

Care Pack Services for Retail

Mission Critical and Advanced Exchange Services



Retail Point of Sale



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

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 (SKU AY100AV).

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

- 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.





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

¹ 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 (SKU AY100AV).



Care Packs for RPOS Displays

Base Warranty Years	3/3/0
HP 4y NBD Advanced Exchange Standard Monitor HW Support	U0J10E
HP 5y NBD Advanced Exchange Standard Monitor HW Support	U0J11E
HP 1y 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 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 & service definitions:

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.

Accidental Damage Protection (ADP) covers perils including 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) 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.

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 & 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.

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.

