

## **Electronic HP Care Pack Onsite Support with Predictive Detection Alerts and Defective Media Retention Post Warranty - extended service agreement - 1 year - on-site(UJ1D9PE)**

### **Electronic HP Care Pack Onsite Support with Predictive Detection Alerts and Defective Media Retention Post Warranty - Extended service agreement - parts and labour (for low end workstation) - 1 year - on-site - 9x5 - response time: NBD - for HP Z1 G9; Workstation Z1 G1i, Z1 G9, Z2 G1a, Z2 G1i, Z2 G9**

Hewlett-Packard takes great care of its customers - that's why it provides you with reliable and high-class service to make you feel comfortable whenever you buy HP products. The company offers a full range of services and supports to make you feel even more comfortable.



## **HP Care Pack**

### **Key Selling Points**

On-site service with next business day response  
Includes parts and labor support  
Predictive Detection Alerts for proactive maintenance  
Defective Media Retention for secure handling  
Access to phone consulting and a web knowledge base

### **Product Features**

#### **Comprehensive on-site support**

This service includes on-site technical assistance, enabling rapid repairs without the need for shipping devices. With coverage for parts and labor, it ensures all necessary components can be replaced or repaired efficiently.

#### **Proactive Predictive Detection Alerts**

The Predictive Detection Alerts feature helps identify potential hardware issues before they cause significant downtime, allowing for preventive measures to be taken to maintain device functionality.

#### **Secure Defective Media Retention**

With the Defective Media Retention service, customers have the option to keep defective media securely for further analysis or disposal, enhancing data security and compliance with regulations.

#### **Accessible support resources**

Users gain access to a web knowledge base and phone consulting, providing additional resources to resolve issues independently or receive expert guidance as needed.

#### **Flexible service availability**

Available 9 hours a day, 5 days a week, the service ensures that support is provided during business hours, making it convenient to get assistance when required.

### **Main Specifications**

Product Description	Electronic HP Care Pack Onsite Support with Predictive Detection Alerts and Defective Media Retention Post Warranty - extended service agreement - 1 year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Covered Configurations	Low end workstation

Designed For

HP Z1 G9; Workstation Z1 G1i, Z1 G9, Z2 G1a, Z2 G1i, Z2 G9

## Extended Specification

### General

Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Covered Configurations	Low end workstation

### Details

Service & Support	Extended service agreement - parts and labour - 1 year - on-site - response time: NBD - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday   Technical support - phone consulting - 1 year - availability: 9 hours a day / Monday-Friday   Technical support - remote diagnosis - 1 year - availability: 9 hours a day / Monday-Friday   Product info support - web knowledge base access - 1 year   Predictive detection alerts - 1 year   Defective media retention - 1 year
-------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Compatibility Information

Designed For

HP Z1 G9 | HP Workstation Z1 G1i, Z1 G9, Z2 G1a, Z2 G1i, Z2 G9

Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet