



Directory



Technical Support

Customers needing service or support should contact:

- 1-800-204-6344, Option 2 for Scitex, Option 1 for Service/Support
- HPscitex_contact@hp.com for covered support
- HPscitexTMsup@hp.com for billable support
- CareCenter.IPGLF.BR@hp.com for support in Brazil
- Argentina 54-11-4708-1361 / Brazil 0-800-891-4808 / Chile 1-230-020-2877
- Colombia 01-800-9-156-561/ Republica Dominicana 1-888-751-2447
- Guatemala 1-800-624-0066 / Mexico 01 55 5261-1733 / Peru 0-800-53-255
- Trinidad & Tobago 1-800-224-1186 / Other Countries +52 55 5261-1733



Service Agreements

Customers interested in upgrading their current service agreement and/or obtaining a new service agreement should contact GSB Service Options:

- gsbserviceoptions@hp.com



Contract Coverage/Billing Inquiries

To request general service agreement information for existing customers and/or service related invoices please contact GSS Business Administration:

- gssbusinessadmin@hp.com



Statement of Account

For a statement of account or ink and spare part invoice inquiries please contact:

- 1 (844) 301-7424 ext. 7724756
- 1 (888) 227-8459 ext. 7724756
- receivables@hp.com
- ams-scitexcollections@hp.com



Supplies

To request general information regarding supplies and to inquire about orders please contact the email nodes below depending on your printer model:

- Page Wide Press: pagewideorders@hp.com
- Large Format Industrial: HP-Scitex-OA-order@hp.com
- Large Format Production: scitexb2bsupport@hp.com



North America District Service Managers

- Anita Cannon – Western Region
Email: anita.dan@hp.com Phone: +1 305-790-1142
- Mauricio Robles – Mountain Region
Email: mauricio.robles@hp.com Phone: +1 210-516-5715
- Eyal Eden – Central Region
Email: eyal.eden@hp.com Phone: +1 404-451-6880
- Abe Ibrahim – Northeast Region
Email: abe.ibrahim@hp.com Phone: +1 201-832-7506
- Daniel Sagardia – Canada
Email: daniel.sagardia@hp.com Phone: +1 416-728-9325



Latin America District Service Managers

- Luis Franco - Mexico
Email: luis-alfonso.franco.ruiz@hp.com Phone: +52 554-094-7444
- Sergio Vieira - MCA & Brazil
Email: sergio.vieira@hp.com Phone: +55 11 9 9620-2547