

# DESIGNJET SUPPORT SERVICES

Progressive Profitable Printing



## Service Level

**In-Warranty  
Care Pack Service**

**Post-Warranty  
Care Pack Service**

**Contractual  
Service**

**Per Incident  
(as needed)**

### Installation

This service includes onsite installation of HP printer hardware by an HP service engineer—including assembly of all HP accessories, hardware verification, network configuration, and basic key operator orientation—and it helps ensure top performance and availability right from the start.

**Single Event**

**N/A**

**N/A**

**N/A**

### 4 Hour, Same Business Day Onsite, Hardware Support

9 x 5 (8 am to 5 pm) or 13 x 5 (8 am to 9 pm)  
(13 x 7 and 9 x 7 offered on select products in Brazil and Mexico)

#### 9 x 5 (M-F 8 a.m.–5 p.m. local time)

This service provides onsite hardware repair, with an HP service representative arriving within 4 hours of a service call. Service calls received after 1 p.m. local time may be carried over to the next coverage day. The service includes all parts, materials and labor, plus technical phone support, troubleshooting, and diagnostics.

#### 13 x 5 (M-F 8 a.m.–9 p.m. local time)

An HP service representative arrives onsite to begin hardware maintenance service within 4 hours after receiving a service call. Service calls received after 5 p.m. local time may be carried over to the next coverage day.

**3, 4 or  
5 years**

2 year Care Pack services offered on select products in Brazil and Mexico

**1 or 2 years**

**Single or  
multi-year**

**N/A**

### Next Business Day Onsite, Hardware Support

Onsite hardware repair is performed by an HP service representative on the next business day after a service call. Service calls received after 1 p.m. local time may be carried over to the next coverage day. The service includes all parts, materials and labor, plus technical phone support, troubleshooting, and diagnostics.

**3, 4 or  
5 years**

**1 or 2 years**

**Single or  
multi-year**

**N/A**

### Next Business Day Onsite, Hardware Support with Defective Media Retention (DMR)

If you operate in an environment that requires a higher level of data security, HP offers a specific onsite support service. This service ensures an HP support technician or authorized service completes repairs and provides you with any defective media removed for secure containment of content.

**3, 4 or  
5 years**

**1 or 2 years**

**Single or  
multi-year**

**N/A**

### Maintenance Kit Replacement Service

To properly maintain the printer and its print quality, the printer's maintenance kit needs to be replaced when an alert appears on the display panel. Onsite replacement is performed by an HP-employed service engineer. All parts, material, and labor are included.

**N/A**

**N/A**

**Single or  
multi-year**  
Known as "Presentative  
Maintenance Services—  
Unlimited"

**Single Event**

### Standard Repair Pricing (STREP)—U.S. only

The standard repair charge pricing is a competitive, flat rate, price quote for an HP authorized technician to come out and repair a printer on-site, for HP to exchange the printer with an HP refurbished working unit, or have the unit sent to HP for repair and returned at a specific time. There are no hidden charges or surprises regardless of the complexity of the repair. The charge includes all parts, labor, and shipping involved to complete the repair, fully test the unit, and bring the product up to HP's latest performance standards. Should it be necessary, HP Standard Repair Pricing Service (STREP), also known as per-incident repair, covers multiple trips to the unit site for no additional charge. This pricing is available for many products that are not covered by an active warranty or service contract.

**N/A**

**N/A**

**N/A**

**Single Event**

### Time and Materials—not available in U.S.

**N/A**

**N/A**

**N/A**

**Single Event**

### Remote User Assistance, Phone Support

This service provides technical support via a toll-free phone number with access to the HP technical support center. Unlimited calls during the one-year service plan are included. Also included are troubleshooting and diagnostics.

**N/A**

**1 year**  
U.S. and CA only

**Single or  
multi-year**

**N/A**

### \$39 Phone Fee (one time)—U.S. only

**N/A**

**N/A**

**N/A**

**Single Event**

### Color Profiling Offsite Service (on select printers only)

This online and phone service helps ensure high-quality color accuracy by fine-tuning color profiles to HP Designjet series printers and HP and non-HP media to International Color Consortium (ICC) profiles. To ensure high-quality output, this service provides customized ICC profiles. This service also supports raster image processors (RIPs) and a variety of large-format media.

**N/A**

**N/A**

**N/A**

**Sold as 1 or 3**

## Resources

**Contact:** Janice Karm • Designjet Services Business Manager, Americas • 561-704-8873 • janice.karm@hp.com

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA1-3525ENUC, April 2010

