



Top Recommended Care Pack Services

		Hardware Product	Service Level	Description	Care Pack	
Personal (1–5 users)	Mono/SFP	LaserJet Pro M203	NBD Exchange	3 Year, Business Priority NBD Exchange Service	UQ218E	
	Mono/SFP	LaserJet Pro M501	NBD Exchange	3 Year, NBD Exchange Service	U9CQ4E	
Small Work Team (3–10; 5–15 users)	Mono/MFP	LaserJet Pro M426	NBD Exchange	3 Year, NBD Exchange Service	U8TR2E	
		LaserJet Pro M521	Onsite	3 Year, NBD Onsite Service	U8TQ9E	
		LaserJet Ent M527	Onsite	3 Year, NBD Onsite Service	U8TT5E	
		Color LaserJet Pro M452	NBD Exchange	3 Year, NBD Exchange Service	U8TN4E	
	Color/SFP		Color LaserJet Pro M452	Onsite	3 Year, NBD Onsite Service	U8TN1E
			Color LaserJet Pro M553	Onsite	3 Year, NBD Onsite Service	U8CG3E
	Color/MFP		Color LaserJet Pro CP5225	Onsite	3 Year, NBD Onsite Service	UQ496E
			Color LaserJet Pro M477	Onsite	3 Year, NBD Onsite Service	U8TP0E
			Color LaserJet Pro M570	Onsite	3 Year, NBD Onsite Service	U6Y78E
			LaserJet Enterprise M607	Onsite	3 Year, NBD Onsite Service	U9MU0E
Workgroup (10–30 users)	Mono/SFP	LaserJet Enterprise M608	Onsite	3 Year, NBD Onsite Service	U9NE0E	
		LaserJet Enterprise M712	Onsite	3 Year, NBD Onsite Service	U6Z05E	
		LaserJet Enterprise M630	Onsite	3 Year, NBD Onsite Service	U8UF1E	
	Mono/MFP	LaserJet Enterprise M725	Onsite	3 Year, NBD Onsite Service	U7A14E	
		Color LaserJet Enterprise M651	Onsite	3 Year, NBD Onsite Service	U1UJ8E	
	Color/SFP		Color LaserJet Enterprise M750	Onsite	3 Year, NBD Onsite Service	UX963E
		Color/MFP	Color LaserJet Enterprise M680	Onsite	3 Year, NBD Onsite Service	U1PF8E
			Color LaserJet Enterprise M775	Onsite	3 Year, NBD Onsite Service	U6W62E
	Department (25+ users)	Mono/SFP	LaserJet Enterprise M806	Onsite	3 Year, NBD Onsite Service	U8C59E
		Mono/MFP	LaserJet Enterprise Flow M830	Onsite	3 Year, NBD Onsite Service	U8C89E
Color/SFP		Color LaserJet Enterprise M855	Onsite	3 Year, NBD Onsite Service	U0LX2E	
Color/MFP		LaserJet Enterprise Flow M880	Onsite	3 Year, NBD Onsite Service	U8D23E	

Keep business operating at peak performance with quick, convenient Care Pack services for HP printing and imaging devices.

Care Packs extend service coverage beyond the 1 year manufacturer's warranty ensuring you maximum uptime and productivity.

Defective Media Retention (DMR)

Allows customers to retain their malfunctioning drive while their defective drive is replaced. DMR is included with all Care Pack services for any print device with a hard drive.

Next Business Day Onsite (NBD)

Provides faster response time for customers who want to minimize business risk on units that are experiencing technical problems.

Next Business Day Exchange (NBD)

With one quick call to an IT Expert, customers receive a customer replaceable part or complete replacement printer shipped to them.

Business Priority Support Onsite Exchange

A support technician will arrange the shipment of a replacement printer along with a visit from an HP Authorized Representative to install and exchange the device at the customer's business site.

Same Day Onsite Service

9x5 Standard
Service available 9 hours per day, Monday - Friday 8 am-5 pm local time excluding HP holidays. Service calls must be received by 1 pm local time.

Care Pack Central
www.ServicesHP.com

<https://partner.hp.com/group/upp-na/services-updates>

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