



Care Pack Services for Displays



Product Family	Standard Warranty	Recommended Care Packs	Part #
Standard (up to 22")	1/0/0 9x5 NBD Exchange	HP 3 yr NBD Advance Exchange Standard Monitor HW Support	HL564E
		HP 4 yr NBD Advance Exchange Standard Monitor HW Support	HL517E
		HP 5 yr NBD Advance Exchange Standard Monitor HW Support	HL518E
	3/0/0 9x5 NBD Exchange	HP 4 yr NBD Advance Exchange Standard Monitor HW Support	U0J10E
		HP 5 yr NBD Advance Exchange Standard Monitor HW Support	U0J11E
		HP 3 yr NBD Advance Exchange Large Monitor HW Support	HL519E
Large (23" to 29")	1/0/0 9x5 NBD Exchange	HP 4 yr NBD Advance Exchange Large Monitor HW Support	HL520E
		HP 5 yr NBD Advance Exchange Large Monitor HW Support	HL521E
		HP 3 yr NBD Advance Exchange Large Monitor HW Support	HL522E
	3/0/0 9x5 NBD Exchange	HP 4 yr NBD Advance Exchange Large Monitor HW Support	U0J12E
		HP 5 yr NBD Advance Exchange Large Monitor HW Support	U0J13E
		4/0/0 9x5 NBD Exchange	HP 5yr NBD Advance Exchange Large Monitor HW Support
Extra large (30" +)	1/0/0 9x5 NBD Exchange	HP 3 yr NBD Advance Exchange X-Large Monitor SVC	U8LC2E
		HP 4 yr NBD Advance Exchange X-Large Monitor SVC	U8LC3E
		HP 5 yr NBD Advance Exchange X-Large Monitor SVC	U8LC4E
	3/0/0 9x5 NBD Exchange	HP 4 yr NBD Advance Exchange X-Large Monitor HW Support	U0J14E
HP 5 yr NBD Advance Exchange X-Large Monitor HW Support		U0J15E	
Retail POS Touchscreen	3/0/0 9x5 NBD Exchange	HP 4 yr NBD Advance Exchange Standard Monitor SVC	U0J10E
		HP 5 yr NBD Advance Exchange Standard Monitor SVC	U0J11E
Other Commercial Display Products			
Zvr 3D Display	3/3/3 9x5 NBD Onsite	HP 4 yr NBD Onsite 3D Monitor HW Support	U8KY3E
		HP 5 yr NBD Onsite 3D Monitor HW Support	U8KY4E
Post Warranty Care Packs			
Standard, Large, X-Large, RPOS Displays	PW 9x5 NBD Exchange	HP 1 yr PW NBD Advance Exchange Monitor SVC	U0J16PE
Zvr 3D Display	PW 9x5 NBD Onsite	HP 1 yr PW NBD Onsite 3D Monitor HW Support	U8KY5PE
Digital Signage	PW 9x5 NBD Exchange	HP 1 yr PW NBD Advance Exchange Digital Sign HW SVC	U0A99PE



Care Pack Central
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 or
1-800-407-6210

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

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.

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).

Next Business Day Onsite:

Deploys an authorized HP representative onsite by the next business day (Monday-Friday) after the call is logged to perform repairs or replace the unit. HP will determine if the defect can be repaired remotely, by the use of customer self-replaceable part, or by a service call to customer location.

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4AA6-1321ENA, May 2018



Care Packs are part of HP Care