



# Care Pack Services for Mobile Thin Clients

Care Pack, part of HP Care

HP mt42, mt20, mt43



HP mt20 Mobile Thin Client



mt42 Mobile Thin Client



mt43 Mobile Thin Client



Care Packs are part of HP Care

Base Warranty (Parts/Labor/Offsite) 1/1/0		
Part#	Description	
<b>Warranty and Service upgrades - with Pick Up &amp; Return (PUR)</b>		
UK727E	HP 2 year Pick Up & Return Hardware Support for Notebook Only Service	•
UK707E	HP 3 year Pick Up & Return Hardware Support for Notebook Only Service	•
UK720E	HP 4 year Pick Up & Return Hardware Support for Notebook Only Service	•
UK721E	HP 5 year Pick Up & Return Hardware Support for Notebook Only Service	•
<b>Warranty and Service upgrades - Next Business Day Onsite Response (NBD)</b>		
UK701E	HP 1 year Next Business Day Onsite Hardware Support for Notebook Only Service	•
UQ877E	HP 2 year Next Business Day Onsite Hardware Support for Notebook Only Service	•
UK703E	HP 3 year Next Business Day Onsite Hardware Support for Notebook Only Service	•
UK716E	HP 4 year Next Business Day Onsite Hardware Support for Notebook Only Service	•
UK718E	HP 5 year Next Business Day Onsite Hardware Support for Notebook Only Service	•
<b>Warranty and Service upgrades - with Accidental Damage Protection (ADP) G2</b>		
UK711E	HP 1 year Pick Up & Return Hardware Support with Accidental Damage Protection G2 Notebook Only Service	•
UQ873E	HP 2 year Pick Up & Return Hardware Support with Accidental Damage Protection G2 Notebook Only Service	•
UK712E	HP 3 year Pick Up & Return Hardware Support with Accidental Damage Protection G2 Notebook Only Service	•
UK723E	HP 4 year Pick Up & Return Hardware Support with Accidental Damage Protection G2 Notebook Only Service	•
UK728E	HP 5 year Pick Up & Return Hardware Support with Accidental Damage Protection G2 Notebook Only Service	•
UK724E	HP 1 year Next business Day Onsite HW Support with Accidental Damage Protection G2 for Notebook Only Service	•
UQ879E	HP 2 year Next business Day Onsite HW Support with Accidental Damage Protection G2 for Notebook Only Service	•
UK726E	HP 3 year Next business Day Onsite HW Support with Accidental Damage Protection G2 for Notebook Only Service	•
UK748E	HP 4 year Next business Day Onsite HW Support with Accidental Damage Protection G2 for Notebook Only Service	•
UM237E	HP 5 year Next business Day Onsite HW Support with Accidental Damage Protection G2 for Notebook Only Service	•
<b>Warranty and Service upgrades - with Defective Media Retention (DMR)</b>		
UL679E	HP 1 year Pick Up & Return Hardware Support with Defective Media Retention for Notebook Only Service	•
UQ872E	HP 2 year Pick Up & Return Hardware Support with Defective Media Retention for Notebook Only Service	•
UL680E	HP 3 year Pick Up & Return Hardware Support with Defective Media Retention for Notebook Only Service	•
UL681E	HP 4 year Pick Up & Return plus Defective Media Retention Notebook Only Service	•
UL682E	HP 5 year Pick Up & Return plus Defective Media Retention Notebook Only Service	•
UL656E	HP 1 year Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
UQ878E	HP 2 year Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
UL657E	HP 3 year Next Business Day Onsite Hardware Support with Defective Media Retention for Notebook Only Service	•
UL658E	HP 4 year Next Business Day Onsite Hardware Support with Defective Media Retention for Notebook Only Service	•
UL659E	HP 5 year Next Business Day Onsite Hardware Support with Defective Media Retention for Notebook Only Service	•
<b>Warranty and Service upgrades - with Travel</b>		
UQ885E	HP 2 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebook Only Service	•
UL653E	HP 3 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebook Only Service	•
UL654E	HP 4 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebook Only Service	•
UL655E	HP 5 year Next Business Day Onsite Hardware Support with Travel Coverage for Notebook Only Service	•
UQ825E	HP 3 year Travel Next Business Day Onsite with Accidental Damage Protection G2 Notebook Only Service	•
UQ827E	HP 4 year Travel Next Business Day Onsite with Accidental Damage Protection G2 Notebook Only Service	•
UQ829E	HP 5 year Travel Next Business Day Onsite with Accidental Damage Protection G2 Notebook Only Service	•
UQ886E	HP 2 year Next Business Day Onsite Hardware Support with Defective Media Retention/Travel Coverage for Notebook Only Service	•



HP mt20 Mobile Thin Client



mt42 Mobile Thin Client



mt43 Mobile Thin Client



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**Base Warranty (Parts/Labor/Offsite) 1/1/0**

Part#	Description	
UL667E	HP 3 year Next Business Day Onsite Hardware Support with Defective Media Retention/Travel Coverage for Notebook Only Service	•
UL668E	HP 4 year Next Business Day Onsite Hardware Support with Defective Media Retention/Travel Coverage for Notebook Only Service	•
UL669E	HP 5 year Next Business Day Onsite Hardware Support with Defective Media Retention/Travel Coverage for Notebook Only Service	•
UQ826E	HP 3 year NBD Onsite Hardware Support with ADP G2/Defective Media Retention/Travel Coverage for Notebook Only Service	•
UQ828E	HP 4 year NBD Onsite Hardware Support with ADP G2/Defective Media Retention/Travel Coverage for Notebook Only Service	•
UQ830E	HP 5 year NBD Onsite Hardware Support with ADP G2/Defective Media Retention/Travel Coverage for Notebook Only Service	•

**Warranty and Service upgrades - NBD with Accidental Damage Protection & Defective Media Retention**

UL845E	HP 1 year NBD Onsite Hardware Support with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UQ880E	HP 2 year NBD Onsite Hardware Support with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UL846E	HP 3 year NBD Onsite Hardware Support with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UL847E	HP 4 year NBD Onsite Hardware Support with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UL848E	HP 5 year NBD Onsite Hardware Support with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•

**Warranty and Service upgrades - PUR with Accidental Damage Protection & Defective Media Retention**

UL683E	HP 1 year Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UQ874E	HP 2 year Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UL684E	HP 3 year Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UL685E	HP 4 year Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
UL686E	HP 5 year Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•

**Warranty and Service upgrades - with Absolute Data & Device Security (DDS)**

U9AP1E	HP 2 year Absolute DDS Next Business Day Onsite HP Notebook Only Service	•
U9AP5E	HP 3 year Absolute DDS Next Business Day Onsite HP Notebook Only Service	•
U9AT4E	HP 4 year Absolute DDS Next Business Day Onsite HP Notebook Only Service	•
U9AU0E	HP 5 year Absolute DDS Next Business Day Onsite HP Notebook Only Service	•
U9AS6E	HP 1 year Absolute DDS Pick Up & Return with Accidental Damage Protection G2 Notebook Only Service	•
U9AS8E	HP 2 year Absolute DDS Pick Up & Return with Accidental Damage Protection G2 Notebook Only Service	•
U9AT1E	HP 3 year Absolute DDS Pick Up & Return with Accidental Damage Protection G2 Notebook Only Service	•
U9AT2E	HP 4 year Absolute DDS Pick Up & Return with Accidental Damage Protection G2 Notebook Only Service	•
U9AT8E	HP 5 year Absolute DDS Pick Up & Return with Accidental Damage Protection G2 Notebook Only Service	•
U9AS7E	HP 1 year Absolute DDS Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AS9E	HP 2 year Absolute DDS Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AT0E	HP 3 year Absolute DDS Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AT3E	HP 4 year Absolute DDS Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AT9E	HP 5 year Absolute DDS Pick Up & Return with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AN9E	HP 1 year Absolute DDS Next Business Day Accidental Damage Protection G2 Notebook Only Service	•
U9AP3E	HP 2 year Absolute DDS Next Business Day Accidental Damage Protection G2 Notebook Only Service	•
U9AP7E	HP 3 year Absolute DDS Next Business Day Accidental Damage Protection G2 Notebook Only Service	•
U9AT6E	HP 4 year Absolute DDS Next Business Day Accidental Damage Protection G2 Notebook Only Service	•
U9AU2E	HP 5 year Absolute DDS Next Business Day Accidental Damage Protection G2 Notebook Only Service	•
U9AN8E	HP 1 year Absolute DDS Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
U9AP2E	HP 2 year Absolute DDS Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
U9AP6E	HP 3 year Absolute DDS Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
U9AT5E	HP 4 year Absolute DDS Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
U9AU1E	HP 5 year Absolute DDS Next Business Day Onsite with Defective Media Retention Notebook Only Service	•
U9AP0E	HP 1 year Absolute DDS NBD with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AP4E	HP 2 year Absolute DDS NBD with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AP8E	HP 3 year Absolute DDS NBD with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AT7E	HP 4 year Absolute DDS NBD with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•
U9AU3E	HP 5 year Absolute DDS NBD with Accidental Damage Protection & Defective Media Retention G2 Notebook Only Service	•

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

UK709PE	HP 1 year Post Warranty Pick Up & Return Hardware Support for Notebook Only Service	•
UK705PE	HP 1 year Post Warranty Next Business Day Onsite Hardware Support for Notebook Only Service	•
HP713PE	HP 1 year Post Warranty Next Business Day Onsite Hardware Support with Defective Media Retention for Notebook Only Service	•
UL733PE	HP 1 year Post Warranty Next Business Day Onsite Hardware Support with Travel Coverage for Notebook Only 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.

**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.

**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).

## For more information

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

US HP Care Customer Support: 1-800-633-3600 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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