

# HP 3D Printing Care Services



## HP 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 Care Services?

Protecting the future of your business also means planning for the unknown. You can keep your HP 3D Printer(s) or Printing Solution(s) up and running effectively today and over time with the right care.

Increase the availability of your HP Jet Fusion 3D Printer(s) or Printing Solution(s) in a cost-effective manner with HP 3D Printing Care Services. An HP or HP-authorized technician<sup>1</sup> works with your staff to quickly perform root cause analysis, troubleshooting, and scheduling of hardware repair. Services include remote diagnosis for fast, reliable, and excellent service delivery. We also address technical inquiries to improve the print quality and efficiency of your system.

### Benefits

- Engage directly with the HP or HP-authorized technician<sup>1</sup>
- Quickly troubleshoot issues
- Increase uptime and availability
- Reduce downtime with on-site support
- Transform from reactive to proactive support with the HP 3D Proactive Remote Service<sup>2</sup>
- Secure your sensitive data with defective media retention (DMR)

### Features

- Remote problem diagnosis and support
- On-site hardware support with next business day response time<sup>3</sup>
- Continual monitoring of supported hardware and anomaly identification with HP 3D Proactive Remote Service<sup>2</sup> data analytics support
- Access to spare parts and fast replenishment of used parts<sup>4</sup>

HP 3D  
Foundation Care

HP 3D  
Production Care

HP 3D  
Manufacturing  
Care

HP 3D  
Shared Care

HP offers four service programs to provide the best service experience based on your needs. Gain personalized access to an HP or HP-authorized technician,<sup>1</sup> remotely and/or on-site, who can quickly troubleshoot your 3D printer(s) or printing solution(s) and return the hardware to full operating condition. HP 3D Printing Care Services also include kits, training, and other supplementary service options to meet your specific requirements.

**HP 3D Foundation Care**—For customers with lower 3D print volumes, this basic service program provides access to HP 3D Care Center Remote Service, with next business day on-site response as needed.<sup>3</sup>

**HP 3D Production Care**—For customers printing higher volumes, this service program is designed to support the need for reliable production, and features the HP 3D Preventive Maintenance Kit for predictable part replacement costs.

**HP 3D Manufacturing Care**—For customers that prefer an HP 3D Contract, this comprehensive service program covers the entire fleet of printers and printing solutions, and features the HP 3D Proactive Remote Service<sup>2</sup> with an assigned HP 3D Care Center Proactive Service Engineer providing operational reviews.

**HP 3D Shared Care**—For customers that want to optimize productivity by self-repairing technical incidents, this contractual service program features the HP 3D Proactive Remote Service<sup>2</sup> but also provides advanced technical training and spare parts kits to help minimize downtime.



	HP 3D Foundation Care <sup>A</sup>	HP 3D Production Care <sup>A</sup>	HP 3D Manufacturing Care <sup>A</sup>	HP 3D Shared Care <sup>A</sup>
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Remote services	HP 3D Care Center Remote Service		HP 3D Proactive Remote Service <sup>B</sup> (standard hours) <sup>A</sup>	
On-site support	Next business day <sup>C</sup>			
Spare parts and kits	Spare Parts			
	HP 3D Preventive Maintenance Kit			HP 3D Uptime Kit <sup>D</sup>
Training	HP 3D Operator Training and Certification <sup>D</sup>			
				HP 3D Train-to-Maintain Training <sup>D</sup>
Agreement	HP 3D Care Pack Agreement		HP 3D Contract	

A. Each service 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.  
 B. 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.  
 C. Response time is 2<sup>nd</sup> business day for HP Jet Fusion 500/300 Series 3D Printers.  
 D. Separate purchase required.

Note: HP 3D Recertification Service is available in the absence of an active warranty or service program.

## Remote services

### HP 3D Care Center Remote Service

HP 3D Printing Care Services provide organizations with personalized remote access to HP or an HP-authorized technician<sup>1</sup> through the HP 3D Care Center Remote Service.

The HP 3D Care Center Remote Service hours are from 8 am to 5 pm (local time) in the United States/Canada/Latin America and 9 am to 6 pm (local time) in Europe/Middle East/Africa and Asia Pacific/Japan. You can open a case in the HP 3D Center (service center app) or contact HP by telephone.<sup>5</sup>

The HP Cloud allows HP or an HP-authorized technician<sup>1</sup> quick access to operational data, which helps provide more efficient troubleshooting and faster problem resolution.



## HP 3D Proactive Remote Service<sup>2</sup>

Take your support experience to the next level with the HP 3D Proactive Remote Service,<sup>2</sup> a proactive service that can improve the return on your investment, increase production, and boost uptime. This service combines remote monitoring, big data analytics, an alert system, and regular reviews to make sure your HP Jet Fusion 3D Printer(s) and Printing Solution(s) are up and running optimally.

### Specifications

- Your assigned HP 3D Care Center Proactive Service Engineer works closely with you, facilitating faster time-to-contact and issue resolution. You will be **alerted about any potential issues that might occur**, so that you can respond accordingly. If an incident does occur, the engineer will **remotely diagnose and address the issue**. Follow-up meetings may also occur, at your discretion, to discuss the issue and/or other topics.
- With **cutting-edge remote monitoring technologies**, your HP 3D Care Center Proactive Service Engineer can proactively monitor and advise on your HP Jet Fusion 3D Printing Solution.
- Using a system of **advanced analytics**, we collect very large and diverse datasets generated by your HP Jet Fusion 3D Printing Solution. HP Jet Fusion 3D Printing Solutions have 150+ sensors and 300+ monitoring signals. These generate ~80 MB of telemetric data and send 200+ telemetric messages about sensors to the HP Cloud.
- HP uses this data to generate **service alerts** related to connectivity, performance, maintenance, and part quality. This data helps us to improve proactive system diagnostics, evaluate patterns, and identify recurrent warning conditions that can lead to unplanned downtime. This information can also help us predict the useful life of select components (e.g., exhaust fan, air filter, etc.) and identify abnormal environmental or printer conditions (e.g., powder spreadability or sudden changes in ambient temperatures during printing). In case of detected issues, failures, or anomalies, the HP 3D Care Center Proactive Service Engineer will **proactively contact and guide you** through the resolution process.

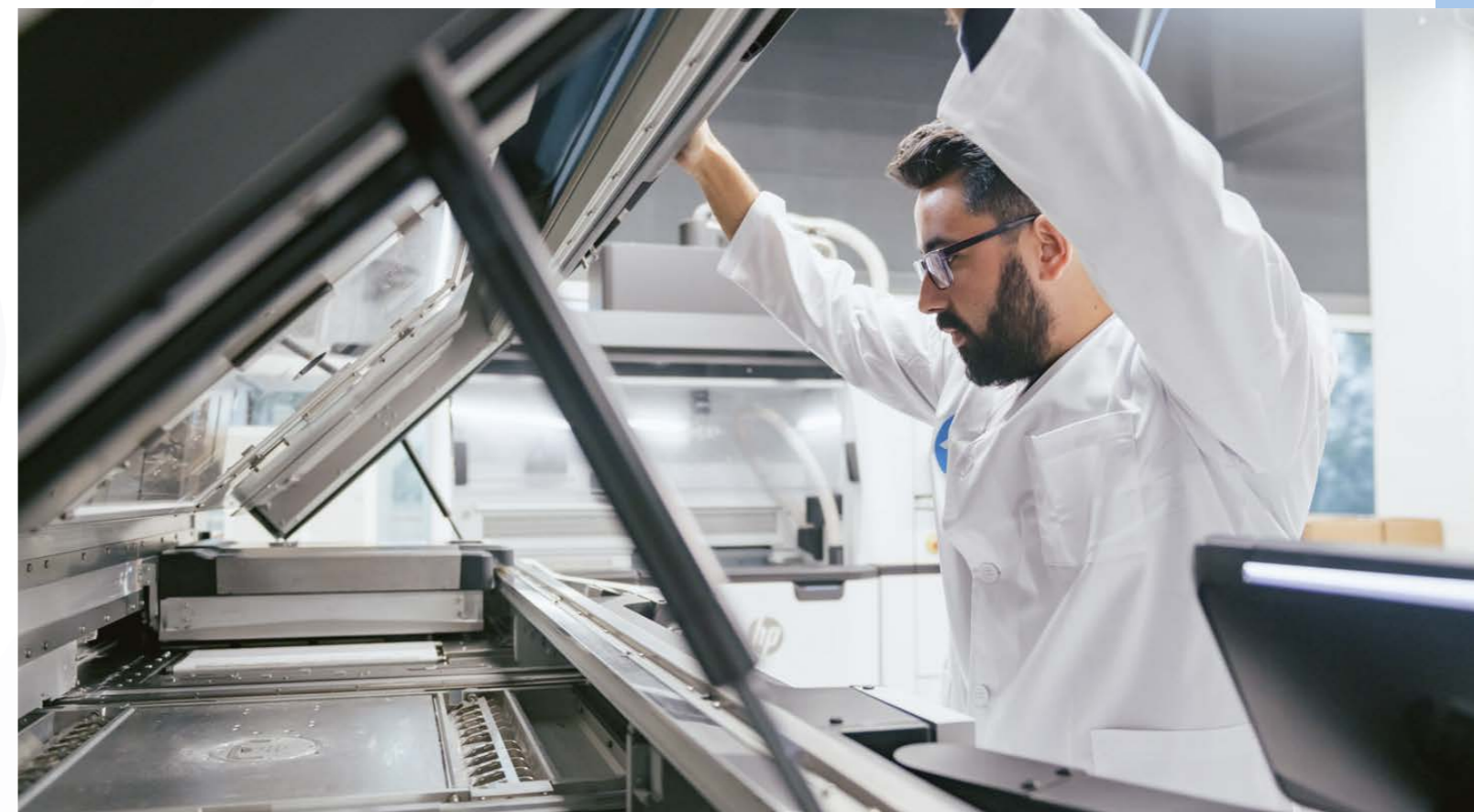
- Gain **access to an advanced toolset** that **monitors and tracks your fleets' operational activities and outcomes**. The dashboard provides a view of KPIs, performance evolution, parts consumption, service cases, and other activity details.
- In addition to remote monitoring, your assigned HP 3D Care Center Proactive Service Engineer will **schedule calls with you** to review operational metrics, evaluate areas of improvement, reinforce best practices, explain the latest technical information released by HP, and address other areas of interest or need.

### On-site support

If the issue cannot be resolved remotely, the HP 3D Care Center Service Engineer or your assigned HP 3D Care Center Proactive Service Engineer will dispatch an HP or HP-authorized technician<sup>1</sup> to provide on-site technical support, returning covered hardware products to operating condition.

### Specifications

- The HP or HP-authorized technician<sup>1</sup> arrives **at your site** and continues to deliver the service, either on-site or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. During fix-on-failure on-site support, **HP may install**:
  - **Engineering improvements** to help ensure proper operation and maintain compatibility with HP-supplied hardware replacement parts.
  - **Firmware updates**, defined by HP as non-customer installable, that are required to return the covered products to operating condition or to maintain supportability by HP. During fix-on-request on-site support, HP will install **critical firmware updates** for covered hardware products based on your request.





## Spare parts

If the issue cannot be resolved remotely, and spare parts are needed, the HP 3D Care Center Service Engineer or the assigned HP 3D Care Center Proactive Service Engineer will dispatch replacement parts as necessary to return the covered hardware product to operating condition.

### Specifications

- Once remote **troubleshooting** has been **diagnosed**, spare **parts** are **ordered**.
- **Defective parts** will be **exchanged** for replacement parts. The replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected parts delivery time.
- For **HP 3D Manufacturing Care** and **HP 3D Shared Care, if the part is available** in the HP 3D Uptime Kit and the HP 3D Care Center Service Engineer validates that your maintenance engineer can replace the part, you will be able to **proceed without on-site hardware support**. For the **other** HP 3D Printing Care Services, the HP or HP-authorized technician<sup>1</sup> **will provide on-site technical support** to replace the part and fix the issue.

## HP 3D Preventive Maintenance Kit

The HP 3D Preventive Maintenance Kit is a set of wear parts that are replaced proactively before their possible failure. Once the front panel informs you about the need to proceed with the service, you can contact HP to schedule the service.<sup>6</sup>

## HP 3D Uptime Kit<sup>7</sup>

This uptime kit<sup>7</sup> provides you with an HP-optimized set of spare parts located on premises to address the most common hardware issues impacting your 3D printing solution(s) and complementary systems.

When an issue occurs that requires repair, contact the HP 3D Care Center Service Engineer or your assigned HP 3D Care Center Proactive Service Engineer. Provide the serial number of the printer or associated equipment and the details of the error and other diagnostic information. The HP engineer confirms any service parts to be used and enters an order to replenish these parts for the HP 3D Uptime Kit.<sup>7</sup>

By following these processes, technical problems can be solved quickly. Only the appropriate replacement parts are used for a repair, and the HP 3D Uptime Kit<sup>7</sup> remains fully stocked.

## Training<sup>8</sup>

### HP 3D Operator Training and Certification<sup>8</sup>

HP 3D Operator Training and Certification<sup>8</sup> provides print operators with the advanced skills needed to help prepare jobs, operate, maintain, and troubleshoot HP Jet Fusion 3D Printer(s) and Printing Solution(s). This one-day training course includes a webinar and classroom instruction with an HP or HP-authorized instructor. It is addressed to operators that were not part of the trainings delivered during the HP 3D Installation Service.<sup>9</sup> Operators who take this course and pass the exam will receive an HP Official Multi Jet Fusion Certification for Operators.

By the end of this course, **participants will be able to:**

- **Prepare a printing job**, select different **print profiles and settings**, and perform **maintenance** operations.
- **Evaluate** the **quality** of printed parts, **identify root causes**, **resolve** the most **common** part-quality **issues**, and **adjust the printer** for optimum part quality.
- **Troubleshoot** system issues and **replace user-replaceable parts**.
- Apply **best practices** for **cleaning color**<sup>10</sup> and **white** parts.
- Follow **unpacking recommendations** and **cleaning methods** for printed parts.
- Select **post-processing methods** according to finished quality requirements.

### HP 3D Train-to-Maintain Training<sup>7</sup>

The HP 3D Train-to-Maintain Training<sup>7</sup> is designed for support and maintenance technicians and/or experienced operators. It combines virtual instructor-led training and face-to-face, hands-on assessment focused on the repair, maintenance, and troubleshooting of your 3D printer and complementary systems. Students who complete this course and pass the exam will become Certified Support and Maintenance Technicians.

After the conclusion of the training, a remote mentoring program with a duration of one to three months will start. The trainer will review with the trainees real situations faced in the daily operation of the system and will help to problem solve and reinforce good practices.

By the end of this course, **participants will be able to:**

- **Identify issues**, incidents, and malfunctions in all relevant systems.
- **Remove** and **install mechanical assemblies** and electronic boards.
- Perform **advanced troubleshooting** at a component and system level.
- **Calibrate** and **adjust** printer systems and subsystems.
- Describe when and how to access **additional HP support**.
- Identify **safety issues** related to the printer and **specific procedures** to follow.



## Additional services

### HP 3D Recertification Service

This service allows you to quickly return to HP care standards when coverage lapses due to expiration of warranty or service program. It provides the opportunity to smoothly transition into post-warranty support for your HP Jet Fusion 3D Printer(s) and Printing Solution(s). HP or an HP-authorized technician<sup>1</sup> will perform a health check to ensure your system is in good operating condition—inspecting for contamination, broken parts, missing or deformed parts, and leakages. HP will also inspect for part-quality issues. If in good condition, the system will receive an HP Certificate of Good Condition.<sup>11</sup>

### Service product compatibility

	Printer/printing solution compatibility			Agreement	Remote service / on-site support		Spare parts		Training		Additional services
	HP Jet Fusion 5200 Series 3D Printing Solutions	HP Jet Fusion 4200 Series 3D Printing Solutions	HP Jet Fusion 500/300 Series 3D Printers	Type	Remote service	On-site support	HP 3D Preventive Maintenance Kit	HP 3D Uptime Kit <sup>6</sup>	HP 3D Advanced Operation Training <sup>9</sup>	HP 3D Train-to-Maintain Training <sup>9</sup>	HP 3D Recertification Service
<b>HP 3D Foundation Care<sup>A</sup></b>	Available	Available	Available	HP 3D Care Pack Agreement	HP 3D Care Center Remote Service	Included <sup>A,B</sup>	N/A	Not Included	Required <sup>9</sup>	N/A	Available
<b>HP 3D Production Care<sup>A</sup></b>	Available	Available	Available	HP 3D Care Pack Agreement	HP 3D Care Center Remote Service	Included <sup>A</sup>	Included	Not Included	Required <sup>9</sup>	N/A	Available
<b>HP 3D Manufacturing Care<sup>A</sup></b>	Available	Available	N/A	HP 3D Contract	HP 3D Proactive Remote Service	Included <sup>A</sup>	Included	Not Included	Required <sup>9</sup>	N/A	Available
<b>HP 3D Shared Care<sup>A</sup></b>	Available	Available	N/A	HP 3D Contract	HP 3D Proactive Remote Service	Included <sup>A,C</sup>	Included	Not Included	Required <sup>9</sup>	Required <sup>9</sup>	Available

A. Next business day. Each service 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.

B. 2<sup>nd</sup> business day response time for HP Jet Fusion 500/300 Series 3D Printers.

C. Service contract agreement may limit the number of on-site visits. On-site visits are assured for cases identified in the HP 3D Service Manual.

D. Separate purchase required in case operators were not part of the HP 3D Ready-to-Print Service.

## Customer responsibilities

### Remote service

- All operators or technicians working with the system must be Certified by HP. If HP identifies operators that are not certified, HP reserves the right to not provide remote support, or invoice you on a time and material basis, or in case of HP 3D Manufacturing Care or HP 3D Shared Care programs, increase the monthly fee.
- You must provide permanent HP Command Center software connectivity to the HP Cloud, through an HP-approved communication channel to help ensure connectivity at all times, as specified in the Site Preparation guide.<sup>1</sup> You are responsible for restoring connectivity in a timely manner in the event of interruptions.
- HP products may collect machine data. You grant HP or an HP-authorized technician<sup>1</sup> permission to remotely access this data through the HP Command Center software. Customer machine data will be used for the purpose of providing remote service, enabling enhanced diagnostics and preventive maintenance, updating software, calculating supplies and consumables usage and statistics, and evaluating improvements to HP's products and offerings in the future. The machine data will help HP determine how HP products are being used, which product features are used the most, and to calculate various aggregate HP product-usage statistics.
- HP will need you to provide all information related to issues or problems to determine support eligibility, and deliver timely, professional remote service.
- HP may ask you to complete self-tests and install and run other diagnostic tools and programs or perform activities to help identify and resolve problems.
- You acknowledge that any HP-unauthorized uninstallation and/or location move of HP Jet Fusion 3D Printer(s) and Printing Solution(s) may cause permanent damage, and you agree that any product that you choose to re-locate after installation at final installation location will be charged to you at the then prevailing service rates.

### On-site support

- You ensure a certified operator or technician/maintenance person is present during the work.
- You 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).
- You provide required technical approvals and technical information such as IP addresses, usernames/passwords at the HP or HP authorized technician's<sup>1</sup> request during installation.

### Spare parts

- All replaced parts become the property of HP. If you do not return replaced or unused parts to HP, you could face termination of your HP 3D Printing Care Services agreement or HP may bill you all non-returned parts at the then current list price.
- If HP identifies that the replacement parts supplied by HP exceed an amount equivalent to the standard average volumes, then HP may evaluate the reasons for the need for the replacement parts (in light of the use of the product(s), its environment and the performance of your operators), and following reasonable consideration, may request that you take corrective actions or HP may charge for any replacement part in excess at the then current price list.

#### HP 3D Preventive Maintenance Kit

- Included as part of the HP 3D Production, Manufacturing, and Shared Care Programs. To be acquired separately for the HP 3D Foundation Care Program (contact your HP sales representative or HP channel partner to help you order it).
- Should the HP Jet Fusion 3D Printer or Printing Solution alert you that preventive maintenance is required, you must purchase the kit separately if you do not have one or if the kit provided was already used. If preventive maintenance is not completed in a timely manner, HP may request that you take corrective actions, HP may charge any extra costs due to the lack of maintenance and your support agreement and coverage may be terminated.
- You must contact HP to arrange an appointment.
- The HP 3D Preventive Maintenance Kit is performed during local standard HP business hours on normal business days, excluding local HP holidays.
- You ensure that the 3D printer to be serviced is working properly before the HP or HP-authorized technician<sup>1</sup> arrives to install the kit.

#### HP 3D Uptime Kit<sup>7</sup>

- You will only replace parts as per the indications provided by the HP 3D Care Center Service Engineer or the assigned HP 3D Care Center Proactive Service Engineer.
- You will be requested to adhere to the following principles in order to maintain its effectiveness: Store the kit in a closed or secured area to reduce the risk of damage or loss and perform a monthly inventory check on the kit to confirm availability of parts.

### Training<sup>6</sup>

- Participants must complete the webinar training component prior to the classroom session.
- Participants must meet the minimum requirements for the successful completion of the course. Participants are required to repeat the entire course, at additional cost, should they fail to pass the qualification exam after two unsuccessful attempts.
- You must ensure that all operators or technicians working with the system are certified.
- Training is performed during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location.
- For training delivered at an HP Training Center, participants must have advanced English.

#### HP 3D Operator Training and Certification<sup>8</sup>

- Each certified operator will be able to work with a maximum of four (4) printers. In case of more printers, you are responsible to ensure more operators are certified.

#### HP 3D Train-to-Maintain Training<sup>7</sup>

- It is recommended that participants for the HP 3D Train-to-Maintain qualification have higher education qualifications in mechanical, industrial, or electrical engineering.
- The materials web-based training is mandatory for customers working with multiple materials.

## Service limitations

### General

- Defective media retention (DMR) allows you to retain defective or broken disk drives after the replacement has been installed. This feature lets you securely dispose of the drive according to your company's security regulations without exposing sensitive files stored.
- Based on your product model, region, and service availability, you will have access to electronic and web-based tools including technical support documents, HP-proprietary diagnostic tools with password access, and HP knowledge through the HP 3D Center Knowledge Zone.

## Remote service

- Remote service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.<sup>5</sup>
- Support requests outside of the coverage window will not be acknowledged until the next day within the coverage window.
- HP retains the right to determine the final resolution of all reported incidents.
- Response times are measured during the coverage window only and are subject to your HP 3D Printing Care Service coverage.
- Response times and coverage are subject to local availability.
- Failure to maintain the HP product's connection to the HP cloud will result in limited or no product functionality and limited service levels and may result in early expiration of your coverage, to protect HP and its channel partners from unfair costs.
- If you have licenses to firmware-based software products, you must also have, if available, an active software support agreement with HP to receive download- and use-related firmware updates. HP will provide assistance with firmware updates only if you have the license to use the related software updates allowed by HP or the original software manufacturer.

## On-site support

- If the support site is located more than 320 km (200 miles) from the HP designated service hub, the service may be subject to additional support charges, longer response times, or reduced coverage hours as determined by HP.
- The response time applies only to sites located within 160 km (100 miles) of an HP designated service hub. Further distances will have modified response times for extended travel. For sites that are located within 161 to 320 km (101 to 200 miles) of an HP designated support hub, one additional coverage day applies or two days apply in the case of 480 km (321 miles).
- Each service 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.
- The on-site response time begins once remote troubleshooting has been diagnosed and ends when the technician arrives at your site, or when the event is closed because HP has determined that on-site response is not required.
- Once the HP 3D Care Center Service Engineer has validated that the issue cannot be resolved remotely, the response time will be next business day for all service programs except HP 3D Foundation Care for HP Jet Fusion 500/300 Series 3D Printers, which will be 2<sup>nd</sup> business day.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.
- HP 3D Shared Care relies on your technicians to perform on-site repairs. HP can decide to send an HP or an HP-authorized technician<sup>1</sup> on-site to provide technical support on covered hardware products for complex cases or for safety reasons.

## Spare parts

- Replaced parts become the property of HP. If you do not return replaced or unused parts to HP, you could face termination of your support agreement and coverage.
- Orders placed after 5 p.m. local time will be acknowledged next business day.
- HP will make commercially reasonable efforts to send the parts next business day.
- 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 3D Preventive Maintenance Kit

- Any repair beyond the replacement of the preventive maintenance kit is excluded.
- Preventive maintenance for HP Jet Fusion 3D Printer(s) and Printing Solution(s) can only be performed by HP or an HP-authorized technician.<sup>1</sup>
- The response time varies depending on the distance from an HP-designated service hub.
- HP may use remanufactured parts that are equivalent to new in performance.
- If the HP 3D Preventive Maintenance Kit is included in your HP 3D Printing Care Service and, after the second preventive maintenance alert, the system fails due to parts related to preventive maintenance, HP will not repair under the HP 3D Printing Care Service coverage.

### HP 3D Uptime Kit<sup>6</sup>

- HP 3D Uptime Kits are delivered to the ship-to location where your HP Jet Fusion 3D Printer(s) or Printing Solution(s) are installed.
- Uptime kits are linked to HP 3D Shared Care only and are delivered after concluding the HP 3D Train-to-Maintain Training.<sup>7</sup>

## Training<sup>6</sup>

- Travel and accommodation expenses are not included.
- Training will be delivered in the local language whenever possible; otherwise, in English.<sup>6</sup>
- A minimum of four (4) attendees is required to hold the training course at an HP Training Center.
- For the HP 3D Operator Training and Certification<sup>9</sup> delivered at your facility, HP shall not be liable for any breakage during training sessions. For on-site trainings, you are responsible for having enough spare parts on hand for the purpose of training.

## Ordering information

Contact your HP sales representative or HP channel partner to help you choose the best HP 3D Printing Care 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](http://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](http://hp.com/go/privacy)) and the Personal Data Rights Notice ([welcome.hp.com/country/privacy/privacynotice](http://welcome.hp.com/country/privacy/privacynotice)) where applicable.
2. Included with HP 3D Manufacturing Care and HP 3D Shared Care only.
3. Response time is 2nd business day for HP Jet Fusion 500/300 Series 3D Printers.
4. Included with HP 3D Shared Care only.
5. You will need to provide the product number, serial number, and issue details.
6. If an interpreter is required for translation, the Customer must provide this service.
7. Separate purchase required.
8. HP 3D Operator Training and Certification is a prerequisite to receive HP 3D Printing Care Services.
9. For more information, see [HP 3D Printing Prepare Services](#).
10. The Customer is required to do the COI job before the visit of the HP engineer. The service includes one on-site visit only. Extra visits, spare parts, wear parts or materials needed to put the printer in good condition will be quoted and invoiced separately.

