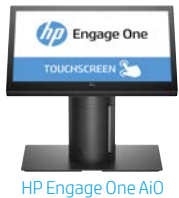


Care Pack Services for Retail

Mission Critical and Advanced Exchange Services



HP Engage One AiO



HP Engage Go Convertible



HP Engage Go Mobile



HP Engage Flex Pro
HP Engage Flex Pro-C



EliteOne
800 RPOS G1
RP3

Base unit only



MP9/RP2
RP7/RP9

Base unit only

HP Engage One AiO
HP Engage
Flex Pro/Pro-C
HP Engage
Go Mobile
HP Engage
Go Convertible
RP5

Base unit only



EliteOne
800 RPOS G1
RP3

Base unit+Up
to 6 peripherals



MP9/RP2/
RP7/RP9
Solution Care Pack

Base unit+Up
to 6 peripherals



HP Engage One AiO
HP Engage
Flex Pro/Pro-C
HP Engage
Go Mobile
HP Engage
Go Convertible
RP5

Base unit+Up
to 6 peripherals

Retail Point of Sale

Base Warranty Years (Parts/Labor/Onsite)	3/3/3	3/3/3	3/3/3	3/3/3	3/3/3	3/3/3
6-Hour 24x7 CTR RPOS HW Support ¹ <i>See validation note below</i>						
HP 3yr 6-Hour 24x7 CTR RPOS Solution HW Support		U9QJ5E	U9QJ5E		UM202E	UM202E
HP 4yr 6-Hour 24x7 CTR RPOS Solution HW Support		U9QJ6E	U9QJ6E		UM203E	UM203E
HP 5yr 6-Hour 24x7 CTR RPOS Solution HW Support		U9QJ7E	U9QJ7E		UM204E	UM204E
Same-Day 4-Hour Response Time Onsite ¹ <i>See validation note below</i>						
HP 3yr 4-Hour 13x7 Onsite RPOS		U8KU0E	U8KU0E		UQ889E	UQ889E
HP 4yr 4-Hour 13x7 Onsite RPOS		U8KU1E	U8KU1E		UQ890E	UQ890E
HP 5yr 4-Hour 13x7 Onsite RPOS		U8KU2E	U8KU2E		UQ891E	UQ891E
HP 3yr 4-Hour 24x7 RPOS		U7ZQ7E	U7ZQ7E		UQ893E	UQ893E
HP 4yr 4-Hour 24x7 Onsite RPOS		U7ZQ8E	U7ZQ8E		UQ894E	UQ894E
HP 5yr 4-Hour 24x7 Onsite RPOS		U7ZQ9E	U7ZQ9E		UQ895E	UQ895E
Next Business Day Advanced Exchange ³						
HP 3yr NBD Advanced Exchange POS		U8UW2E			U9AB9E	
HP 4yr NBD Advanced Exchange POS		U8UW3E			U9AC0E	
HP 5yr NBD Advanced Exchange POS		U8UW4E			U9AC1E	
Next Business Day Advanced Exchange with Accidental Damage Protection ³						
HP 3yr NBD Advanced Exchange + ADP POS		U9AC2E			U9AC5E	
HP 4yr NBD Advanced Exchange + ADP POS		U9AC3E			U9AC6E	
HP 5yr NBD Advanced Exchange + ADP POS		U9AC4E			U9AC7E	
Next Business Day Advanced Exchange + Re-Image Service ²						
HP 3yr NBD Advanced Exchange + Re-Image		U9AD0E			U9AD3E	
HP 4yr NBD Advanced Exchange + Re-Image		U9AD1E			U9AD4E	
HP 5yr NBD Advanced Exchange + Re-Image		U9AD2E			U9AD5E	
Next Business Day Advanced Exchange w/ADP + Re-Image Service ²						
HP 3yr NBD Advanced Exchange + ADP + Re-Image		U9AD6E			U9AD9E	
HP 4yr NBD Advanced Exchange + ADP + Re-Image		U9AD7E			U9AE0E	
HP 5yr NBD Advanced Exchange + ADP + Re-Image		U9AD8E			U9AE1E	
Post Warranty						
HP 1yr PW 4-Hour 13x7 Onsite RPOS	U8KU3PE	U8KU3PE	U8KU3PE	UQ892PE	UQ892PE	UQ892PE
HP 1yr PW 4-Hour 24x7 RPOS Unit	U7ZR0PE	U7ZR0PE	U7ZR0PE	UQ896PE	UQ896PE	UQ896PE
HP 1yr PW NBD Advanced Exchange POS		U9AC8PE			U9AC9PE	
HP 1yr PW NBD Advanced Exchange + Re-Image		U9AE2PE			U9AE3PE	

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

¹ VALIDATION REQUIREMENT: Call To Repair and 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.

² NBD Advanced Exchange + Re-Image Service Care Packs require PL 9R PC Image Load services to be sold and included as part of the Hardware Configuration (eg: SKU AY100AV, AY101AV, etc.).

³ NBD Advanced Exchange coverage is available on the RP2, RP7, RP9 and MP9 only.

Mobile Point of Sale



Base Warranty Years (Parts/Labor/Onsite)	1/1/0	1/1/0	1/1/0	1/1/0
NBD Advanced Exchange				
HP 3yr NBD Advanced Exchange MPOS	U9AK2E	U9AK2E	U9AK5E	U9AK5E
HP 4yr NBD Advanced Exchange MPOS	U9AK3E	U9AK3E	U9AK6E	U9AK6E
HP 5yr NBD Advanced Exchange MPOS	U9AK4E	U9AK4E	U9AK7E	U9AK7E
NBD Advanced Exchange with Accidental Damage Protection (ADP)				
HP 3yr NBD Advanced Exchange + ADP MPOS	U9AK8E	U9AK8E	U9AL1E	U9AL1E
HP 4yr NBD Advanced Exchange + ADP MPOS	U9AK9E	U9AK9E	U9AL2E	U9AL2E
HP 5yr NBD Advanced Exchange + ADP MPOS	U9AL0E	U9AL0E	U9AL3E	U9AL3E
NBD Advanced Exchange + Re-Image Service¹				
HP 3yr NBD Advanced Exchange + Re-Image MPOS	U9AL6E		U9AL9E	
HP 4yr NBD Advanced Exchange + Re-Image MPOS	U9AL7E		U9AM0E	
HP 5yr NBD Advanced Exchange + Re-Image MPOS	U9AL8E		U9AM1E	
NBD Advanced Exchange with Accidental Damage Protection + Re-Image Service¹				
HP 3yr NBD Advanced Exchange + ADP + Re-Image MPOS	U9AM2E		U9AM5E	
HP 4yr NBD Advanced Exchange + ADP + Re-Image MPOS	U9AM3E		U9AM6E	
HP 5yr NBD Advanced Exchange + ADP + Re-Image MPOS	U9AM4E		U9AM7E	
Post Warranty				
HP 1yr PW NBD Advanced Exchange MPOS	U9AL4PE	U9AL4PE	U9AL5PE	U9AL5PE
HP 1yr PW NBD Advanced Exchange + Re-Image MPOS	U9AM8PE		U9AM9PE	

¹NBD Advanced Exchange + Re-Image Service Care Packs require PL 9R PC Image Load services to be sold and included as part of the Hardware Configuration (e.g., SKU AY100AV, AY101AV, etc.).

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Care Packs for RPOS Displays

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



Care Packs are part of HP Care

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

Standard warranty & service definitions:



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

6 Hour Call To Repair is for critical incidents with covered hardware. HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial call to HP, if this time falls within the coverage window. Service is available during the coverage window, which runs 24 hours per day, seven days per week, including HP holidays.

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 to 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) covers perils including 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) allows customers to retain their malfunctioning drive while their defective drive is replaced.

NBD Advanced Exchange provides next business day overnight replacement of the defective main product or customer-replaceable part (e.g., bar code scanner) 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.

- **Re-Image Service** provides customers with PC software image re-installation into the replacement product as part of the NBD Advanced Exchange Service. Get back up and running quickly with fully operational hardware and software. Get quarterly proactive engagements from HP to validate any updates on customer PC software image during the service contract. If the customer's PC software image has been updated, HP will ask them to send a copy and HP will secure it, test it and have it ready for any future hardware exchange support event.

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.

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.
- 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.

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

HP Care customer support:
1-844-732-9070

HP Customer Support:
<https://support.hp.com/us-en>

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

