

Customised Optimisation Services

For HP Scitex and Latex portfolio



Customised Services

- Recertification
- Relocation

Customised Services

While regular Sign and Display service contracts consistently deliver the highest standards, enhanced service coverage during business-critical production periods is sometimes required. To meet such needs, we offer customised services.

HP Customised Services are available to enhance your HP Scitex and Latex presses and printers. With these services, we help you proactively increase uptime, optimise performance and maximise every minute of print capacity.

¹ Availability of service package and specifications may vary by product and by country

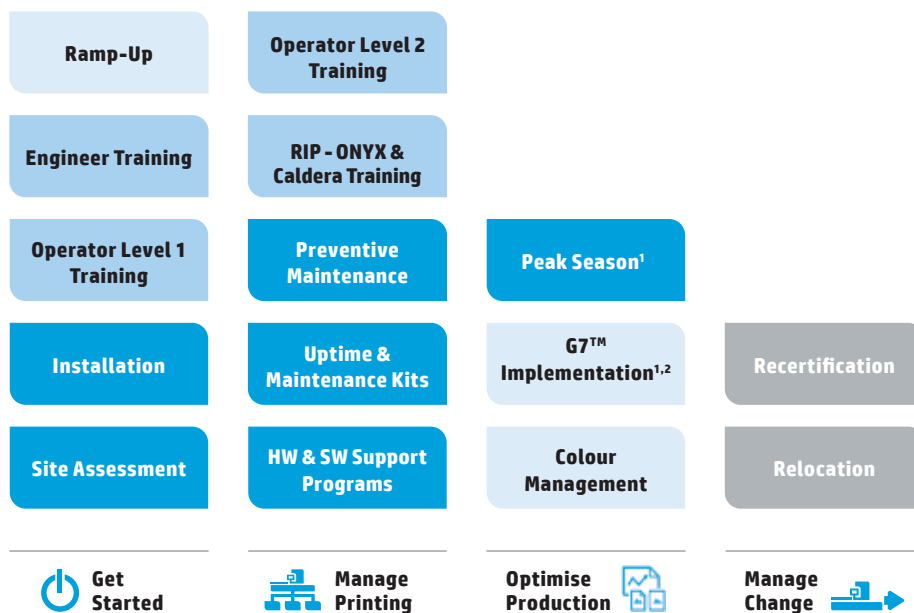
Service Portfolio¹

Customised Services

- Recertification
- Relocation

-  Support Service
-  Productivity Service
-  Training Service
-  Customised Service

HP Graphics Solutions Services offers a full range of support programs to help you effectively run your digital printing business – from support services, to training, production optimisation and customised service programs.



¹ Requires prior agreement and confirmation with HP Graphics Solutions Services

² Available only in the Americas and Asia Pacific; G7TM is a copyright of IDEAlliance®

In the initial stage, when you first get your HP printing equipment, our programs help you get production off to a strong start. In a second stage, a broad set of service and support programs are available to help you manage your ongoing printing operations and gain more efficiency. In the third stage, additional programs can help you optimise your production for increased performance and utilization, quality and cost-effectiveness. And finally when you change your operating model or physical premises, HP Graphics Solutions Services are available to help ensure an efficient transition.

Machine recertification – initial assessment²

The HP recertification program allows you to obtain a support agreement if you do not have an active agreement on your existing HP equipment. Whether you are trying to sell your existing HP printer or press, buying a new one in the open market or would like to achieve predictable operating costs on your existing unit, the HP Recertification program proves that your equipment is eligible for an HP service contract. Recertification is required if the equipment has been out of warranty or service coverage for 30 days or more.

Service description

The service consists of two main components:

- The initial assessment by HP
- Quote on any needed press/printer repairs

¹ Availability of service package and specifications may vary by product and by country

² One day visit



Initial assessment and quote by HP

The purpose of this visit is to have the press/printer inspected by HP to determine whether press/printer upgrades or repairs are required before it can be issued a service agreement. At the completion of the inspection, you will receive a repair quote. If you have several different HP presses/printers, each system requires a separate inspection. An inspection fee applies.

Machine recertification repair visit³

The machine recertification repair visit is intended to generate a report which identifies all services that need to be performed before the press or printer can be eligible for an effective service agreement. After inspection, a service call will be placed with HP and the required services will be performed.

The repair service includes the following

- Cleaning of press or printer
- Replacement or repair of damaged/defective components
- Incorporation of all mandatory safety Field Change Orders (FCOs)
- Installation of latest press or printer software/firmware updates
- Calibration of press/printer print quality

Upon completion of the repair service visits, you will receive a Recertification Certificate indicating that the press/printer is eligible for service agreement coverage. This certificate is valid for 30 days after completion of the required repair service. A service agreement needs to be implemented during this 30-day period. If a service agreement is activated within these 30 days, you will receive a credit for a portion of the recertification cost.

General terms

- Press/printer recertification does not include a warranty
- Press/printer recertification does not include operator training. Operator training can be purchased separately
- Recertification applies to a specific press/printer identified by a serial number. It is non-transferrable to other presses or printers
- Recertification is valid for 30 days following completion of the final repair visit
- During the 30-day recertification period, you will be eligible to purchase any one of HP's Service Agreements for the press/printer that has been recertified
- The recertification certificate can be transferred to a new buyer in the event of the equipment sale. The new owner will be eligible to purchase a Service Agreement during the same recertification period. If the press/printer is relocated during the recertification period, the relocation must be performed by HP

Machine Relocation⁴

HP Relocation Service offers complete management of your equipment relocation activities. It is specifically designed to coordinate the equipment relocation activities and appropriate resources necessary to implement and conclude a variety of moves:

- From a single printing system up to a complete set of printing systems
- Across the room, across the country or around the world
- Assistance in qualifying as a G7™ Master press/printer

Large format presses and printers are complex, highly-technical systems that require careful, trained service support to relocate, whether within your current location or to a new site. Maintain your service coverage and assure that your relocation is handled quickly and safely by using the HP Relocation Service. In order to assure that HP presses and printers are properly prepared for a move, all press/printer relocations should be coordinated with the HP Graphics Solutions Service organization.

³ Completion time variable

⁴ Length of time dependent upon system type



This will ensure that the press/printer is properly de-installed and securely prepared and packaged for shipment. This will also ensure that the new site has been inspected and prepared for installation. Finally, this will ensure that the press/printer is properly installed and calibrated at the new site.

Relocation service includes

- De-installation
- Packing and crating for shipment, including applicable packaging materials
- Site readiness evaluation of the new location
- Unpacking at new location
- Installation and recalibration at new location

Relocation service does not include

- Rigging, shipping, and applicable insurance
- Preparation of the new site (power, air handling, build-out, etc.)
- Operator training
- Installation of upgrades, options or accessories
- Refurbishment
- Recertification

Pricing

- Relocation services are quoted on a case-by-case basis, based on machine model, old and new locations, and the anticipated time between de-installation and re-installation
- Service labor, travel, and packaging materials are quoted at current Time & Material rates
- Pre- and post-move repair services (if required) are covered by the customer's current service agreement (if any)

General terms

- Relocation services are not covered by press/printer warranty or service agreement. Any damages that occur during an unauthorized move are not covered by warranty or service agreement, and repairs of those damages will be invoiced at current Time & Materials rates
- Relocation service does not have any effect on the duration or coverage of the warranty or service agreement, if any, for the relocated press/printer. The machine location specified in the warranty or service agreement contract will be updated in the HP entitlement database following an authorized HP relocation service
- Only genuine HP options and accessories will be re-installed following the relocation move. The press/printer installation and recalibration must be done using genuine HP inks and supplies. Relocation services are performed during normal working hours. Customer must provide HP personnel access to the old and new sites and the press/printer to be relocated

Ordering information

Availability of customised services may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Onsite Service, contact a local HP sales representative.

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0800 018 23 23
sales@designsupply.com

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