



# Care Pack Services for Chromebook and Stream Platforms

Care Pack, part of HP Care



HP Stream 14 Pro G3



HP Chromebook 13



HP Chromebook 11 G5 EE



HP Chromebook 11



HP Stream 11 Pro



HP Chromebook 14 G4



HP Chromebook x360 11 G1 EE



Care Packs are part of HP Care

HP ChromeBook 13 G1  
 HP ChromeBook 11 G4 & G5  
 HP ChromeBook 11 G4 EE & G5 EE  
 HP Chromebook x360 11 G1 EE  
 HP Chromebook 14 G4  
 HP Stream 11 Pro  
 HP Stream 14 Pro G3

Warranty and Service upgrades - Pick Up & Return		HP ChromeBook 13 G1	HP ChromeBook 11 G4 & G5 HP ChromeBook 11 G4 EE & G5 EE	HP Chromebook x360 11 G1 EE	HP Chromebook 14 G4	HP Stream 11 Pro	HP Stream 14 Pro G3
UQ991E	HP 2 year Pick Up & Return Hardware Support for Notebooks		●			●	●
UQ990E	HP 3 year Pick Up & Return Hardware Support for Notebooks		●			●	●
U9DQ4E	HP 4 year Pick Up & Return Notebook Only Service		●			●	●
U9DQ9E	HP 5 year Pick Up & Return Notebook Only Service		●			●	●
U9DP7E	HP 2 year Pick Up & Return Notebook Only Service	●					
U9DP6E	HP 3 year Pick Up & Return Notebook Only Service	●					
U9DR4E	HP 4 year Pick Up & Return Notebook Only Service	●					
U9DR9E	HP 5 year Pick Up & Return Notebook Only Service	●					
Warranty and Service upgrades - 9x5 Next Business Day (NBD) Onsite							
UQ993E	HP 1 year NBD Onsite Hardware Support for Notebooks		●			●	●
U1PU1E	HP 2 year NBD Onsite Hardware Support for Notebooks		●			●	●
UQ992E	HP 3 year NBD Onsite Hardware Support for Notebooks		●			●	●
U9DQ6E	HP 4 year NBD Onsite Notebook Only Service		●			●	●
U9DR1E	HP 5 year NBD Onsite Notebook Only Service		●			●	●
U9DP9E	HP 1 year NBD Onsite Notebook Only Service	●					
U9DN4E	HP 2 year NBD Onsite Notebook Only Service	●					
U9DP8E	HP 3 year NBD Onsite Notebook Only Service	●					
U9DR6E	HP 4 year NBD Onsite Notebook Only Service	●					
U9DS1E	HP 5 year NBD Onsite Notebook Only Service	●					
Warranty and Service upgrades - w/Accidental Damage Protection							
U1PU2E	HP 1 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks		●			●	●
U8LL7E	HP 2 year Pick Up & Return Accidental Damage Protection (1 claim) Notebook Only Service		●			●	●
U1PU3E	HP 2 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks		●			●	●
U8LL8E	HP 3 year Pick Up & Return HW Support w/Accidental Damage Protection G2 (1 claim) for Notebooks		●			●	●
UQ996E	HP 3 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks		●			●	●
U9DQ5E	HP 4 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service		●			●	●
U9DR0E	HP 5 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service		●			●	●
U9DN5E	HP 1 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DP4E	HP 2 year Pick Up & Return w/Accidental Damage Protection (1 claim) Notebook Only Service	●					
U9DN6E	HP 2 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DP5E	HP 3 year Pick Up & Return w/Accidental Damage Protection (1 claim) Notebook Only Service	●					
U9DQ1E	HP 3 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DR5E	HP 4 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DS0E	HP 5 year Pick Up & Return w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U1PU4E	HP 1 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks		●			●	●
U1PU5E	HP 2 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks		●			●	●
UQ994E	HP 3 year NBD Onsite Hardware Support w/Accidental Damage Protection G2 for Notebooks		●			●	●
U9DQ8E	HP 4 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service		●			●	●
U9DR3E	HP 5 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service		●			●	●
U9DN7E	HP 1 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DN8E	HP 2 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DQ0E	HP 3 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DR8E	HP 4 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service	●					
U9DS3E	HP 5 year NBD Onsite w/Accidental Damage Protection Gen 2 Notebook Only Service	●					



HP Stream 14 Pro G3



HP Chromebook 13



HP Chromebook 11 G5 EE



HP Chromebook 11



HP Stream 11 Pro



Chromebook 14 G4



Chromebook x360 11 G1 EE



Care Packs are part of HP Care

Care Pack Central  
[www.hp.com/go/cpc](http://www.hp.com/go/cpc)

US HP Care Customer Support:  
 1-800-633-3600  
[www.hp.com/go/support](http://www.hp.com/go/support)

Questions regarding NA  
 registration assistance:  
[SRG@hp.com](mailto:SRG@hp.com) or  
 1-800-407-6210

HP ChromeBook 13 G1

HP ChromeBook 11 G4 & G5  
 HP ChromeBook 11 G4 EE & G5 EE  
 HP Chromebook x360 11 G1 EE  
 HP Chromebook 14 G4

HP Stream 11 Pro

HP Stream 14 Pro G3

**Warranty and Service upgrades - w/Defective Media Retention (DMR)**

U1PU6E	HP 1 year NBD Onsite HW Support w/Defective Media Retention-G2 for Notebooks			
U1PU7E	HP 2 year NBD Onsite HW Support w/Defective Media Retention-G2 for Notebooks			
U1PU8E	HP 3 year NBD Onsite HW Support w/Defective Media Retention-G2 for Notebooks			
U9DQ7E	HP 4 year NBD Onsite HW Support w/Defective Media Retention-G2 for Notebooks			
U9DR2E	HP 5 year NBD Onsite HW Support w/Defective Media Retention-G2 for Notebooks			
U9DN9E	HP 1 year NBD Onsite w/Defective Media Retention Notebook Only Service			
U9DP0E	HP 2 year NBD Onsite w/Defective Media Retention Notebook Only Service			
U9DP1E	HP 3 year NBD Onsite w/Defective Media Retention Notebook Only Service			
U9DR7E	HP 4 year NBD Onsite w/Defective Media Retention Notebook Only Service			
U9DS2E	HP 5 year NBD Onsite w/Defective Media Retention Notebook Only Service			

**Warranty and Service upgrades - Post-Warranty Service \*\* (See rules below)**

U1PU9PE	HP 1 year Post Warranty Pickup & Return Hardware Support for Notebooks			
U1PV0PE	HP 1 year Post Warranty NBD Onsite Hardware Support for Notebooks			
U9DP2PE	HP 1 year Post Warranty Pick Up & Return Notebook Only Service			
U9DP3PE	HP 1 year Post Warranty NBD Onsite Notebook Only Service			

**Absolute Data & Device Security Standalone (DDS)**

U8US6E	HP 1 year Absolute Mobile Theft Management Premium For Chromebooks-North America Edu Service			
U8US7E	HP 2 year Absolute Mobile Theft Management Premium For Chromebooks-North America Edu Service			
U8US8E	HP 3 year Absolute Mobile Theft Management Premium For Chromebooks-North America Edu Service			
U8US9E	HP 4 year Absolute Mobile Theft Management Premium For Chromebooks-North America Edu Service			
U8UT0E	HP 5 year Absolute Mobile Theft Management Premium For Chromebooks-North America Edu Service			
U8UT6E	HP 1 year Absolute Mobile Theft Management Standard For Chromebooks-North America Edu Service			
U8UT7E	HP 2 year Absolute Mobile Theft Management Standard For Chromebooks-North America Edu Service			
U8UT8E	HP 3 year Absolute Mobile Theft Management Standard For Chromebooks-North America Edu Service			
U8UT9E	HP 4 year Absolute Mobile Theft Management Standard For Chromebooks-North America Edu Service			
U8UU0E	HP 5 year Absolute Mobile Theft Management Standard For Chromebooks-North America Edu Service			

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

**Standard warranty and service definitions:**

**Service Extension:** Allows customers to extend service coverage of products to match the expected length of time they will be used. Service is available for 2, 3, 4, or 5 years on most products.

**Pick Up & Return:** An HP authorized courier will pick up the defective product at the Customer's location, if the pickup location is within the geographic location where the service will be provided, and deliver it to the HP designated repair center. It is the Customer's responsibility to appropriately package and prepare the product for courier pickup. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next business day pickup.

**Next Business-Day Onsite Response (NBD):** Provides faster response time for customers who want to reduce downtime on units experiencing technical problems. For issues that cannot be resolved remotely, an authorized HP Services representative will arrive onsite the next business day after a call that falls within a contracted service window has been logged. HP returns covered hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts, materials and labor.

**Accidental Damage Protection (ADP) G2:** Helps avoid repair or replacement costs due to mishaps that occur during normal operation of devices. Accidental damage includes liquid spills, drops, falls, collisions, electrical surges, or any unintentional breakage that renders the unit inoperable. Accidental Damage Protection service will usually be delivered in the same manner as standard service—Onsite or Pick Up & Return. ADP G2 offers limited coverage for claims up to the value of the purchase price of the covered system or one replacement unit.

**Defective Media Retention (DMR):** DMR allows customers to retain their malfunctioning hard drive while their defective drive is replaced. DMR gives customers control over sensitive and confidential data, and allows them to determine the best method of disposal for failed hard drives. This service assists customers with the requirements of Sarbanes-Oxley, HIPAA and Gramm-Leach Bliley Act standards.

**Absolute Data & Device Security (DDS):** Absolute® Data & Device Security (DDS) is an adaptive endpoint security solution built into the core of HP devices. It provides you with a persistent connection to all of your endpoints and the data they contain. This means you're always in control, even if a device is off the network or in the hands of an unauthorized user. Your connection to each device provides you with the insight you need to assess risk and apply scenario-appropriate security measures.

**\*\* Post Warranty Service:** Allows customers whose warranty is about to expire, or has already expired, to continue service delivered under warranty or Care Pack. Service can be extended for another year.

- 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, 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).

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