



- *No Registration = No Service available*
- ALL Care Packs, regardless of purchasing/sales motion, MUST be registered to the end user/company name/company IT contact that actually purchased the Care Pack.
- Care Packs should NEVER be registered with either an HP sales rep's info or the channel partner's company info as the end user.
- When hardware and Care Packs are split between two orders, automatic registration will not occur and will always result in an escalation back to the point of sale to ascertain the hardware information so the registration can be pushed thru manually. When possible, process the hardware and Care Packs in the same order.
- If hardware and Care Pack cannot be done in the same order, the hardware order number, PO information or serial number information needs to be added to the Care Pack order notes section.
- In warranty Care Packs can only be sold 180 days after the HW invoice. Contracts can be sold at any point of hardware date of invoice.
- Units must always be in good operating conditions
- You cannot "Stack" Care Packs. For example, you cannot sell a 4 year NBD Onsite Care Pack + 2 year NBD Onsite care Pack at the same time to entitle the hardware for 6 years.
- **Post Warranty Care Packs**
- Available in 1-year increments only
- Unit must be in good operating condition
- Care Pack coverage starts at Warranty or Care Pack end date.
- It can be purchased only:
 - 30+ days after warranty expiration
 - Can 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 Pack skus end ALWAYS in 'PE'
- You cannot "stack" Post Warranty Care Packs.
 - For example, you cannot sell a 5 year NBD Onsite Care Pack and then sell a 1 year Post Warranty Care Pack at the same time to try to entitle the hardware for 6 years
- Care Pack Central will not display any Care Packs for hardware that is discontinued and if there is less than one year of service life left. This is determined by HP hardware business unit, not by the services category.

How can I validate the time left on the Warranty or Care Pack? Go to the Warranty Check Tool:

<https://h20565.www2.hp.com/hpsc/wc/public/home>