

Get your printers back in action – with minimum device downtime

HP Support Services for Documents & Printing



Flexible support to keep business moving

With employees operating from various locations, managing printer maintenance for businesses can pose a significant challenge. Furthermore, responding reactively to printer issues can result in costly employee downtime and decreased staff satisfaction.

With HP Support Services, organizations can effectively maintain and repair their printers by selecting from two tiers of hardware support, HP Premium Support and HP Essential Support, tailored to their specific requirements.

Additionally, keep existing printers running at peak performance with Post-Warranty Services, and get more time to plan your next device upgrade.

RELIABLE DEVICE SUPPORT

Effortlessly maintain and optimize your print fleet with reliable, expert print support and original HP parts.

HARDWARE SUPPORT ON YOUR TERMS

Go beyond the standard device warranty and get genuine HP parts, and flexible purchasing, to better manage IT priorities.¹

STRETCH YOUR PRINT INVESTMENT

Gain peace of mind with hardware support services that are extended one additional year after the original device warranty or support services expire.^{1,2}

PRIORITY SUPPORT FOR ENTERPRISE IT

Enhance enterprise IT performance with premium global support for your IT staff, so your company can quickly get back to business.

Convenient device support at your door

Improve employee experiences with expert remote troubleshooting and diagnosis for imaging and printing issues with HP Premium Support. Plus, device repairs are made quickly with original HP parts, by an HP expert sent onsite to the device location on the next business day.¹



Lower, more predictable costs

By purchasing HP Premium Support at the time of hardware purchase, you put in place a backup plan that helps you predict and control costs over the life of the equipment.



Expert Technical Support

An HP technician or HP Authorized Delivery Partner, specializing in HP products, will be dispatched to your location – armed with the best training, tools, and product information that HP offers.



Affordable, reliable tech support

With HP Essential Support, you can depend on quality remote support to troubleshoot print issues when budgets are tight, supported by quality device repair at a local HP expert facility.¹



Increase uptime with extended print coverage

Gain peace of mind as devices age by extending hardware support for an additional year with HP Post-Warranty Services.^{1,2}



Expedited access to replacement parts

Collaborate with skilled HP technicians for remote diagnosis and resolution of hardware issues and receive authentic HP components to replace your printers parts.

Achieve maximum uptime for your devices

With HP Support Services, you get technical support that can troubleshoot HP device problems whenever users need help, and the option to add or continue hardware support to extend the life of your devices.



Learn more at [hp.com](https://www.hp.com)



1. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.
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