

Scenario

I did not buy an HP Care Pack at the same time as my printer, but on second thoughts I would still like to purchase one.

I need a higher service level than HP's standard product warranty.

I would like to extend the warranty period of my printer.

What is covered by my HP Care Pack?

Solution

You can purchase a 3 year HP Care Pack anytime within your standard warranty period. Alternatively, if your product warranty has expired, you can purchase a 1 year Post-Warranty pack. HP Care Pack Services can be purchased from your local HP reseller or direct from the HP Store on 0845 270 2415.

HP Care Pack Services enable you to upgrade the service level of the standard product warranty to same day on-site support with extended business hours, covering you from 8am — 9pm Monday to Friday.

You can extend your warranty by purchasing a 3 year HP Care Pack. After the 3 year pack has expired, you can purchase a further 1 year HP Post-Warranty HP Care Pack.

All internal options and HP accessories are covered by the HP Care Pack. Unless specified all consumables, fuser units, user-replaceable parts and maintenance kits are not covered.

Scenario

An error message on my printer says I need to carry out a service. Who do I contact and am I covered with my HP Care Pack?

I would like HP to install my new HP printer and have it integrated into my network.

I am going to use my LaserJet 9000 in an office environment and intend to print only a small number of pages. Is there a cost-efficient way to provide service for my printer?

Where do I find a list of what is classified as a consumable for my printer?

I have registered my HP Care Pack, but when I went to log a hardware fault call on my printer I was told by HP there was no support registered, what do I do?

Solution

This message means a maintenance service needs to be carried out. Maintenance is required after a certain number of pages have been printed. The Maintenance Kit Replacement Service can be purchased through HP on 0870 842 2330, or you can purchase the Maintenance Kit only through your normal reseller. The HP Care Pack does not provide cover for a maintenance service.

HP offers an HP Care Pack for installation and network configuration, which ensures the professional installation and configuration of your printer.

HP offers 2 different types of HP Care Pack Services for the LaserJet 9000/9000mfp series one intended for customers who print high volumes and another that is more cost-efficient for customers printing less.

A full list of consumables and accessories can be found on the relevant page for your product on www.hp.com

For Post Sales HP Care Pack registration queries like this contact Elaine Corby on **01344 363487** or Jackie Bessell on **01344 361 549** with your hardware and HP Care Pack details and they will be able to help.

HP Care Pack Services

www.hp.com/uk/carepack



Support and Service offers for your HP Printing and Imaging products



