

HP Metal Jet

Onboarding Services



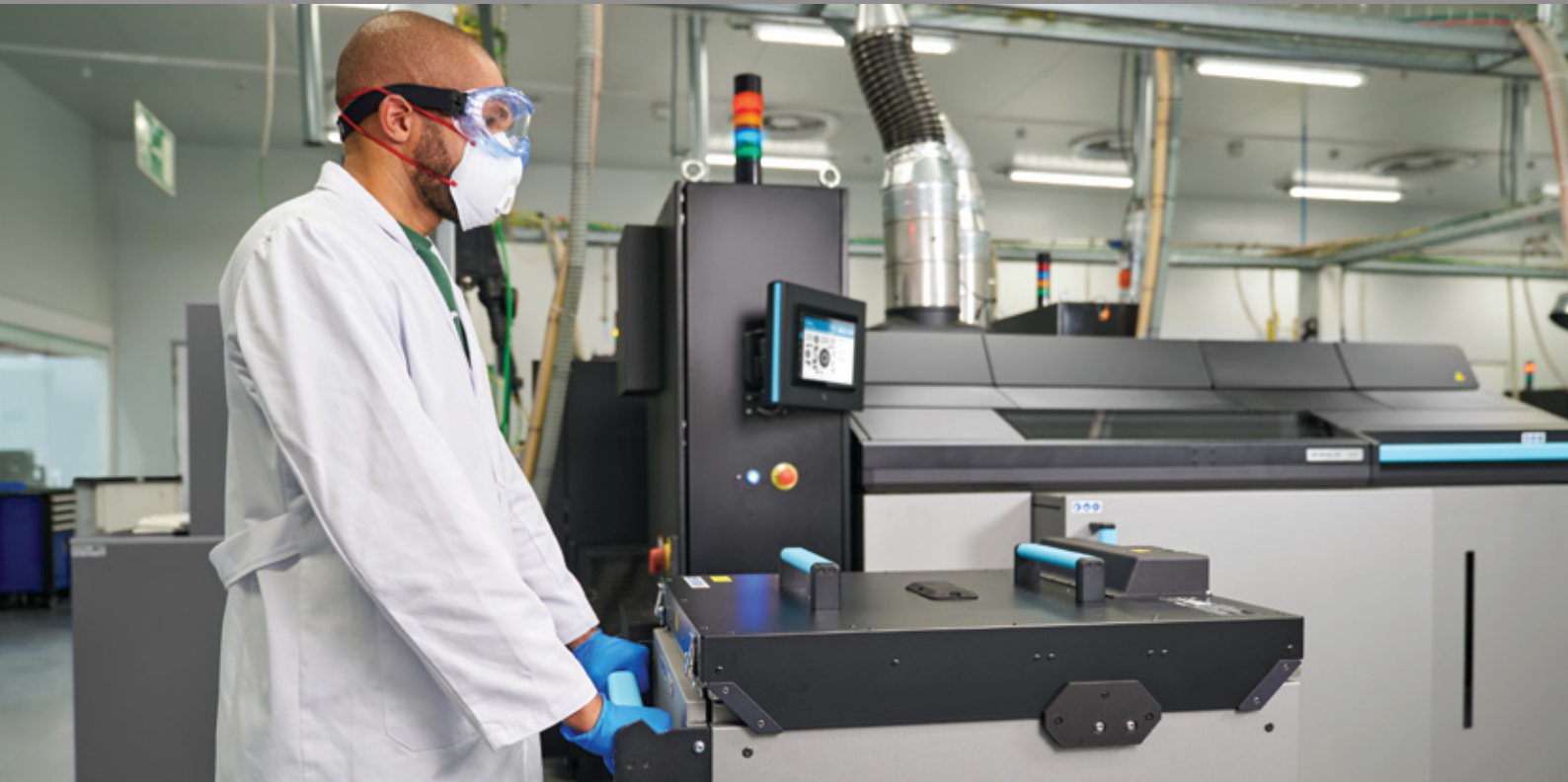
Launch and scale your HP Metal Jet Printing Solution with installation and onboarding training services designed to get your people, equipment, and site up and running with speed and confidence.



HP Metal Jet Installation Services

HP Metal Jet Installation Services with Operator Training and Certification

Quickly and confidently prepare your site and launch your HP Metal Jet Printing Solution with HP Metal Jet Installation Services. These are provided for each Printer System, Powder Management System, and Powder Removal System deployed to your site. HP Metal Jet Installation Services include comprehensive site preparation guidance prior to installation; assembly, calibration, installation, and validation; and operator training and certification.



Specifications

- Prior to installation, an HP or HP-certified technician will be assigned to guide you through every step of the journey. You will receive a welcome pack with advice on how to get started and a site preparation guide detailing requirements for your site to be ready for installation.
- Once your HP Metal Jet device(s) have shipped and your assigned HP or HP-authorized technician has validated that your site meets the checklist of requirements noted in the site preparation guide, you and the HP or HP-authorized technician will jointly schedule the installation at your convenience.
- Your HP Metal Jet devices will be unpacked, installed, and set up in the designated location.
- 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.
- A standard Certificate of Installation (COI) 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 Metal Jet system operator training, your operators will receive content related to workflow, hardware, and software operations. If the operators pass the online exam, HP will provide them with the HP Metal Jet Operator Certification.
- A Certificate of Installation (COI) will be issued to determine the successful installation of the HP Metal Jet equipment.

HP Metal Jet Training Services

HP Metal Jet Design and Process Fundamentals Training

Learn how to identify and develop innovative applications with HP Metal Jet technology that break through barriers of other manufacturing technologies. This training service provides the most comprehensive source of design guidelines, process, and part quality knowledge to develop and qualify applications that unlock the full value potential of the HP Metal Jet Printing Solution.



Specifications

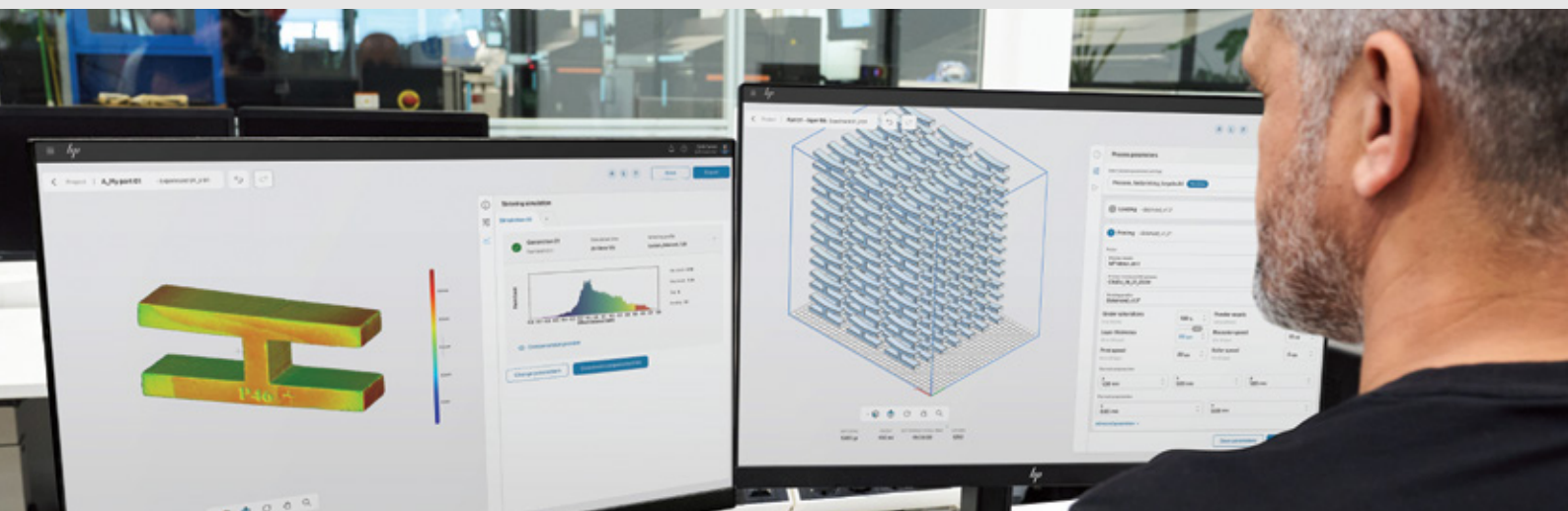
- An HP representative will jointly schedule this training at your convenience, typically prior to installation.
- Training is delivered remotely over video conference.
- Course duration is approximately 6 hours, scheduled over 1 to 2 days.
- Course content includes HP Metal Jet process overview, technology characteristics, application selection guide, material properties, part design guidelines, part quality troubleshooting, build bed layout guidelines, powder removal considerations, sintering considerations, and powder management processes.

HP Metal Jet Advanced Process Parameter Training

Leverage the full process parameter capabilities of the HP Metal Jet Printing Solution to optimize and accelerate your application designs and production process. This training teaches your engineering team about process parameters available, including part quality correlations, dependencies, and trade-offs for each HP Metal Jet parameter.

Specifications

- An HP representative will jointly schedule this training at your convenience, prior to or immediately after installation.
- Training is delivered remotely over video conference.
- Course duration is approximately 3 to 4 hours.
- Course content includes process parameter and part quality correlations across the end-to-end workflow; best practices for part quality defect troubleshooting with process parameters.



HP Metal Jet Post-Installation Training

Designed for operators, production supervisors, and all users involved in the HP Metal Jet workflow, this service accelerates your learning and skill-building across the end-to-end process to help maximize the effective and efficient utilization of your HP Metal Jet Printing Solution(s). This training program involves two events:

- A workshop scheduled approximately six (6) weeks after installation, consisting of a three (3)-day training from an HP competency engineer that includes assessment of the site conditions, system health, operator proficiency across the workflow, and maintenance routines.
- An operational workflow and maintenance practices review, scheduled 12 months after installation.

Specifications

- An HP or HP-authorized technician will contact you during the installation scheduling process to plan and schedule the delivery of the first workshop.
- At least 30 days prior to the 12-month mark after installation, an HP or HP-authorized technician will contact you to schedule the delivery of the second workshop and shipment of augmented reality (AR) glasses.
- Post-installation training activities include:
 - Site environment and operational review
 - Workflow review
 - Operator knowledge assessment



HP Metal Jet Deinstallation and Relocation Services

Whether you are adjusting your facility layout or moving your equipment to a different site, protect your investment with the HP Metal Jet Relocation Service. This service offers deinstallation, packaging, packing, unpacking, and installation support based on your needs.



Specifications

- In advance of the relocation, an HP service representative will scope the service requirements, timeline, and logistics with your team.
- Prior to deinstallation, an HP technician will jointly inspect and record the condition of your device(s).
- Packaging for your device(s) will be shipped to your site, in case you no longer have the original packaging.
- Your device(s) will be secured and packed as required for the relocation.
- Prior to sealing packaging and loading onto transportation arranged by your team, an HP technician will jointly inspect and record the condition of your device(s).
- Following arrival at the new destination, an HP technician will record the condition of the packaging, unpack and record the condition of the device(s), and install your HP Metal Jet device(s).
- The device(s) will be turned on and initialization procedures executed.
- A standard test job will be printed as part of the installation to demonstrate the operation of the printer and associated device(s) to the operators.

Services by site phase

Service type	Service offering/ Site phase	Site launch	Site expansion	Relocation
		First printer installation	Additional device installations	Any installed device
HP Metal Jet Installation Services	HP Metal Jet Printer System Installation Service*	Required; dependent on device(s) purchased	Required; dependent on device(s) purchased	N/A; Installation included within SOW scoping for relocation service
	HP Metal Jet Powder Management Station Installation Service			
	HP Metal Jet Powder Removal Station Installation Service			
	HP Metal Jet Build Unit Installation Service**	N/A		
	HP Metal Jet Curing Station Installation Service**	N/A		
	HP Metal Jet Relocation Service	N/A	N/A	Required
HP Metal Jet Training Services	HP Metal Jet Design and Process Fundamentals Training	Required	Available	Available
	HP Metal Jet Advanced Process Parameter Training	Required	Available	Available
	HP Metal Jet Post-Installation Training	Required	Available	Available

* HP Metal Jet Printer System Installation Service includes installation for one HP Metal Jet Printer, four Build Units, and two Curing Stations. This service may also be used for configurations with fewer Build Units or Curing Stations in addition to standalone installations of HP Metal Jet Printers.

** HP Metal Jet Build Unit Installation and HP Metal Jet Curing Station Installation services are applicable for additional devices purchased beyond configuration included under HP Metal Jet Printer System Installation Service or for standalone site expansion installations of HP Metal Jet Build Units and HP Metal Jet Curing Stations after the initial HP Metal Jet Printer System Installation.

Customer responsibilities

HP Metal Jet Installation Services

HP Metal Jet Installation Services with Operator Training and Certification

General

- Any requests for modifications to the scheduled dates for installation must be made by the Customer at least 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.

Before installation

- Contact HP or an HP-authorized technician to schedule the installation service after receiving notification of the delivery date for the HP Metal Jet Printing Solution(s).
- Designate a site representative as a point of contact for HP.
- 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. Also, verify that operators have completed the webinar training component prior to installation.
- Ensure the delivered HP Metal Jet equipment is available at the location where the installation service will take place.
- Ensure a forklift is available for unloading and placement of the devices.
- Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide safe service delivery.
- An HP or HP-authorized technician will uncrate the system and record the condition of the equipment upon removal of all packaging. Customers will be responsible for any damage found on the equipment if the system is uncrated before the HP or HP-authorized technician's arrival.

During installation

- Provide a computer to install the HP 3D 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.
- Ensure a skilled technician/maintenance person is present and can actively collaborate with the HP or HP-authorized technician 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 Metal Jet Printing Solution(s).
- If requested by the HP or HP-authorized technician, operators must complete the web-based trainings before the end of the installation.
- Provide required technical approvals and technical information such as IP addresses and usernames/passwords at the HP or HP-authorized technician's request during installation.
- Customer is required to store the packaging onsite in case further need for packaging is necessary.

HP Metal Jet Relocation Service

- Contact the HP Metal Jet Remote Support Center to schedule an appointment at least 12 weeks prior to the service date.
- Equipment should be fully functional prior to the relocation service. If the Customer has the packaging in stock, the HP or HP-authorized technician will validate that its condition is appropriate for the relocation. If validated, packaging will be excluded from the Statement of Work (SOW). If not validated or not owned, use of HP-provided packaging required for relocation will be added to the order on the SOW.
- Provide a container for unloading the used powder after deinstallation.
- Arrange all forklift/material handling and transportation support required to move the packaged equipment from the origin to the destination.
- The Customer is responsible for any equipment damage occurring after the hardware is sealed in packaging at the origin until equipment is unpacked at the destination.
- Communicate the location or destination where the printer is being moved to check the validity of the support extension service.
- On return, HP-provided packaging should arrive in the same condition as received, otherwise HP may charge additional fees.
- Communicate the desired time and location for delivery and pick up of HP-provided packaging materials.

HP Metal Jet Training Services

HP Metal Jet Design and Process Fundamentals Training

- Up to ten (10) participants may attend per purchased workshop.

HP Metal Jet Advanced Process Parameter Training

- Up to ten (10) participants may attend per purchased workshop.

HP Metal Jet Post-Installation Training

- For the second session of the post-installation training requiring AR glasses, wireless Internet connectivity is needed. The Customer must confirm receipt and condition of the glasses.



Service limitations

General limitations	<ul style="list-style-type: none">● 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.● Each service is offered during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location.● Service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.¹● 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.
HP Metal Jet Installation Services	HP Metal Jet Relocation Service <ul style="list-style-type: none">● All HP equipment that has not reached end-of-service life is eligible for the HP Metal Jet Relocation Service.● HP Metal Jet Relocation Service does not have any effect on the duration or coverage of the warranty or service agreement for the associated equipment; the existing location specified in the warranty or service agreement will be updated in the HP entitlement database following an authorized HP Metal Jet Relocation Service.● Transportation rigging, material handling equipment, ground transportation, 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) are not included in the service.● Damage to equipment that occurs during a non-authorized deinstallation and relocation is not covered by the warranty or service agreement, and repairs of those damages will be invoiced.● Only genuine HP devices and accessories will be supported with this service.● If your HP Metal Jet device(s) are not functional, or the new location is not ready to receive the equipment, the relocation service will be canceled, and the Customer may be required to pay additional fees related to readiness.● The HP Metal Jet Relocation 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 Metal Jet Recertification Service.● The relocation service does not include transportation or material handling equipment such as forklift support for the devices at the origin, to the destination, or at the destination. Customers are responsible to order these services separately.● The loan period to use HP-provided packaging units is limited to ten (10) working days from when the Customer receives packaging until it must be returned.
HP Metal Jet Training Services	HP Metal Jet Design and Process Fundamentals Training <ul style="list-style-type: none">● 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.● 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.● HP accessories and peripherals are limited to those included on the equipment bill of material. HP Metal Jet Post-Installation Training <ul style="list-style-type: none">● If the AR glasses are damaged or broken during the delivery of the second post-installation training session, HP will invoice \$6,000 USD to the Customer.● Once the service is concluded, the Customer must return the AR glasses. If they are not returned within five working days of the delivery of the second post-installation training session, HP will invoice \$3,000 USD to the Customer for the delay. If they are not returned within ten working days, HP will invoice \$6,000 USD to the Customer for the delay.

Ordering information

Contact your HP sales representative to help you choose the best HP Metal Jet Onboarding Service options for your business.

Terms and conditions

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

1. If an interpreter is required for translation, the customer must provide this service.

