

The comprehensive portfolio of HP Designjet Support Services is designed to offer the best combination of support coverage to fit any budget. With the widest range of support services options and best-in-class total cost of ownership (TCO) you can easily protect your investment in your HP Designjet printer.

- Installation Service with Network Setup
- Extended support coverage with Next Business Day Onsite Repair
- Post Warranty Services with Next Business Day Onsite Repair Service
- Preventive Maintenance Service
- Maintenance Kit Replacement Service
- Quick time to repair



| If you need                                                                                                                                                             | Choose this HP service                                                                                                                | Service description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br><b>An HP professional to install and setup the printer</b>                          | <br><b>Installation Service with Network Setup</b>   | <br>Installation service includes onsite installation and network setup of your HP Designjet printer by an HP authorised service technician. Deliverables include assembly of the printer, all HP accessories, hardware verification, network setup, and basic printer orientation for your organisation's key users.                                                                                                                                               |
| <br><b>To extend HP warranty or HP Care Pack coverage</b>                              | <br><b>Next Business Day Onsite Repair Service</b> | <br>HP warranty experience extended to 2, 3, 4 or 5 years at the purchase of HP printer or incremented by 1 or 2 years prior to HP Warranty or active HP Care Pack expiry. An HP authorised service technician will make the best effort to arrive at your site the next business day after the support agent performing remote troubleshooting dispatches the case. The service includes technical phone support, diagnostics, spare parts, material and labour. |
| <br><b>To ensure maximum performance of my printer</b>                                | <br><b>Preventive Maintenance Service</b>          | <br>Onsite service performed by an HP authorised technician includes : verification of printer's functions, print / self-tests, cleaning of outer and inner printer parts, maintenance of selected parts of the printing mechanism, recommendation on replacement of worn-out parts (replacement not included in this service), and recommendation on installation of firmware updates.                                                                           |
| <br><b>To ensure the best possible print quality with printer alerted maintenance</b> | <br><b>Maintenance Kit Replacement Service</b>     | <br>To get the most out of your printer while maintaining the best print quality, the printer maintenance kit needs to be replaced when an alert appears on the display panel. HP Maintenance Kit Replacement Service includes the replacement of consumable parts by an HP service technician.                                                                                                                                                                   |
| <br><b>To repair HP printer not covered by HP warranty or HP Care Pack</b>            | <br><b>Per event Service</b>                       | <br>On request support service for out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided upon selecting your printer and requested service. After customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch HP authorised service technician to repair HP printer onsite.                                                                                              |

| Service offering for your HP Designjet printer | Installation Service with Network Setup | 3-year Next Business Day Onsite Repair Service | 1-year Post Warranty Next Business Day Onsite Repair Service | Preventive Maintenance Service |
|------------------------------------------------|-----------------------------------------|------------------------------------------------|--------------------------------------------------------------|--------------------------------|
| HP Designjet T120, 24"                         | UC744E                                  | U1V95E                                         | U1W34PE                                                      | U1XV4E                         |
| HP Designjet T520, 24"                         |                                         | U1W23E                                         | U1V90PE                                                      |                                |
| HP Designjet T520, 36"                         |                                         | U6T83E                                         | U6U05PE                                                      |                                |
| HP Designjet T920, 36"                         |                                         | U7Y85E                                         | U7Z01PE                                                      |                                |
| HP Designjet T1500, 36"                        |                                         | U7Z11E                                         | U7Z95PE                                                      |                                |
| HP Designjet T2500 eMFP                        |                                         | U0ME7E                                         | U0MF4PE                                                      |                                |
| HP Designjet T3500 eMFP (B9E24B)               | H4518E                                  | U1ZX9E¹                                        | U1ZY1PE                                                      |                                |
| HP Designjet T7200, 42"                        |                                         | U1ZY3E¹                                        | U1ZY5PE¹                                                     |                                |
| HP Designjet Z5200, 44"                        |                                         | UV213E                                         | UV222PE                                                      |                                |
| HP Designjet Z5400ps, 44"                      |                                         | U0LZ3E                                         | U0MA3PE                                                      |                                |
| HP Designjet Z6200, 42"                        |                                         | UX872E                                         | UX877PE                                                      |                                |
| HP Designjet Z6600, 60"                        |                                         | U1ZM8E¹                                        | U1ZN0PE¹                                                     |                                |
| HP Designjet Z6800, 60"                        |                                         | U1Z59E¹                                        | U1ZT2PE¹                                                     |                                |

## How to find the right HP Care Pack?

## How to Activate/Register your HP Care Pack?

## How do you get support?

For out of warranty printer not covered by HP Care Pack or Contract. A free quote will be provided upon selecting your printer and requested service. And after customer acceptance, an HP technical specialist will perform remote troubleshooting and if needed, dispatch HP authorised service technician to repair HP printer onsite.

<sup>1</sup> This services comes with DMR option. Defective Media Retention keeps your sensitive data safe. To comply with security regulations you can keep the defective hard-drive or data-retentive memory component while getting a new replacement disk or memory.



**Complete solutions.** With an unrivaled 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.

**Financial strength.** HP has the resources to provide financing and procurement options that are right for your organisation.







HP Designjet Support Services are designed for business critical environments. Covering installation, extended support and maintenance, and a variety of value added services, they provide the professional support you need to get the most out of your printer investment.



This is an HP Indigo digital print.

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HP Designjet Support Services help you secure the budget predictability you need, by extending your support coverage beyond standard warranty coverage. All support costs are covered for the full extended period – which can mean significant savings. For example, when purchasing a 3-year support coverage package for the HP Designjet T520 printer you can **protect your business from unplanned expenses, while saving up to 15%** of the total support costs.

#### HP Designjet Support Services give you:

- Reassurance on your investment
- Up to 5 years support coverage with HP's Next Business Day Onsite Repair Service
- No unexpected support costs
- Predictable printing at the quality you need, when you need it
- Best-in-class cost of ownership
- Quick time to repair



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Guide

## HP Designjet Support Services

APJ



# HP Designjet Support Services

#### Predictable printing with confidence

- Professional installation and setup
- Up to five years support coverage
- No support cost surprises
- Hassle-free printing of your projects at the quality you need, when you need it
- Lower total cost of ownership (TCO)

Find out more at [hp.com/go/designjetsupport](http://hp.com/go/designjetsupport)

