



# Care Pack Services for HP ZBook Mobile Workstations

Care Packs are part of HP Care



HP ZBook 14u G5 & ZBook 15u G5



HP ZBook Studio x360 G5



HP ZBook 17 G5



HP ZBook Studio G5

HP ZBook 15 G3/G4,  
HP ZBook 15u G3,  
HP ZBook 15u G4  
(with FPR)

HP ZBook 17  
G3/G4,  
HP ZBook  
Studio G3/G4\*

HP ZBook  
15v G5

HP ZBook  
14u G4/G5  
15u G5, 17 G5  
15 G5, Studio G5  
Studio x360 G5

HP ZBook x2 G4  
Detachable

Base Warranty (Parts/Labor/Offsite)	3/3/3	3/3/3	1/1/0	3/3/0	3/3/0
<b>Warranty and Service upgrades - Pick Up &amp; Return (PUR)</b>					
HP 2 year Pick up & Return Notebook Only Service				UE323E	
HP 3 year Pick up & Return Notebook Only Service				U4395E	
HP 4 year Pick up & Return Notebook Only Service					U7868E U7868E
HP 5 year Pick up & Return Notebook Only Service				U7869E	U7869E
<b>Warranty and Service upgrades - Next Business Day Onsite (NBD)</b>					
HP 1 year Next Business Day Onsite Hardware Support for Notebooks				U4389E	
HP 2 year Next Business Day Onsite Hardware Support for Notebooks				UQ859E	
HP 3 year Next Business Day Onsite Hardware Support for Notebooks				U4391E	U4414E U4414E
HP 4 year Next Business Day Onsite Hardware Support for Notebooks	UF633E	UF633E		U7860E	U7860E
HP 5 year Next Business Day Onsite Hardware Support for Notebooks	UF635E	UF635E		U7861E	U7861E
<b>Warranty and Service upgrades - with Accidental Damage Protection (ADP)</b>					
HP 1 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks				U4399E	
HP 2 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks				UQ855E	
HP 3 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks				U4400E	U4428E U4428E
HP 4 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks					U9586E U9586E
HP 5 year Pick Up & Return Hardware Support w/Accidental Damage Protection G2 for Notebooks				UF223E	UF223E
HP 1 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks				UC278E	
HP 2 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks				UQ861E	
HP 3 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	UF631E	UF631E	UC282E	UC279E	UC279E
HP 4 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	UG838E	UG838E		UC284E	UC284E
HP 5 year NBD Onsite HW Support w/Accidental Damage Protection G2 for Notebooks	UG843E	UG843E		UM236E	UM236E
<b>Warranty and Service upgrades - with Defective Media Retention (DMR)</b>					
HP 1 year Pick Up & Return Hardware Support w/Defective Media Retention for Notebooks				UJ403E	
HP 2 year Pick Up & Return Hardware Support w/Defective Media Retention for Notebooks				UQ854E	
HP 3 year Pick Up & Return Hardware Support w/Defective Media Retention for Notebooks				UJ404E	UJ407E UJ407E
HP 4 year Pick Up & Return Hardware Support w/Defective Media Retention for Notebooks					UJ408E UJ408E
HP 5 year Pick Up & Return Hardware Support w/Defective Media Retention for Notebooks					UJ409E UJ409E
HP 1 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks				UE338E	
HP 2 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks				UQ860E	
HP 3 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks	UG840E	UG840E	UE339E	UE335E	UE335E
HP 4 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks	UG841E	UG841E		UE336E	UE336E
HP 5 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks	UG842E	UG842E		UE337E	UE337E
<b>Warranty and Service upgrades - with Accidental Damage Protection (ADP) + Defective Media Retention (DMR)</b>					
HP 1 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC				UJ410E	
HP 2 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC				UQ856E	
HP 3 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC				UJ411E	UJ414E UJ414E
HP 4 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC					UJ415E UJ415E
HP 5 year Pick Up & Return w/DMR + Accidental Damage Protection G2 NB Only SVC					UJ416E UJ416E
HP 1 year NBD Onsite Hardware Support w/ADP G2 + Defective Media Retention for Notebooks				UL740E	
HP 2 year NBD Onsite Hardware Support w/ADP G2 + Defective Media Retention for Notebooks				UQ862E	
HP 3 year NBD Onsite Hardware Support w/ADP G2 + Defective Media Retention for Notebooks	UL793E	UL793E	UL741E	UL784E	UL784E
HP 4 year NBD Onsite Hardware Support w/ADP G2 + Defective Media Retention for Notebooks	UL794E	UL794E		UL785E	UL785E
HP 5 year NBD Onsite Hardware Support w/ADP G2 + Defective Media Retention for Notebooks	UL795E	UL795E		UL786E	UL786E

\* 1/1/1 Standard Warranty when i5/non vPro selected. Look for valid Care Pack services in HP Care Pack Central.



HP ZBook 14u G5



HP ZBook 15 G5

HP ZBook 15 G3/G4, HP ZBook 15u G3, HP ZBook 15u G4 (with FPR)	HP ZBook 17 G3/G4, HP ZBook Studio G3/G4*	HP ZBook 15v G5	HP ZBook 14u G4/G5 15u G5, 17 G5 15 G5, Studio G5 Studio x360 G5	HP ZBook x2 G4 Detachable
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## Care Pack Services for HP ZBook Mobile Workstations

Warranty and Service upgrades - with Absolute					
HP 1 year Pick Up & Return HW Support w/Absolute/ADP G2 for Notebooks				U9A56E	
HP 1 year Pick Up & Return HW Support w/Absolute/ADP G2/DMR for Notebooks				U9A57E	
HP 2 year Pick Up & Return HW Support w/Absolute/ADP G2 for Notebooks				U9A58E	
HP 2 year Pick Up & Return HW Support w/Absolute/ADP G2/DMR for Notebooks				U9A59E	
HP 3 year Pick Up & Return HW Support w/Absolute/ADP G2 for Notebooks			U9A11E	U9AU4E	U9AU4E
HP 3 year Pick Up & Return HW Support w/Absolute/ADP G2/DMR for Notebooks			U9A10E	U9AU5E	U9AU5E
HP 4 year Pick Up & Return HW Support w/Absolute/ADP G2 for Notebooks				U9AV0E	U9AV0E
HP 4 year Pick Up & Return HW Support w/Absolute/ADP G2/DMR for Notebooks				U9AV1E	U9AV1E
HP 5 year Pick Up & Return HW Support w/Absolute/ADP G2 for Notebooks				U9AV6E	U9AV6E
HP 5 year Pick Up & Return HW Support w/Absolute/ADP G2/DMR for Notebooks				U9AV7E	U9AV7E
HP 1 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks			U9AN8E		
HP 1 year Next Business Day Onsite HW Support w/Absolute/ADP G2 for Notebooks			U9AN9E		
HP 1 year Next Business Day Onsite HW Support w/Absolute/ADP G2/DMR for Notebooks			U9AP0E		
HP 2 year Next Business Day Onsite HW Support w/Absolute for Notebooks			U9AP1E		
HP 2 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks			U9AP2E		
HP 2 year Next Business Day Onsite HW Support w/Absolute/ADP G2 for Notebooks			U9AP3E		
HP 2 year Next Business Day Onsite HW Support w/Absolute/ADP G2/DMR for Notebooks			U9AP4E		
HP 3 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AX5E	U9AX5E	U9AP5E	U9AU6E	U9AU6E
HP 3 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AW2E	U9AW2E	U9AP6E	U9AU7E	U9AU7E
HP 3 year Next Business Day Onsite HW Support w/Absolute/ADP G2 for Notebooks	U9AW4E	U9AW4E	U9AP7E	U9AU8E	U9AU8E
HP 3 year Next Business Day Onsite HW Support w/Absolute/ADP G2/DMR for Notebooks	U9AW5E	U9AW5E	U9AP8E	U9AU9E	U9AU9E
HP 4 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AW6E	U9AW6E		U9AV2E	U9AV2E
HP 4 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AW7E	U9AW7E		U9AV3E	U9AV3E
HP 4 year Next Business Day Onsite HW Support w/Absolute/ADP G2 for Notebooks	U9AW8E	U9AW8E		U9AV4E	U9AV4E
HP 4 year Next Business Day Onsite HW Support w/Absolute/ADP G2/DMR for Notebooks	U9AW9E	U9AW9E		U9AV5E	U9AV5E
HP 5 year Next Business Day Onsite HW Support w/Absolute for Notebooks	U9AX0E	U9AX0E		U9AV8E	U9AV8E
HP 5 year Next Business Day Onsite HW Support w/Absolute/DMR for Notebooks	U9AX1E	U9AX1E		U9AV9E	U9AV9E
HP 5 year Next Business Day Onsite HW Support w/Absolute/ADP G2 for Notebooks	U9AX2E	U9AX2E		U9AW0E	U9AW0E
HP 5 year Next Business Day Onsite HW Support w/Absolute/ADP G2/DMR for Notebooks	U9AX3E	U9AX3E		U9AW1E	U9AW1E
Warranty and Service upgrades - with Travel					
HP 2 year Travel NBD Notebook Only HW Support				UQ867E	
HP 2 year Travel NBD Onsite + DMR Notebook Only Service				UQ868E	
HP 3 year Travel NBD Notebook Only HW Support	UE380E	UE380E	UC909E	U4418E	U4418E
HP 3 year Travel NBD Onsite + DMR Notebook Only Service	UJ339E	UJ339E	UJ333E	UJ336E	UJ336E
HP 3 year Travel NBD Onsite + ADP G2 Notebook Only Service	UQ845E	UQ845E	UQ819E	UQ831E	UQ831E
HP 3 year Travel NBD w/ADP G2 + DMR Notebook Only Service	UQ846E	UQ846E	UQ820E	UQ832E	UQ832E
HP 4 year Travel NBD Notebook Only HW Support	UE381E	UE381E		U7863E	U7863E
HP 4 year Travel NBD Onsite w/DMR Notebook Only Service	UJ340E	UJ340E		UJ337E	UJ337E
HP 4 year Travel NBD Onsite w/ADP G2 Notebook Only Service	UQ847E	UQ847E		UQ833E	UQ833E
HP 4 year Travel NBD w/ADP G2 + DMR Notebook Only Service	UQ848E	UQ848E		UQ834E	UQ834E
HP 5 year Travel NBD Notebook Only HW Support	UE382E	UE382E		U7864E	U7864E
HP 5 year Travel NBD Onsite + DMR Notebook Only Service	UJ341E	UJ341E		UJ338E	UJ338E
HP 5 year Travel NBD Onsite + ADP G2 Notebook Only Service	UQ849E	UQ849E		UQ835E	UQ835E
HP 5 year Travel NBD w/ADP G2 + DMR Notebook Only Service	UQ850E	UQ850E		UQ836E	UQ836E
Warranty and Service upgrades - Battery Replacement Service					
HP 4 Year No-CSR Battery Only Replacement Pick Up & Return Service (Limited To 1 Battery) High-end	U9UW7E	U9UW7E		U9UW7E	U9UW7E
HP 4 Year No-CSR Battery Only Replacement Standard Onsite Service (Limited To 1 Battery) High-end	U9UW8E	U9UW8E		U9UW8E	U9UW8E
Warranty and Service upgrades - Recovery Services					
HP 3 year Hard Disk Data Recovery 9x5 Support for PCs	UE372E	UE372E	UE372E	UE372E	UE372E
HP PROMD 3 year OS Restoration/Data Recovery/Software Support 6 calls- HW Onsite Only	U9AN7E	U9AN7E	U9AN7E	U9AN7E	U9AN7E
Warranty and Service upgrades - Post Warranty Service** (See rules on next page)					
HP 1 year Post Warranty Pick Up & Return HW Support for Notebooks	U4426PE	U4426PE	U4397PE	U4426PE	U4426PE
HP 1 year Post Warranty NBD Onsite HW Support for Notebooks	U4416PE	U4416PE	U4393PE	U4416PE	U4416PE
HP 1 year Post Warranty NBD Onsite HW Support w/Defective Media Retention for Notebooks	HP715PE	HP715PE	HP714PE		
HP 1 year Post Warranty NBD Onsite HW Support w/Travel Coverage for Notebooks	U4420PE	U4420PE		U4420PE	U4420PE
HP 1 year Post Warranty NBD Onsite HW Support w/DMR Travel for Notebooks	UJ890PE	UJ890PE	UJ890PE	UJ890PE	UJ890PE

\* 1/1/1 Standard Warranty when i5/non vPro selected. Look for valid Care Pack services in HP Care Pack Central.

## 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.

**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.

**Absolute:** Absolute® is an adaptive endpoint security solution built into the core of HP devices. It provides you with a persistent connection to all of your endpoints and the data they contain. This means you're always in control, even if a device is off the network or in the hands of an unauthorized user. Your connection to each device provides you with the insight you need to assess risk and apply scenario-appropriate security measures.

**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.)



Care Packs are part of HP Care

## For more information

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

US HP Care Customer Support:  
[www.hp.com/go/support](http://www.hp.com/go/support) or 1-844-732-9070

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

