



Features and benefits

Replace faulty disk free of charge

Keep the defective disk drive to ensure complete control of sensitive data

Be able to comply with current data privacy regulations

Mitigate the risk of expensive regulatory or civil liability

Some industry practices now require you to hold onto hard drives even when they break as they may contain sensitive information. HP completely gets this. With the HP Defective Media Retention Care Pack customers can have their hard drives replaced if they break and hold onto the broken one. This is an ideal Care Pack for government agencies, health care facilities, banks, accountants, law firms and other businesses that may deal with sensitive information.

What is it?

This service allows you to keep a defective hard drive that requires warranty replacement

Services include:

- ✓ Available for up to five years with coverage including parts and labour
- ✓ Offered on desktops, notebooks, tablets, retail point of sale devices, and workstations
- ✓ Next business day or adjusted coverage windows
- ✓ Available in conjunction with other maintenance services

Customer Benefits

- Media stays under your control, greatly reducing risk that it will be compromised
- Defective media is disposed per your security standards
- Assists in meeting the requirements of HIPAA, Sarbanes-Oxley, and the Gramm Leach Bliley Act

This service feature option allows the customer to retain defective hard disk or eligible SSD/Flash drive components that the customer doesn't want to relinquish due to sensitive data contained within the disk covered under this service.

All disk or eligible SSD/Flash devices on a covered system must participate in defective media retention.

What is included? (Notebooks only)

- ✓ Remote problem diagnosis and support
- ✓ Replacement parts and materials included
- ✓ Formal escalation procedures and management
- ✓ Access to electronic support information and tools
- ✓ HP remote system access and support

Customer Experience



Want to learn more about HP PC Care Packs or need help finding the right HP PC Care Pack? Contact ktan@exeed.co.nz