



# Care Pack Services for ProBook 400 & 11 Series

Care Pack, part of HP Care



HP ProBook x360 440 G1



HP ProBook 430 G5



HP ProBook 440 G5



HP ProBook 450 G5

HP ProBook 400 series G3/G4/G5	HP ProBook 11 EE G2
HP ProBook x360 440 G1	HP ProBook x360 11 EE G1 & G2

	HP ProBook 400 series G3/G4/G5 HP ProBook x360 440 G1	HP ProBook 11 EE G2 HP ProBook x360 11 EE G1 & G2
<b>Base Warranty (Parts/Labor/Offsite)</b>	1/1/0	1/1/0
<b>Warranty and Service upgrades - Pick Up &amp; Return (PUR)</b>		
UK727E HP 2 year Pickup and Return Hardware Support for Notebooks	●	●
UK707E HP 3 year Pickup and Return Hardware Support for Notebooks	●	●
UK720E HP 4 year Pickup and Return Hardware Support for Notebooks	●	●
UK721E HP 5 year Pickup and Return Hardware Support for Notebooks	●	●
<b>Warranty and Service upgrades - Next Business Day Onsite (NBD)</b>		
UK701E HP 1 year Next Business Day Onsite Hardware Support for Notebooks	●	●
UQ877E HP 2 year Next Business Day Onsite Hardware Support for Notebooks	●	●
UK703E HP 3 year Next Business Day Onsite Hardware Support for Notebooks	●	●
UK716E HP 4 year Next Business Day Onsite Hardware Support for Notebooks	●	●
UK718E HP 5 year Next Business Day Onsite Hardware Support for Notebooks	●	●
<b>Warranty and Service upgrades - with Accidental Damage Protection (ADP)</b>		
UK711E HP 1 year Pickup and Return HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UQ873E HP 2 year Pickup and Return HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UK712E HP 3 year Pickup and Return HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UK723E HP 4 year Pickup and Return HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UK728E HP 5 year Pickup and Return HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UK724E HP 1 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UQ879E HP 2 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UK726E HP 3 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UK748E HP 4 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
UM237E HP 5 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
<b>Warranty and Service upgrades - with Defective Media Retention (DMR)</b>		
UL679E HP 1 year Pickup and Return HW Support w/Defective Media Retention for Notebooks	●	●
UQ872E HP 2 year Pickup and Return HW Support w/Defective Media Retention for Notebooks	●	●
UL680E HP 3 year Pickup and Return HW Support w/Defective Media Retention for Notebooks	●	●
UL681E HP 4 year Pickup and Return HW Support w/Defective Media Retention for Notebooks	●	●
UL682E HP 5 year Pickup and Return HW Support w/Defective Media Retention for Notebooks	●	●
UL656E HP 1 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	●	●
UQ878E HP 2 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	●	●
UL657E HP 3 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	●	●
UL658E HP 4 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	●	●
UL659E HP 5 year NBD Onsite HW Support w/Defective Media Retention for Notebooks	●	●
<b>Warranty and Service upgrades - with Accidental Damage Protection &amp; Defective Media Retention (ADP+DMR)</b>		
UL683E HP 1 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	●	●
UQ874E HP 2 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	●	●
UL684E HP 3 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	●	●
UL685E HP 4 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	●	●
UL686E HP 5 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC	●	●



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HP ProBook 470 G5



HP ProBook 11 EE G2



HP ProBook x360 11 EE G1

	HP ProBook 400 series G3/G4/G5 HP ProBook x360 440 G1	HP ProBook 11 EE G2 HP ProBook x360 11 EE G1 & G2
UL845E	HP 1 year NBD Onsite HW Support w/ADP-G2/Defective Media Retention for Notebooks	●
UQ880E	HP 2 year NBD Onsite HW Support w/ADP-G2/Defective Media Retention for Notebooks	●
UL846E	HP 3 year NBD Onsite HW Support w/ADP-G2/Defective Media Retention for Notebooks	●
UL847E	HP 4 year NBD Onsite HW Support w/ADP-G2/Defective Media Retention for Notebooks	●
UL848E	HP 5 year NBD Onsite HW Support w/ADP-G2/Defective Media Retention for Notebooks	●
<b>Warranty and Service upgrades - with Travel</b>		
UQ885E	HP 2 year NBD Onsite HW Support Travel Coverage for Notebooks	●
UQ886E	HP 2 year NBD Onsite HW Support w/DMR Travel Coverage for NBs	●
UL653E	HP 3 year NBD Onsite HW Support Travel Coverage for Notebooks	●
UL667E	HP 3 year NBD Onsite HW Support w/DMR Travel Coverage for NBs	●
UQ825E	HP 3 year Travel NBD Onsite w/ADP G2 Notebook Only SVC	●
UQ826E	HP 3 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks	●
UL654E	HP 4 year NBD Onsite HW Support Travel Coverage for Notebooks	●
UL668E	HP 4 year NBD Onsite HW Support w/DMR Travel Coverage for NBs	●
UQ827E	HP 4 year Travel NBD Onsite w/Accidental Damage Protection G2 Notebook Only SVC	●
UQ828E	HP 4 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks	●
UL655E	HP 5 year NBD Onsite HW Support Travel Coverage for Notebooks	●
UL669E	HP 5 year NBD Onsite HW Support w/DMR Travel Coverage for NBs	●
UQ829E	HP 5 year Travel NBD Onsite w/Accidental Damage Protection G2 Notebook Only SVC	●
UQ830E	HP 5 year NBD Onsite HW Support w/ADP G2 + DMR Travel for Notebooks	●
<b>Warranty and Service upgrades - Battery Replacement Service</b>		
U9UX2E	HP 3 Year Battery Replacement Customer Replaceable (Limited to 1 Battery) Low-end	●
U9UX3E	HP 4 Year Battery Replacement Customer Replaceable (Limited to 1 Battery) Low-end	●
U9UX0E	HP 4 Year No-CSR Battery Only Replacement Pick Up & Return (Limit 1 Battery) Low-end	●
U9UX1E	HP 4 Year No-CSR Battery Only Replacement Standard Onsite (Limit 1 Battery) Low-end	●
<b>Warranty and Service upgrades - Recovery Services</b>		
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	●
<b>Warranty and Service upgrades - Post Warranty Service** (See rules on next page)</b>		
UK709PE	HP 1 year Post Warranty Pickup and Return HW Support for Notebooks	●
UK705PE	HP 1 year Post Warranty NBD Onsite HW Support for Notebooks	●
HP713PE	HP 1 year Post Warranty NBD Onsite HW Support w/DMR for Notebooks	●



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## 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

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):** 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).



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## For more information

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

CA HP Care Customer Support:

1-844-732-9070

<http://www8.hp.com/ca/en/contact-hp/business-support.html>

Questions regarding NA registration assistance:

[SRG@hp.com](mailto:SRG@hp.com) or 1-800-407-6210

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