

Brochure for Channel Partners

HP Designjet Services

Confidently offer and deliver expert services to your customers



Profit more while maximizing your customers' printer uptime and peace of mind

With hardware margins under pressure, the importance of services as an incremental and predictable profit stream for HP channel partners continues to grow.

HP Designjet service portfolio provide a wide choice of offers and tools to fit your business model. Whether you want to profit by reselling HP branded services or improve efficiency and reduce risk while providing own services, you can count on HP Designjet Services for a solution.

Key benefits to you

- Add and renew revenues from existing customers, while improving efficiencies
- Maximize the profitability of your aftermarket business, while reducing risks
- Protect and capture more of your customers' share of wallet
- Significantly improve your customers' satisfaction and loyalty
- Minimize support costs and hassle

Profit from HP services delivery

I want to	Profit through	Benefit your customers through	
Sell HP services and have HP deliver them	Mark up and rebate on HP services	<ul style="list-style-type: none">• HP printer protection• Investment reassurance	Customer Services
Sell and deliver service for HP printers	<ul style="list-style-type: none">• Mark-up and rebate on HP services• Competitive labor reimbursement• Increased aftermarket loyalty	<ul style="list-style-type: none">• Full transparency and confidence on support costs• Best-in-class Total Cost of Ownership• HP branded services	
Design, sell and deliver own services for HP printers	<ul style="list-style-type: none">• High service and supplies margins• Aftermarket sales• Incremental trade parts discount	<ul style="list-style-type: none">• Tailor-made services• High SLA¹• Increased flexibility• Pay-per-use options	Partner Services

Customer services

Benefit from over 800 HP branded services that you can profitably **resell**. If you are enabled for HP Designjet support delivery under the HP ServiceOne program, you can also **deliver** these HP services.

Choose from the following services:

- Installation Service with Network Setup
- Extended support coverage with Next Business Day Onsite Repair
- Post Warranty Services with Next Business Day Onsite Repair Service
- Preventive Maintenance Service
- Maintenance Kit Replacement Service

¹ SLA = Service Level Agreement



Resell and deliver HP customer services

- Protect your customer's printer investment
- Up to five years support coverage
- No unexpected support costs
- Predictable printing at the quality customers need, when they need it
- Best-in-class cost of ownership
- Quick time to repair

Boost your profits and reduce risk with HP partner services

- Unlock new profit streams through your own services
- Improve customer satisfaction and loyalty
- Get equipped to offer high SLA, flexible services
- Reduce risk with a predictable support cost base
- Win with HP's priority support for your organization
- Secure aftermarket business through pay-per-use offers

If a customer needs	Choose this HP service	Service includes
An HP professional to install and setup the printer	Installation Service with Network Setup	HP printer unpacking, installation and network setup at the customer's site.
To extend HP warranty or expiring HP Care Pack coverage	Next Business Day Onsite Repair Service	Extended HP warranty experience with cost of service and spare parts included. Choose two to five years support coverage at printer purchase or incremental one or two-year coverage prior to expiry of the HP warranty or HP Care Pack.
To ensure maximum performance of the printer	Preventive Maintenance Service	Comprehensive check-up of the printer's functions, coupled with cleaning, maintenance and system upgrades performed as needed.
To ensure the best possible print quality with printer-alerted maintenance	Maintenance Kit Replacement Service	Replacement of the printer's maintenance kit upon alert, ensuring the best image quality and improved printer reliability.
To repair an HP printer not covered by an HP warranty or HP Care Pack	Per Event Service	Remote troubleshooting and, if required, onsite repair service upon accepting HP's quote.

Partner services

Once enabled for HP Designjet support delivery under HP ServiceOne program, you can scale the profitability of your business with your own support offerings. Build support contracts, tailored to your customer needs, single-event services, regular maintenance services, and complete pay-per-use business models with services embedded. HP Partner Services will give you the right tools for efficient and fast support delivery, and make your costs predictable at a committed SLA.

Choose from the following HP partner services:

- Trainings for your support engineers
- Reseller Spare Parts Kits
- Parts & Remote Services
- Preventive Maintenance Kits
- Spare Parts

If HP Channel Partner needs	Choose this HP service	Service includes
Train field support engineer(s) on HP products and solutions	Support Training	Comprehensive technical training covering platform-specific installation, break and fix support, calibrations, updates, tools, knowledge sources and supporting HP resources. The training prepares attendees for platform-specific support certification.
Acquire the most commonly used break and fix parts	Reseller Spare Parts Kit	A set of selected parts that cover approximately 75% of break and fix cases, available at discounted price.
Maximize profitability of own service offerings and gain full access to HP support knowledge and resources	Parts & Remote Services	100% predictable material costs, paid upfront by purchasing an HP Care Pack or periodically via an HP Contract. Free parts exchange, with the highest priority of shipment. Free access to HP support expertise and resources.
Acquire the most commonly used consumable parts	Preventive Maintenance Kit	Complete, platform-specific set of consumable parts that need to be replaced upon printer notification, available at discounted price.
Purchase new genuine HP spare parts	Spare Parts	Individually priced, HP original spare parts, shipped upon availability. Parts can be ordered via (G)CSN, HP Parts Store, or HP PartsOne channels.

Why choose HP for services?

- **Complete solutions.** With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your and your customers' specific needs today and into the future.
- **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 make HP the ideal partner to assist you in elevating your customers' printing and imaging environment.
- **Financial strength.** HP has the resources to provide financing and procurement options that are right for your customers.

How to find the right HP Care Pack?

Consult HP Designjet Services Price Book available from your HP sales representative or visit MyHPSalesGuide at myhpsalesguide.com to make the right choice.

How to get support?

With your HP Care Pack, you will receive the contact details of HP support. For out-of-warranty printers not covered by an HP Care Pack or Contract, a quote will be provided upon selecting your printer and requested service.

How to activate/register your HP Care Pack?

To be active, all HP Care Pack Services must be registered at hp.com within 10 days from the date of purchase. The registration can be managed by an HP channel partner or end-customer.

Easily order HP Designjet Services that meet your needs

Service offering for your HP Designjet printer	CUSTOMER SERVICES		PARTNER SERVICES	
	3-year Next Business Day Onsite Repair Service	1-year Post Warranty Next Day Onsite Repair Service	Parts & Remote Service (sold with a new printer)	Reseller Spare Parts Kit ⁴
HP Designjet T120, 24"	U1V95E	U1W34PE	not available	not available
HP Designjet T520, 24"	U1W23E	U1V90PE		
HP Designjet T520, 36"	U6T83E	U6U05PE		
HP Designjet T920, 36"	U7Y82E	U7Z00PE	3 year	U0MA7E
HP Designjet T1500, 36"	U7Z08E	U7Z94PE	3 year	U0MB0E
HP Designjet T2500, eMFP	U0MD9E	U0ME9PE	4 year	U7Z89E
HP Designjet T3500, eMFP	U1ZX9E ^{1,2}	U1ZY1PE ^{1,2}	3 year	U1ZX0E ³
HP Designjet T7200, 42"	U1ZY3E ¹	U1ZY5PE ¹	3 year	U1ZX5E
HP Designjet Z5200, 44"	UV210E	UV222PE	4 year	U7Y92E
HP Designjet Z5400ps, 44"	U0LZ3E	U0MA2PE	4 year	U0MA1E
HP Designjet Z6200, 42"	UV289E	UX879PE	3 year	U0QU8E
HP Designjet Z6600, 60"	U1ZM8E ¹	U1ZN0PE ¹	3 year	U1ZN2E
HP Designjet Z6800, 60"	U1ZS9E ¹	U1ZT2PE ¹	3 year	U1ZT3E

¹ Defective Media Retention (DMR) keeps your sensitive data safe. To comply with security regulations you may keep the defective hard drive or data-retentive memory component while getting a new replacement disk or memory component.

² Available for B9E24B HP Designjet T3500 Production eMFP.

³ Available for B9E24A HP Designjet T3500 Production eMFP.

⁴ Reseller Spare Parts Kit is available only to channel partners certified to support a given hardware platform.

The bottom line: why buy HP Designjet services?


Professional support services are the key contributor to your customers' satisfaction; and, with loyalty built through support credibility, you can open new profit streams and strengthen your aftermarket revenues. Choose from over 800 HP branded **Customer service** offerings addressing installation, maintenance and extended coverage needs.

Gear up your profitability by expanding your own service offering with support coverage and maintenance contracts or pay-per-use models. The range of **Partner services** will boost your ability to deliver support efficiently and quickly, and significantly reduce your financial risk by providing a predictable support cost base. Enjoy priority parts shipping, plus free access to HP's expert technical support with Parts & Remote Services, the core Partner Services offering.

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