



# Care Packs for Business Desktops



HP Elite Slice  
HP EliteDesk 800 & 70x/  
HP EliteOne 800 & 70x AiO



HP ProDesk 600/  
HP ProOne 600 AiO



HP ProDesk 40x /  
HP Pro One 40x AiO



HP 200 / HP 280 MT



HP 260 DM



HP 260 DM  
(Education & Healthcare)

Parts/Labor/Onsite	(3/3/3)	(3/3/3)	(3/3/3)	(1/1/1)	(1/1/1)	(3/3/3)
<b>Next Business Day (NBD) Onsite Service Extensions</b>						
HP 3y Next Business Day Onsite DT Only HW Support				U6578E	U6578E	
HP 4y Next Business Day Onsite DT Only HW Support	U7897E	U7897E	U7897E		U7923E	U7897E
HP 5y Next Business Day Onsite DT Only HW Support	U7899E	U7899E	U7899E		U7925E	U7899E
HP 1y Next Business Day Onsite Optl CSR DT Only HW Support				UE378E	UE378E	
HP 3y Next Business Day Onsite Optl CSR DT Only HW Support	UE379E	UE379E	UE379E			UE379E
<b>Next Business Day Onsite with Defective Media Retention (DMR)</b>						
HP 1y Next Business Day Onsite/DMR DT Only Support				UK764E	UK764E	
HP 3y Next Business Day Onsite/DMR DT Only Support	UE332E	UE332E	UE332E	UF360E	UF360E	UE332E
HP 4y Next Business Day Onsite/DMR DT Only Support	UE333E	UE333E	UE333E		UF361E	UE333E
HP 5y Next Business Day Onsite/DMR DT Only Support	UE334E	UE334E	UE334E		UF362E	UE334E
<b>Next Business Day Onsite with Accidental Damage Protection (ADP)</b>						
HP 3y Next Business Day Onsite/ADP G2 DT Only Support	U0A84E	U0A84E	U0A84E	U0A83E	U0A83E	U0A84E
HP 4y Next Business Day Onsite/ADP G2 DT Only Support	U0A85E	U0A85E	U0A85E			U0A85E
HP 5y Next Business Day Onsite/ADP G2 DT Only Support	UF236E	UF236E	UF236E			UF236E
<b>Same-Day 4-Hour Response* (See Validation Note below)</b>						
HP 3y 4-Hour 9x5 Onsite DT Only HW Support	U4863E	U4863E	U4863E	U4856E	U4856E	U4863E
HP 4y 4-Hour 9x5 Onsite DT Only HW Support	U7902E	U7902E	U7902E			U7902E
HP 5y 4-Hour 9x5 Onsite DT Only HW Support	U7904E	U7904E	U7904E			U7904E
HP 3y 4-Hour 13x5 Onsite DT Only Support	HP730E	HP730E	HP730E			HP730E
HP 4y 4-Hour 13x5 Onsite DT Only Support	HP731E	HP731E	HP731E			HP731E
HP 5y 4-Hour 13x5 Onsite DT Only Support	U8UW1E	U8UW1E	U8UW1E			U8UW1E
HP 3y 4-Hour 24x7 Onsite DT Only HW Support	H4493E	H4493E	H4493E			H4493E
HP 4y 4-Hour 24x7 Onsite DT Only HW Support	U7906E	U7906E	U7906E			U7906E
HP 5y 4-Hour 24x7 Onsite DT Only HW Support	U7908E	U7908E	U7908E			U7908E
<b>Same-Day 4-Hour Response with Defective Media Retention* (See Validation Note below)</b>						
HP 1y 4-Hour 9x5 Onsite/DMR DT Only Support				UM187E	UM187E	
HP 3y 4-Hour 9x5 Onsite/DMR DT Only Support	UL821E	UL821E	UL821E	UM188E	UM188E	UL821E
HP 4y 4-Hour 9x5 Onsite/DMR DT Only Support	UL822E	UL822E	UL822E		UM189E	UL822E
HP 5y 4-Hour 9x5 Onsite/DMR DT Only Support	UL823E	UL823E	UL823E		UM190E	UL823E
HP 3y 4-Hour 24x7 Onsite/DMR DT Only Support	UL824E	UL824E	UL824E	UM195E	UM195E	UL824E
HP 4y 4-Hour 24x7 Onsite/DMR DT Only Support	UL825E	UL825E	UL825E			UL825E
HP 5y 4-Hour 24x7 Onsite/DMR DT Only Support	UL826E	UL826E	UL826E			UL826E
<b>Data Recovery Services</b>						
HP 1y 9x5 Recover Hard Disk Data DT Support				UE371E	UE371E	
HP 3y 9x5 Recover Hard Disk Data DT Support	UE372E	UE372E	UE372E	UE372E	UE372E	UE372E
HP 1y Recover Restore HW ONS Only				U9AN6E	U9AN6E	
HP 3y Recover Restore HW ONS Only	U9AN7E	U9AN7E	U9AN7E	U9AN7E	U9AN7E	U9AN7E
<b>Post Warranty** (See rules on back side)</b>						
HP 1y Post Warranty NBD Onsite DT Only HW Support	U5864PE	U5864PE	U5864PE	U5864PE	U5864PE	U5864PE
HP 1y Post Warranty NBD Onsite/DMR DT Only Support	HP710PE	HP710PE	HP710PE	HP710PE	HP710PE	HP710PE
HP 1y Post Warranty 4-Hour 9x5 Onsite DT Only HW Support	U4858PE	U4858PE	U4858PE	U4858PE	U4858PE	U4858PE
HP 1y Post Warranty 4-Hour 24x7 Onsite DT Only HW Support	U6584PE	U6584PE	U6584PE	U6584PE	U6584PE	U6584PE

\*VALIDATION REQUIREMENT: 4 Hour Response Services require travel zone validation by postal code prior to selling this service to a customer to ensure HP can deliver the service level. This service level may be provided in Zones 0-3; Zone 4 has delayed response time of 8 hours. Addresses outside of Travel Zones 4 are not eligible to receive this service level. Please contact your Inside Sales Representative or Partner Business Manager (PBM) for assistance.

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

To find other compatible Care Packs please visit Care Pack Central at [www.hp.com/go/cpc](http://www.hp.com/go/cpc)

Care Packs are a part of HP Care



Base Warranty Years (Parts/Labor/Onsite)	3/3/3	3/3/3	1/1/1
Description	Standard Display Size up to 22"		Large Display Size 23"–29" Extra Large Display Size 30"+
<b>Advanced Exchange - Standard Monitor</b>			
HP 4 yr NBD Adv Exchg Standard Monitor HW support	U0J10E		
HP 5 yr NBD Adv Exchg Standard Monitor HW support	U0J11E		
HP 1 yr PW NBD Adv Exchange Monitor HW support	U0J16PE		
<b>Advanced Exchange - Large Monitor</b>			
HP 4 yr NBD Adv Exchange Large Monitor HW support			U0J12E
HP 5 yr NBD Adv Exchange Large Monitor HW support			U0J13E
HP 1 yr PW NBD Adv Exchange Monitor HW support			U0J16PE
<b>Advanced Exchange - X-Large Monitor</b>			
HP 4 yr NBD Adv Exchg X-Large Monitor HW support			U0J14E
HP 5 yr NBD Adv Exchg X-Large Monitor HW support			U0J15E
HP 1 yr PW NBD Adv Exchange Monitor HW support			U0J16PE

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

US HP Care customer support:  
 1-800-633-3600  
[www.hp.com/go/support](http://www.hp.com/go/support)

CA HP Care Customer Support:  
 1-844-732-9070  
<http://www8.hp.com/ca/en/contact-hp/business-support.html>

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

**Standard warranty and service definitions:**

**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.

**Accidental Damage Protection (ADP):** Covered perils include non-international liquid spills in or on the unit, drops, falls, and electrical surge. This includes damage or broken liquid crystal displays (LCDs) or broken parts. Accidental Damage Protection does not cover loss, theft, or fire. Repair may be performed offsite or onsite.

**Defective Media Retention (DMR):** DMR allows customers to retain their malfunctioning drive while their defective drive is replaced.

**13x5 4-Hour Response:** Provides same day support 13 hours (8 am – 9 pm), 5 days a week, excluding HP holidays. The 4-hour response time is measured during the coverage window only. For service requests received after 5 pm local time, the response time will be carried over to the next coverage window.

**24x7 4-Hour Response:** Provides same day support 24 hours/day, Monday through Sunday including HP holidays. An HP authorized representative will arrive at the customer’s site any time and day of the year to begin hardware maintenance service within 4 hours of the service request being logged.

**HP Recover & Restore:** HP Recover & Restore, part of HP Care, allows you to rest assured! If the unthinkable happens, be certain that HP will:

- Recover your lost data
- Restore your Operating System
- Provide you with the software support you need

**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 PW options.
- Post Warranty Care Packs cannot be “stacked”. (For example, a 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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