

HP PRINT AT YOUR SERVICE

A smarter plan for smarter business



Plan overview



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 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.¹

Plans are based on the number of pages that you print, not on how many cartridges you use. If you do not print all of your plan pages in a month, your unused pages will be rolled over for up to one year.² If you print more pages than your monthly plan amount and have no rollover pages to use, the extra pages you print will automatically be added at the same cost per page as your current plan (billed in 100-page increments).

What does the monthly fee cover?

Based on the plan you selected, your monthly fee pays for use of the HP printer, Next Business Day Onsite Service, and Original HP Supplies with automated delivery.³ All you have to do is provide the paper.

What counts as a “page”?

A printed page counts the same whether it's black and white, a color document, or a photo.² Pages are counted per printed side, thus a two-sided document would count as two printed pages.³



What if I print less than my page plan?

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

What if I print more than my page plan?

If you have printed all of the pages in your plan and have used all of your rollover pages, the extra pages you print will automatically be added at the same cost per page as your current plan. You will be billed for these extra pages in 100-page increments.⁴

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

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

What happens to my page plan at the end of one year?

Your page plan will automatically renew on your anniversary date for a maximum of five years unless adjusted or canceled by you.^{5,6}

Can I change my page plan?

Yes, you can make adjustments to your page plan based on your print history or expected print needs.^{5,6} Adjustments to your page plan will become effective on your annual anniversary date and will not apply retroactively. Plan changes must be made at least 90 days prior to your plan anniversary date.

Can I cancel my page plan?

Yes, you can cancel your page plan with no penalty. The cancellation will become effective on your annual anniversary date. Cancellation of your page plan will terminate the supplies and service portion of your HP Print At Your Service plan. To cancel your page plan, you must notify HP Print At Your Service Call Center at least 90 days prior to your anniversary date.^{5,6}

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). Be sure to also connect the HP Device Management Solution⁷ to the HP cloud right away to ensure you receive the ink and toner included in your plan.

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

At the end of your plan, you return the HP printer and have the option to start a new HP Print At Your Service Plan with a new HP printer.

Supplies

How do I get my supplies on time?

HP will send replacement cartridges as you need them—before you run out of ink or toner. When your Print At Your Service printer is connected to your office network and the HP Device Management Solution is connected to the Internet/HP cloud, your printer automatically orders supplies when you are running low.

How long will it take to get my supplies?

Your printer will take shipping time and regular supply usage into account when it orders your cartridges. Cartridges are sent using standard shipping and should be received within 48 hours of shipment.

Service and support

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

Your plan includes Next Business Day Onsite Service.¹ Service features include: onsite hardware support by a trained HP print technician, replacement parts and materials, plus remote installation support as needed.

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 ¹ | (Differs by hardware product) | Yes | Yes |
| Enhanced parts priority | | Yes | Yes |
| Limited long-life consumables ⁸ | | | Yes |
| Quick troubleshooting analysis via phone prior to HP technician dispatched on site | | | Yes |
| Customer self-repair parts replaced by HP technician at no additional charge | | (Optional at customer request) | Yes |

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

How do I request service?

To request service in the U.S., please call 1.888.736.7875. 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.⁸

Will HP deliver Next Business Day Onsite Service to my remote location?³

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, see the HP Print At Your Service Information Document available at hp.com/go/pays.

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 due on the first day of the month following the acceptance date of the agreement.

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?

Your HP Print At Your Service Financial Partner has made it easy for you to pay for your HP Print At Your Service plan via ACH (Automatic Clearing House). Payments are consistently the same making ACH predictable, simple to manage, and secure.

HP Device Management Solution

What is the HP Device Management Solution?

Your printer will have either an embedded Device Management Solution or HP will provide you with a separate appliance. It collects page counts and supply levels from your HP Print At Your Service printers and sends the encrypted information to the HP Print At Your Service cloud via your Internet connection. With this data, HP can send supplies automatically when your printer needs it.

Can one HP Device Management Solution work for multiple HP Print At Your Service printers?

The embedded Device Management Solution needs to be configured on each Print At Your Service printer, which requires a few easy steps to be completed by you. Separate Device Management appliances will work for multiple printers, as long as they are all connected to the same office network.

What are the customer requirements for the HP Device Management Solution?

In order to ship supplies to you, the HP Device Management Solution must be connected to your office network with Internet connectivity. In the case of an embedded Device Management Solution, follow the easy configuration steps in your welcome kit to connect to the HP cloud. If you received a stand-alone HP Device Management Solution appliance, plug it into your network and AC power and you're done.

Is the HP Device Management Solution secure?

The HP Device Management Solution is highly secure. It uses 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.

Will the HP Device Management Solution work in customer IT environments with Mac/Windows/Linux operating systems?

Yes, the HP Device Management Solution is independent of the computer operating system and devices in your IT environment, and it will co-exist with computers running Microsoft Windows, Apple Mac, or Linux operating systems.

Who sets up the HP Device Management Solution?

There are a few easy steps required for you to connect the HP Device Management Solution to the HP cloud. You will receive detailed setup instructions as part of your welcome kit.

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

Yes, for the HP Device Management Solution to read your printer's page counts and supply levels, 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 ship supplies. In case of stand-alone Device Management Solution, the appliance and the printer must be connected to the same office network (printer cannot be connected via USB or Windows Printer Share, etc.).

What happens if the HP Device Management Solution stops working?

HP Print At Your Service team will send you an email if your HP Device Management Solution stops sending information to the HP cloud.

If you have support or service questions about the HP Device Management Solution, please contact support using the information below or reference the HP Device Management Solution Troubleshooting Guide which can be found at hp.com/go/pays.

Contact information

For HP Print At Your Service support and customer inquiries, visit hp.com/go/pays.



Share with colleagues



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. 2. During each month-long period, your current month service plan pages will be exhausted from your page plan before your rollover pages are used. Rollover pages may not be available, or may be added to the HP Print At Your Service customer portal during certain promotional offers. Any remaining rollover pages will be forfeited at the time the supplies and service portion of your plan is terminated or canceled. 3. A page is counted as a single-sided A4 (8.5" x 11") print. Any paper size larger than that will count as more than one page. For additional information on page dimensions, please refer to the HP Print At Your Service Information Document. 4. Overages may only be purchased in blocks of one hundred (100) pages. 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 pages 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 pages will be applied to your rollover page bank. If you decide to cancel your contract and have pages remaining in your rollover page bank, those pages 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. 6. Cancellation of your page plan terminates the supplies and service portion of your plan. 7. Device Management Solution will either be embedded in the printer or a separate device, depending on your printer. 8. Limited long life consumables are included on a break-fix basis at the discretion of the HP Service Technician. May include the following parts as needed: fuser, automatic document feeder roller, intermediate transfer belt, and toner collection unit.

© Copyright 2018-2019 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA7-3349ENW, February 2019, Rev. 1