



Care Pack Services for HP EliteBook, Elite/Pro x2 & ProBook 600 series

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



HP EliteBook 840 G5



HP ProBook 640 G4



HP ProBook 650 G4



HP Elite x2 1013 G3



HP Pro x2 612 G2

		HP EliteBook 725/740/ 750 G3	HP EliteBook 820/830/ 840/850 G3/G4/G5	HP EliteBook 1040 G3 & G4, 1030 G1, Folio G1, x360 1030 G2, x360 1020 G2, x360 1030 G3, 1050 G1
HP ProBook 640/645 650/655 G2, G3 & G4	HP Pro x2 612 G1 & G2, Elite x2 1012 G1 & G2, x2 1013 G3	725/745/ 755 G4 735/ 745/755 G5	HP Revolve 810 G3	

Base Warranty (Parts/Labor/Offsite)	1/1/0	1/1/0	1/1/0	1/1/0	1/1/0
Warranty and Service upgrades - Pick Up & Return (PUR)					
U9WX2E HP 1 year Care Notebook Only NA Service	•				
UE323E HP 2 year Pick Up & Return Hardware Support for Notebooks	•	•	•	•	•
U4395E HP 3 year Pick Up & Return Hardware Support for Notebooks	•	•	•	•	•
U7881E HP 4 year Pick Up & Return Hardware Support for Notebooks	•	•	•	•	•
U7882E HP 5 year Pick Up & Return Hardware Support for Notebooks	•	•	•	•	•
Warranty and Service upgrades - Next Business Day Onsite (NBD)					
U4389E HP 1 year Next Business Day Onsite HW Support for Notebooks	•	•	•	•	•
UQ859E HP 2 year Next Business Day Onsite HW Support for Notebooks	•	•	•	•	•
U4391E HP 3 year Next Business Day Onsite HW Support for Notebooks	•	•	•	•	•
U7875E HP 4 year Next Business Day Onsite HW Support for Notebooks	•	•	•	•	•
U7876E HP 5 year Next Business Day Onsite HW Support for Notebooks	•	•	•	•	•
Warranty and Service upgrades - with Accidental Damage Protection (ADP)					
U4399E HP 1 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UQ855E HP 2 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
U4400E HP 3 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
U9587E HP 4 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UF222E HP 5 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UC278E HP 1 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UQ861E HP 2 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UC282E HP 3 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UC283E HP 4 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
UM235E HP 5 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	•	•	•	•	•
Warranty and Service upgrades - with Defective Media Retention (DMR)					
UJ403E HP 1 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UQ854E HP 2 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UJ404E HP 3 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UJ405E HP 4 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UJ406E HP 5 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UE338E HP 1 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UQ860E HP 2 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UE339E HP 3 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UE340E HP 4 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
UE341E HP 5 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	•	•	•	•	•
Warranty and Service upgrades - with Accidental Damage Protection & Defective Media Retention (ADP+DMR)					
UJ410E HP 1 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	•	•	•	•	•
UQ856E HP 2 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	•	•	•	•	•
UJ411E HP 3 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	•	•	•	•	•
UJ412E HP 4 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	•	•	•	•	•
UJ413E HP 5 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	•	•	•	•	•
UL740E HP 1 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks	•	•	•	•	•
UQ862E HP 2 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks	•	•	•	•	•
UL741E HP 3 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks	•	•	•	•	•
UL742E HP 4 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks	•	•	•	•	•
UL743E HP 5 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks	•	•	•	•	•



Care Pack Services for EliteBook, Elite/Pro x2, ProBook 600 1/1/0

	HP ProBook 640/645 650/655 G2, G3 & G4	HP Pro x2 612 G1 & G2, Elite x2 1012 G1 & G2, x2 1013 G3	HP EliteBook 725/740/750 G3 725/745/755 G4 735/ 745/755 G5	HP EliteBook 820/830/840/850 G3/G4/G5 HP Revolve 810 G3	HP EliteBook 1040 G3 & G4, 1030 G1, Folio G1, x360 1030 G2, x360 1020 G2, x360 1030 G3, 1050 G1
--	--	--	--	---	---

Warranty and Service upgrades - with Travel					
UQ867E	HP 2 year NBD Onsite HW Support w/Travel Coverage for Notebooks	•	•	•	•
UQ868E	HP 2 year NBD Onsite HW Support w/Defective Media Retention/Travel Coverage for NBs	•	•	•	•
UC909E	HP 3 year NBD Onsite HW Support w/Travel Coverage for Notebooks	•	•	•	•
UJ333E	HP 3 year NBD Onsite HW Support w/Defective Media Retention/Travel Coverage for NBs	•	•	•	•
UQ819E	HP 3 year Travel NBD Onsite with Accidental Damage Protection G2 Notebook Only SVC	•	•	•	•
UQ820E	HP 3 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks	•	•	•	•
UC910E	HP 4 year NBD Onsite HW Support w/Travel Coverage for Notebooks	•	•	•	•
UJ334E	HP 4 year NBD Onsite HW Support w/Defective Media Retention Travel Coverage for NBs	•	•	•	•
UQ821E	HP 4 year Travel NBD Onsite with Accidental Damage Protection Gen 2 Notebook Only SVC	•	•	•	•
UQ822E	HP 4 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks	•	•	•	•
UC911E	HP 5 year NBD Onsite HW Support Travel Coverage for Notebooks	•	•	•	•
UJ335E	HP 5 year NBD Onsite HW Support w/Defective Media Retention Travel Coverage for NBs	•	•	•	•
UQ823E	HP 5 year Travel NBD Onsite with Accidental Damage Protection G2 Notebook Only SVC	•	•	•	•
UQ824E	HP 5 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks	•	•	•	•
Warranty and Service upgrades - Battery Replacement Service					
U9VF1E	HP 4 year Battery Replacement Customer Replaceable (Limited to 1 Battery) High-end	•	•	•	•
U9UW7E	HP 4 Year No-CSR Battery Only Replacement Pick Up & Return (Limit: 1 Battery) High-end	•	•	•	•
U9UW8E	HP 4 Year No-CSR Battery Only Replacement Standard Onsite (Limit: 1 Battery) High-end	•	•	•	•
Warranty and Service upgrades - Recovery Services					
UE371E	HP 1 year Hard Disk Data Recovery 9x5 Support for PCs	•	•	•	•
UE372E	HP 3 year Hard Disk Data Recovery 9x5 Support for PCs	•	•	•	•
U9AN6E	HP PROMO 1 year OS Restoration/Data Recovery/Software Support 2 calls- HW Onsite Only	•	•	•	•
U9AN7E	HP PROMO 3 year OS Restoration/Data Recovery/Software Support 6 calls- HW Onsite Only	•	•	•	•
Warranty and Service upgrades - Post Warranty Service** (See rules on next page)					
U4397PE	HP 1 year Post Warranty Pick Up & Return HW Support for Notebooks	•	•	•	•
U4393PE	HP 1 year Post Warranty NBD Onsite HW Support for Notebooks	•	•	•	•
HP714PE	HP 1 year Post Warranty NBD Onsite HW Support w/DMR for Notebooks	•	•	•	•
UJ890PE	HP 1 year Post Warranty NBD Onsite HW Support w/DMR Travel for NBs	•	•	•	•



Care Packs for Docking Stations

HP docking stations are automatically covered by eligible Care Packs (Next Business Day Onsite).

NBD Advance Exchange	
1/1/0	Base Warranty Years
UC296E	3 year
UJ392E	4 year
UJ393E	5 year

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.

Data Recovery Services: Provides customers with data loss recovery services, and **HP Recover & Restore** allows you to rest assured if the unthinkable happens, HP will:

- Recover your lost data
- Restore your Operating System
- Provide you with the software support you need

NBD Advanced Exchange: Provides next business day overnight replacement of the defective main product or customer-replaceable part (e.g., docking station) 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.

****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

CA HP Care Customer Support:
<http://www8.hp.com/ca/en/contact-hp/business-support.html>
 or 1-844-732-9070

Questions regarding NA Care Pack registration assistance:
SRG@hp.com or 1-800-407-6210

© Copyright 2018 HP Development Company, L.P. The information contained herein is subject to change w/out notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

2018 HP Restricted. This document contains confidential and/or legally privileged information. It is intended for HP and Channel Partner Internal Use only. If you are not an intended recipient as identified on the front cover of this document, you are strictly prohibited from reviewing, redistributing, disseminating, or in any other way using or relying on the contents of this document.

4AA7-1895ENCA, August 2018



Care Packs are part of HP Care

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