



# Care Pack Services for HP Z VR Backpack G1 Workstation

Care Pack, part of HP Care



Z VR Backpack



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Base Warranty (Parts/Labor/Onsite)		1/1/1
Part#	Description	
<b>Warranty and Service upgrades - Next Business Day Onsite (NBD)</b>		
UQ859E	HP 2 year NBD Onsite Hardware Support for Notebooks	•
U4391E	HP 3 year NBD Onsite Hardware Support for Notebooks	•
<b>Warranty and Service upgrades - with Accidental Damage Protection G2 (ADP)</b>		
UC278E	HP 1 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	•
UQ861E	HP 2 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	•
UC282E	HP 3 year NBD Onsite HW Support w/Accidental Damage Protection-G2 for Notebooks	•
<b>Warranty and Service upgrades - with Defective Media Retention (DMR)</b>		
UE338E	HP 1 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks	•
UQ860E	HP 2 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks	•
UE339E	HP 3 year NBD Onsite Hardware Support w/Defective Media Retention for Notebooks	•
<b>Warranty and Service upgrades - with Accidental Damage Protection + Defective Media Retention</b>		
UL740E	HP 1 year NBD Onsite Hardware Support w/ADP-G2/Defective Media Retention for Notebooks	•
UQ862E	HP 2 year NBD Onsite Hardware Support w/ADP-G2/Defective Media Retention for Notebooks	•
UL741E	HP 3 year NBD Onsite Hardware Support w/ADP-G2/Defective Media Retention for Notebooks	•
<b>Warranty and Service upgrades - with Travel</b>		
UQ867E	HP 2 year NBD Onsite Hardware Support w/Travel Coverage for Notebooks	•
UQ868E	HP 2 year Travel NBD Onsite with Defective Media Retention Notebook Only Service	•
UC909E	HP 3 year NBD Onsite Hardware Support w/Travel Coverage for Notebooks	•
UJ333E	HP 3 year NBD Onsite HW Support w/Defective Media Retention/Travel Coverage for NB	•
UQ819E	HP 3 year NBD Onsite HW Support w/Accidental Damage Protection-G2/Travel Coverage for NB	•
UQ820E	HP 3 year NBD Onsite HW Support w/ADP-G2/Defective Media Retention/Travel for NB	•
<b>Warranty and Service upgrades - Battery Replacement Service</b>		
U9UW7E	HP 4 Year No-CSR Battery Only Replacement Pick Up & Return Service - (Limit: 1 Battery) - High-end	•
U9UW8E	HP 4 Year No-CSR Battery Only Replacement Standard Onsite Service - (Limit: 1 Battery) - High-end	•
<b>Warranty and Service upgrades - Recovery Services</b>		
UE371E	HP 1 Year 9x5 Recover Hard Disk Data Service	•
UE372E	HP 3 Year 9x5 Recover Hard Disk Data Workstation Service	•
U9AN6E	HP 1 Year Recover & Restore Hardware Onsite Only Workstation (PROMO)	•
U9AN7E	HP 3 Year Recover & Restore Hardware Onsite Only (PROMO)	•



With every Care Pack purchase, customers get Onshore Support assistance from knowledgeable technical experts. HP docking stations are automatically covered by eligible HP Care Packs (Next Business Day Onsite).

## 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.

**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):** 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.

**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.

**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.

**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.)

## For more information

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

CA HP Care Customer Support: 1-844-732-9070 or  
<http://www8.hp.com/ca/en/contact-hp/business-support.html>

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

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