



# Care Pack Services for Mobile Thin Clients

Care Pack, part of HP Care



HP mt44 Mobile Thin Client

HP mt42  
mt20  
mt43  
mt21  
mt44

HP mt44



HP mt42 Mobile Thin Client



HP mt20 Mobile Thin Client



HP mt43 Mobile Thin Client



HP mt21 Mobile Thin Client



Care Packs are part of HP Care

Base Warranty (Parts/Labor/Offsite)	1/1/0	3/3/0
Description	Part#	
<b>Warranty and Service upgrades - with Pick Up &amp; Return (PUR)</b>		
HP 2 year Pick Up & Return Hardware Support for Notebooks	UK727E	
HP 3 year Pick Up & Return Hardware Support for Notebooks	UK707E	
HP 4 year Pick Up & Return Hardware Support for Notebooks	UK720E	U7868E
HP 5 year Pick Up & Return Hardware Support for Notebooks	UK721E	U7869E
<b>Warranty and Service upgrades - Next Business Day Onsite Response (NBD)</b>		
HP 1 year Next Business Day Onsite Hardware Support for Notebooks	UK701E	
HP 2 year Next Business Day Onsite Hardware Support for Notebooks	UQ877E	
HP 3 year Next Business Day Onsite Hardware Support for Notebooks	UK703E	U4414E
HP 4 year Next Business Day Onsite Hardware Support for Notebooks	UK716E	U7860E
HP 5 year Next Business Day Onsite Hardware Support for Notebooks	UK718E	U7861E
<b>Warranty and Service upgrades - with Accidental Damage Protection (ADP) G2</b>		
HP 1 year Pick Up & Return HW Support with Accidental Damage Protection G2 for Notebooks	UK711E	
HP 2 year Pick Up & Return HW Support with Accidental Damage Protection G2 for Notebooks	UQ873E	
HP 3 year Pick Up & Return HW Support with Accidental Damage Protection G2 for Notebooks	UK712E	U4428E
HP 4 year Pick Up & Return HW Support with Accidental Damage Protection G2 for Notebooks	UK723E	U9586E
HP 5 year Pick Up & Return HW Support with Accidental Damage Protection G2 for Notebooks	UK728E	UF223E
HP 1 year NBD Onsite HW Support with Accidental Damage Protection G2 for Notebooks	UK724E	
HP 2 year NBD Onsite HW Support with Accidental Damage Protection G2 for Notebooks	UQ879E	
HP 3 year NBD Onsite HW Support with Accidental Damage Protection G2 for Notebooks	UK726E	UC279E
HP 4 year NBD Onsite HW Support with Accidental Damage Protection G2 for Notebooks	UK748E	UC284E
HP 5 year NBD Onsite HW Support with Accidental Damage Protection G2 for Notebooks	UM237E	UM236E
<b>Warranty and Service upgrades - with Defective Media Retention (DMR)</b>		
HP 1 year Pick Up & Return Hardware Support with Defective Media Retention for Notebooks	UL679E	
HP 2 year Pick Up & Return Hardware Support with Defective Media Retention for Notebooks	UQ872E	
HP 3 year Pick Up & Return Hardware Support with Defective Media Retention for Notebooks	UL680E	UJ407E
HP 4 year Pick Up & Return plus Defective Media Retention Notebook Only Service	UL681E	UJ408E
HP 5 year Pick Up & Return plus Defective Media Retention Notebook Only Service	UL682E	UJ409E
HP 1 year Next Business Day Onsite with Defective Media Retention for Notebooks	UL656E	
HP 2 year Next Business Day Onsite with Defective Media Retention for Notebooks	UQ878E	
HP 3 year Next Business Day Onsite Hardware Support with DMR for Notebooks	UL657E	UE335E
HP 4 year Next Business Day Onsite Hardware Support with DMR for Notebooks	UL658E	UE336E
HP 5 year Next Business Day Onsite Hardware Support with DMR for Notebooks	UL659E	UE337E
<b>Warranty and Service upgrades - with Travel</b>		
HP 2 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebooks	UQ885E	
HP 3 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebooks	UL653E	U4418E
HP 4 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebooks	UL654E	U7863E
HP 5 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebooks	UL655E	U7864E
HP 3 year Travel Next Business Day Onsite with Accidental Damage Protection G2 Notebook Only Service	UQ825E	UQ831E
HP 4 year Travel Next Business Day Onsite with Accidental Damage Protection G2 Notebook Only Service	UQ827E	UQ833E
HP 5 year Travel Next Business Day Onsite with Accidental Damage Protection G2 Notebook Only Service	UQ829E	UQ835E
HP 2 year NBD Onsite Hardware Support with DMR / Travel Coverage for Notebooks	UQ886E	
HP 3 year NBD Onsite HW Support with Defective Media Retention/Travel Coverage for Notebooks	UL667E	UJ336E



HP mt42 Mobile Thin Client

<b>Base Warranty (Parts/Labor/Offsite)</b>	1/1/0	3/3/0
HP 4 year NBD Onsite HW Support with Defective Media Retention/Travel Coverage for Notebooks	UL668E	UJ337E
HP 5 year NBD Onsite HW Support with Defective Media Retention/Travel Coverage for Notebooks	UL669E	UJ338E
HP 3 year NBD Onsite HW Support with ADP G2/Defective Media Retention/Travel Coverage for Notebooks	UQ826E	UQ832E
HP 4 year NBD Onsite HW Support with ADP G2/Defective Media Retention/Travel Coverage for Notebooks	UQ828E	UQ834E
HP 5 year NBD Onsite HW Support with ADP G2/Defective Media Retention/Travel Coverage for Notebooks	UQ830E	UQ836E

<b>Warranty and Service upgrades - NBD with Accidental Damage Protection &amp; Defective Media Retention</b>		
HP 1 year NBD Onsite HW Support with Accidental Damage Protection G2 & DMR for Notebooks	UL845E	
HP 2 year NBD Onsite HW Support with Accidental Damage Protection G2 & DMR for Notebooks	UQ880E	
HP 3 year NBD Onsite HW Support with Accidental Damage Protection G2 & DMR for Notebooks	UL846E	UL784E
HP 4 year NBD Onsite HW Support with Accidental Damage Protection G2 & DMR Notebook Only Service	UL847E	UL785E
HP 5 year NBD Onsite HW Support with Accidental Damage Protection G2 & DMR for Notebooks	UL848E	UL786E

<b>Warranty and Service upgrades - PUR with Accidental Damage Protection &amp; Defective Media Retention</b>		
HP 1 year Pick Up & Return with Accidental Damage Protection G2 & DMR Notebook Only Service	UL683E	
HP 2 year Pick Up & Return with Accidental Damage Protection G2 & DMR for Notebooks	UQ874E	
HP 3 year Pick Up & Return with Accidental Damage Protection G2 & DMR for Notebooks	UL684E	UJ414E
HP 4 year Pick Up & Return with Accidental Damage Protection G2 & DMR for Notebooks	UL685E	UJ415E
HP 5 year Pick Up & Return with Accidental Damage Protection G2 & DMR Notebook Only Service	UL686E	UJ416E

<b>Warranty and Service upgrades - with Absolute</b>		
HP 2 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AP1E	
HP 3 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AP5E	U9AU6E
HP 4 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AT4E	U9AV2E
HP 5 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AU0E	U9AV8E

HP 1 year Pick Up & Return HW Support w/Absolute/ADP-G2 for Notebooks	U9AS6E	
HP 2 year Pick Up & Return HW Support w/Absolute/ADP-G2 for Notebooks	U9AS8E	
HP 3 year Pick Up & Return HW Support w/Absolute/ADP-G2 for Notebooks	U9AT1E	U9AU4E
HP 4 year Pick Up & Return HW Support w/Absolute/ADP-G2 for Notebooks	U9AT2E	U9AV0E
HP 5 year Pick Up & Return HW Support w/Absolute/ADP-G2 for Notebooks	U9AT8E	U9AV6E

HP 1 year Pick Up & Return HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AS7E	
HP 2 year Pick Up & Return HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AS9E	
HP 3 year Pick Up & Return HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AT0E	U9AU5E
HP 4 year Pick Up & Return HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AT3E	U9AV1E
HP 5 year Pick Up & Return HW Support w/Absolute/ADP-G2/DMR for Notebookse	U9AT9E	U9AV7E

HP 1 year Next Business Day Onsite HW Support w/Absolute/ADP-G2 for Notebooks	U9AN9E	
HP 2 year Next Business Day Onsite HW Support w/Absolute/ADP-G2 for Notebooks	U9AP3E	
HP 3 year Next Business Day Onsite HW Support w/Absolute/ADP-G2 for Notebooks	U9AP7E	U9AU8E
HP 4 year Next Business Day Onsite HW Support w/Absolute/ADP-G2 for Notebooks	U9AT6E	U9AV4E
HP 5 year Next Business Day Onsite HW Support w/Absolute/ADP-G2 for Notebooks	U9AU2E	U9AW0E

HP 1 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AN8E	
HP 2 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebookse	U9AP2E	
HP 3 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AP6E	U9AU7E
HP 4 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AT5E	U9AV3E
HP 5 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AU1E	U9AV9E

HP 1 year Next Business Day Onsite HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AP0E	
HP 2 year Next Business Day Onsite HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AP4E	
HP 3 year Next Business Day Onsite HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AP8E	U9AU9E
HP 4 year Next Business Day Onsite HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AT7E	U9AV5E
HP 5 year Next Business Day Onsite HW Support w/Absolute/ADP-G2/DMR for Notebooks	U9AU3E	U9AW1E

<b>Warranty and Service upgrades - Post-Warranty Service** (See rules below)</b>		
HP 1 year Post Warranty Pick Up & Return Hardware Support for Notebooks	UK709PE	U4426PE
HP 1 year Post Warranty Next Business Day Onsite Hardware Support for Notebooks	UK705PE	U4416PE
HP 1 year Post Warranty NBD Onsite Hardware Support with Defective Media Retention for Notebooks	HP713PE	HP715PE
HP 1 year Post Warranty NBD Onsite Hardware Support with Travel Coverage for Notebooks	UL733PE	U4420PE
HP 1 year Post Warranty NBD Onsite Hardware Support with DMR and Travel Coverage for Notebooks	UL702PE	UJ890PE

<b>Warranty and Service upgrades - Battery Replacement Service</b>		
HP 3 Year Battery Replacement Service-Customer Replaceable (Limited to 1 Battery) Low-end	U9UX2E	U9UX2E
HP 4 Year Battery Replacement Service-Customer Replaceable (Limited to 1 Battery) Low-end	U9UX3E	U9UX3E
HP 4 Year No-CSR Battery Only Replacement Pick Up & Return Service (Limited to 1 Battery) Low-end	U9UX0E	U9UX0E
HP 4 Year No-CSR Battery Only Replacement Standard Onsite Service (Limited to 1 Battery) Low-end	U9UX1E	U9UX1E



HP mt20 Mobile Thin Client



HP mt43 Mobile Thin Client



HP mt21 Mobile Thin Client



Care Packs are part of HP Care

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.

**Traveler Service:** Provides Next Business Day Onsite service for notebook PCs in any of over 80 countries for customers who travel internationally. This can be combined with Accidental Damage Protection (ADP) G2 and Defective Media Retention (DMR) in some countries.

**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.

**Absolute:** Absolute® 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.)

## For more information

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

US HP Care Customer Support: 1-844-732-9070 or [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

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