

HP 3D Printing Prepare Services



HP Jet Fusion 3D Solution Services—

Working together through your digital manufacturing journey.

Whether you're just starting out or you're in full production, we're here to help you successfully navigate your 3D printing adoption journey with a world-class service experience dedicated to making digital manufacturing—and new growth—a reality for your business.

Why HP 3D Printing Prepare Services?

We've entered a new industrial era, where digitization changes the game. Businesses that embrace this shift and take steps to transform will have a significant edge moving forward. Navigating the transformation process and the path from traditional production to digital manufacturing can be challenging. That's why we work with you from day one to accelerate the transformation process so that you reach your digital manufacturing objectives quickly and efficiently.

These services are designed to address much of the behind-the-scenes busywork, so you don't have to. Focus on business innovation and rely on HP and HP-authorized technicians¹ who can help speed the process from beginning to end, delivering peace of mind as you embark on this exciting journey.

From preparing your site to installing your equipment and printing your first parts to helping you explore the full potential of HP 3D Printing, we'll help get you started on the right track with HP 3D Printing Prepare Services.

Benefits

- Reach operational-ready state quickly and efficiently
- Optimize performance and operational efficiency
- Accelerate your learning curve on HP Multi Jet Fusion technology
- Deinstall and package equipment efficiently and securely

Features

- Pre-planning to optimize the manufacturing workflow and help prevent risks
- Fast, efficient equipment, software, and network setup
- Comprehensive training
- On-site support for fast, quality printing readiness
- Includes light or standard packaging for transport

HP 3D Ready-to-print Service

• HP 3D Installation Service and HP 3D Basic Operation Training

• HP 3D Ramp-up Service

• HP 3D Part Quality Training

• HP 3D Proactive Remote Service

HP 3D Deinstallation and Packing Services

HP 3D Ready-to-print Service

Quickly and confidently get your new HP Jet Fusion 3D Printer(s) and Printing Solution(s) up and running with minimal interruption to the business. We provide fast and reliable installation planning and site preparation, system installation, setup, configuration, and training to help you quickly ramp up operations.

HP 3D Installation Service and HP 3D Basic Operation Training

You're up and running in a short amount of time. These services provide complete, fast, and reliable installation of your new HP 3D printing equipment. In fact, HP or an HP-authorized technician¹ will come on-site to install, set up, configure, and provide basic operation training. Allow your team to focus on more pressing business issues while we get you up and printing quickly.

Pre-installation: planning and project management

Specifications

- Prior to installation, an **HP or HP-authorized technician¹** will be assigned to guide you through every step of the journey. You'll receive a welcome pack, including a guide with advice on how to get started.
- Once your HP Jet Fusion 3D Printer(s) and Printing Solution(s) have shipped, you and the HP or HP-authorized technician¹ will jointly schedule **installation at your convenience**.



Uncrate, installation, and basic training

Specifications

- Your HP Jet Fusion 3D Printer(s), Printing Solution(s), and purchase accessories will be installed and set up in the **designated location**.²
- HP will **inventory** the shipment against the packing list and **uncrate** all delivered products. HP will also **remove packaging materials** to an on-premise location that you designate, which must be in the same building as the cubicle, office, lab, or room where the products are delivered. If you don't have a customer representative available to assist the HP or HP-authorized technician¹ with the uncrate process, a separate uncrate service will be required.
- The device(s) will be **turned on** and **initialization procedures** executed.
- Pre-installed **software** and **firmware** will be reviewed to ensure it is up to date, and any software updates will be installed if necessary. If desktop software is bundled with your HP Jet Fusion 3D Printer(s) or Printing Solution(s), HP will install the software on one workstation.³
- A **standard test** part will be printed while your operators are present to demonstrate basic operation of the printer, tools, and peripherals.
- During the **HP 3D Basic Operation Training**, your operators will receive an **introduction** to the HP Jet Fusion 3D Printer and Printing Solution's workflow and **basic knowledge** of HP hardware and software operation.





HP 3D Ramp-up Service

This service is designed for production managers, pre-production, and operation staff, addressing operational process optimization to reach system-ready state quickly. Processes include a system health check, operational procedures review, and operational printing workshop where we run a print test to make sure key processes are properly implemented. We'll contact you between one week and three months after installation to perform remote technical checks and to properly plan and schedule the delivery of the service. An HP or HP-authorized technician¹ will come to your site to deliver the service and, at the end, you'll receive a service completion report.



HP 3D Deinstallation and Packing Services

The HP 3D Deinstallation and Packing Service provides complete management of product deinstallation and packaging. Regardless of whether you're moving your equipment within your current location or to a new site, you can maintain your service coverage and handle the process quickly and safely.

Specifications

- **HP deinstalls and packs your equipment**, and securely prepares for shipment to the new location.
- **HP checks equipment** to verify operation and condition so that all equipment can be safely and efficiently deinstalled.
- **Light packaging** is used for moving within the same facility, with no change in level.
- **Standard packaging is used** for moving from one location to another, with a change in level. Robust packaging materials are designed to keep parts from moving and prevent damage during transportation.

HP 3D Part Quality Training

Quality, process, and application engineers will learn about key aspects that impact part quality during this two-day on-premises session. Topics include evaluating the factors that impact part quality, efficient printing and cooling strategies, part-quality issues and troubleshooting, optimizing part positioning, and job preparation for optimizing part quality.



HP 3D Proactive Remote Service⁴

With the HP 3D Ready-to-print Service, you get a 90-day trial of the HP 3D Proactive Remote Service.⁴

For more details, please consult the [HP 3D Printing Care Services](#) brochure.

Service product compatibility

	HP Jet Fusion 5200 Series 3D Printing Solutions	HP Jet Fusion 4200 Series 3D Printing Solution	HP Jet Fusion 500/300 Series 3D Printers
HP 3D Ready-to-print Service¹			
HP 3D Installation Service and HP 3D Basic Operation Training	Included	Included	Included
HP 3D Ramp-up Service	Included	Included	Included ²
HP 3D Part Quality Training²	Included	N/A	N/A
HP 3D Proactive Remote Service	Included	N/A	N/A
HP 3D Deinstallation and Packing Service			
Standard packaging	Included	Included	Included
Light packaging	Included	Included	Included

Note: HP 3D Proactive Remote Service 90-day trial is included upon initial purchase of the HP 3D Ready-to-print Service for HP Jet Fusion 5200 Series 3D Printing Solutions only.

1. The HP 3D Ready-to-print Service is included for the first unit. HP 3D Installation Service, HP 3D Basic Operation Training, and HP 3D Ramp-up Service can be purchased separately for the next installations.

2. This training is delivered as a webinar in AMS and EMEA and face-to-face at the customer's site in APJ.

Customer responsibilities

General limitations

- In case of changes in the schedule, you must give notice to HP no less than 14 days before the delivery of the service.

HP 3D Ready-to-print Service

Before installation

- Contact HP or an HP-authorized technician¹ to schedule the HP Ready-to-print Service after receiving notification of the delivery date for your HP Jet Fusion 3D Printer(s) and Printing Solution(s).
- Designate a site representative as a point of contact for HP.
- Verify that all product installation requirements have been met; power installation, network cabling, and initial test supplies are ordered; and appropriate workspace is designated.
- Ensure the 3D print equipment is available at the location where the HP Ready-to-print Service will take place.
- Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide safe service delivery.

During installation

- Provide a computer to install the HP SmartStream Command Center and permanently connect and, in the event of interruptions, restore connectivity to the HP cloud through an HP-approved communication channel, as specified in the Site Preparation guide.¹
- Ensure a skilled technician/maintenance person is present and can actively collaborate with the HP or HP-authorized technician¹ during the hardware installation. Ensure an electrician is available to participate in connecting the electrical infrastructure of the site and in connecting the power cord to the HP Jet Fusion 3D Printer(s) and Printing Solution(s).
- Provide required technical approvals and technical information such as IP addresses and usernames/passwords at the HP or HP-authorized technician's¹ request during installation.

HP 3D Deinstallation and Packing Service

- To engage in the HP 3D Deinstallation and Packing Service, contact the HP 3D Care Center to schedule an appointment at least four weeks prior to service date.
- Equipment should be fully functional prior to the HP 3D Deinstallation and Packing Service.
- Provide a container for unloading the used powder after deinstallation.
- Plan to project manage post-deinstallation activities.
- Communicate the location or destination where the printer is being moved to check the validity of the support extension service.
- Returned HP-owned packaging should arrive in the same condition as received, otherwise HP may charge additional fees.
- Communicate the desired time and location for delivery and pick up of HP-owned packaging materials.

Service limitations

General limitations

- Travel zones and charges, if applicable, may vary in some geographic locations, particularly for sites located more than 320 km (200 miles) from an HP-designated service hub.
- Each service is offered during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location. Coverage window includes remote and on-site diagnoses, which may affect on-site response time.
- Service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.⁵
- HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized technician,¹ or (b) assign or transfer this Service Agreement to another HP entity.

Prior to installation

- Delivery completion times are subject to HP or the HP-authorized technician's¹ availability.

During installation

- Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumables include printheads, cleaning rolls, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- HP may verify your adherence to the terms of your agreement. If HP identifies that you have not completed some or all of the requested actions, HP will evaluate and bill you for possible delays generated during the installation.
- HP accessories and peripherals are limited to those included on the equipment bill of material.

During deinstallation

- All HP equipment that has not reached end-of-service life is eligible for the HP 3D Deinstallation and Packing Service.
- HP 3D Deinstallation and Packing Service does not have any effect on the duration or coverage of the warranty or service agreement for the deinstalled equipment; the existing location specified in the warranty or service agreement will be updated in the HP entitlement database following an authorized HP 3D Deinstallation and Packing Service.
- It does not include all rigging, shipping, and applicable insurance, all preparation of the new site (power, air handling, build-out, etc.), operator training, installation of upgrades, options or accessories, and/or refurbishment or parts required to repair machine(s).
- Damage to equipment that occurs during a non-authorized deinstallation is not covered by the warranty or service agreement, and repairs of those damages will be invoiced.
- Only genuine HP options and accessories will be deinstalled.
- If your HP Jet Fusion 3D Printer(s) or Printing Solution(s) are not functional, or the new location is not ready to receive the equipment, the HP 3D Deinstallation and Packing Service will be cancelled, and you may be required to pay for additional fees related to readiness.
- The HP Deinstallation and Packing Service does not allow for long-term storage, as this may cause agent system issues.
- The relocation of the product is not covered by this service.
- The number of packaging units are limited.
- The loan period to use HP-owned packaging units is limited to 10 working days from when you receive packaging until it must be returned.

Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP 3D Printing Grow Service option for your business.

Terms and conditions

Additional terms and conditions may apply. For general terms and conditions, see [Terms and conditions](#).

Sign up for updates

hp.com/go/getupdated

1. HP and/or HP-authorized technicians respect your privacy and are committed to protecting Customer machine data and will take reasonable precautions to prevent unauthorized access or disclosure and help ensure the appropriate use of Customer machine data. In the event that some data may be categorized as individual level data, HP and/or an HP-authorized technician will maintain the privacy of any such data, as well as all data collected, in accordance with the HP Privacy Statement (hp.com/go/privacy) and the Personal Data Rights Notice (welcome.hp.com/country/privacy/privacynotice) where applicable.
2. Standard installation occurs within one week of product delivery.
3. 3D printing equipment will be configured within your local area network and verified to ensure it is accessible from a local workstation within the same network.
4. The HP 3D Proactive Remote Service is included with HP 3D Manufacturing Care and HP 3D Shared Care service programs available for HP Jet Fusion 5200 and 4200 Series 3D Printing Solutions. It is optional for HP 3D Foundation Care and HP 3D Production Care and can be purchased separately (see the HP 3D Printing Care Services brochure).
5. If an interpreter is required for translation, the Customer HP must provide this service.

© Copyright 2020 HP Development Company, L.P.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA7-7931ENW, July 2020

