

Brochure

# HP Large Format Services

## For HP Latex 700 & 800



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technologies

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# Imaging and Printing Services that keep you ahead

## No one knows printing and services better than HP

When it comes to keeping your business competitive, your printer needs to be available and running at peak performance. You need expert advice and that is what HP Services deliver.

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.

From HP Large Format Printing Services, we offer an easy-to-buy, easy-to-use portfolio of high-quality services that can 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.



## The support process

### Troubleshooting

If your printer is covered by an HP contractual service, when you log a case, 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.

### Replacement parts

- In the event a user-installable replacement part is required, 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, HP technicians will issue the replacement parts that have to be changed by an HP or HP Partner engineer to the customer site.

### Next Business Day Engineer Intervention

- If the troubleshooting process does not resolve the device error, an HP service technician or an HP Authorized Service Partner will give their best effort to arrive at your site the next business day following the support agent's escalation of the case for dispatch.<sup>1</sup>
- The case will be followed up by HP or an HP Authorized Service Partner until it is solved

# Choose your service program

## HP Care Packs

HP Care Packs are the most well known service products among HP customers. The Support Care Pack is a warranty extension that provides remote assistance, parts and onsite support for your printer, helping you to improve the product uptime. You can choose between various durations and you can extend the service by buying a Post-warranty Care Pack for your printer.

HP Support Care Pack includes Defective Media Retention Service (DMR). This additional feature allows you to keep the printer hard disk, with the critical information it may contain, without dealing with the hassle and expense of ordering and paying for a new drive.

Care Pack service features	HP Latex 700	HP Latex 800
Technical Phone Support Service	✓	✓
Replacement Parts	✓	✓
Next Business Day Engineer Intervention	✓	✓
HP Post-warranty Services	✓	✓
Defective Media Retention Service	✓	✓



## Ordering information

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

Once the order is confirmed, HP will send an E-mail to you or to your HP Authorized Service Partner within the next 5 business days with a link and an activation code which you or your HP Partner will have to use to register the Care Pack. Registration has to be done within the next 10 days after you receive the message.

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

HP Care Pack	2 Years NBD	3 Years NBD	1 Year PW	2 Year PW
Latex 700	U13D9E	U13DFE	U13DKPE	U13DQPE
Latex 700W	U13DCE	U13DHE	U13DMPE	U13DSPE
Latex 800	U13DBE	U13DGE	U13DLPE	U13DRPE
Latex 800W	U13DDE	U13DJE	U13DNPE	U13DTPE

## HP Service Contracts

You can also choose to support your printer with an HP Service Contract. Service Contracts are flexible, they can be tailored if you are looking for monthly or quarterly payments, co-terminus renewal, evergreen solutions or fleet management. The base Contracts are:

### Full Support

This is the solution if you are looking for total cost control and peace of mind. Includes phone support, all onsite service visits, mandatory software and hardware updates, as well as replacement parts. Support is available for unlimited amounts of time during the contract period.

### Parts Coverage

Designed for companies that are looking for a cost-effective, entry-level service program as parts insurance. The program includes unlimited remote support and spare parts. You can combine this program with operator trainings if you are looking for a low cost solution.

Availability of contractual services may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order a contractual service, contact a local HP sales representative or HP Authorized Service Partner.



Service Contracts features	Full Support for Latex 700 & 800	Parts Coverage for Latex 700 & 800
Technical Phone Support Service	✓	✓
Replacement Parts	✓	✓
Next Business Day Engineer Intervention	✓	
Flexible terms	✓	✓

## Why choose HP for printing services?

### 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 makes HP the ideal partner to assist you in elevating your printing and imaging environment.

### 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.

### Customer first

Our target is to deliver the best services and provide a flawless customer experience.

Contact us:  
[serviceoptions@hp.com](mailto:serviceoptions@hp.com)

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

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