

Protect your data while retaining control

HP Defective Media Retention service



Disposing of a defective hard drive with sensitive or confidential data is not easy. You may be required to keep the drive, which conflicts with hardware warranty agreements that require defective drives to be returned, resulting in a charge for the replacement part.

Service highlights

Security and compliance

Defective Media Retention (DMR) allows you to keep your hard drive if it is defective and requires replacement while under warranty. You maintain control of your sensitive data, and dispose of the defective media in a way that meets your security standards.

Service benefits

Protect your data

Defective Media Retention (DMR) provides:

- **Risk mitigation** Proper control and disposition of sensitive data can reduce risk of expensive regulatory and civil liability
- **Convenience** This service simplifies activities related to keeping your malfunctioning drive
- **Cost savings** You get years of support for less than the average price of a new drive
- **Security and control** Your data will never leave your control, greatly reducing risk it will be compromised
- **Compliance** DMR assists in meeting requirements of HIPAA, Sarbanes-Oxley, and Gramm Leach Bliley Act

DMR is not a stand-alone service. It is designed to complement HP Care Pack hardware maintenance offerings including Next Business Day Onsite*, and can be combined with other services such as Accidental Damage Protection (ADP).



Do you need to control and secure your data? Are you subject to current data privacy regulations? DMR is your simple, cost-effective solution.

Protect your data

Defective Media Retention allows you to maintain control of the sensitive data on your hard drive if it fails.

Defective Media Retention service details

Key features

- Coverage includes parts and labour
- Available for up to 5 years
- Standard Business Hours Coverage

Service levels

- Next Business Day Onsite*
- 4-Hour Response*

Availability

- DMR is available on Desktops, Notebooks, Tablet PCs, Workstations, Printers and Designjets

Customer benefits

- Assists with regulatory requirements
 - Mitigates risk of compromising sensitive data
 - Cost effective – less expensive than the average price of a new drive
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HP Defective Media Retention service is available for:



HP Desktops



HP Notebooks



HP Workstations



HP Tablet PCs



HP Designjets



HP Printers



Contact us today to learn more about HP Defective Media Retention and other HP Care Pack Services on the web:
www.hp.com/go/carepack

* Service levels and response times for HP 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/carepack

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