

Care Pack Services for Retail

Warranty Extensions and Uplifted Services (ADP, DMR)



Retail Point of Sale

EliteOne 800 AiO/MP9/RP2/
RP3/RP5/RP7/RP9
Base unit only

EliteOne 800 AiO/MP9/RP2/
RP3/RP5/RP7/RP9
Solution Care Pack

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

- 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.
 - As part of the Optional CSR feature, the customer has the option to either have the CSR part shipped to customer location or ask HP to have a technician onsite with the part to replace the failed one.
 - Entitlement follows the RPOS/MPOS system so there is no entitlement update to the other components.
 - ADP covers all pieces (POS unit, monitor, and peripherals). Limited claims up to the value or replacement of the unit.



Care Packs for Digital Signage

Product Family	Standard Warranty	Recommended HP Care Pack	Part #
Digital Signage	3/3/0 9x5 NBD Exchange	HP 1y Post Warranty NBD Advance Exchange HW Support	U0A99PE



Care Packs for RPOS Displays

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



Care Packs for Docking Stations

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



ElitePad, Pro Tablet 608,
Pro x2 612 Tablet
Base unit onlyElitePad, Pro Tablet 608,
Pro x2 612 Tablet
Solution Care Pack

Mobile Point of Sale

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

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

HP Care customer support:
1-800-633-3600



HP Warranty Customer Support:
1-800-HP-INVENT (474-6836)

HP Customer Support:
www.hp.com/go/support

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

Standard warranty and service definitions:

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.

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.

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

