



# Care Pack Services for Workstations



Z1 G3



Z4, Z6, Z8 G4



Z2 Mini G3

Z1 / Z2 / Z2 Mini  
Z2xx / Z4 / Z4xx  
EliteDesk 800  
Workstation Edition      Z6 / Z6xx  
Z8 / Z8xx



EliteDesk 800 G4  
Workstation Edition



Z6 G4



Z4 G4



Z840, Z640, Z440



Care Packs are part of HP Care

Base Warranty Years (Parts/Labor/Onsite)	3/3/3	3/3/3
Description	Part number	
<b>Next Business Day Onsite (NBD)</b>		
HP 3 yr NBD Onsite Optl CSR DT/WS Only HW support	U1G59E	UE379E
HP 4 yr NBD Onsite WS Only HW support	U1G37E	U7942E
HP 5 yr NBD Onsite WS Only HW support	U1G39E	U7944E
<b>Next Business Day Onsite with Defective Media Retention (DMR)</b>		
HP 3 yr NBD Onsite + DMR WS Only support	U1G55E	UE342E
HP 4 yr NBD Onsite + DMR WS Only support	U1G56E	UE343E
HP 5 yr NBD Onsite + DMR WS Only support	U1G57E	UE344E
<b>Next Business Day Onsite with Accidental Damage Protection (ADP)</b>		
HP 3 yr NBD Onsite + ADP G2 WS Only support	U0A88E	U0A86E
HP 4 yr NBD Onsite + ADP G2 WS Only support	U0A89E	U0A87E
HP 5 yr NBD Onsite + ADP G2 WS Only support	U1G62E	UF239E
<b>Next Business Day Onsite with Accidental Damage Protection and Defective Media Retention</b>		
HP 3 yr NBD Onsite + ADP G2 + DMR WS Only support	U9WU5E	U9WU8E
HP 4 yr NBD Onsite + ADP G2 + DMR WS Only support	U9WU6E	U9WU9E
HP 5 yr NBD Onsite + ADP G2 + DMR WS Only support	U9WU7E	HL565E
<b>Same Day 4-Hour Response** See validation note on next page</b>		
HP 3 yr 4-Hour 9x5 Onsite WS Only HW support	U1G26E	U4873E
HP 4 yr 4-Hour 9x5 Onsite WS Only HW support	U1G41E	U7946E
HP 5 yr 4-Hour 9x5 Onsite WS Only HW support	U1G43E	U7948E
HP 5 yr 4-Hour 13x5 Onsite WS Only HW support	U1G35E	U7940E
HP 3 yr 4-Hour 24x7 Onsite WS Only HW support	U1G28E	U4875E
HP 4 yr 4-Hour 24x7 Onsite WS Only HW support	U1G45E	U7950E
HP 5 yr 4-Hour 24x7 Onsite WS Only HW support	U1G47E	U7952E
<b>Same Day 4-Hour Response with Defective Media Retention** See validation note on next page</b>		
HP 3 yr 4-Hour 9x5 Onsite + DMR WS Only HW support	U1G79E	UL833E
HP 4 yr 4-Hour 9x5 Onsite + DMR WS Only HW support	U1G80E	UL834E
HP 5 yr 4-Hour 9x5 Onsite + DMR WS Only HW support	U1G81E	UL835E
HP 3 yr 4-Hour 13x5 Onsite + DMR WS Only HW support	U1G85E	UL839E
HP 4 yr 4-Hour 13x5 Onsite + DMR WS Only HW support	U1G86E	UL840E
HP 5 yr 4-Hour 13x5 Onsite + DMR WS Only HW support	U1G87E	UL841E
HP 3 yr 4-Hour 24x7 Onsite + DMR WS Only HW support	U1G88E	UL842E
HP 4 yr 4-Hour 24x7 Onsite + DMR WS Only HW support	U1G89E	UL843E
HP 5 yr 4-Hour 24x7 Onsite + DMR WS Only HW support	U1G90E	UL844E

## Care Pack Services for Workstations - *continued*

Z1 / Z2 / Z2 Mini  
Z2xx / Z4 / Z4xx  
EliteDesk 800  
Workstation Edition

Z6 / Z6xx  
Z8 / Z8xx



Z8 G4

Base Warranty Years (Parts/Labor/Onsite)	3/3/3	3/3/3
Description	Part number	
<b>Post Warranty</b>		
HP 1 yr Post-Warranty NBD Onsite WS Only HW support	U1G24PE	U4867PE
HP 1 yr Post-Warranty NBD Onsite + DMR WS Only support	U1G23PE	HP708PE
HP 1 yr Post-Warranty 4-Hour 9x5 Onsite WS Only HW support	U1G29PE	U4877PE
HP 1 yr Post-Warranty 4-Hour 24x7 Onsite WS Only HW support	U1G32PE	U6585PE
<b>Remote Graphics Software Support - Workstations*</b>		
HP 1 yr 24x7 Remote Graphics Software Tech Support	UC267E	UC267E
HP 1 yr 9x5 Remote Graphics Software Tech Support	UC268E	UC268E
<b>Warranty and Service upgrades - Hard Drive Recovery Services</b>		
HP 3 yr 9x5 Recover Hard Disk Data Workstation Service	UE372E	UE372E
HP 3 yr Recover & Restore Hardware Onsite Only	U9AN7E	U9AN7E

\*HP recommends one Care Pack for every 200 RGS users. May not be available in all countries.

With every Care Pack purchase, customers get Onshore Support, assistance from knowledgeable technical experts

**\*\*VALIDATION REQUIREMENT:** 4 Hour Response Services require travel zone validation by postal code prior to selling this service to a customer to ensure HP can deliver the service level. This service level may be provided in Zones 0-3 with no issues; Zone 4 has delayed response time of 8 hours if available in the geographical location. Addresses outside of Travel Zones 4 are not eligible to receive this service level. Please contact your Inside Sales Representative or Partner Business Manager (PBM) for assistance.

## Care Pack Services for Z Displays



Z22n

Z27x G2

Z43

Zvr

	Standard Display Size up to 22"	Large Display Size (23" to 29")	Extra Large Display Size (30"+)	Zvr 3D Display
Base Warranty Years (Parts/Labor/Onsite)	3/0/0	3/0/0	4/0/0	3/0/0
Description	Part number			
<b>Advanced Exchange - Standard Monitor</b>				
HP 4 yr NBD Adv Exchg Standard Monitor HW support	U0J10E			
HP 5 yr NBD Adv Exchg Standard Monitor HW support	U0J11E			
HP 1 yr PW NBD Adv Exchange Monitor HW support	U0J16PE			
<b>Advanced Exchange - Large Monitor</b>				
HP 4 yr NBD Adv Exchange Large Monitor HW support		U0J12E		
HP 5 yr NBD Adv Exchange Large Monitor HW support		U0J13E	U9WU4E	
HP 1 yr PW NBD Adv Exchange Monitor HW support		U0J16PE		
<b>Advanced Exchange - X-Large Monitor</b>				
HP 4 yr NBD Adv Exchg X-Large Monitor HW support			U0J14E	
HP 5 yr NBD Adv Exchg X-Large Monitor HW support			U0J15E	
HP 1 yr PW NBD Adv Exchange Monitor HW support			U0J16PE	
<b>NBD Onsite - 3D Monitor</b>				
HP 4 yr NBD Onsite 3D Monitor HW support				U8KY3E
HP 5 yr NBD Onsite 3D Monitor HW support				U8KY4E
HP 1 yr PW NBD 3D Monitor HW support				U8KY5PE

## Standard warranty and service definitions:

**Next Business Day Onsite:** Deploys an authorized HP representative onsite by the next business day (Monday– Friday) after the call is logged to perform repairs or replace the unit. HP will determine if the defect can be repaired remotely by the use of customer self-replaceable part, or by a service call to customer location.

**Accidental Damage Protection (ADP):** Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damage or broken liquid crystal displays (LCDs) or broken parts. Accidental Damage Protection does not cover loss, theft, damage due to auto accidents or fire. Repair may be performed offsite or onsite.

**Defective Media Retention (DMR):** DMR allows customers to retain their malfunctioning drive while their defective drive is replaced.

**13x5 4-Hour Response:** 13x5 4-Hour Response provides same day support 13 hours (8 am to 9 pm), 5 days a week, excluding HP holidays. The 4-hour response time is measured during the coverage window only. For service requests received after 5 pm local time, the response time will be carried over to the next coverage window.

**24x7 4-Hour Response:** 24x7 4-Hour Response provides same day support 24 hours per day, Monday through Sunday including HP holidays. An HP authorized representative will arrive at the customer's site any time and day of the year to begin hardware maintenance service within 4 hours of the service request being logged.

**HP Recover & Restore:** HP Recover & Restore, part of HP Care, allows you to rest assured. If the unthinkable happens, be certain that HP will:

- Recover your lost data
- Restore your Operating System
- Provide you with the software support you need

**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.

**Remote Graphics SW Tech Support (RGS):** HP RGS is software developed and sold by HP Inc. It allows engineers, animators, and scientists to use all the performance, files, and applications on their workstation even when they are away from that workstation. It is a remote desktop tool on steroids for high end workstation users.

Learn more about RGS at:  
[www.brainshark.com/hpws/HPRGS](http://www.brainshark.com/hpws/HPRGS)

The software only carries a 90 day warranty. The RGS Support Care Pack extends the support up to one year.

### Post Warranty Care Pack Rules:

- 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).

With every Care Pack purchase, customers get Onshore Support, assistance from knowledgeable technical experts

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

North America HP Care Customer Support:  
1-844-732-9070

US Support: <https://support.hp.com/us-en>

Canada Support: <https://support.hp.com/ca-en/contact-hp>

Questions regarding NA Care Pack registration assistance:  
[SRG@hp.com](mailto:SRG@hp.com) or 1-800-407-6210



Care Packs are  
part of HP Care

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](http://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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