

# HP Care Pack Central 2.0



June 2024

---

# Table of Contents

## HP Care Pack Central (CPC) 2.0 – Find Care Packs Quickly and Easily

Find the right Care Packs for your hardware quickly using HP Care Pack Central 2.0. The current user experience makes it fast and easy to find the best available choices of Care Packs, and it's simple to use for HP Internal sales, partners, and customers alike.

### Features include:

- Modern user interface
- Guided “help me choose” option
- New modular experience\*
- Multi-country search features
- Better overall search functionality

\* The new modular experience is only available for single-country searches of Commercial PC HW products

## 1. Language & Geography

---

## 2. Hardware Selection

---

## 3. Legacy - Identify Your Care Pack

- Guided Search (HP Top Recommend Care Packs)
  - Search Results
  - Customizable Search & Filters
- 

## 4. Modular experience - Identify Your Care Pack

- Guided Search (HP Top Recommend Care Packs & Build Your Own)
  - My Service Cart & Search Results
  - Advanced Search & Filters
- 

## 5. Export Data

---

## 6. Compare Care Packs

# Select Language & Geography

## Language Selection

Choose your preferred display language

- 1 Click Select Language and then choose your preferred language

## Geography Selection

HP CPC 2.0 includes the ability to search multiple countries/regions for compatible Care Packs

- 2 Click Select Geography
- 3 Use the pop-up Filter by country box to search for specific geographies. The search results are responsive to the text input.

The screenshot displays the HP Care Pack Central 2.0 website interface. At the top, there is a navigation bar with the HP logo, 'Explore', 'Shop', and 'Support' links, and a search bar labeled 'Search HP.com'. A notification banner at the top states: 'CPC 2.0 shows the available Care Packs in the selected countries in English for the Worldwide Region as multiple countries are selected.' The main heading is 'HP Care Pack Central 2.0', followed by a welcome message: 'Welcome to the HP Care Pack Central 2.0 site which allows you to quickly and easily identify Care Pack Services for your HP computing and printer products.'

Step 1: A blue box highlights the 'Select Language' dropdown menu, which currently shows 'English-United States'. Step 2: A blue box highlights the 'Select Geography' section, which shows 'Germany' and 'United States' as selected countries, with a 'Clear' button. Below this, a search input field is labeled 'Enter Hw/Sw number, serial number, product model name or Care Pack SKU' and has a 'Search' button. Step 3: A blue box highlights a 'Geography' pop-up window. It has a search input field labeled 'Filter by country/region' with 'Ger' entered and a 'Clear' button. Below the input field are four checkboxes: 'Algeria', 'Germany' (checked), 'Niger', and 'Nigeria'. At the bottom of the pop-up, there is a message: 'Guided Search is not available when multiple countries are selected' and two buttons: 'Save changes' and 'Close'.

# Hardware Selection and Search

## Hardware Selection and Search

There are **2 methods** to search for Care Packs that are compatible with specific hardware products:

**1** Method 1: **Search Box** field.

- Enter one of the following to identify compatible Care Packs:

- HP Product Number
- Serial Number
- HP Product Model Name
- Or even a specific Care Pack SKU

NOTE: If unsure how to find your product information, click the “I don’t know my device information” link at the bottom

**1.1** Select a product from the dropdown menu and click the **Search** button

**2** Method 2: “**Select my device**” which allows filtering by product categories and type to narrow down to a product family and base warranty (if available).

**2.1** Start with Category (i.e., computers, HP 3D printing, etc.), then Device Type, Product Family, and if available Base Warranty

**2.2** Click the **Guided Search** (or Search) button

### Example

Example of the 'SELECT MY DEVICE' form:

- Category: Computers
- Device Type: HP Business Notebook
- Product Family: HP EliteBook 7xx/8xx G10-
- Base Warranty: 1/1/1 Warranty

Buttons: I don't know my device information, Guided Search

HP Care Pack Central 2.0

Welcome to the HP Care Pack Central 2.0 site which allows you to quickly and easily identify Care Pack Services for your HP computing and printer products.

Select Language: English-United States

Select Geography: X United States

Clear

QUICK LINKS

- PC Stand-Alone Services
- Graphic Standalone Services
- Poly Services Compatibility
- Demo Video
- Training
- Check Your Product Warranty
- Terms & Conditions
- HP Care Service Definitions
- FAQ
- Provide Feedback
- Bulk SKU Validation - Template
- Bulk SKU Validation - Request
- Submit an Issue or Improvement

Care Packs listed are available in all countries/regions selected.

Enter Hw/Sw number, serial number, product model name or Care Pack SKU

1

Search

OR

2 SELECT MY DEVICE

2.1

Category

Device Type

Product Family

I don't know my device information

Search

2.2

# Legacy – Care Packs Selection / Identification

## Care Pack Selection / Identification in Legacy HP CPC 2.0

Once you have identified your HP Consumer, Print or Graphics hardware product, Care Pack Central 2.0 provides **2 methods** to accurately identify and select the appropriate Care Pack to meet your specific customers' needs.

### 1 Method 1: Guided Search

Guided Search provides the top 3 recommended HP Care Packs that are compatible with your HP hardware. The Care Pack offerings have been carefully selected by HP product specialists. At this point you also have the option to add additional HP services such as Accidental Damage Protection (ADP), Travel Support, and Defective Media Retention (DMR) (additional available services vary depending on the family).

### 2 Method 2: Customizable Search

If you want to customize your search or see the complete set of Care Pack offerings, select View Additional Care Pack Options and refine your results using customizable views and filters.

SELECT WARRANTY UPGRADE OR HP SERVICE  
L335 PRINTER AND CUTTER  
COUNTRY/REGION SELECTED: UNITED STATES

**1** →

Onsite repair	Onsite repair with Defective Media Retention	Installation
HP 2 year Next Business Day Onsite HW Support w/Defective Media Retention for Print Cut Latex335	HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335	HP Installation and Training Service for Low Volume Latex Printer and Cutter 1xx/3xx/5x0 P and C
<ul style="list-style-type: none"><li>✓ Support type: Onsite repair</li><li>✓ Response time: Next business day response</li><li>✓ Coverage window: Standard workdays - 9 hours</li><li>✓ Place of service: Onsite</li><li>✓ Service method: Onsite repair</li><li>✓ Warranty coverage: In warranty</li><li>✓ Care Pack type: Electronic</li><li>✓ Service type: ELECTRONIC CARE PACK</li><li>✓ Product type: Care Pack</li></ul>	<ul style="list-style-type: none"><li>✓ Support type: Onsite repair</li><li>✓ Response time: Next business day response</li><li>✓ Coverage window: Standard workdays - 9 hours</li><li>✓ Place of service: Onsite</li><li>✓ Service method: Onsite repair</li><li>✓ Warranty coverage: Post warranty</li><li>✓ Care Pack type: Electronic</li><li>✓ Service type: POST-ELECTRONIC CARE PACK</li><li>✓ Product type: Care Pack</li><li>✓ Additional support option: Defective media retention</li></ul>	<ul style="list-style-type: none"><li>✓ Support type: Installation</li><li>✓ Response time: Scheduled</li><li>✓ Coverage window: Standard workdays - 9 hours</li><li>✓ Place of service: Onsite</li><li>✓ Service method: Installation</li><li>✓ Warranty coverage: In warranty</li><li>✓ Care Pack type: Electronic</li><li>✓ Service type: ELECTRONIC CARE PACK</li><li>✓ Product type: Care Pack</li></ul>
2 years <input type="button" value="Select"/>	1 year <input type="button" value="Selected"/>	0 years <input type="button" value="Select"/>

[View Additional Care Pack Options](#)

STEP 3: CHOOSE YOUR ELIGIBLE OPTIONS **2**

Defective Media Retention  
Defective Media Retention provides a replacement drive while allowing customers to keep their malfunctioning drive on which their sensitive data is stored. Refer to local datasheet for detailed coverage

# Legacy – Guided Search

**Guided Search** allows for a “flexible” approach to finding the best Care Pack for customer’s needs

Users can select from:

- 1 Recommended service levels
- 2 Duration
  - Select the down arrow to toggle between years of coverage.
- 3 Eligible add-on options
  - Add additional services such as ADP, DMR, or Travel Support.
- 4 Click See Results
  - Returns the HP Care Pack based on the criteria you have selected along with SKU# and list price.

Notes:

- Guided Search is available only with single country selection
- Guided Search is only available for HP Printers and Digital Imaging, Graphics Printers and 3D Printing Plastics HW products at this time.

SELECT WARRANTY UPGRADE OR HP SERVICE

L335 PRINTER AND CUTTER

COUNTRY/REGION SELECTED: UNITED STATES

1

Onsite repair

HP 2 year Next Business Day Onsite HW Support w/Defective Media Retention for Print Cut Latex335

Onsite repair with Defective Media Retention

HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335

Installation

HP Installation and Training Service for Low Volume Latex Printer and Cutter 1xx/3xx/5x0 P and C

2

3

4

2 years Select

1 year Selected

0 years Select

View Additional Care Pack Options

STEP 3: CHOOSE YOUR ELIGIBLE OPTIONS

3

Defective Media Retention

Defective Media Retention provides a replacement drive while allowing customers to keep their malfunctioning drive on which their sensitive data is stored. Refer to local datasheet for detailed coverage

Included

See Results

4

# Legacy – Search Results

## Care Pack Results

Once you have selected “See Results” the following page is returned with the following information:

- 1 Care Pack Description
- 2 Country Price
- 3 SKU #
- 4 Information and Specs

## Don't see what you are looking for?

Selecting this will allow you to manually configure your Care Pack with the “Customizable Search” option

CONFIGURATOR RESULTS [Export Data](#)

L335 PRINTER AND CUTTER

COUNTRY/REGION SELECTED: UNITED STATES

SELECTED OPTIONS

- 1 Onsite repair - 1 year  
HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335

TOTAL: 2454 USD (US) [2](#)

CARE PACK DETAILS

- 3 SKU #U9PP2PE  
Onsite repair

- 4 info Specs Files Hardware

OVERVIEW  
When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day(1) Onsite Service with Defective Media Retention, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support available the next day, help is there when you need it—so you can get back to work.

FEATURES  
Remote problem diagnosis and support  
Next business day(1) onsite hardware support  
Replacement parts and materials included  
Formal escalation procedures and management  
[Access to electronic support information and tools](#)

Please note: Prices displayed here are for reference purposes only. Please refer to the appropriate pricing systems for accurate and complete pricing.

[Don't see what you're looking for?](#)

Don't see what you're looking for?

# Legacy – Customizable Search

## Customizable Search

By Selecting “[View Additional Care Pack Options](#)” or “[Don't see what you are looking for?](#)” HP CPC 2.0 provides the ability to fully customize your Care Pack selection and change the format by which the offerings are listed.

- 1 Modify your search by utilizing the Refine By filter set.
  - This allows you to customize your Care Pack parameters by Geography, Coverage Window, Response Time, Support Type, etc.

Note: SKU #'s and list pricing available for all countries selected

- 2 Care Pack Details - Switch between tabs to view more information and Care Pack specifications.
  - Overview
  - Specs (Care Pack specifications)
  - Files (Data sheet, Terms and Conditions)
  - Hardware (compatible products covered by this HP Care Pack Service)

- 3 Customize Your View
  - This allows you to change the format by which the Care Pack results are presented

The screenshot displays the HP Care Pack Central 2.0 interface. At the top, there's a search bar with 'L335 Printer and Cutter' entered. Below the search bar, the product name 'L335 PRINTER AND CUTTER' is shown. A 'Refine By' sidebar on the left lists filters like Geography, Coverage window, Response time, Support type, Eligible Options, Duration, and Warranty coverage. The main area shows a grid of care pack options with their respective prices and 'Add to compare' buttons. The first option is U9PN8E (HP 2 year Next Business Day Onsite HW Support w/Defective Media Retention for Print Cut Latex335) priced at 2336 USD (US). The second is U9PP2PE (HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335) priced at 2454 USD (US). The third is U9UK5E (HP Installation and Training Service for Low Volume Latex Printer and Cutter 1xx/3xx/5x0 P and C) priced at 1365 USD (US). The fourth is U9PP0E (HP 2 year Parts Coverage Hardware Support w/DMR for Print Cut Latex 335) priced at 1402 USD (US). The fifth is U9PP4PE (HP 1 year Post Warranty Parts Coverage Hardware Support w/DMR for PrintCut Latex 335) priced at 1472 USD (US). The sixth is U22RZPE (HP 2 year Post Warranty Plus Service Plan w/DMR for HP Latex 335 P and C) priced at 6454 USD (US). A 'Compare Care Packs (0 of 4)' button is visible at the top right.



# Legacy – Customize Your View - Expanded

An alternate list view or classic table view are also available

HP Care Pack Central 2.0

Enter Hw/Sw number, serial number, product model name or Care Pack SKU

L335 Printer and Cutter

L335 PRINTER AND CUTTER

COUNTRY/REGION SELECTED: UNITED STATES

Sort by Recommended

Refine By

- Geography
- Coverage window
- Response time
- Support type
- Eligible Options
- Duration
- Warranty coverage

Compare Care Packs (0 of 4)

**U9PN8E**

HP 2 year Next Business Day Onsite HW Support w/Defective Media Retention for Print Cut Latex335

Info Specs Files Hardware

OVERVIEW

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day[1] Onsite Service with Defective Media Retention, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support available the next day, help is there when you need it –so you can get back to work.

2336 USD (US)

Add to compare

**U9PP2PE**

HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335

Info Specs Files Hardware

OVERVIEW

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day[1] Onsite Service with Defective Media Retention, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support available the next day, help is there when you need it –so you can get back to work.

2454 USD (US)

Add to compare

**U9UK5E**

HP Installation and Training Service for Low Volume Latex Printer and Cutter 1xx/3xx/5x0 P and C

Info Specs Files Hardware

HP Care Pack Central 2.0

Enter Hw/Sw number, serial number, product model name or Care Pack SKU

L335 Printer and Cutter

L335 PRINTER AND CUTTER

COUNTRY/REGION SELECTED: UNITED STATES

Sort by Recommended

Refine By

- Geography
- Coverage window
- Response time
- Support type
- Eligible Options
- Duration
- Warranty coverage

Compare Care Packs (0 of 4)

Compare	SKU	Description	Price
<input type="checkbox"/>	U9PN8E	HP 2 year Next Business Day Onsite HW Support w/Defective Media Retention for Print Cut Latex335	2336 USD (US)
<input type="checkbox"/>	U9PP2PE	HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335	2454 USD (US)
<input type="checkbox"/>	U9UK5E	HP Installation and Training Service for Low Volume Latex Printer and Cutter 1xx/3xx/5x0 P and C	1365 USD (US)
<input type="checkbox"/>	U9PP0E	HP 2 year Parts Coverage Hardware Support w/DMR for Print Cut Latex 335	1402 USD (US)
<input type="checkbox"/>	U9PP4PE	HP 1 year Post Warranty Parts Coverage Hardware Support w/DMR for PrintCut Latex 335	1472 USD (US)
<input type="checkbox"/>	U22RZPE	HP 2 year Post Warranty Plus Service Plan w/DMR for HP Latex 335 P and C	6454 USD (US)
<input type="checkbox"/>	U42GFE	HP Installation Service for LV Latex Printer and Cutter 1xx/3xx/5x0/6x0 P and C (no training)	899 USD (US)
<input type="checkbox"/>	U22RXE	HP 3 year Plus Service Plan w/DMR for HP Latex 335 P and C (In Warranty)	6211 USD (US)
<input type="checkbox"/>	U67U1E	HP Excessive Installation Service LV Latex (NASPO Only)	2000 USD (US)
<input type="checkbox"/>	U06A2E	HP 2 year Plus Service Plan w/DMR for HP Latex 335 P and C (In Warranty)	3318 USD (US)
<input type="checkbox"/>	U42VGE	HP 4 year Parts Coverage Hardware Support w/DMR for Latex 335 Print and Cut (InWarranty)	3936 USD (US)
<input type="checkbox"/>	U9PQ1E	HP 4 year Plus Service Plan w/DMR for HP Latex 335 P and C (In Warranty)	8459 USD (US)



# Modular Experience – Care Pack Selection / Identification

## Care Pack Selection / Identification in HP CPC 2.0 Modular Experience

Once you have identified your HP Commercial PC hardware product, HPCare Pack Central 2.0 provides 3 methods to accurately identify and select the appropriate Care Pack to meet your specific customers' needs.

### 1 Method 1: Guided Search - Recommendations

Guided Search provides the top 3 recommended HP Care Packs that are compatible with your HP hardware. The Care Pack offerings have been carefully selected by HP product specialists. At this point you also have the option to add additional HP services such as ADP, Travel Support, and DMR (additional available services vary depending on the family).

### 2 Method 2: Guided Search – Build Your Own

This option allows you to choose the support services that are optional add-ons for your selected HP commercial PC. Go beyond standard device warranties with enhanced support that meets your business needs.

### 3 Method 3: Advanced Search

If you want to customize your search or see the complete set of Care Pack offerings, select Advanced Search and refine your results using customizable views and filters.

### About Standalone services

4

Supplement your support with custom options that enable your anywhere workforce.

#### Notes:

- Modular experience is only available for HP Commercial PC HW products for single country searches.

HP ELITEBOOK 7XX/8XX G10-1/1/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

QUICK LINKS

What's new in Modular Experience? Watch this video  
HP Care Service Definitions  
Terms & Conditions  
FAQ  
Provide Feedback

Step 1: Pick your service

Advanced Search

HP EliteBook 7xx/8xx G10-1/1/0 Warranty

Export Cart →

MY SELECTED SERVICES \$0

Recommendations Build your own

PREMIUM Onsite repair

HP 3 year Next Business Day Response Onsite Notebook Hardware Support

U4391E

✓ Support type: Onsite repair  
✓ Response time: Next business day response  
✓ Coverage window: Standard workdays - 9 hours  
✓ Place of service: Onsite  
✓ Service method: Onsite repair  
✓ Warranty coverage: In warranty  
✓ Care Pack type: Electronic  
✓ Additional information: Excludes external monitor  
✓ Service type: ELECTRONIC CARE PACK  
✓ Care Pack Subtype: BASE  
✓ Product type: Care Pack

Select \$175

PREMIUM+ Active Care

HP 3 year Active Care Next Business Day Response Onsite Notebook Hardware Support

U09XDE

✓ Support type: Active Care  
✓ Response time: Next business day response  
✓ Coverage window: Standard workdays - 9 hours  
✓ Place of service: Remote and Onsite  
✓ Service method: Onsite and Predictive Support  
✓ Warranty coverage: In warranty  
✓ Care Pack type: Electronic  
✓ Service type: ELECTRONIC CARE PACK  
✓ Care Pack Subtype: BASE  
✓ Product type: Care Pack

Select \$257

Step 2: Expand your service (Add-ons)

Add-ons

Step 3: Stand-Alone services

Stand-Alone services

Software services Stand-Alone options

# Modular Experience – Guided Search - Recommendations

The **Recommendations Guided Search** allows for a “flexible” approach to finding the best Care Packs for customer’s needs.

Users can select from:

- 1 Recommended service levels
- 2 Eligible add-on options
  - Add additional services such as ADP, DMR, or Travel Support.
- 3 Browse the different standalone categories and add the desired ones to My Service Cart
- 4 Export the content of My Service Cart
  - Select PDF or Excel options to export and download your selected Care Packs for offline viewing.
- 5 See results
  - This returns the HP Care Packs based on the criteria you have selected along with SKU# and list price.

HP ELITEBOOK 7XX/8XX G10-1/1/O WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

QUICK LINKS  
What's new in Modular Experience? Watch this video  
HP Care Service Definitions  
Terms & Conditions  
FAQ  
Provide Feedback

Step 1: Pick your service

Advanced Search

HP EliteBook 7xx/8xx G10-1/1/O Warranty

Export Cart

MY SELECTED SERVICES \$326

- REMOVE HP 3 year Active Care Next Business Day Response Onsite \$257
- REMOVE HP 3 Year Absolute Control - 1-2499 Unit Volume Service \$69

1

2

3

4

5

7

# Modular Experience – Guided Search – Build Your Own

The **Build Your Own Guided Search** offers a flexible approach to choose the support services that are optional add-ons for your selected HP commercial PC.

Users can select from:

- 1 Available base Care Packs (selecting among different durations)
- 2 Eligible add-on options
  - Add additional services such as ADP, DMR, or Travel Support.
- 3 Browse the different standalone categories and add the desired ones to My Service Cart
- 4 Export the content of My Service Cart
  - Select PDF or Excel options to export and download your selected care packs for offline viewing.
- 5 See results
  - This returns the HP Care Packs based on the criteria you have selected along with SKU# and list price.

HP ELITEBOOK 7XX/BXX G10- 1/1/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

QUICK LINKS  
What's new in Modular Experience? Watch this video  
HP Care Service Definitions  
Terms & Conditions  
FAQ  
Provide Feedback

Step 1: Pick your service

Advanced Search

HP EliteBook 7xx/Bxx G10- 1/1/0 Warranty

Export Cart

MY SELECTED SERVICES \$458

UNLINK HP 3 year Next Business D... \$363

UNLINK HP 3 Year Absolute Resilie... \$95

Onsite repair

HP 3 year Next Business Day Response Onsite Notebook Hardware Support

Offsite repair

HP 3 year Pickup and Return Notebook Hardware Support

Active Care

HP 3 year Active Care Next Business Day Response Onsite Notebook Hardware Support

3 years \$175  
4 years \$359  
5 years \$486

3 years \$76  
4 years \$247  
5 years \$346

3 years \$257  
4 years \$377  
5 years \$509

Step 2: Expand your service (Add-ons)

Add-ons

Accidental Damage Protection 3 years  
Defective Media Retention 3 years

Step 3: Stand-Alone services

Stand Alone services

Software services Stand-Alone options

Absolute services Priority services

Absolute control Absolute resilience Absolute visibility

UNLINK HP 3 Year Absolute Resilience for Education - For Service Guarantees Regions Only \$111 Remove Add

UNLINK HP 3 Year Absolute Resilience - United States Federal Government Only Service \$95 Remove Added

UNLINK HP 3 years Absolute Resilience - 1-2499 Unit Volume Service \$129 Remove Add

# Modular Experience – Search Results

## Care Pack Results

Once you have selected “See Results” the following page is returned with the following information:

- 1 Main Care Pack Description
- 2 Country Price
- 3 SKU #
- 4 Information and Specs
- 5 Same details for all standalone Care Packs selected

## Don't see what you are looking for?

Selecting this will allow you to manually configure your Care Pack with the “Advanced Search” option

CONFIGURATOR RESULTS [Export Data](#)

HP ELITEBOOK 7XX/8XX G10- 1/1/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

**1** **SELECTED OPTIONS**

Onsite repair - 3 years  
HP 3 year Next Business Day Response Onsite w/Accidental Damage Protection NB HW Supp

Accidental Damage Protection  
Accidental Damage Protection allows the customer to avoid out-of-pocket repair or replacement costs caused by accidents such as drops, spills or electrical surges. Refer to local datasheet for detailed coverage

TOTAL: 363 USD (US) **2**

**3** **CARE PACK DETAILS**

SKU #UC282E  
Onsite repair

**4** Info Specs Files Hardware

**OVERVIEW**  
When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Onsite Service[1] with Accidental Damage Protection, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support, help is there when you need it—so you can get back to work.

**FEATURES**  
Remote problem diagnosis and support  
Onsite hardware support[1]  
Replacement parts and materials included  
Escalation management  
Access to electronic support information and tools

**5** **STAND-ALONE CARE PACK DETAILS**

SKU #UBUK8E  
Protection services

Info Specs Files

**OVERVIEW**  
Absolute Resilience is the most popular edition of the Absolute platform. The capabilities of Absolute Resilience span IT asset intelligence, automated endpoint hygiene, and continuous compliance, providing the power to see, manage, and secure every endpoint, everywhere[1]

**FEATURES**  
All Visibility and Control features  
Self-heal critical third-party apps[2]  
Remotely scan for sensitive files  
Run PowerShell or BASH scripts on any device  
Investigation and recovery services[2]

Please note: Prices displayed here are for reference purposes only. Please refer to the appropriate pricing systems for accurate and complete pricing.

[Don't see what you're looking for?](#)

Don't see what you're looking for?

# Modular Experience – Advanced Search

## Advanced Search

By Selecting “Advanced Search” or “Don’t see what you are looking for?” HP CPC 2.0 provides the ability to see all compatible Care Packs for your HP hardware product.

- 1 Modify your search by utilizing the Refine By filter set.
  - This allows you to customize your Care Pack parameters by Coverage Window, Response Time, Support Type, etc.
- 2 Browse all compatible Care Packs with your product in a paginated fashion
  - 2.1 Sort the list of compatible Care Packs with different with one of the options available
- 3 Browse the different standalone categories and add the desired ones to My Service Cart
- 4 My Service Cart
  - This allows you to see your selected services at a glance and export them for offline viewing

HP ELITEBOOK 7XX/8XX G10-1/1/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

QUICK LINKS  
What's new in Modular Experience?  
Watch this video  
HP Care Service Definitions  
Terms & Conditions  
FAQ  
Provide Feedback

Compatible Care Packs [Export Data](#) Compare Care Packs (0 of 4)

Compare	SKU	Description	Price	
<input type="checkbox"/>	U4391E	HP 3 year Next Business Day Response Onsite Notebook Hardware Support	175 USD (US)	Add
<input type="checkbox"/>	U09XDE	HP 3 year Active Care Next Business Day Response Onsite Notebook Hardware Support	257 USD (US)	Add
<input type="checkbox"/>	U52WBE	HP 4 year Active Care Next Business Day Response Onsite Notebook Solution Support	537 USD (US)	Add
<input type="checkbox"/>	U711LPE	HP 1y PW Active Care Next Business Day Response Onsite w/1x DLE NB HW Supp	659 USD (US)	Add
<input type="checkbox"/>	UJ334E	HP 4 year Next Bus Day Response Onsite w/Defective Media Retention/Travel Coverage NB HW Supp	419 USD (US)	Add
<input type="checkbox"/>	UC282E	HP 3 year Next Business Day Response Onsite w/Accidental Damage Protection NB HW Supp	363 USD (US)	Add
<input type="checkbox"/>	UC283E	HP 4 year Next Business Day Response Onsite w/Accidental Damage Protection NB HW Supp	568 USD (US)	Add
<input type="checkbox"/>	U52WFE	HP 4 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB SOLU Supp	577 USD (US)	Add
<input type="checkbox"/>	U52WQE	HP 3 year Next Business Day Response Onsite w/Defective Media Retention NB Solution Support	372 USD (US)	Add
<input type="checkbox"/>	U42DJE	HP 5y Active Care NBD ONS w/Accidental Damage Protection/Defective Media Retention NB HW Supp	925 USD (US)	Add
<input type="checkbox"/>	U52WGE	HP 5 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB SOLU Supp	793 USD (US)	Add
<input type="checkbox"/>	UC911E	HP 5 year Next Business Day Response Onsite w/Travel Coverage Notebook Hardware Support	513 USD (US)	Add

Refine By ⓘ

- Coverage window
- Response time
- Support type
- Eligible Options
- Duration
- Warranty coverage

HP EliteBook 7xx/8xx G10-1/1/0 Warranty [Export Cart](#) [→](#)

MY SELECTED SERVICES \$363

- U09XDE HP 3 year Active Care ... \$257
- U52WBE HP 3 years Priority Ma... \$106

Stand-Alone services

Stand-Alone services

Software services Stand-Alone options

Absolute services Priority services

U52WBE HP 3 years Priority Management PC 5000+ seats SVC for PPS-PC \$106 [Remove](#) [Added](#)

# Export Data

## Export Data

Select one of the different export options available in HP CPC 2.0 by using the “Export Data” or “Export Cart” button and choose from the PDF or Excel options to export and download your search results for offline viewing.

HP ELITEBOOK 7XX/8XX G10- 3/3/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

QUICK LINKS

What's new in Modular Experience?  
[Watch this video](#)  
[HP Care Service Definitions](#)  
[Terms & Conditions](#)  
[FAQ](#)  
[Provide Feedback](#)

Sort by Recommended

Refine By

- Coverage window
- Response time
- Support type
- Eligible Options
- Duration
- Warranty coverage

Compatible Care Packs

Compare	SKU	Description	Price	Action
<input type="checkbox"/>	U4414E	HP 3 year Next Business Day Response Onsite Notebook Hardware Support	190 USD (US)	Add
<input type="checkbox"/>	U02KRE	HP 3 year Active Care Next Business Day Response Onsite Notebook Hardware Support	98 USD (US)	Add
<input type="checkbox"/>	U17YNE	HP 3 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB HW Supp	128 USD (US)	Add
<input type="checkbox"/>	U22XHE	HP 3y Active Care NBD Resp Onsite w/Defective Media Retention/Travel Coverage NB HW Supp	142 USD (US)	Add
<input type="checkbox"/>	U52YDE	HP 4 year Pickup and Return w/Accidental Damage Protection 1 Claim Notebook Solution Support	412 USD (US)	Add
<input type="checkbox"/>	U52XNE	HP 5 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB SOLU Supp	634 USD (US)	Add

Export Data (Download PDF, Download Excel)

Export Cart

HP EliteBook 7xx/8xx G10- 3/3/0 Warranty

- MY SELECTED SERVICES \$190
- U4414E HP 3 year Next Busine... \$84
- U80M8E HP 3 years Priority Ma... \$106

HP EliteBook 7xx/8xx G10- 3/3/0 Warranty

Country/region selected: United States

HP Care Pack Services Simplify, Save and Protect

Care Pack Offerings let you concentrate on core activity by delivering a strong portfolio of services to protect your IT business by safeguarding digital assets and confidential information with global consistency.

Date: Jun 6, 2024  
 Product Family Number: 17534  
 Product Family Name: HP EliteBook 7xx/8xx G10- 3/3/0 Warranty  
 Country/Region: United States

HP Care Pack Services recommendations – Compare results

**Most frequently selected HP Care Pack Services for your hardware**

Care Pack Product Number	Service Description	Local List Price
U4414E	HP 3 year Next Business Day Response Onsite Notebook Hardware Support	84 USD
U02KRE	HP 3 year Active Care Next Business Day Response Onsite Notebook Hardware Support	98 USD

**Other compatible HP Care Pack Services recommendations**

Care Pack Product Number	Service Description	Local List Price
U17YNE	HP 3 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB HW Supp	128 USD
U22XHE	HP 3y Active Care NBD Resp Onsite w/Defective Media Retention/Travel Coverage NB HW Supp	142 USD
U52YDE	HP 4 year Pickup and Return w/Accidental Damage Protection 1 Claim Notebook Solution Support	412 USD
U52XNE	HP 5 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB SOLU Supp	634 USD
U407E	HP 3 year Pickup and Return w/Defective Media Retention Notebook Hardware Support	30 USD
U87CFE	HP 4y Premium Onsite 1 time Battery Replacement	112 USD
UM236E	HP 5 year Next Business Day Response Onsite w/Accidental Damage Protection NB HW Supp	693 USD
U52XYE	HP 4 year Next Business Day Response Onsite w/Defective Media Retention NB Solution Support	400 USD
U52Y2E	HP 5 year Next Business Day Response Onsite w/Accidental Damage Protection NB Solution Support	927 USD
U711LPE	HP 1y PW Active Care Next Business Day Response Onsite w/1x DLE NB HW Supp	659 USD
UJ337E	HP 4 year Next Bus Day Response Onsite w/Defective Media Retention/Travel Coverage NB HW Supp	260 USD
UL784E	HP 3 year NBD Resp Onsite w/Accidental Damage Protection/Defective Media Retention NB HW Supp	234 USD
U420KE	HP 3y Active Care NBD ONS w/Accidental Damage Protection/Defective Media Retention NB HW Supp	248 USD
U52XHE	HP 3 year Active Care Next Business Day Response Onsite Notebook Solution Support	197 USD
U7864E	HP 5 year Next Business Day Response Onsite w/Travel Coverage Notebook Hardware Support	354 USD
U17Y5E	HP 3 year Active Care Next Business Day Response Onsite w/Travel Coverage NB HW Supp	112 USD
U22XKE	HP 5y Active Care NBD Resp Onsite w/Defective Media Retention/Travel Coverage NB HW Supp	427 USD
U7863E	HP 4 year Next Business Day Response Onsite w/Travel Coverage Notebook Hardware Support	220 USD
U4418E	HP 3 year Next Business Day Response Onsite w/Travel Coverage Notebook Hardware Support	98 USD
U7115E	HP 4y Active Care Next Business Day Response Onsite w/1x DLE NB HW Supp	734 USD
U52XTE	HP 3 year Next Business Day Response Onsite Notebook Solution Support	183 USD
UC284E	HP 4 year Next Business Day Response Onsite w/Accidental Damage Protection NB HW Supp	409 USD
U420LE	HP 4y Active Care NBD ONS w/Accidental Damage Protection/Defective Media Retention NB HW Supp	467 USD
UE337E	HP 5 year Next Business Day Response Onsite w/Defective Media Retention NB HW Supp	377 USD
UQ831E	HP 3 year NBD Resp Onsite w/Accidental Damage Protection/Travel Coverage NB HW Supp	218 USD
UQ832E	HP 3y NBD ONS w/Travel Coverage/Accidental Damage Protection/Defective Media Retention NB HW Supp	248 USD
U52Y5E	HP 5 year NBD Onsite w/Accidental Damage Protection/Defective Media Retention NB SOLU Supp	977 USD
U4428E	HP 3 year Pickup and Return w/Accidental Damage Protection Notebook Hardware Support	120 USD
U7868E	HP 4 year Pickup and Return Notebook Hardware Support	88 USD

# Compare Care Packs

## Compare Care Packs

- 1 Use the Add to Compare or the Compare check box to select the Care Packs (up to 4 at a time) for which you want to compare details and specification
- 2 Click Compare Care Packs for a side-by-side comparison view
- 3 Select Export Data and choose a PDF or Excel option to export and download for offline viewing

HP ELITEBOOK 7XX/8XX G10- 3/3/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

QUICK LINKS  
 What's new in Modular Experience?  
 Watch this video  
 HP Care Service Definitions  
 Terms & Conditions  
 FAQ  
 Provide Feedback

Compatible Care Packs Export Data Compare Care Packs (2 of 4)

Compare	SKU	Description	Price	
<input checked="" type="checkbox"/>	U4414E	HP 3 year Next Business Day Response Onsite Notebook Hardware Support	84 USD (US)	Add
<input checked="" type="checkbox"/>	U02KRE	HP 3 year Active Care Next Business Day Response Onsite Notebook Hardware Support	98 USD (US)	Add
<input type="checkbox"/>	U17YNE	HP 3 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB HW Supp	128 USD (US)	Add
<input type="checkbox"/>	U22XHE	HP 3y Active Care NBD Resp Onsite w/Defective Media Retention/Travel Coverage NB HW Supp	142 USD (US)	Add
<input type="checkbox"/>	U52YDE	HP 4 year Pickup and Return w/Accidental Damage Protection 1 Claim Notebook Solution Support	412 USD (US)	Add
<input type="checkbox"/>	U52XNE	HP 5 year Active Care Next Business Day Response Onsite w/Defective Media Retention NB SOLU Supp	634 USD (US)	Add

HP EliteBook 7xx/8xx G10- 3/3/0 Warranty  
 MY SELECTED SERVICES \$0

Modular Experience

L335 PRINTER AND CUTTER

COUNTRY/REGION SELECTED: UNITED STATES

Sort by Recommended Export Data

Refine By

	U9PN8E	U9PP2PE	U9UK5E
Geography	HP 2 year Next Business Day Onsite HW Support w/Defective Media Retention for Print Cut Latex335	HP 1 yr Post Warranty Next Business Day Onsite Hardware Support w/DMR for Print Cut Latex335	HP Installation and Training Service for Low Volume Latex Printer and Cutter 1xx/3xx/5x0 P and C
Coverage window			
Response time			
Support type			
Eligible Options			
Duration			
Warranty coverage			
	<input checked="" type="checkbox"/> Add to compare	<input type="checkbox"/> Add to compare	<input checked="" type="checkbox"/> Add to compare

Info Specs Files Hardware

OVERVIEW

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day(1) Onsite Service with Defective Media Retention, and vastly improve your product uptime.

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day(1) Onsite Service with Defective Media Retention, and vastly improve your product uptime.

There's no additional information available for this Care Pack.

Legacy

HP ELITEBOOK 7XX/8XX G10- 3/3/0 WARRANTY

COUNTRY/REGION SELECTED: UNITED STATES

	U4414E	U02KRE
Support type	Onsite repair	Active Care
Duration	3 years	3 years
Response time	Next business day response	Next business day response
Coverage window	Standard workdays - 9 hours	Standard workdays - 9 hours
Place of service	Onsite	Remote and Onsite
Service method	Onsite repair	Onsite and Predictive Support
Warranty coverage	In warranty	In warranty
Care Pack type	Electronic	Electronic
Additional information	Excludes external monitor	-
Service type	ELECTRONIC CARE PACK	ELECTRONIC CARE PACK
Additional support option	-	Device Health Monitoring, Predictive Analytics Dashboard, Proactive Issue Prevention
Countries/Regions Available	United States	United States
Price	84 USD (US)	98 USD (US)
	<a href="#">View Detail (U4414E)</a>	<a href="#">View Detail (U02KRE)</a>

Export Data

Please note: Prices displayed here are for reference purposes only. Please refer to the appropriate pricing systems for accurate and complete pricing.





# Thank You

---





© Copyright 2024 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA8-4263ENW, June 2024