



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

Base Warranty (Parts/Labor/Offsite): 3/3/0



HP EliteBook 840 G5



HP ProBook 640 G4



HP ProBook 650 G4



HP Elite x2 1013 G3



HP Pro x2 612 G2

| | 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/ 850 HC/ 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 |
|--|---|---|--|---|---|
| Base Warranty (Parts/Labor/Offsite) | 3/3/0 | 3/3/0 | 3/3/0 | 3/3/0 | 3/3/0 |
| Warranty and Service upgrades - Pick Up & Return (PUR) | | | | | |
| U9WX3E HP 3 year Care Notebook Only NA Service | • | | | | |
| U7868E HP 4 year Pick Up & Return Hardware Support for Notebooks | • | • | • | • | • |
| U7869E HP 5 year Pick Up & Return Hardware Support for Notebooks | • | • | • | • | • |
| Warranty and Service upgrades - Next Business Day Onsite (NBD) | | | | | |
| U4414E HP 3 year Next Business Day Onsite HW Support for Notebooks | • | • | • | • | • |
| U7860E HP 4 year Next Business Day Onsite HW Support for Notebooks | • | • | • | • | • |
| U7861E HP 5 year Next Business Day Onsite HW Support for Notebooks | • | • | • | • | • |
| Warranty and Service upgrades - with Accidental Damage Protection (ADP) | | | | | |
| U4428E HP 3 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks | • | • | • | • | • |
| U9586E HP 4 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks | • | • | • | • | • |
| UF223E HP 5 year Pick Up & Return HW Support w/Accidental Damage Protection G2 for Notebooks | • | • | • | • | • |
| UC279E HP 3 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks | • | • | • | • | • |
| UC284E HP 4 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks | • | • | • | • | • |
| UM236E HP 5 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks | • | • | • | • | • |
| Warranty and Service upgrades - with Defective Media Retention (DMR) | | | | | |
| UJ407E HP 3 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks | • | • | • | • | • |
| UJ408E HP 4 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks | • | • | • | • | • |
| UJ409E HP 5 year Pick Up & Return HW Support w/Defective Media Retention for Notebooks | • | • | • | • | • |
| UE335E HP 3 year NBD Onsite HW Support w/Defective Media Retention for Notebooks | • | • | • | • | • |
| UE336E HP 4 year NBD Onsite HW Support w/Defective Media Retention for Notebooks | • | • | • | • | • |
| UE337E 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) | | | | | |
| UJ414E HP 3 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC | • | • | • | • | • |
| UJ415E HP 4 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC | • | • | • | • | • |
| UJ416E HP 5 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC | • | • | • | • | • |
| UL784E HP 3 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks | • | • | • | • | • |
| UL785E HP 4 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks | • | • | • | • | • |
| UL786E HP 5 year NBD Onsite HW Support w/ADP G2/Defective Media Retention for Notebooks | • | • | • | • | • |

CA Reference Guide

HP Restricted. For HP and Channel Partner internal use only.



HP EliteBook 850 G5



HP EliteBook 745 G5



HP EliteBook 1050 G1



HP EliteBook 1040 G3



HP EliteBook x360 1030 G2



HP Elite x2 1013 G3

Care Pack Services for HP Business Notebooks Base Warranty 3/3/0

| 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/ 850 HC/ 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 | | | | | |
|--|---|---|---|---|---|
| U4418E | HP 3 year NBD Onsite HW Support w/Travel Coverage for Notebooks | • | • | • | • |
| UJ336E | HP 3 year NBD Onsite HW Support w/Defective Media Retention/Travel Coverage for NBS | • | • | • | • |
| UQ831E | HP 3 year Travel NBD Onsite with Accidental Damage Protection G2 Notebook Only SVC | • | • | • | • |
| UQ832E | HP 3 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks | • | • | • | • |
| UC863E | HP 4 year NBD Onsite HW Support w/Travel Coverage for Notebooks | • | • | • | • |
| UJ337E | HP 4 year NBD Onsite HW Support w/Defective Media Retention Travel Coverage for NBS | • | • | • | • |
| UQ833E | HP 4 year Travel NBD Onsite with Accidental Damage Protection Gen 2 Notebook Only SVC | • | • | • | • |
| UQ834E | HP 4 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks | • | • | • | • |
| U7864E | HP 5 year NBD Onsite HW Support Travel Coverage for Notebooks | • | • | • | • |
| UJ338E | HP 5 year NBD Onsite HW Support w/Defective Media Retention Travel Coverage for NBS | • | • | • | • |
| UQ835E | HP 5 year Travel NBD Onsite with Accidental Damage Protection G2 Notebook Only SVC | • | • | • | • |
| UQ836E | HP 5 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks | • | • | • | • |
| Warranty and Service upgrades - Battery Replacement Service | | | | | |
| U9UX4E | HP 3 year Battery Replacement Service - Customer Replaceable - (Limited To 1 Battery) - High-end | • | • | • | • |
| U9VF1E | HP 4 Year Battery Replacement Service - Customer Replaceable - (Limited To 1 Battery) - High-end | • | • | • | • |
| U9UW7E | HP 4 Year No-CSR Battery Only Replacement Pickup And Return Service - (Limited To 1 Battery) - High-end | • | • | • | • |
| U9UW8E | HP 4 Year No-CSR Battery Only Replacement Standard Onsite Service - (Limited To 1 Battery) - High-end | • | • | • | • |
| Warranty and Service upgrades - Post Warranty Service** (See rules on next page) | | | | | |
| U4426PE | HP 1 year Post Warranty Pick Up & Return HW Support for Notebooks | • | • | • | • |
| U4416PE | HP 1 year Post Warranty NBD Onsite HW Support for Notebooks | • | • | • | • |
| U4420PE | HP 1 year Post Warranty NBD Onsite HW Support w/Travel Coverage 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): 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.

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.)



Care Packs are part of HP Care

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

For more information

Care Pack Central
www.hp.com/go/cpc

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

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

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