



HP Latex Printer Series

June 2017

HP Latex Care Pack Services

At HP, customer care matters. HP and Authorized service providers offer a line of support programs especially designed to give you peace of mind as you run your business.

We know that your business depends on quality printing and with an HP contractual services program, or “HP Care Pack” which matches your business priorities and budget, you can enjoy a better return on your investment and a lower cost of technology ownership.

HP Care Packs

HP Care Pack Services provide easy-to-buy, easy-to-use, high quality packaged services that **extend and enhance your standard warranty coverage 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**.



Portfolio and pricing

HP Care Pack offerings range from **one to four years coverage** and can be renewed, **offering full and unlimited remote and next business day onsite support**¹ during that period. This frees you to do what really matters: manage your business. Because when technology works, business works.

Most of the HP Care Pack Services include the **Defective Media Retention (DMR) Service**. This additional feature allows you **to keep your printer's hard disk** in the case that it is found faulty **to protect the critical information** it may contain without dealing with the hassle and expense of ordering and paying for a new drive.

HP provides **a wide Care Pack Portfolio**, which ranges from printer installation to printer maintenance. To see the HP Care Packs available for your printer, what's included and a reference price, please visit **HP Care Pack Central** (hp.com/go/cpc). And to order, please contact an HP Authorized Service Partner.

Remember, every HP Care Pack needs to be registered at HP Official Site (<http://www.hp.com/>). Registration can be managed from the end user to the wholesaler or second tier partner.

¹ HP onsite service does not include consumable items such as print cartridges, batteries, maintenance kits and other supplies, nor user maintenance, non-HP devices.

How to open a case

Once you log a case in with HP or an HP-authorized Service Partner, the support technicians will work to get your printer back up and running as quickly as possible. 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 that **the issue can be fixed remotely**, the support technicians will provide step-by-step instructions on how to resolve the problem.
- In the event that a **user-installable replacement part is required** (e.g. a printhead), 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 packaging materials provided.
- **If the problem cannot be resolved** by one of the above troubleshooting or resolution methods, the level of your HP Care Pack Service will determine the next steps we'll take.



With the industry's largest services organization, HP and its Authorized Service Partner network offers you unique opportunities to enjoy end-to-end solutions and support.