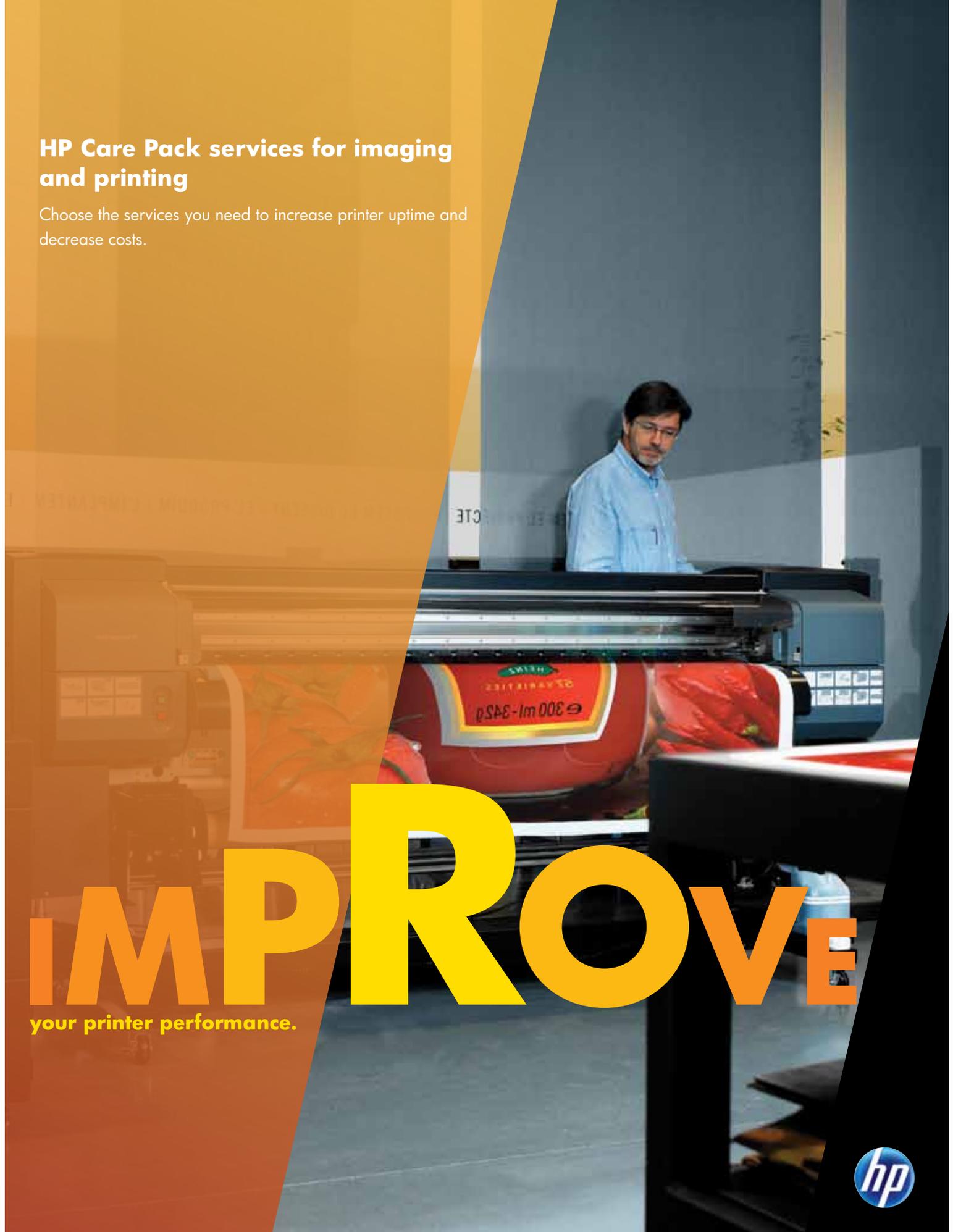


## HP Care Pack services for imaging and printing

Choose the services you need to increase printer uptime and decrease costs.



# IMPROVE

your printer performance.



## No time for downtime

When your business is printing, missing a deadline is simply not an option. Printer downtime can have serious business consequences, including reducing productivity and diverting resources that are typically devoted to core business functions.

For organizations across industries, the ability to print anything, anytime, anywhere is essential to business operations.

What's more, the costs and complexities associated with printer management can be a surprisingly critical component of enterprise revenue. As a result, you need to improve your printer uptime and availability while avoiding costly, unexpected repairs.

### No one knows printing and services better than HP

When it comes to keeping your business competitive, your printing and imaging environment needs to be available and running at peak performance at all times. You need expert advice, and personal,

reliable, and cost-effective support. And that is what HP Services delivers.

HP Care Pack services provide an easy-to-buy, easy-to-use portfolio of high-quality, packaged services that extend and enhance the standard warranty coverage on HP hardware and software—at a price you can afford. We can help you fix problems quickly, improve printer uptime, and avoid unbudgeted repair costs—so you can achieve better business outcomes.

#### **Printing problems solve/questions answered**

Your business depends on quality printing and imaging. When printing and imaging resources aren't performing properly, the business suffers.

What if you could rest assured that your entire printing/imaging network was producing the highest quality results—reliably, consistently, and without interruption? What if you could do this without breaking your budget? And what if you could count on one of the most trusted names in information technology for ongoing support? Now you can.



HP Care Pack services are designed with all of these needs in mind. HP Care Pack services provide an easy-to-buy, easy-to-use portfolio of packaged services that extend and enhance HP warranty coverage—at a price you can afford.

Count on proven expertise to provide you with everything from supplemental service to a virtual IT staff. With our support, you can gain peace of mind and a lower cost of technology ownership. That frees you to do what really matters: your business. Because when technology works, business works.

## Supporting your business when you need it

### Reduce downtime for better productivity

HP Care Pack services for imaging and printing help you standardize and improve your entire printing and image network to drive better results for your business. You can:

- Access fast response times and expert services to get your printers up and running quickly when a problem occurs
- Take advantage of the highest level of quality in printing and imaging output and overall improved printer performance—helping you accelerate business growth
- Continually improve the management and operations of your entire printing, imaging, and digitization environment
- Increase the availability and reliability of your imaging and printing resources

### Enhance ROI and decrease costs

HP helps you enhance the way you manage your printing and imaging environment—reducing costs and saving time. You can:

- Mitigate unexpected and unbudgeted repairs, leading to lower and more predictable costs
- Improve cost control, reduce expenditures for maintenance and resources
- Create a cost-effective infrastructure that is highly reliable, easier to maintain, more efficient, and secure

### Leverage a wide range of support options

HP Care Pack services for imaging and printing lets you choose the precise level of service or support you need, with flexible options tailored to your requirements.

While offerings vary by region, HP Care Pack services provide coverage that includes:

- Higher service levels and additional years of coverage beyond the standard warranty
- Expert, onsite service delivery performed primarily by HP service engineers or HP authorized technicians
- Priority access to toll-free technical phone support during the coverage window
- Extended hours for support
- Predictable and consistent service delivery across branch and remote office locations—and a single point of service for all IT technologies from printers and PCs, to storage and servers





- Comprehensive troubleshooting and diagnostics to accurately identify problems and enable quick repairs
- Standard onsite service available 8 a.m. to 5 p.m., nine hours, Monday through Friday local time
- Extended onsite service available 8 a.m. to 9 p.m., 13 hours, Monday through Friday local time
- Enhanced onsite service available 8 a.m. to 9 p.m., 13 hours, Monday through Friday local time, and up to seven days in some locations
- All necessary HP original manufactured parts, materials, and labor
- Escalation management for complex problems
- Work to completion—service is continued until your printing products are operational
- Services cover all HP-branded components, including HP Jetdirect network components, memory components, and HP-branded accessories such as paper trays, duplex units, and hard disks

#### **Rely on HP Imaging and Printing Services**

HP Care Pack services are predictable and professionally delivered—from technical phone service to installation and same day onsite repair.

Our services are more cost-effective than forecasting, storing, and maintaining “inventory spares,” and they reduce the risk of investing in technologies that may become obsolete. They also make it faster and easier for your staff to disconnect a troubled device and then find, retrieve, and set up a new one on the network. And you benefit from less printer downtime, greater employee productivity, lower printing costs, and a worry-free printing experience.

**Our imaging and printing service offerings vary by region and include:**

- Same Day Onsite Service available up to seven days a week, (including holidays, depending on location): An HP service engineer or HP authorized technician arrives at your site to begin hardware maintenance service within four hours after the service call is received, if this time falls within the coverage window. The service includes all parts, material, and labor, along with technical phone support, troubleshooting, and diagnostics.
- Next Day Onsite Service: Includes all parts, materials, and diagnostics. Available seven days a week, including holidays, with extended hours of 13x7. (Varies by region.)
- Next Day Onsite Service plus Preventive Maintenance Service: Get three-year Next Day Onsite Service plus maintenance kit replacement service. (Varies by region.)
- Basic Assistance Service—offers eight hours, one-day, on-site service for HP LaserJet printers.
- Next Business Day Exchange Service: For service calls received within the coverage window, HP can expedite and ship a replacement printer overnight through a premium airfreight to arrive by 10:30 a.m. local time, with shipping charges paid by HP. Nearly continuous service for up to three years, including technical phone support, troubleshooting, and diagnostics.
- Defective Media Retention service: As part of the HP Next Business Day Onsite with Defective Media Retention Service, an HP authorized technician arrives onsite the next business day in the event of a printer hardware failure.
- Technical Phone Support Service: Provides technical support through a priority toll-free phone number with access to an HP technical support center, including unlimited calls during the one-year service plan, as well as troubleshooting and diagnostics.
- Installation Service with Network Configuration: Provides site installation of HP printer hardware by an HP service engineer, including assembly of all HP accessories, hardware verification, network configuration, and basic administrator familiarization.
- 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 service engineer or HP authorized technician, which includes all parts, material, and labor.
- Preventative Maintenance: Replaces the use of printer maintenance kits and gives you the security of knowing an HP-trained technician who knows the job is doing it right. You get coverage across a specific timeframe, allowing you to include printer fleet maintenance services to existing or new service contracts.
- High-Performance Secure Hard Disk Installation: Risk-free installation of cryptographic solution helps secure information on your HP printer or MFP while maintaining the device's throughput and performance.
- Post Warranty: This Care Pack service takes over after your standard HP warranty expires, or after your upfront HP Care Pack service expires. It provides expert, responsive support that allows you to keep imaging and printing hardware current without worrying about availability issues.
- Return to HP option for low-end HP LaserJet printer—Availability of this service varies by region.



## Why HP for printing services?

HP is a leader in servicing and managing printing and imaging environments, and we are committed to helping you achieve better business results from your printing environment. Here are just a few examples of our leadership:

- HP Services for printing and imaging are delivered primarily by HP service engineers or HP authorized service technicians.
- HP Services are delivered using genuine HP parts and supplies.
- HP is recognized as #1 globally in imaging and printing.
- There are 73,000 HP service professionals operating in 170 countries.
- HP has more than 40 years of experience designing, deploying, and supporting high-technology environments.

# HP Imaging and Printing Service Options\*

Service level	LaserJet low end	LaserJet midrange	LaserJet high end	LaserJet mid-high MFP	Designjet	Business inkjet	Scanjet
Same Day Onsite		x	x	x	x		
Next Day Onsite	x	x	x	x	x	x	x
Next Business Day Exchange	x	x				x	x
Technical Phone Support	x	x	x	x	x	x	x
Installation with Network Configuration	x	x	x	x	x		x
Maintenance Kit Replacement Service		x	x	x	x		
Preventative Maintenance	x	x	x	x	x		
High-Performance Secure Hard Disk Installation		x	x	x	x	x	x
Post Warranty Care Pack Services	x	x	x	x	x	x	x

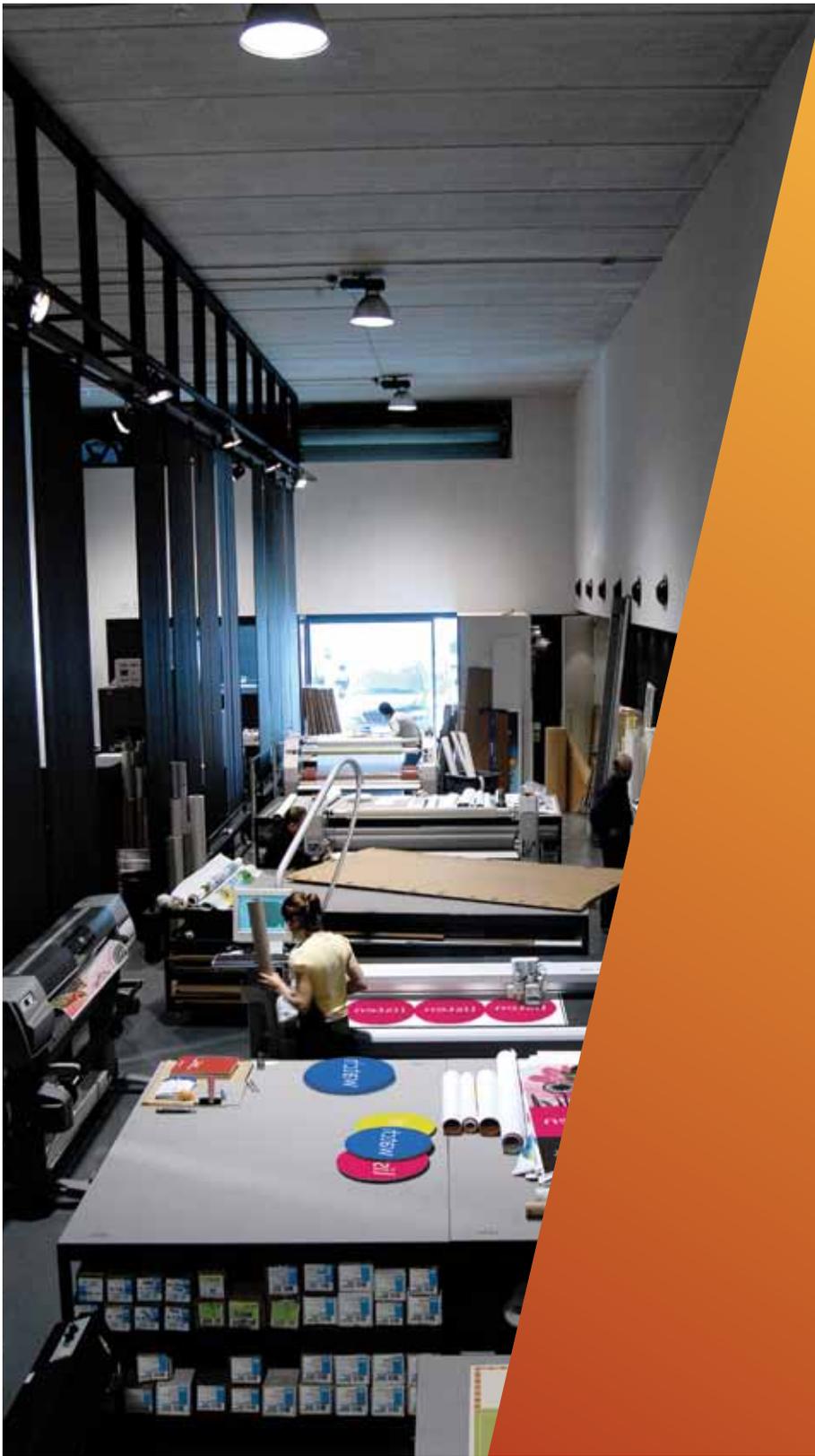
\*Offerings may vary by region and country.

To learn more on how HP Care Pack services for imaging and printing can reduce your printing and infrastructure costs, contact your local HP preferred reseller or HP sales representative, or visit:

[www.hp.com/go/printservices](http://www.hp.com/go/printservices)

For a list of available service levels by specific printer product, visit HP Care Pack Central:

<http://www.hp.com/go/cpc>



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