

# HP Maintenance Kit Replacement Service, U.S.

## HP Care Pack Services

Technical data



In order to properly maintain the printer and print quality, you need to replace your maintenance kits on your HP LaserJet and DesignJet printers when the display panel alerts you that it is necessary.

The HP Maintenance Kit Replacement Service offers a quick and professional service by HP-trained technicians.

When you call the HP Customer Care Call Centers, we will provide you with a fixed-fee, easy-to-implement option of having HP perform the service.

After you schedule the service with HP, an HP-trained technician will replace the kit, clean the printer, and provide you with a checklist of performed actions designed to maintain the print quality.

### **Service benefits**

The benefits of deploying the HP Maintenance Kit Replacement Service include:

- Access to an HP-trained technician for the purpose of properly maintaining the HP printer
- Timely, convenient service scheduling
- One fixed fee

### **Service feature highlights**

- Replacement of maintenance kit and cleaning of printer by an HP-trained technician
- Convenient onsite service
- Per-incident service fee

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## Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Replacement of maintenance kit and cleaning of printer by an HP-trained technician</b>	An HP-trained technician travels to your site and provides all labor, parts, and materials necessary to replace your maintenance kit and clean your printer. HP may use re-manufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on your printer when the technician replaces the maintenance kit and successfully prints a test page. Note: the printer must be operating properly before the kit can be installed (see Limitations).
<b>Convenient onsite service</b>	HP Customer Care Call Center will schedule the service during normal business hours (8:00 a.m.-5:00 p.m.) at the Customer's convenience.
<b>Per-incident service fee</b>	No monthly service contracts; Customer pays only when service is needed

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## Travel zones

The price of the service includes travel to the Customer location provided that it is a reasonable distance from an authorized HP service center. The response time varies depending on the distance from an authorized service center.

Note: Travel coverage in non-U.S. locations may vary.

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## Customer responsibilities

The Customer will:

- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Ensure that the printer to be serviced is working properly before an HP technician arrives to replace the maintenance kit

## Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Any repair beyond the replacement of the maintenance kit; should the Customer's printer need any additional part replacements there will be a separate charge for this service.
- Maintenance kits for HP Designjet printers can only be replaced by authorized HP technicians.

## Service eligibility

- The Customer must have HP LaserJet and/or HP Designjet printers that have maintenance kits available. Please contact the HP Customer Care Call Center agents for a current list of products covered.

## For more information

For more information on HP Services, contact any of our US sales offices or visit our Web site at:

[www.hp.com/hps/carepack/](http://www.hp.com/hps/carepack/)

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5982-4332ENUS, 08/2004

