



# Retaining parts under HP's Defective Media Retention (DMR) program

Customer responsibilities include providing HP with identification information such as the serial number for each data retentive component under their DMR agreement.

## Defective Media Retention

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

To ensure that any drive covered by DMR has only one service event during its lifetime, HP and the OEM (original equipment manufacturer) require that the OEM serial number and HP part number from the defective drive are collected at the time of the service event.

## Collection of Drive Information

When service is rendered by an HP Field Engineer or HP Authorized Service Provider, they collect the OEM serial number and HP part number from the drive retained by the customer. When the customer chooses the Customer Self Repair (CSR) option, they ship the drive directly to HP without the assistance of the HP Field Engineer or Authorized Service Provider.

For all CSR events where the customer retains a drive under a DMR entitlement, it is a requirement for the customer to contact HP with their name, email address, phone number, case number, OEM serial number and HP part number. Email the Customer Self Repair team at [csr-partreturns@hp.com](mailto:csr-partreturns@hp.com).

Failure to submit the required information may result in the customer being billed for the cost of the replacement drive.

### Defective Media Retention Entitlement

HP DMR is sold as an option to various HP Care Pack offerings. It is designed to complement HP hardware maintenance offerings and can be combined with other services such as Accidental Damage Protection (ADP). Customers will be billed for drives retained otherwise.

### Learn more at:

[www.hp.com/go/mediahandling](http://www.hp.com/go/mediahandling)

[www.hp.com/go/retaindata](http://www.hp.com/go/retaindata)

[www.hp.com/go/selfrepair](http://www.hp.com/go/selfrepair)