



Care Pack Services for Device as a Service

DaaS Plan = Hardware + Break/Fix Care Pack + APM

Analytics & Proactive Management Care Packs

Description	Standard	Enhanced	Premium
HP 1 year DaaS Analytics & Proactive Management	U9KZ6E	U9LA1E	U9LA6E
HP 2 year DaaS Analytics & Proactive Management	U9KZ7E	U9LA2E	U9LA7E
HP 3 year DaaS Analytics & Proactive Management	U9KZ8E	U9LA3E	U9LA8E
HP 4 year DaaS Analytics & Proactive Management	U9KZ9E	U9LA4E	U9LA9E
HP 5 year DaaS Analytics & Proactive Management	U9LA0E	U9LA5E	U9LB0E

NOTE: Please remember, APM is only sold as a part of HP DaaS

Notebooks



HP ProBook 600 series
 HP Pro x2 612 series
 HP EliteBook 700 series
 HP EliteBook 800 series
 HP Elite x2 10xx series
 HP EliteBook 1000 series
 HP EliteBook x360 1000 series



HP ProBook 400 series
 HP ProBook 11 EE
 HP ProBook x360 11 EE



HP ProBook 600 series
 HP Pro x2 612 series
 HP EliteBook 700 series
 HP EliteBook 800 series
 HP Elite x2 10xx series
 HP EliteBook 1000 series
 HP EliteBook x360 1000 series

Base Warranty (Parts/Labor/Offsite)	1/1/0	1/1/0	3/3/0
Next Business Day (NBD) Onsite			
HP 1 year Next Business Day Onsite Hardware Support	U4389E	UK701E	
HP 2 year Next Business Day Onsite Hardware Support	UQ859E	UQ877E	
HP 3 year Next Business Day Onsite Hardware Support	U4391E	UK703E	U4414E
HP 4 year Next Business Day Onsite Hardware Support	U7875E	UK716E	U7860E
HP 5 year Next Business Day Onsite Hardware Support	U7876E	UK718E	U7861E
Next Business Day Onsite with Accidental Damage Protection (ADP) and Defective Media Retention (DMR)			
HP 1 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL740E	UL845E	
HP 2 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UQ862E	UQ880E	
HP 3 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL741E	UL846E	UL784E
HP 4 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL742E	UL847E	UL785E
HP 5 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL743E	UL848E	UL786E

Mobile Workstations



HP ZBook 15 G3/G4
 HP ZBook 15u G3
 HP ZBook 15u G4
 HP ZBook 17 G3/G4
 HP ZBook Studio G3/G4

HP ZBook x2 G4
 HP ZBook 14u G4/G5
 HP ZBook 15u G5
 HP ZBook 17 G5
 HP ZBook 15 G5
 HP ZBook Studio G5
 HP ZBook Studio x360 G5

Base Warranty (Parts/Labor/Offsite)	3/3/3	3/3/0
Next Business Day (NBD) Onsite		
HP 3 year Next Business Day Onsite Hardware Support		U4414E
HP 4 year Next Business Day Onsite Hardware Support	UF633E	U7860E
HP 5 year Next Business Day Onsite Hardware Support	UF635E	U7861E
Next Business Day Onsite with Accidental Damage Protection (ADP) and Defective Media Retention (DMR)		
HP 3 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL793E	UL784E
HP 4 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL794E	UL785E
HP 5 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	UL795E	UL786E

* 1/1/1 Standard Warranty when i5/non vPro selected. Look for valid Care Pack services in Care Pack Central.

Desktops

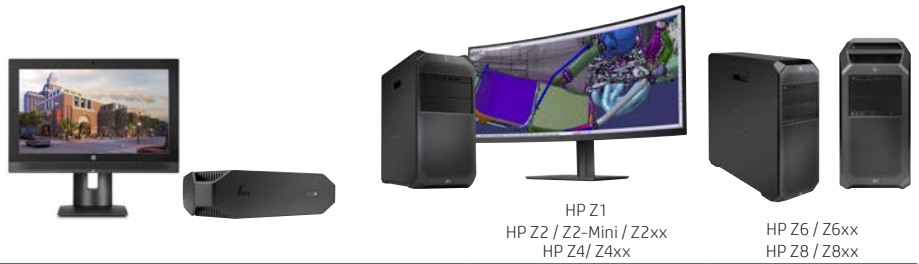


HP Elite Slice
 HP EliteDesk 70x/800
 HP EliteOne 70x/800/1000
 HP ProDesk/ProOne 40x/600
 HP 260 DM (Education & Healthcare)

HP 2XX/ HP 260 DM

Base Warranty (Parts/Labor/Offsite)	3/3/3	1/1/1
Next Business Day (NBD) Onsite		
HP 3 year Next Business Day Onsite Hardware Support		U6578E
HP 4 year Next Business Day Onsite Hardware Support	U7897E	
HP 5 year Next Business Day Onsite Hardware Support	U7899E	
Next Business Day Onsite with Defective Media Retention (DMR)		
HP 1 year NBD Onsite Hardware Support w/Defective Media Retention		UK764E
HP 3 year NBD Onsite Hardware Support w/Defective Media Retention	UE332E	UF360E
HP 4 year NBD Onsite Hardware Support w/Defective Media Retention	UE333E	
HP 5 year NBD Onsite Hardware Support w/Defective Media Retention	UE334E	
Next Business Day Onsite with Accidental Damage Protection (ADP) and Defective Media Retention (DMR)		
HP 1 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention		U9WV6E
HP 3 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WV8E	U9WV7E
HP 4 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WV9E	
HP 5 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WW0E	

Workstations



HP Z1
 HP Z2 / Z2-Mini / Z2xx
 HP Z4/ Z4xx

HP Z6 / Z6xx
 HP Z8 / Z8xx

Base Warranty (Parts/Labor/Offsite)	3/3/3	3/3/3
Next Business Day (NBD) Onsite		
HP 4 year Next Business Day Onsite Hardware Support	U1G37E	U7942E
HP 5 year Next Business Day Onsite Hardware Support	U1G39E	U7944E
Next Business Day Onsite with Defective Media Retention (DMR)		
HP 3 year NBD Onsite Hardware Support w/Defective Media Retention	U1G55E	UE342E
HP 4 year NBD Onsite Hardware Support w/Defective Media Retention	U1G56E	UE343E
HP 5 year NBD Onsite Hardware Support w/Defective Media Retention	U1G57E	UE344E
Next Business Day Onsite with Accidental Damage Protection (ADP) and Defective Media Retention (DMR)		
HP 3 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WU5E	U9WU8E
HP 4 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WU6E	U9WU9E
HP 5 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WU7E	HL565E

RPOS



HP ElitePOS
 HP RP9, MP9 (G4)
 Base Unit Only Care Packs

HP ElitePOS
 HP RP9, MP9 (G4)
 Solution Care Packs

Base Warranty (Parts/Labor/Offsite)	3/3/3	3/3/3
Next Business Day (NBD) Onsite		
HP 4 year Next Business Day Onsite Hardware Support	U1PW0E	UL589E
HP 5 year Next Business Day Onsite Hardware Support	U1PW1E	UL590E
Next Business Day Onsite with Defective Media Retention (DMR)		
HP 3 year NBD Onsite Hardware Support w/Defective Media Retention	U8CD9E	UM997E
HP 4 year NBD Onsite Hardware Support w/Defective Media Retention	U8CE0E	UM998E
HP 5 year NBD Onsite Hardware Support w/Defective Media Retention	U8CE1E	UQ972E
Next Business Day Onsite with Accidental Damage Protection (ADP) and Defective Media Retention (DMR)		
HP 3 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WV3E	U9WV0E
HP 4 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WV4E	U9WV1E
HP 5 year NBD Onsite Hardware Support w/ADP-G2 + Defective Media Retention	U9WV5E	U9WV2E

With every Care Pack purchase customer gets Onshore Support, assistance from knowledgeable technical experts.

Standard warranty and service definitions:

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.

Analytics and Proactive Management (APM): As part of HP Device as a Service (DaaS), the device health analytics and proactive endpoint management capability provided by HP places comprehensive data, reports and insights at the Customer's fingertips. DaaS, which is cloud-enabled for scale and flexibility, continually monitors the fleet and reports device problems, or potential problems and alerts the HP Service Experts so they may take the appropriate steps to ensure device uptime.

Limitations to APM:

- APM may only be sold as part of a DaaS Plan.
- Only supports standard Windows OS, iOS or Android. Does not support Linux OS or POS Ready OS.
- For hardware products not listed on this reference guide, engage DaaS Services Sales Specialist for guidance.

Setting Customer expectations for APM:

- Onboarding **MUST** occur after the Care Pack sale.
- Customer email address is **MANDATORY** in every order to ensure onboarding may occur.
- Customer should receive an email within 5 business days of order placement which will guide them thru onboarding process.

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.

Next Business-Day Onsite Response: 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.

Optional Customer Self Repair (CSR) Part Service:

'Mandatory CSR' is part of the standard warranty associated with some products. For customers with a Care Pack, CSR is optional. 'Optional' allows the customer to either perform CSR or choose to have HP service personnel (either via depot repair or onsite engineer, depending on Care Pack service level purchased) perform the replacement at no additional charge during the product service coverage period.

For more information

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

US HP Care Customer Support:
 1-844-732-9070 or <https://support.hp.com/us-en>

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



Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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