

HP Contractual Service Programs



For HP Latex 200 and 300 Printer series

Asia Pacific



At HP, customer care matters. We offer our customers industry-leading service and support, on-site and via advanced remote tools, to provide increased uptime and productivity.

With an HP contractual services program that matches your business priorities and budget, you're assured of enjoying better return on your investment.

For HP Latex 200 and HP Latex 300 Printer series, we offer a line of support programs agreements to give you peace of mind as you run your digital printing operations:

Full Coverage

An all-inclusive program providing outstanding coverage:

- Unlimited remote support
- Next business day onsite support response
- Onsite labour included
- Travel expenses included
- Spare parts included
- Preventive maintenance

Initial troubleshooting process

Once you log a case with HP or via an HP Authorised Service Partner, the support technicians will work to get your printer back up and running as quickly as possible. Our qualified support agents will work with you to remotely troubleshoot the problem.

Ordering information

Please contact your local HP sales representative or HP Authorised Service Partner.

¹ HP onsite services does not include consumable items, such as print cartridges, batteries, maintenance kits, and other supplies; user maintenance; and non-HP devices.

² Onsite service level may not be available in all geographies. In some instances, onsite services may be performed by an HP Authorised Service Partner.

Onsite Service

- If the initial troubleshooting process does not resolve the device error, an HP service technician or an HP Authorised Service Partner will make best effort to arrive at your site the next business day after the support agent escalates the case for dispatch.¹
- Service includes all parts and labour, along with technical phone support, troubleshooting, and diagnostics.²

Why choose HP for printing services?

When you place your printers under HP contractual services programs, you know they are supported by certified experts. These programs allow you to:

- Maintain your non-stop production
- Best assure your productivity and profitability
- Minimise time-to-repair
- Reduce overall costs of ownership

With the industry's largest services organisation, HP and its Authorised Service Partner network offer unique opportunities to enjoy end-to-end solutions and support. From the data center, to workflows, to digital printers, we can help you get the most from your graphics business environment.

Learn more at
hp.com/go/latexservice

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