



# De-installation Re-installation Service

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HP Deployment Services  
for HP DesignJet and HP  
PageWide XL Printers

## Service overview

The de- and re-installation Service provides de-installation and re-installation of HP printers/MFPs that are being moved to a different location. This service gives you the peace of mind that comes from knowing your HP printer/MFP is prepared for relocation and is installed by a HP trained specialist.

## Specifications

Feature	Delivery specifications
Service planning	Contact HP or your local HP authorized service provider to schedule an appointment. The HP Service Specialist will work with you to plan all the necessary activities, including identifying prerequisites, and scheduling delivery of the service at a mutually convenient time. This should be during local HP hours; not during non-standard business hours, including HP holidays, unless otherwise agreed by HP.
Service deployment	<p>Service deployment activities include one or more of the following:</p> <ul style="list-style-type: none"><li>• De-installing the unit from original site. This includes:<ul style="list-style-type: none"><li>- Verifying correct operation prior to de-install</li><li>- Removing consumables</li><li>- Disconnecting power and network cables</li><li>- Installing shipping locks if applicable</li><li>- Disconnecting accessories</li></ul></li><li>• Re-installing at the destination location. This includes:<ul style="list-style-type: none"><li>- Removing shipping locks if applicable</li><li>- Installing original or new consumables</li><li>- Connecting power and network cables</li><li>- Installing drivers</li><li>- Re-installing accessories</li><li>- Verifying correct operation</li></ul></li></ul>

### Service benefits

- Rest assured that de-installation and reinstallation will be done correctly, all handled by HP-trained technical specialists.
- Get confirmation that everything is ready for the removal and re-installation, prior to beginning.
- Schedule services at a time that is convenient for you.
- Free your IT team to focus on their core tasks and priorities.

### Service feature highlights

- De-installation and re-installation at the destination location
- Installation verification testing

## Service eligibility

The HP product must be fully operational prior to relocation. All applicable updates must be performed to the product prior to relocation. You must have access to the latest versions of HP software at the destination location.

When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current HP service contract, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the installation can be performed.



## Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Packaging the HP printer for transportation
- Transporting the HP printer from the original to a new location
- Placing the HP printer at the final installation location
- Service deployment on hardware and/or software not covered by an HP warranty or HP support agreement (except as noted in the “Service eligibility” section)
- Service deployment on any product covered by a third-party support agreement
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Planning, design, or assessment of your computing environment, except to identify service prerequisites for the product being installed
- Reconfiguration of your existing IT infrastructure
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software
- Any services not clearly specified in this document

Installation of software products as part of basic hardware installation, except as specifically stated in the “Service deployment” section, may require the purchase of additional Installation Services.

## Travel limitations

Travel to US and Canadian sites located within 160 km (100 mi) of an HP designated support hub is provided at no additional charge. If the site is located more than 160 km (100 mi) from the HP designated support hub, additional travel charges may apply.

Travel charges will also apply for any site that requires overnight lodging, non-automobile mode of transportation, e.g., airplane, or extraordinary travel circumstances. Travel zones and charges may vary in some geographic locations.



## Customer responsibilities

You should:

- Contact an HP Service Center within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites, as identified during service planning, have been met
- Arrange transportation of the printer that will ensure safe delivery
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Remove packaging when installation is complete
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Assign a designated person from your staff who will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP Service Specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations

## General provisions/other exclusions

HP reserves the right to re-price this service if you do not schedule and provide for subsequent delivery within 90 days of purchase.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other un-met customer requirements.

HP's ability to deliver this service is dependent upon your full and timely cooperation with HP, as well as the accuracy and completeness of any information and data you provide to HP.

Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.

## Ordering Information

This service may be ordered via HP CarePack Central.

If you require installation services beyond those described in this document you may purchase HP Installation and Startup Services or HP Implementation Services, or work with HP to create a specially quoted installation service.

Visit [hp.com/go/cpc](http://hp.com/go/cpc)

- Select a country where the HP printer will be located.
- Enter your printer serial number, product number or model name.
- Choose the Care Pack you wish to purchase.
- Contact your local reseller or preferred HP sales representative to buy.



## Why choose HP for printing services?

### Expertise

HP is recognized as the number one global leader in imaging and printing. Access to HP R&D engineers and our massive knowledge base of experience makes HP the ideal partner to assist you in elevating your printing and imaging environment.

### Complete solutions

With an unrivaled portfolio of products, services, and end-to-end solutions, HP can work with you to identify and address your specific needs today and into the future.

### Customer first

Our target is to deliver the best services and provide a flawless customer experience.

## Do you want to know more?

Contact your HP Sales Representative for more information. Find the full list of supported Care Packs [here](#).

You can also contact us at [gsbserviceoptions@hp.com](mailto:gsbserviceoptions@hp.com). We can provide from Services data sheets to detailed quotations. Just ask.



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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.

