



Care Pack Services for Retail

Warranty Extensions and Uplifted Services (ADP, DMR)



HP Engage One AiO



HP Engage Go Convertible



HP Engage Go Mobile



HP Engage Flex Pro
HP Engage Flex Pro-C



RP5



EliteOne 800 RPOS G1



RP3



Retail Point of Sale

Warranty Extensions and Uplifted Services (ADP, DMR)

HP Engage One AiO
HP Engage Flex Pro
HP Engage Flex Pro-C
HP Engage Go Mobile
HP Engage Go Convertible
MP9 / RP2 / RP5
RP7 / RP9
Base unit only

EliteOne 800
RPOS G1
RP3
Base unit only

EliteOne 800
RPOS G1
RP3
Solution Care Pack

HP Engage One AiO
HP Engage Flex Pro
HP Engage Flex Pro-C
HP Engage Go Mobile
HP Engage Go Convertible
MP9 / RP2 / RP5
RP7 / RP9
Solution Care Pack

Base Warranty Years (Parts/Labor/Onsite)	3/3/3	3/3/3	3/3/3	3/3/3
Next Business Day (NBD) Onsite Service Extensions				
HP 4yr NBD Onsite RPOS		U1PW0E		UL589E
HP 5yr NBD Onsite RPOS		U1PW1E		UL590E
Next Business Day Onsite with Accidental Damage Protection (ADP)				
HP 3yr NBD Onsite + ADP G2 RPOS		U8KT7E		UL591E
HP 4yr NBD Onsite + ADP G2 RPOS		U8KT8E		UL592E
HP 5yr NBD Onsite + ADP G2 RPOS		U8KT9E		UL593E
Next Business Day Onsite with Defective Media Retention (DMR)				
HP 3yr NBD Onsite + DMR RPOS		U8CD9E		UM997E
HP 4yr NBD Onsite + DMR RPOS		U8CE0E		UM998E
HP 5yr NBD Onsite + DMR RPOS		U8CE1E		UQ972E
Next Business Day Onsite with Accidental Damage Protection (ADP) and Defective Media Retention (DMR)				
HP 3yr NBD Onsite w/ADP G2 + DMR SVC		U9WV3E		U9WV0E
HP 4yr NBD Onsite w/ADP G2 + DMR SVC		U9WV4E		U9WV1E
HP 5yr NBD Onsite w/ADP G2 + DMR SVC		U9WV5E		U9WV2E
Post Warranty				
HP 1yr PW NBD Onsite RPOS	U8CD0PE	U8CD0PE	UL597PE	UL597PE
HP 1yr PW NBD Onsite + DMR RPOS	U8CE2PE	U8CE2PE	HP711PE	HP711PE

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

Care Packs for RPOS Displays

Base Warranty Years	3/3/0
HP 4yr NBD Advance Exchange Standard Monitor HW Support	U0J10E
HP 5yr NBD Advance Exchange Standard Monitor HW Support	U0J11E
HP 1yr PW NBD Advance Exchange Monitor HW Support	U0J16PE



Care Packs are part of HP Care



Mobile Point of Sale

Warranty Extensions and Uplifted Services (ADP, DMR)



Pro Tablet 608,
Pro x2 612 Tablet
Base unit only

Pro Tablet 608,
Pro x2 612 Tablet
Solution Care Pack

Base Warranty Years (Parts/Labor/Onsite)	1/1/0	1/1/0
Pick Up & Return		
HP 2yr Pick Up & Return MPOS	U8KU7E	U8LK0E
HP 3yr Pick Up & Return MPOS	U8KU8E	U8LK1E
HP 4yr Pick Up & Return MPOS	U8KU9E	U8LK2E
HP 5yr Pick Up & Return MPOS	U8KV0E	U8LK3E
Pick Up & Return with Accidental Damage Protection (ADP)		
HP 2yr Pick Up & Return ADP G2 MPOS	U9AE4E	U9AE8E
HP 3yr Pick Up & Return ADP G2 MPOS	U9AE5E	U9AE9E
HP 4yr Pick Up & Return ADP G2 MPOS	U9AE6E	U9AF0E
HP 5yr Pick Up & Return ADP G2 MPOS	U9AE7E	U9AF1E
Next Business Day Onsite Service		
HP 1yr NBD Onsite MPOS	U8KV2E	U8KZ4E
HP 2yr NBD Onsite MPOS	U8KV3E	U8KZ5E
HP 3yr NBD Onsite MPOS	U8KV4E	U7R41E
HP 4yr NBD Onsite MPOS	U8KV5E	U7R42E
HP 5yr NBD Onsite MPOS	U8KV6E	U7R43E
Next Business Day Onsite with Accidental Damage Protection Service		
HP 1yr NBD Onsite + ADP G2 MPOS	U8KV8E	U8KZ6E
HP 2yr NBD Onsite + ADP G2 MPOS	U8KV9E	U8KZ7E
HP 3yr NBD Onsite + ADP G2 MPOS	U8KW0E	U7R44E
HP 4yr NBD Onsite + ADP G2 MPOS	U8KW1E	U7R45E
HP 5yr NBD Onsite + ADP G2 MPOS	U8KW2E	U7R46E
Next Business Day Onsite with Defective Media Retention		
HP 3yr NBD Onsite + DMR MPOS Unit only SVC	U8LA4E	U8KZ8E
HP 4yr NBD Onsite + DMR MPOS Unit only SVC	U8LA5E	U8KZ9E
HP 5yr NBD Onsite + DMR MPOS Unit only SVC	U8LA6E	U8LA0E
Post Warranty		
HP 1yr PW Pick Up & Return MPOS	U8KV1PE	U8LA1PE
HP 1yr PW NBD Onsite MPOS	U8KV7PE	U8LA2PE
HP 1yr PW NBD Onsite + DMR MPOS	U8LA7PE	U8LA3PE

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Care Packs for Docking Stations

Base Warranty Years	1/1/0
NBD Advance Exchange	
3-Year	UC296E
4-Year	UJ392E
5-Year	UJ393E

Battery Replacement Care Packs for MPOS Pro x2 612 Unit Only

Base Warranty Years	1/1/0
Battery Replacement for MPOS Pro x2 612 Unit ONLY	
4-Year No-CSR Battery only PUR Replace 1x H	U9UW7E
4-Year No-CSR Battery only STD Onsite Replace 1x H	U9UW8E





Retail Point of Sale Mission Critical Services



EliteOne 800
RPOS G1
Base unit only

HP Engage One AiO
HP Engage Flex Pro
HP Engage Flex Pro-C
HP Engage Go Mobile
HP Engage Go
Convertible
MP9 / RP2 / RP5
RP7 / RP9
Base unit only

EliteOne 800
RPOS G1
Base unit+Up
to 6 peripherals

HP Engage One AiO
HP Engage Flex Pro
HP Engage Flex Pro-C
HP Engage Go Mobile
HP Engage Go
Convertible
MP9 / RP2 / RP5
RP7 / RP9
Base unit+Up
to 6 peripherals

Base Warranty Years (Parts/Labor/Onsite)	3/3/3	3/3/3	3/3/3	3/3/3
Same-Day 4-Hour Response Time Onsite ¹ <i>See validation note below</i>				
HP 3yr 4-Hour 13x7 Onsite RPOS		U8KU0E		UQ889E
HP 4yr 4-Hour 13x7 Onsite RPOS		U8KU1E		UQ890E
HP 5yr 4-Hour 13x7 Onsite RPOS		U8KU2E		UQ891E
HP 3yr 4-Hour 24x7 RPOS		U7ZQ7E		UQ893E
HP 4yr 4-Hour 24x7 Onsite RPOS		U7ZQ8E		UQ894E
HP 5yr 4-Hour 24x7 Onsite RPOS		U7ZQ9E		UQ895E
Post Warranty				
HP 1yr PW 4-Hour 13x7 Onsite RPOS	U8KU3PE	U8KU3PE	UQ892PE	UQ892PE
HP 1yr PW 4-Hour 24x7 RPOS Unit	U7ZR0PE	U7ZR0PE	UQ896PE	UQ896PE

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¹ 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. Addresses outside of Travel Zones 3 are not eligible to receive this service level. Contact your Inside Sales Representative or Partner Business Manager (PBM) for assistance. 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.

Standard warranty and service definitions:

13x7 4-Hour Response provides same day support 13 hours (8 am to 9 pm), 7 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 may be carried over the next coverage window.

24x7 4-Hour Response provides same day support 24 hours per 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.

Accidental Damage Protection (ADP): Covered perils include non-intentional liquid spills in or on the unit, drops, falls and electrical surge. This includes damaged 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.

- ADP covers all pieces (POS unit, monitor and peripherals). Limited claims up to the value or replacement of the unit.

Battery Replacement Service: One-Time Battery Replacement Service offers three convenient methods for replacing out-of-warranty batteries: Self-Replacement Service, Offsite Return Service and Onsite Service. Under each option, one (1) replacement battery will be provided if the originally purchased battery drops below 50% charge capacity during normal use or if a cell failure has occurred before the 50% limit is reached.

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

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.

Optional CSR (Customer Self Repair) 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.

Pick Up & Return Service (PUR): Includes remote telephone diagnosis and support, pickup of failed HP hardware and return to the HP Repair Depot, repairs and return of the operational unit.

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.)

Solution Care Pack services cover: Point-of-Sale unit, Retail display (touchscreen or standard up to 22") and up to 6 peripherals (purchased at the same time as the POS unit).

- HP Retail displays, HP branded peripherals and non-HP brand products like Epson printers (HP SKU-based) are optional CSR parts when sold with the system.
- Entitlement follows the RPOS/MPOS system so there is no entitlement update to the other components.

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Care Pack Central
www.hp.com/go/cpc

HP Care customer support:
 1-844-732-9070
<https://support.hp.com/ca-en/contact-hp>

Questions regarding Care Pack
 registration assistance:
SRG@hp.com or 1-800-407-6210

