	Available	Available	N/A
HP 3D Material Change Service	Available	Available	Available	N/A

A. Specific services may not be available in all regions. Please contact your HP sales representative or HP channel partner for more information.

B. 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.

C. Selected availability from January 2023 in Europe and the US. General availability from April 2023 for the rest of the world.



# Customer responsibilities

<p>HP 3D Platform Upgrade Service<sup>1</sup></p>	<ul style="list-style-type: none"> <li>● If your HP Jet Fusion 3D Printing Solution(s) need additional part replacements, there will be a separate charge for this service.</li> <li>● HP Jet Fusion 3D Printing Solution(s) must be in their final location before any upgrade services are performed; any movement of the HP Jet Fusion 3D Printing Solution(s) are excluded.</li> </ul>
<p>HP 3D Part Quality Proficiency Training<sup>1</sup></p>	<ul style="list-style-type: none"> <li>● Participants must complete the webinar training component of this course prior to the classroom session.</li> <li>● Participants must have a working knowledge of HP Multi Jet Fusion technology.</li> <li>● Prior experience with job preparation software, including Materialise Magics, HP SmartStream 3D Build Manager, or Autodesk Netfabb, is required.</li> </ul>
<p>HP 3D Material Change Service</p>	<ul style="list-style-type: none"> <li>● You must keep all replaced parts for future material changes. You will be charged the cost of the parts if you decide you want a future material change and no longer have the parts.</li> <li>● For systems printing with elastomer materials, you must order the service SKUs to do the hardware upgrade, the cleaning, and the material change.</li> </ul>

# Service limitations

<p>HP 3D Platform Upgrade Service<sup>1</sup></p>	<ul style="list-style-type: none"> <li>● The HP 3D Platform Upgrade Service<sup>1</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>● An HP or HP-authorized technician<sup>2</sup> will schedule an appointment with your site contact indicated on the installation form.</li> <li>● An HP or HP-authorized technician<sup>2</sup> will come to your site to perform the upgrade service within one business day whenever possible.</li> <li>● If the HP Jet Fusion 3D Printing Solution(s) need additional part replacements, there will be a separate charge for this service.</li> <li>● HP Jet Fusion 3D Printing Solution(s) must be in their final location before this service can be performed; any movement of the HP Jet Fusion 3D Printing Solution(s) is excluded.</li> </ul>
<p>HP 3D Part Quality Proficiency Training<sup>1</sup></p>	<ul style="list-style-type: none"> <li>● HP 3D Part Quality Proficiency Training<sup>1</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>● Training curriculum includes a webinar training module and classroom sessions.</li> <li>● Classroom sessions will be delivered at an HP Training Center.</li> <li>● Participants who take this course and pass the exam will receive an HP Certificate of Completion.</li> <li>● A minimum of four (4) attendees is required to hold the training course at an HP Training Center.</li> <li>● HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician, or (b) assign or transfer this Service Agreement to another HP entity.<sup>2</sup></li> <li>● The service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.<sup>3</sup></li> <li>● Travel and accommodation expenses are not included.</li> </ul>
<p>HP 3D Material Change Service</p>	<ul style="list-style-type: none"> <li>● The HP 3D Material Change 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>● An HP or HP-authorized technician<sup>2</sup> will schedule an appointment with your site contact indicated on the installation form.</li> <li>● An HP or HP-authorized technician<sup>2</sup> will come to your site to perform the service within one business day whenever possible.</li> </ul>



### Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP 3D Printing Grow 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)

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1. Specific services may not be available in all regions. Please contact your HP sales representative or HP channel partner for more information.
  2. HP and/or HP-authorized technicians 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 technician 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.
  3. If an interpreter is required for translation, the Customer must provide this service.

