



Care Pack Services for Business Desktops



Elite Slice, EliteDesk 70x/800
EliteOne 70x/800/1000
ProDesk 40x/60x
ProOne 40x/ 600
HP 260 DM



HP 200 / HP 280 MT
HP 260 DM

Parts/Labor/Onsite	(3/3/3)	(1/1/1)
Next Business Day (NBD) Onsite Service Extensions		
HP 3 yr Next Business Day Onsite DT Only HW Support		U6578E
HP 4 yr Next Business Day Onsite DT Only HW Support	U7897E	
HP 5 yr Next Business Day Onsite DT Only HW Support	U7899E	
HP 1 yr Next Business Day Onsite Optl CSR DT Only HW Support		UE378E
HP 3 yr Next Business Day Onsite Optl CSR DT Only HW Support	UE379E	
Next Business Day Onsite with Defective Media Retention (DMR)		
HP 1 yr Next Business Day Onsite/DMR DT Only Support		UK764E
HP 3 yr Next Business Day Onsite/DMR DT Only Support	UE332E	UF360E
HP 4 yr Next Business Day Onsite/DMR DT Only Support	UE333E	
HP 5 yr Next Business Day Onsite/DMR DT Only Support	UE334E	
Next Business Day Onsite with Accidental Damage Protection (ADP)		
HP 3 yr Next Business Day Onsite/ADP G2 DT Only Support	U0A84E	U0A83E
HP 4 yr Next Business Day Onsite/ADP G2 DT Only Support	U0A85E	
HP 5 yr Next Business Day Onsite/ADP G2 DT Only Support	UF236E	
Next Business Day Onsite with Accidental Damage Protection and Defective Media Retention		
HP 1 yr NBD Onsite+ADP+DMR for Business Desktop		U9WV6E
HP 3 yr NBD Onsite+ADP+DMR for Business Desktop	U9WV8E	U9WV7E
HP 4 yr NBD Onsite+ADP+DMR for Business Desktop	U9WV9E	
HP 5 yr NBD Onsite+ADP+DMR for Business Desktop	U9WW0E	
Same-Day 4-Hour Response[*] See Validation Note below		
HP 3 yr 4-Hour 9x5 Onsite DT Only HW Support	U4863E	U4856E
HP 4 yr 4-Hour 9x5 Onsite DT Only HW Support	U7902E	
HP 5 yr 4-Hour 9x5 Onsite DT Only HW Support	U7904E	
HP 3 yr 4-Hour 13x5 Onsite DT Only Support	HP730E	
HP 4 yr 4-Hour 13x5 Onsite DT Only Support	HP731E	
HP 5 yr 4-Hour 13x5 Onsite DT Only Support	U8UW1E	
HP 3 yr 4-Hour 24x7 Onsite DT Only HW Support	H4493E	
HP 4 yr 4-Hour 24x7 Onsite DT Only HW Support	U7906E	
HP 5 yr 4-Hour 24x7 Onsite DT Only HW Support	U7908E	
Same-Day 4-Hour Response with Defective Media Retention[*] See Validation Note below		
HP 1 yr 4-Hour 9x5 Onsite/DMR DT Only Support		UM187E
HP 3 yr 4-Hour 9x5 Onsite/DMR DT Only Support	UL821E	UM188E
HP 4 yr 4-Hour 9x5 Onsite/DMR DT Only Support	UL822E	
HP 5 yr 4-Hour 9x5 Onsite/DMR DT Only Support	UL823E	
HP 3 yr 4-Hour 24x7 Onsite/DMR DT Only Support	UL824E	UM195E
HP 4 yr 4-Hour 24x7 Onsite/DMR DT Only Support	UL825E	
HP 5 yr 4-Hour 24x7 Onsite/DMR DT Only Support	UL826E	
Data Recovery Services		
HP 1 yr 9x5 Recover Hard Disk Data DT Support		UE371E
HP 3 yr 9x5 Recover Hard Disk Data DT Support	UE372E	UE372E
HP 1 yr Recover Restore HW ONS Only		U9AN6E
HP 3 yr Recover Restore HW ONS Only	U9AN7E	U9AN7E
Post Warranty^{**} (See rules on back side)		
HP 1 yr Post Warranty NBD Onsite DT Only HW Support	U5864PE	U5864PE
HP 1 yr Post Warranty NBD Onsite/DMR DT Only Support	HP710PE	HP710PE
HP 1 yr Post Warranty 4-Hour 9x5 Onsite DT Only HW Support	U4858PE	U4858PE
HP 1 yr Post Warranty 4-Hour 24x7 Onsite DT Only HW Support	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 if available in the geographical location. 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.

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Description	Standard Display Size up to 22"	Large Display Size 23"-29"		Extra Large Display Size 30"+
Base Warranty Years (Parts/Labor/Onsite)	3/0/0	3/0/0	4/0/0	1/0/0
Advanced Exchange - Standard Monitor				
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			
Advanced Exchange - Large Monitor				
HP 4 yr NBD Adv Exchange Large Monitor HW support		U0J12E		
HP 5 yr NBD Adv Exchange Large Monitor HW support		U0J13E	U9WU4E	
HP 1 yr PW NBD Adv Exchange Monitor HW support		U0J16PE		
Advanced Exchange - X-Large Monitor				
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

With every Care Pack purchase customer gets Onshore Support, assistance from knowledgeable technical experts.

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

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-intentional 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.

Optional Customer Self Repair (CSR) Part Service: 'Mandatory CSR' is part of the standard warranty associated with some products. For customers with a Care Pack, CSR is optional. 'Optional' allows the customer to either perform CSR or choose to have HP service personnel (either via depot repair or onsite engineer, depending on Care Pack service level purchased) perform the replacement at no additional charge during the product service coverage period.

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.)

Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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