

# HP Industrial Filament (IF) Prepare 3D Services



## Why HP Industrial Filament (IF) Prepare 3D Service?

We've entered a new industrial era, where digitization is changing the game. Businesses that embrace this shift and take measures to transform will have a significant edge moving forward. Navigating the transformation process and the path from traditional production to digital manufacturing can be challenging. That's why we work with you from day one to accelerate the transformation process, so that you reach your digital manufacturing objectives quickly and efficiently.

These services are designed to address much of the behind-the-scenes busy work, so you don't have to. Focus on business innovation and rely on HP and HP-authorized representatives<sup>1</sup> who can help speed the process from beginning to end, delivering peace of mind as you embark on this exciting journey.

From preparing your site to installing and calibrating your equipment and printing your first parts, to helping you explore the full potential of HP IF 3D Printing, we'll help get you started on the right track with HP IF Prepare 3D Service.

### Benefits

- Reach operation-ready state, quickly and efficiently
- Optimize performance and operational efficiency
- Accelerate your learning curve on HP Industrial Filament technology

### Features

- Pre-planning to optimize the manufacturing workflow and help prevent risks
- Fast, efficient equipment, software, and network setup
- Comprehensive training and certification for operators
- On-site support for fast, quality printing readiness

## What does the HP Industrial Filament (IF) Prepare 3D

### Service include?

- HP Industrial Filament (IF) Installation 3D Service
- HP Industrial Filament (IF) Operator Training and Certification<sup>2</sup> 3D Service

### HP IF Installation 3D Service with HP IF Operator Training and Certification 3D Service

You're up and running in a short amount of time. These services provide complete, fast, and reliable installation of your new HP IF 3D Printing equipment. In fact, HP or an HP-authorized representative<sup>1</sup> will come on-site to install, set up, configure, and provide the training. Allow your team to focus on more pressing business issues while we get you up and printing quickly.

#### Pre-installation: Planning and project management

##### Specifications

- Prior to installation, an HP or HP-authorized representative<sup>1</sup> will be assigned to guide you through every step of the journey. You'll receive a welcome e-mail, including a guide with advice on how to get started.
- Once your HP IF 3D Printer(s) and Printer Solution(s) have shipped and the HP or HP-authorized representative<sup>1</sup> has validated that your site is ready for the installation, you and the HP or HP-authorized representative<sup>1</sup> will jointly schedule the installation at your convenience.



- Your HP Industrial Filament 3D Printer(s), Printer Solution(s), and purchased accessories will be installed and set up in the designated location.<sup>3</sup>
- The device(s) will be turned on and initialization procedures executed.
- Pre-installed software and firmware will be reviewed to ensure it is up to date, and any software updates will be installed, if necessary. If desktop software is bundled with your HP IF 3D Printer(s) or Printer Solution(s), HP will install the software on one workstation.<sup>4</sup>
- A standard test job will be printed as part of the installation to demonstrate the operation of the printer, tools, and peripherals to the operators.
- During the HP IF Operator Training, your operators will receive content related to workflow, hardware, and software operations. If the operators pass the online exam, HP will provide the HP Industrial Filament Operator Certification.<sup>5</sup>
- Please save your packaging and store it maintaining good condition. If its condition is validated by HP or an HP-authorized representative, you can use the original packaging if you would like to move your HP Industrial Filament 3D Printer(s), Printer Solution(s), and purchased accessories in the future.<sup>6</sup>

## Customer responsibilities

Customer responsibilities	
General limitations	<ul style="list-style-type: none"> <li>▪ Any modifications to the scheduled dates must be made by the customer prior to 14 days before the delivery of the service. For modifications after the stated notice period, HP has the right to cancel the delivery of the service or reschedule and apply additional fees to the customer.</li> </ul>
HP IF Installation 3D Service	<p><b>Before installation</b></p> <ul style="list-style-type: none"> <li>▪ Contact HP or an HP-authorized representative<sup>1</sup> to schedule the HP IF Installation 3D Service after receiving notification of the delivery date for your HP IF 3D Printer(s) and Printer Solution(s).</li> <li>▪ Designate a site representative as a point of contact for HP.</li> <li>▪ Verify that all the requirements in the Site Readiness Checklist have been met: power installation, network cabling, and initial test supplies are in order; and appropriate workspace is designated. Please keep in mind that if the site is not properly prepared, the Installation Service may incur additional costs.</li> <li>▪ Ensure the print equipment is available at the location where the HP IF Installation 3D Service will take place.</li> <li>▪ Provide a detailed installation floor plan and plan of the facility's electrical infrastructure to provide safe service delivery.</li> </ul> <p><b>During installation</b></p> <ul style="list-style-type: none"> <li>▪ Ensure a skilled technician/maintenance person is present and can actively collaborate with the HP or HP-authorized representative<sup>1</sup> during the hardware installation. Ensure an electrician is available to participate in connecting the electrical infrastructure of the site and in connecting the power cord to the HP IF 3D Printer(s) and Printer Solution(s).</li> <li>▪ If requested by the HP or HP-authorized representative,<sup>1</sup> operators must complete the web-based training before the end of the installation.</li> <li>▪ Provide required technical approvals and technical information such as IP addresses and usernames/ passwords at the HP or HP-authorized representative's<sup>1</sup> request during installation.</li> </ul>



## Service limitations

Service limitations	
General	<ul style="list-style-type: none"> <li>Travel zones and charges, if applicable, may vary in some geographic locations, particularly for sites located more than 320 km (200 miles) from an HP-designated service hub.</li> <li>Each service is offered during local standard HP business hours on normal business days, excluding local HP holidays; availability may vary based on location. Coverage window includes remote and on-site diagnoses, which may affect on-site response time.</li> <li>Service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.<sup>7</sup></li> <li>HP may (a) subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized representative,<sup>1</sup> or (b) assign or transfer this Service Agreement to another HP entity.</li> </ul>
Prior to installation	<ul style="list-style-type: none"> <li>Delivery completion times are subject to HP or the HP-authorized representative's<sup>1</sup> availability.</li> </ul>
During installation	<ul style="list-style-type: none"> <li>Accessories, wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumables include materials. Examples of Accessories include IF 3D Printer Module(s).</li> <li>Standard warranty terms and conditions apply to consumable supplies and wear parts.</li> <li>HP may verify your adherence to the terms of your agreement. If HP identifies that you have not completed some or all of the requested actions, HP will evaluate and bill you for possible delays generated during the installation.</li> <li>HP accessories and peripherals are limited to those included on the equipment bill of material</li> </ul>
Trainings	<ul style="list-style-type: none"> <li>Travel and accommodation expenses are not included.</li> <li>Training will be delivered in the local language whenever possible; otherwise, in English.<sup>7</sup></li> <li>For the HP 3D Operator Training and Certification<sup>2</sup> 3D Service delivered at your facility, HP shall not be liable for any breakage during training sessions. For on-site trainings, you are responsible for having enough spare parts on hand for the purpose of training.</li> </ul>

- HP and/or HP-authorized representatives respect your privacy and are committed to protecting customer machine data and will take reasonable precautions to prevent unauthorized access or disclosure and help ensure the appropriate use of customer machine data. In the event that some data may be categorized as individual level data, HP and/or an HP-authorized representative will maintain the privacy of any such data, as well as all data collected, in accordance with the HP Privacy Statement ([hp.com/go/privacy](http://hp.com/go/privacy)) and the Personal Data Rights Notice ([welcome.hp.com/country/privacy/privacynotice](http://welcome.hp.com/country/privacy/privacynotice)) where applicable.
- HP IF Operator Training and Certification 3D Service is a prerequisite to receive HP Industrial Filament (IF) Care 3D Service. The certification is an HP-generated certification via the Learn with HP (training platform). Candidates must be operators working with HP Industrial Filament 3D Printer Solutions and must pass the exam.
- Standard installation occurs within one week of product delivery.
- HP ID 3D Printing equipment will be configured within your local area network and verified to ensure it is accessible from a local workstation within the same network.
- Only certified operators will have the knowledge required to open a support case with the HP Care Center.
- If HP or the HP-authorized representative cannot validate the packaging's conditions, the customer must order new packaging from HP.
- If an interpreter is required for translation, the customer must provide this service.

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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.

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