

HP Industrial Filament (IF) Care 3D Services



HP Industrial Filament 3D Services

Working together through your digital manufacturing journey. Whether you're just starting out or you're in full production, we're here to help you successfully navigate your 3D printing adoption journey with a world-class service experience dedicated to making digital manufacturing—and new growth—a reality for your business.

Why HP Industrial Filament (IF) Care 3D Service?

Protecting the future of your business also means planning for the unknown. You can keep your HP IF 3D Printer(s) and Printer Solution(s) up and run effectively today and over time with the right care.

Increase the availability of your HP IF 3D Printer(s) or Printer Solution(s) in a cost-effective manner with HP IF Care 3D Services. An HP or HP-authorized technician¹ works with your staff to quickly perform root cause analysis, troubleshooting, and scheduling hardware repair.

Services include remote diagnosis for fast, reliable, and excellent service delivery. We also address technical inquiries to improve the print quality and efficiency of your system.

Benefits

- Engage directly with the HP or HP-authorized technician¹
- Quickly troubleshoot issues
- Increase uptime and availability
- Reduce downtime with on-site support
- Secure your sensitive data with defective media retention (DMR)

Features

- Remote problem diagnosis and support
- On-site hardware support with next business day response time²
- Access to spare parts



What does the HP Industrial Filament (IF) Care 3D

Service include?

HP IF Care 3D Service offers service programs to provide the best service experience based on your needs. Gain personalized access to an HP or HP-authorized technician¹ remotely and/or on-site, who can quickly troubleshoot your HP IF 3D Printer(s) or Printer Solution(s) and return the hardware to full operating conditions.

- HP Industrial Filament (IF) Premium Care 3D Service
- HP Industrial Filament (IF) Foundation Care 3D Service

HP Industrial Filament (IF) Premium Care 3D Service

For customers, this service program is designed to support the need for reliable production. It features the Service Check for optimal performance. This Service is applicable only for the HP IF 3D Printers.

	HP IF Premium Care 3D Service
Remote services	HP 3D Care Center Remote Service ^(A)
On-site Support	Next business day ^(B)
Spare parts	Replacement parts
Service check	One per year (Labor only) ^(C)
Agreement	HP 3D Care Pack Agreement / HP 3D Contract
<p>A. Each service 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.</p> <p>B. Response time may vary based on some geographic locations.</p> <p>C. This service applies exclusively to the printer and covers labor only. If any consumables are required, they must be purchased separately by the customer.</p>	

HP Industrial Filament (IF) Foundation Care 3D Service

The service program provides access to HP 3D Care Center Remote Service, with next business day on-site response as needed. This service is applicable only for the HP Industrial Filament (IF) 3D Material Management System (MMS).

	HP IF Foundation Care 3D Service
Remote services	HP 3D Care Center Remote Service ^(A)
On-Site support	Next business day ^(B)
Spare parts	Replacement parts
Agreement	HP 3D Care Pack Agreement / HP 3D Contract
<p>A. Each service 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.</p> <p>B. Response time may vary based on some geographic locations.</p>	

HP 3D Care Center Remote Service

HP 3D Printing Care Services provide organizations with personalized remote access to HP or an HP-authorized technician¹ through the HP 3D Care Center Remote Service.

The HP 3D Care Center Remote Service hours are from 8 am to 5 pm (local time) in the United States/Canada/Latin America and 9 am to 6 pm (local time) in Europe/Middle East/Africa and Asia Pacific/Japan. You can open a case in the HP 3D Center (service center app) or contact HP by telephone.³

On-site support

If the issue cannot be resolved remotely, the HP 3D Care Center Service engineer will dispatch an HP or HP-authorized technician¹ to provide on-site technical support, returning covered hardware products to operating condition.

Specifications

The HP or HP-authorized technician¹ arrives at your site and continues to deliver the service, either on-site or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. During fix-on-failure on-site support, HP may install:

- Engineering improvements to help ensure proper operation and maintain compatibility with HP-supplied hardware replacement parts.
- Firmware updates, defined by HP as non-customer installable, that are required to return the covered products to operating condition or to maintain supportability by HP. During fix-on-request on-site support, HP will install critical firmware updates for covered hardware products based on your request.

Spare parts

If the issue cannot be resolved remotely, and spare parts are needed, the HP 3D Care Center Service engineer will dispatch replacement parts as necessary to return the covered hardware product to operating condition.

Specifications

- Once remote troubleshooting has been diagnosed, spare parts are ordered.
- Defective parts will be exchanged for replacement parts. The replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected part's delivery time.
- HP or HP-authorized technician¹ will provide on-site technical support to replace the part and fix the issue.

Service check

An on-site visit where an HP or HP-authorized technician¹ reviews the printer's operational status and performs calibration and adjustments to ensure optimal performance.

- Scope:
 - Duration: 1 day
 - Labor only. If consumables are required, these must be purchased separately by the customer.
- Coverage:
 - Provided during local standard HP business hours on normal business days, excluding local HP holidays.
 - Availability may vary by location.
- Additional Notes:
 - Service Check applies exclusively to the HP IF 3D Printer(s).
 - The customer must ensure the printer is accessible and ready for the engineer's visit.
 - Firmware updates and engineering improvements may be applied during the visit if necessary to maintain compatibility and proper operation.

Service product compatibility

		HP Industrial Filament (IF) Premium Care 3D Service ^(A)	HP Industrial Filament (IF) Foundation Care 3D Service ^(A)
Printer/printing solution compatibility	HP IF 3D Printer 600 HT	Available	N/A
	HP IF 3D MMS	N/A	Available
Remote service		Included	Included
Onsite support ^(A)		Included ^(A)	Included ^(A)
Spare parts		Included	Included
Service checks ^(B)		Included ^(B)	N/A
Agreement		HP 3D Care Pack Agreement / HP 3D Contract	HP 3D Care Pack Agreement / HP 3D Contract
<p>A. Next business day. 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 windows include remote and on-site diagnoses, which may affect on-site response time.</p> <p>B. Labor only. If consumables are required, these must be purchased separately by the customer.</p>			

Customer responsibilities

Customer responsibilities	
Remote service	<ul style="list-style-type: none"> All operators or technicians working with the system must be Certified by HP. If HP identifies operators that are not certified, HP reserves the right not to provide remote support, or invoice you on a time and material basis. HP will need you to provide all information related to issues or problems to determine support eligibility, and deliver timely, professional remote service. HP may ask you to complete self-tests and install and run other diagnostic tools and programs or perform activities to help identify and resolve problems. You acknowledge that any HP-unauthorized uninstallation and/or location move of HP IF 3D Printer(s) or Printer Solution(s), may cause permanent damage, and you agree that any product that you choose to re-locate after installation at final installation location will be charged to you at the then prevailing service rates.
On-site support	<ul style="list-style-type: none"> You ensure a certified operator or technician/maintenance person is present during the work. You 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). You provide required technical approvals and technical information such as IP addresses, usernames/ passwords at the HP or HP authorized technician's¹ request during installation.
Spare parts	<ul style="list-style-type: none"> All replaced parts become the property of HP. If you do not return replaced or unused parts to HP, you could face termination of HP Industrial Filament (IF) Care 3D Service agreement or HP may bill you all non-returned parts at the then current list price. If HP identifies that the replacement parts supplied by HP exceed an amount equivalent to the standard average volumes, then HP may evaluate the reasons for the need for the replacement parts (in light of the use of the product(s), its environment, and the performance of your operators), and following reasonable consideration, may request that you take corrective actions or HP may charge for any replacement part in excess at the then current price list.

Service limitations

Service limitations	
General	<ul style="list-style-type: none"> Defective media retention (DMR) allows you to retain defective or broken disk drives after the replacement has been installed. This feature lets you securely dispose of the drive according to your company's security regulations without exposing sensitive files stored. Based on your product model, region, and service availability, you will have access to electronic and web-based tools including technical support documents, HP-proprietary diagnostic tools with password access, and HP knowledge through the HP 3D Center Knowledge Zone.
Remote service	<ul style="list-style-type: none"> Remote service will be delivered in the local language whenever possible; otherwise, it will be delivered in English.⁴ Support requests outside of the coverage window will not be acknowledged until the next day within the coverage window. HP retains the right to determine the final resolution of all reported incidents. Response times are measured during the coverage window only and are subject to your HP Industrial Filament (IF) Care 3D Service coverage. Response times and coverage are subject to local availability. If you have licenses to firmware-based software products, you must also have, if available, an active software support agreement with HP to receive download- and use-related firmware updates. HP will provide assistance with firmware updates only if you have the license to use the related software updates allowed by HP or the original software manufacturer.
On-site support	<ul style="list-style-type: none"> If the support site is located more than 320 km (200 miles) from the HP designated service hub, the service may be subject to additional support charges, longer response times, or reduced coverage hours as determined by HP. The response time applies only to sites located within 160 km (100 miles) of an HP designated service hub. Further distances will have modified response times for extended travel. For sites that are located within 161 to 320 km (101 to 200 miles) of an HP designated support hub, one additional coverage day applies or two days apply in the case of 480 km (321 miles). Each service 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. The on-site response time begins once remote troubleshooting has been diagnosed and ends when the technician arrives at your site, or when the event is closed because HP has determined that on-site response is not required. Once the HP 3D Care Center Service engineer has validated that the issue cannot be resolved remotely, the response time will be next business day for all service programs. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.
Spare parts	<ul style="list-style-type: none"> Replaced parts become the property of HP. If you do not return replaced or unused parts to HP, you could face termination of your support agreement and coverage. Orders placed after 5 p.m. local time will be acknowledged on the next business day. HP will make commercially reasonable efforts to send the parts next business day. Response time may vary based on some geographic locations. 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 HP IF 3D Printer Module(s).
Trainings	<ul style="list-style-type: none"> Travel and accommodation expenses are not included. Training will be delivered in the local language whenever possible; otherwise, in English.⁴ A minimum of four (4) attendees is required to hold the training course at an HP Training Center. For the HP IF 3D Operator Training and Certification⁵ 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.



1. HP and/or HP-authorized technicians 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 technician 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) and the Personal Data Rights Notice (welcome.hp.com/country/privacy/privacynotice) where applicable.
2. Response time is Next business day. Response times and coverage are subject to local availability.
3. You will need to provide the product number, serial number, and issue details.
4. If an interpreter is required for translation, the customer must provide this service.
5. HP IF 3D Operator Training and Certification is a prerequisite to receive the HP Industrial Filament (IF) Care 3D 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.

4AA8-5308ENW, February 2026

