

Defective Media Retention (DMR)



Service overview

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

Maintain control of failed or defective hard drives, helping reduce the risk of compromising sensitive data, with HP Defective Media Retention (DMR) Service.^{1,2,3}

DMR is available on HP desktops, notebooks, tablet PCs, retail point of sale (RPOS) devices, and workstations. DMR is not a stand-alone service. It is designed to complement HP hardware maintenance offerings and can be combined with other add-on services.

Service highlights

- Coverage includes parts and labor
- Available for up to 5 years
- Standard business hours coverage

Service benefits

- 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 the risk of it being compromised.
- Compliance—DMR assists in meeting requirements of HIPAA, Sarbanes-Oxley, and the Gramm Leach Bliley Act.

Customer responsibilities

- Retain physical control of disks or SSD/flash drives at all times; HP is not responsible for data contained on disks or SSD/flash drives.
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Provide HP with identification information for each disk or SSD/flash drive retained hereunder, and execute a document provided by HP acknowledging your retention of the disks or SSD/ flash drives.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.
- For disks or SSD/flash drives supplied to you by HP as loaner, rental, or lease products, you will promptly return the replacement disks or SSD/flash drives at the expiration or termination of support with HP. You will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased disks or SSD/ flash drives to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such disk or SSD/flash drive.

Service limitations

The DMR service feature applies only to disks or eligible SSD/flash drives replaced by HP due to malfunction. It does not apply to any exchange of disks or SSD/ flash drives that have not failed.

SSD/flash drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the DMR service.

Failure rates on disks and SSD/flash drives are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the customer is overusing the DMR service (such as when replacement of defective disks or SSD/flash drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any disk or SSD/flash drive retained by the customer, or sent to HP by the customer. Notwithstanding anything in the current HP standard sales terms or the technical data sheet to the contrary, in no event will HP or its affiliates, subcontractors, or suppliers be liable for any incidental, special, or consequential damages or damages for loss of or misuse of data under this DMR service.

See complete Care Pack terms and conditions.

For more information

contact any of our worldwide sales offices or resellers
or visit hp.com/support-services



1. 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 hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with your HP product.
2. If Defective Media Retention is purchased, defective drives will be retained by the customer.
3. Sold separately or as an additional option.