



# HP Large Format Services

for HP PageWide XL Pro printers



## NO ONE KNOWS PRINTING SERVICES BETTER THAN HP

When it comes to keeping your business competitive, your printer needs to be available and running at peak performance at any time. You need expert advice and that is what HP Services deliver.

From HP Large Format Printing Services, we offer an easy-to-buy, easy-to-use portfolio of high-quality services that start with the installation of your printer by an HP Certified Engineer. On top of this, you can extend and enhance the standard warranty coverage on HP hardware at a price you can afford. You can choose to support your printer with a Care Pack or a Service Contract depending on your needs. Keep reading for more details.

### Benefits for your business

- Fast time to first print: have your new HP PageWide XL Pro printers ready to print within few hours from delivery
- Professional setup: rest assured, the printer will be properly configured to work within your environment
- Minimum disruption: HP specialists are trained to help keep installation activities from impacting your business operations

## HP INSTALLATION SERVICES WITH NETWORK SETUP

### Service description

HP Installation Services include onsite installation and network setup of HP Designjet printing products by an HP-trained technician. Deliverables include assembly of all HP accessories, hardware verification, network setup, and basic orientation for your organization key users or operators.

HP will work closely with you and your staff to develop and coordinate a schedule that outlines tasks and resources. HP helps to identify necessary activities, time frame for each activity, and the responsible party – HP, your staff, or other vendors. The result is a smooth, hassle-free, disruption-free installation process.

With HP Installation Services with Network Setup, you can get everything you need for a fast, efficient installation, and an immediate start to productive printing.

HP Installation with Network Setup PWXL Pro 5200 SVC	U29C2E
HP Installation with Network Setup PWXL Pro 8200 SVC	U29C4E
HP Installation with Network Setup PWXL Pro 10000 SVC	U29C6E



## THE SUPPORT PROCESS

### Troubleshooting

If your printer is covered by an HP contractual service, when you log a case, our qualified support agents will work with you to remotely troubleshoot the problem. The following actions will be taken based on their findings:

In the event the issue can be fixed remotely, the support technicians will provide step-by-step instructions on how to resolve the problem.

### Replacement parts

- In the event a user-installable replacement part is required, HP will expedite a shipment of the necessary part(s) to you. You will be required to ship the defective part(s) back to HP in the provided packaging materials.

- If the problem cannot be resolved by one of the above troubleshooting or resolution methods, HP technicians will issue the replacement parts that have to be changed by an HP or HP Partner engineer to the customer site.

### Next Business Day Engineer Intervention

- If the troubleshooting process does not resolve the device error and if your service includes labor, an HP service technician or an HP Authorized Service Partner will give their best effort to arrive at your site the next business day following the support agent's escalation of the case for dispatch.<sup>1</sup>

- The case will be followed up by HP or an HP Authorized Service Partner until it is solved.

<sup>1</sup>Onsite service level may not be available in all locations. In some instances, onsite services may be performed by an HP Authorized Service Partner.

## FIND YOUR SERVICE PROGRAM

### HP SERVICE CONTRACTS

If you are based in EMEA (Europe<sup>2</sup>, Middle East and Africa) your support product is the 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. The base Contracts are:

#### Full Support

This is the solution if you are looking for total cost control and peace of mind. Includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available for unlimited amounts of time during the contract period.

<sup>2</sup>Contracts are not available in Portugal, Spain, France and Russia. In the rest of the countries availability of contractual services may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order a contractual service, contact a local HP sales representative or HP Authorized Service Partner.

#### Parts Coverage

Designed for companies that are looking for a cost-effective, entry-level service program as parts insurance. The program includes unlimited remote support and spare parts. You can combine this program with operator trainings if you are looking for a low cost solution.

Service Contracts features	Parts Coverage for PageWide XL Pro printers	Full Support for PageWide XL Pro printers
Technical Phone Support Service	✓	✓
Replacement Parts	✓	✓
Next Business Day Engineer Intervention		✓
Flexible terms	✓	✓
Printer Maintenance Kit	✓	✓

## HP CARE PACKS

If you are based in France, Spain or Portugal, your support product is the Care Pack. The Support Care Pack is a warranty extension that provides remote assistance, parts and onsite support for your printer, helping you to improve the product uptime. You can choose between various durations and you can extend the service by buying a Post-warranty Care Pack for your printer.

HP Support Care Pack includes Defective Media Retention Service (DMR). This additional feature allows you to keep the printer hard disk, with the critical information it may contain, without dealing with the hassle and expense of ordering and paying for a new drive.

Care Pack service features	HP PageWide XL Pro 5200 MFP	HP PageWide XL Pro 8200 MFP	HP PageWide XL Pro 10000
Technical Phone Support Service	✓	✓	✓
Replacement Parts	✓	✓	✓
Next Business Day Engineer Intervention	✓	✓	✓
HP Post-warranty Services	✓	✓	✓
Defective Media Retention Service	✓	✓	✓
Printer Maintenance Kit	✓	✓	✓

### Ordering information

Choose your preferred HP Care Pack from the table below or visit [hp.com/go/cpc](http://hp.com/go/cpc). Use the HP Care Pack product number when you place an order through your local HP sales representative or HP Authorized Service Partner.

Once the order is confirmed, HP will send an E-mail to you or to your HP Authorized Service Partner within the next 5 business days with a link and an activation code which you or your HP Partner will have to use to register the Care Pack. Registration has to be done within the next 10 days after you receive the message.

When purchasing an HP Care Pack, you will receive the phone number of your dedicated phone line as well as the hours of operation.

#### Definitions:

**NBD** - Next Business Day Engineer Intervention means that labour is included and, if required, an HP service technician or an HP Authorized Service Partner will give their best effort to arrive at your site the next business day following the support agent's escalation of the case for dispatch.

**PW** - Post Warranty Care Packs are the warranty extensions that can be bought when factory warranty or a previous Care Pack are ending. The window to buy is no earlier than 90 days prior to and no later than 30 days following expiration of product warranty or previously purchased Care Pack.

	2 Years NBD	3 Years NBD	5 Years NBD	2 Years PW NBD
HP PageWide XL Pro 5200	U31U0E	U31U1E	U31U2E	U31U4PE
HP PageWide XL Pro 8200	U31U5E	U31U6E	U31U7E	U31U9PE
HP PageWide XL Pro 10000	U31V0E	U31V1E	U31V2E	U31V4PE



## PRINTER MAINTENANCE AND THE PRINTER MAINTENANCE KIT (PMK)

HP Maintenance process helps you continue to get the best possible print quality and performance from your HP PageWide XL Pro printers and avoid unplanned printer downtime that may disrupt your ongoing business operation.

Your operators are key in this process as they will have to do all the routines required by HP that in most of the cases are triggered by the printer and will be visible in the control panel. In other cases, an HP Engineer will have to change the maintenance parts that will be contained in a PMK. A PMK is a set of maintenance parts that have to be changed when the printer reaches a certain volume of usage.

The PMKs are included in your Care Pack or your Service Contract. Any maintenance parts will be included. Labour is also covered if your base contract is Full Support and it's complementary to the operator maintenance that will be required by HP.

## 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.

