



# Care Pack Services for Thin Clients



t530



t310 G2



t520 t630 t730



t630



t310 G2



t420



t430



t310 AiO



t5xx  
t6xx  
t7xx



t820

Warranty Years	3/3/0	3/3/0	3/3/0	3/3/3
<b>Return to HP Service</b>				
HP 4 yr Return to HP Thin Client only HW support	UD798E		UD798E	
HP 5 yr Return to HP Thin Client only HW support	UD799E		UD799E	
<b>Return to Depot Service with Defective Media Retention</b>				
HP 3 yr Return to Depot DMR Thin Client only HW support			U0A92E	
HP 4 yr Return to Depot DMR Thin Client only HW support			U0A93E	
HP 5 yr Return to Depot DMR Thin Client only HW support			U0A94E	
<b>Advanced Exchange Service</b>				
HP 3 yr Next Business Day Advanced Exchange Thin Client only HW support	U4847E	U4847E	U4847E	
HP 4 yr Next Business Day Advanced Exchange Thin Client only HW support	U7927E		U7927E	
HP 5 yr Next Business Day Advanced Exchange Thin Client only HW support	U7929E		U7929E	
<b>Post Warranty</b>				
HP 1 yr Post Warranty Return Service TC only HW support	U6569PE		U6569PE	
HP 1 yr Post Warranty Return DMR TC only HW support			U0A95PE	
HP 1 yr Post Warranty Next Business Day Exchange TC only HW support	U4848PE		U4848PE	
HP 1 yr Post Warranty Next Business Day Onsite TC only HW support				U0VE2PE
HP 1 yr Post Warranty Next Business Day Onsite + DMR TC only HW support				U0VE6PE
HP 1 yr Post Warranty 9x5 4-Hour Response Onsite TC only HW support				U0VF6PE
HP 1 yr Post Warranty 9x5 4-Hour Response Onsite + DMR TC only HW support				U0VG0PE

**Important note regarding Care Pack availability for t310 / t410 AiO units:** Services available for the units are limited to 3 years due to their integrated displays. This portfolio only contains services for up to 3 years.

With every Care Pack purchase, customers get Onshore Support, assistance from knowledgeable technical experts.

## Care Packs for Displays

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	Base Warranty	Description	SKU
Standard Display up to 22"	3/0/0	HP 4 yr NBD Advance Exchange Standard Monitor HW support	U0J10E
		HP 5 yr NBD Advance Exchange Standard Monitor HW support	U0J11E
		HP 1 yr PW NBD Advance Exchange Monitor HW support	U0J16PE
Large Display 23" to 29"	3/0/0	HP 4 yr NBD Advance Exchange Large Monitor HW support	U0J12E
		HP 5 yr NBD Advance Exchange Large Monitor HW support	U0J13E
		HP 1 yr PW NBD Advance Exchange Monitor HW support	U0J16PE
Extra-Large Display 30"+	4/0/0	HP 5 yr NBD Advance Exchange Large Monitor HW support	U9WU4E
		HP 4 yr NBD Advance Exchange X-Large Monitor HW support	U0J14E
		HP 5 yr NBD Advance Exchange X-Large Monitor HW support	U0J15E
Zvr 3D Display	3/3/0	HP 1 yr PW NBD Advance Exchange Monitor HW support	U0J16PE
		HP 4 yr NBD Onsite 3D Monitor HW support	U8KY3E
		HP 5 yr NBD Onsite 3D Monitor HW support	U8KY4E
		HP 1 yr PW NBD 3D Monitor HW support	U8KY5PE

Care Pack Central  
[www.hp.com/go/cpc](http://www.hp.com/go/cpc)

NA HP Care Customer Support:  
1-844-732-9070 or  
US Support:  
<https://support.hp.com/us-en>

Canada Support:  
<https://support.hp.com/ca-en/contact-hp>

Questions regarding NA Care Pack registration assistance:  
[SRG@hp.com](mailto:SRG@hp.com) or 1-800-407-6210

**NBD Advanced Exchange:** Provides next business day overnight replacement of the defective main product with a product or part that is new or equivalent to new in performance. The replaced product or part must be returned within 15 days and becomes the property of HP.

**Return to HP/Depot:**  
Base warranty on Thin Clients. Customer is responsible for shipping container and charges to get the unit to the depot. HP is responsible for paying for shipping of the unit back to the customer.

**Post Warranty Care Pack Rules:**

- Unit must be in good operating condition.
- Coverage starts at Warranty or Care Pack end date or, if purchased up to 30 days after expiration, at time of registration.
- May be sold 90 days before Warranty/Care Pack expiration **but not at time of hardware sale.**
- Product must have more than 1 year of service life (parts support) left in order to sell Post Warranty options.
- Post Warranty Care Packs cannot be "stacked." (For example: 5 year NBD Onsite Care Pack may not be sold with and at the same time as a 1 year Post Warranty Care Pack to try to entitle the hardware for 6 years.)

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