

# HP PRINT AT YOUR SERVICE

A smarter plan for smarter business



## Plan overview



HP DesignJet Printer



supplies  
auto-delivery



onsite  
service



fixed  
monthly fee

### How does it work?

When you sign up for an HP Print At Your Service plan, you receive a new HP DesignJet printer, Original HP supplies delivered as you need them, and Next Business Day Onsite Service—all included in one low monthly fee with great savings built in.<sup>1</sup>

Plans are based on the number of square meters that you print, not on how many cartridges you use. If you do not print all of your plan square meters in a month, your unused square meters will be rolled over for up to one year.<sup>2</sup> If you print more square meters than your monthly plan amount and have no rollover square meters to use, the extra square meters you print will automatically be added for an adjusted extra price (billed in 10-square meters increments).

### What does the monthly fee cover?

Based on the plan you selected, your monthly fee pays for use of the HP DesignJet printer, Next Business Day Onsite Service, and Original HP Supplies with automated delivery. All you have to do is provide the paper.

### What counts as a square meter?

A printed square meter counts the same whether it's black and white or a color document. Square meters are counted based on the paper you use.<sup>3</sup>

**What if I print less than my square meters plan?**

If you do not use all your plan square meters in a month, your unused square meters will be automatically rolled over for future use. These square meters will be kept in your account as rollover square meters. Your rollover square meters are available for up to one year.<sup>2</sup> You can view and monitor your usage using the [HP Print At Your Service Customer Portal](#).

**What if I print more than my square meters plan?**

If you have printed all of the square meters in your plan and have used all of your rollover square meters, the extra square meters you print will automatically be added to your invoice. You will be billed for these extra square meters in 10-square meters increments.<sup>4</sup>

**How do I know exactly how much I print every month?**

You can find out how many square meters you have printed, how many rollover square meters are available, and how many additional square meter blocks you have purchased by signing in to the [HP Print At Your Service Customer Portal](#).

**What happens to my square meter plan at the end of one year?**

Your square meters plan will automatically renew on your anniversary date until the printer contract expires or is canceled by you.

**Can I change my square meter plan?**

Yes, you can make adjustments to your square meter plan based on your print history or expected print needs.<sup>5,6</sup> Adjustments to your square meter plan will become effective on your annual anniversary date and will not apply retroactively. Plan changes must be made at least 60 days prior to your plan anniversary date.

**Can I cancel my square meter plan?**

Yes, you can cancel your square meter plan with no penalty. The cancellation will become effective on your annual anniversary date. Cancellation of your square meter plan will terminate the supplies and service portion of your HP Print At Your Service plan. To cancel your square meter plan, you must notify HP Print At Your Service Call Center at least 60 days prior to your anniversary date.<sup>5,6</sup>

**What are the customer requirements for HP Print At Your Service?**

Once you receive your HP Print At Your Service printer, it must be connected to the office network (with Internet access). In addition you need to enable web services on the printer right away to ensure you receive the ink included in your plan.

**What happens at the end of my HP Print At Your Service plan?**

At the end of your plan, you can purchase the HP DesignJet Printer, return it or start a new HP Print At Your Service plan with a new HP DesignJet printer.

## Supplies

**How do I get my supplies on time?**

HP will send replacement cartridges as you need them. When your Print At Your Service printer is connected to your office network with internet access and web services enabled, your printer automatically orders supplies when you are running low.

## Service and support

**What kind of service is included in my HP Print At Your Service plan?**

Your plan includes remote and onsite service (as required).<sup>1</sup> Service features include: onsite hardware support by a trained HP print technician or an HP Authorized Service Partner.

## HP PRINT AT YOUR SERVICE

**How do I request service?**

To request service in the U.S., please call 844-404-7297. For service in the U.K., please call 02076608485.

**Are repair parts (and limited long-life consumables) included in the plan?**

Yes, necessary repair parts and long-life consumables are included in your plan.<sup>7</sup>

**Will HP deliver Next Business Day Onsite Service to my remote location?**

Service levels and response times for HP Print At Your Service may vary depending on your geographic location. Service will be delivered based on the customer location specified in the initial agreement. For details, please contact your HP Preferred reseller.

## HP PRINT AT YOUR SERVICE

How is the service included in my HP Print At Your Service plan different from standard warranty and extended warranty?

	Standard Warranty	Standard Next-Day Onsite Care Pack	HP Print At Your Service
Remote phone installation assistance	Yes	Yes	Yes
Defective media retention		Yes	Yes
Next Business Day Onsite Service <sup>1</sup>	(Differs by hardware product)	Yes	Yes
Enhanced parts priority		Yes	Yes
Limited long-life consumables <sup>8</sup>			Yes
Quick troubleshooting analysis via phone prior to HP technician dispatched on site			Yes
Customer self-repair parts replaced by HP technician or HP Authorized Service Partner at no additional charge		(Optional at customer request)	Yes

The product warranty has been included in HP Print At Your Service pricing.

## Plan setup and billing

### How long will it take to sign up for HP Print At Your Service (credit approval process)?

In many cases, credit approval happens within minutes, however in some cases it can take up to 48 hours.

### When will I need to pay the first bill?

Your first HP Print At Your Service payment is typically due on the first or the fifteenth day of the month following the acceptance date of the agreement. However, there can be variations to that depending on your HP Print At Your Service Financial Partner.

### Who do I contact if I have an issue with my bill or HP Print At Your Service agreement?

Please contact your HP Print At Your Service Financial Partner.

### How will I pay for my plan?

Payment options depend on your Print At Your Service Financial Partner. Direct Debit is typically used in European countries. US options include payments via check or electronic transfer (ACH).

## Web Services

### What are web services?

In order to provide you with automated supplies shipments, HP uses web services to track the number of printed square meters and ink levels. Web services send the encrypted information to the HP Print At Your Service cloud via your Internet connection. HP will provide you with instructions on how to enable web service on your HP PAYS printer.

### What are the customer requirements for web services?

Web services must be enabled on all HP Print At Your Service printers as quickly as possible to ensure HP can automatically ship supplies to you. Simply follow the easy configuration steps in your welcome communication to enable web services and connect your HP DesignJet Printer(s) to the HP cloud.

### Are web services secure?

HP web services are highly secure. They use encrypted data transfer methods with the same high-grade secure technology that HP uses for large-scale direct managed print services (MPS) customers like banks and other financial institutions.

### Who sets up web services?

There are a few easy steps required for you to enable web services on your HP Print At Your Service printer(s). You will receive the setup instructions as part of your welcome communication.

### Does my HP Print At Your Service printer need to be connected to my office network?

Yes, for web services to read and submit your printer's square meter counts and supply levels to the HP Cloud, the HP Print At Your Service printer must be connected to your office network (wired or wireless). Without this, HP will not be able to automatically ship supplies.

### What happens if web services stop working?

HP Print At Your Service team will notify you if your HP Print At Your Service printer stops sending information to the HP cloud via web services.

If you have support or service questions about web services, please contact support using the information below.

## Contact information

For HP Print At Your Service support and customer inquiries, visit [hp.com/go/pays](http://hp.com/go/pays) or call the HP Print At Your Service support line at 844-404-7297 (U.S.) and 02076608485 (U.K.).



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Contact your HP Preferred Reseller for the printer models offered with HP Print At Your Service plans.

1. Next Business Day Onsite Service includes standard break-fix parts and limited life consumables as determined by the HP Service Technician or an HP Authorized Partner.
2. During each month-long period, the square meters you print will be exhausted from your square meter plan before your rollover square meters are used. Rollover square meters may not be available, or may be added to the HP Print At Your Service customer portal during certain promotional offers. Any remaining rollover square meters will be forfeited at the time the supplies and service portion of your plan is terminated or canceled.
3. A square meter is counted as a single-sided A0 page (841mm x 1189mm) print. Any paper size larger than that will count as more than one square meter.
4. Overages may only be purchased in blocks of ten (10) square meters. HP may, but is not obligated to, send a communication to you or otherwise post on your HP Print At Your Service customer portal a notice when you are approaching the end of your service plan during a month period and are about to incur overage fees. Even if you don't receive any such communication or notice from HP, you will be liable for all overage fees you incur. HP may waive overage fees in connection with promotional offers. Any unused square meters will be applied to your rollover square meter bank. If you decide to cancel your contract and have square meters remaining in your rollover bank, those square meters will be forfeited.
5. For more information regarding the supplies and services included with your selected HP Print At Your Service plan, please reference the HP Print At Your Service Information Document at [hp.com/go/pays](http://hp.com/go/pays).
6. Cancellation of your square meter plan terminates the supplies and service portion of your plan.
7. Limited long life consumables are included on a break-fix basis at the discretion by the HP Service Technician or an HP Authorized Partner. May include the printhead as needed.