



What does a Day 1 Contract or a Custom Contract provide?

- Service levels equal to and exceeding an HP Print Care Pack term.
- Service options for in-warranty or out of warranty printers.
- Exchange and On-site repair service options.
- Helpdesk services, priority services and consultation services.
- Custom installation, custom configuration, project management and environment assessment services.



When is a Day 1 Contract or Custom Contract a good choice?

- Service coverage is needed for devices approaching end of support life.
 - Ex: Existing printer fleet won't be refreshed for 8 months and a short-term coverage plan is needed.
- Existing warranty coverage is reaching expiration.
- Care Pack coverage is reaching expiration.
- Newly purchased devices require service coverage.
- A Cotermious support model is desired.
- Custom service offerings are needed.
- Custom coverage durations are needed.