

Frequently asked questions



This document addresses the most frequently asked questions about the reservation of an HP Metal Jet printer¹.

Reserve an HP Metal Jet printer¹

1. How do I reserve an HP Metal Jet printer¹?

Please follow [this link](#) to reserve a printer. Note that reserving an HP Metal Jet printer requires paying a reservation fee of \$4,999 USD / £4,999 GBP / €4,999 EUR. Reserve a printer is expected to be available in US, UK, France, Germany, Italy, and Spain.

2. What payment options can I use?

HP is accepting all major credit cards.

3. Is there a reservation specialist I can speak to at HP prior to making the reservation?

Please fill out [this form](#) and a specialist will contact you during the first half of 2019.

4. Do I have the option of cancelling the reservation? If I cancel, will there be a penalty?

Reservations can be cancelled by sending an email to 3Dmetals@hp.com. Upon cancellation, customers will receive a refund of their reservation fee.

5. When will HP Metal Jet printers be available?

HP Metal Jet printers are expected to become commercially available second half 2020 for lead customers, with expected broad availability in 2021. Please note that our Metal Jet Production Service² is expected to be available first half 2019 for those who want to experience HP Metal Jet quality sooner. We encourage customers to try the service. Note that the Metal Jet Production Service² is expected to be available in Western Europe and US.

6. When will I be notified that the HP Metal Jet printer I reserved is available?

HP will contact customers on the reservation list once the printers become commercially available which is expected in second half 2020 for lead customers, with expected broad availability in 2021. The customer will have 14 days to confirm the order after HP notifies them about printer availability. HP will update customers about printer availability in 2019 and again in 2020.

7. What will happen to my reservation if there are delays in the production schedule?

The reservation will be held by HP unless the customer chooses to cancel their reservation.

8. I have another question, how can I contact someone on the HP 3D metals team?

Please click [here](#).

The KISTERS logo, featuring a stylized 'K' symbol followed by the word 'KISTERS' in a bold, sans-serif font.

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¹ Reserve a printer is expected to be available in US, UK, France, Germany, Italy, and Spain.

² HP does not provide manufacturing services. Customers work directly with and pay for manufacturing services provided by a trusted third-party manufacturing partner responsible for fulfilling the order. HP provides design compatibility check for HP Metal Jet printing. Metal Jet Production Service is expected to be available in Western Europe and US.

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