



Care Pack Services for HP 200 Series

Care Pack, part of HP Care



HP 250 G6



HP 255 G6



HP x2 210 G2

HP 250/
255 G6 HP x2 210 G2

		HP 250/ 255 G6	HP x2 210 G2
Warranty and Service upgrades - Pick Up & Return (PUR)			
U9AZ8E	HP 2 year Pick Up & Return Hardware Support for Notebooks	●	●
U9BA4E	HP 3 year Pick Up & Return Hardware Support for Notebooks	●	●
U9EE5E	HP 4 year Pick Up & Return Hardware Support for Notebooks	●	●
U9EE6E	HP 5 year Pick Up & Return Hardware Support for Notebooks	●	●
Warranty and Service upgrades - Next Business Day Onsite (NBD)			
U9AZ5E	HP 1 year Next Business Day Onsite Hardware Support for Notebooks	●	●
U9BA3E	HP 2 year Next Business Day Onsite Hardware Support for Notebooks	●	●
U9BA7E	HP 3 year Next Business Day Onsite Hardware Support for Notebooks	●	●
U9EE7E	HP 4 year Next Business Day Onsite Hardware Support for Notebooks	●	●
U9EE8E	HP 5 year Next Business Day Onsite Hardware Support for Notebooks	●	●
Warranty and Service upgrades - with Accidental Damage Protection (ADP)			
U9AZ4E	HP 1 year Pick Up & Return Hardware Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9BA0E	HP 2 year Pick Up & Return Hardware Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9BA6E	HP 3 year Pick Up & Return Hardware Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9EF5E	HP 4 year Pick Up & Return Hardware Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9EF6E	HP 5 year Pick Up & Return Hardware Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9AZ7E	HP 1 year Next Business Day Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9BA2E	HP 2 year Next Business Day Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9BA9E	HP 3 year Next Business Day Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9EF3E	HP 4 year Next Business Day Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
U9EF4E	HP 5 year Next Business Day Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	●	●
Warranty and Service upgrades - with Defective Media Retention (DMR)			
U9AZ6E	HP 1 year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks	●	●
U9BA1E	HP 2 year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks	●	●
U9BA8E	HP 3 year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks	●	●
U9EE9E	HP 4 year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks	●	●
U9EF0E	HP 5 year Next Business Day Onsite Hardware Support w/Defective Media Retention for Notebooks	●	●
Warranty and Service upgrades - Battery Replacement Service			
U9UX2E	HP 3 Year Battery Replacement Service-Customer Replaceable (Limited to 1 Battery) Low-end	●	●
U9UX3E	HP 4 Year Battery Replacement Service-Customer Replaceable (Limited to 1 Battery) Low-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 PROM0 1 year OS Restoration/Data Recovery/Software Support 2 calls- HW Onsite Only	●	●
U9AN7E	HP PROM0 3 year OS Restoration/Data Recovery/Software Support 6 calls- HW Onsite Only	●	●
Warranty and Service upgrades - Post Warranty Service** (See rules below)			
U9BB0PE	HP 1 year Post Warranty Pick Up & Return Notebook Only Service	●	●
U9BB1PE	HP 1 year Post Warranty NBD Onsite Notebook Only Service	●	●
HP713PE	HP 1 year Post Warranty Next Business Day 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) 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.

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.

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.

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

US HP Care Customer Support:
www.hp.com/go/support or 1-844-732-9070

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

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