

Brochure

# HP Care Pack Services

For HP Latex 200 and 300 Printer series



# Imaging and Printing Services that keep you ahead

## The HP Imaging and Printing Care Pack Services portfolio includes:

- Next Business Day Onsite Service
- HP Post Warranty Services
- HP Maintenance Kit Replacement Service
- Defective Media Retention Service



## 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. 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—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.

Your business depends on quality printing and imaging. Count on proven expertise to provide you with everything from supplemental service to a virtual IT staff. With HP support, you can gain peace of mind and a lower cost of technology ownership. This frees you to do what really matters: manage 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 printing and imaging help you standardize your entire printing and imaging network, to help drive better results for your business.

### Enhance ROI and decrease costs

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

### Leverage a wide range of support options

HP Care Pack Services for printing and imaging let you choose the precise level of service of support you need.

### Rely on HP Printing and Imaging Services

HP Care Pack Services are predictable and are professionally delivered—from technical phone support to installation and service support. The 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.

You can benefit from more printer uptime, greater employee productivity, lower printing costs, and a worry-free printing experience.

## Initial troubleshooting process

Once you log a case with HP, our 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. The following actions will be taken based on their findings:

- In the event the issue can be fixed remotely, the support technicians will provide step-by-step instructions on how to resolve the problem.
- In the event a user-installable replacement part is required (e.g. a print head), HP will expedite a shipment of the necessary part(s) to you. You will be required to ship the defective part(s) back to HP in the provided packaging materials.
- If the problem cannot be resolved by one of the above troubleshooting or resolution methods, the level of your HP Care Pack Services will determine the next steps.

See the descriptions below to learn about what will be done next according to the care pack that has been purchased.



## Next Business Day Onsite Service

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

## Enhanced Technical Phone Support Service

Technical support for HP Care Pack Service customers is available with direct access to HP's enhanced technical support team. Unlimited calls are included in the service plan.

## HP Post-warranty Services

Fiscal and environmental responsibility is a priority; the best way to protect your investment is with a post-warranty care pack. HP Post-warranty Care Pack Services offer continued protection after your standard HP warranty expires, or after your up-front HP Care Pack Service expires.

This service gives you access to all the benefits you received when purchasing the care pack up front while extending the life of your printer investment.

Post-warranty services are offered in one- and two-year increments and in a variety of service levels, including exchange, onsite, and call to repair.

The purchase and registration of a post-warranty HP Fixed Care Pack service should occur no earlier than the last 90 days of the existing coverage period and no later than 30 days after the existing coverage period has expired.

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

<sup>2</sup> Onsite service level may not be available in all locations. In some instances, onsite services may be performed by an HP Authorized Service Partner.

Post-warranty services cannot be purchased at the time of new hardware purchase in order to extend the warranty duration.

Two or more similar post-warranty HP Care Pack services cannot be purchased for a given product at the same. The product must be in good working condition at the time of purchase of the care pack. To be active, all HP Care Pack Services must be registered on [hp.com](http://hp.com) within 10 days from the date of purchase.



### Why choose HP for printing services?

**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.

**Expertise.** HP is recognized as the number one global leader in imaging and printing. Access to HP R&D engineers and our massive knowledge base of experience make HP the ideal partner to assist you in elevating your printing and imaging environment.

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

### How do you get support?

When purchasing an HP Care Pack, you will receive the phone number of your dedicated phone line as well as the hours of operation.

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

Registration can be managed from end user to wholesaler or second tier partner. To be active, all HP Care Pack Services must be registered on hp.com within 10 days from the date of purchase.

<sup>1</sup> Service level may not be available at all locations. To find out what Care Packs services exist for your product, please visit Care Pack Central at [hp.com/go/latexservice](http://hp.com/go/latexservice)

## Defective Media Retention Service

As part of the HP Next Business Day Onsite Service offering, you have the option to add a Defective Media Retention Service (DMR). An HP service technician or an HP Authorized Service Partner will arrive onsite the next business day in the event of a printer hardware failure. This additional feature allows you to keep the printer hard disk and the critical information it may contain without dealing with the hassle and expense of ordering and paying for a new drive.

## HP 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. The HP Maintenance Kit Replacement Service (MKRS) includes the replacement of this consumable part plus expert onsite service by an HP service technician or an HP Authorized Service Partner.<sup>1</sup>

## HP Care Pack Services for Imaging and Printing at a glance

Service Level	HP Latex 210 HP Latex 310	HP Latex 260 HP Latex 330	HP Latex 280 HP Latex 360
Technical Phone Support Service	✓	✓	✓
Next Business Day Onsite Service	✓	✓	✓
HP Post-warranty Services	✓	✓	✓
Defective Media Retention Service	✓	✓	✓
HP Maintenance Kit Replacement	✓	✓	✓

## Ordering information

Visit [hp.com/go/latexservice](http://hp.com/go/latexservice) to select your preferred HP Care Pack, and quote the HP Care Pack product number when you place an order through your local HP sales representative or HP Authorized Service Partner.

Learn more at  
[hp.com/go/latexservice](http://hp.com/go/latexservice)  
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