

Storage HP Care Pack with Defective Media Retention

Volume Products **		3 Year Onsite					5 Year Onsite				
		4hr response 13x5 w/DMR	4hr response 24x7 w/DMR	6hr Call to repair w/DMR	SupportPlus w/DMR	Support Plus24 w/DMR	4hr response 13x5 w/DMR	4hr response 24x7 w/DMR	6hr Call to repair w/DMR	SupportPlus w/DMR	Support Plus24 w/DMR
Modular Smart Array	MSA2000 Array	UJ677E	UJ678E	UJ679E	HG929A3 xxx	HG930A3 xxx	UJ688E	UJ689E	UJ690E	HG929A5 xxx	HG930A5 xxx
	MSA2000 Enc	UK231E	UK232E	UK233E	HG929A3 xxx	HG930A3 xxx	UK242E	UK243E	UK244E	HG929A5 xxx	HG930A5 xxx
	MSA2000 w/switch	UN309E	UN310E	UN311E	HG929A3 xxx	HG930A3 xxx	UN320E	UN321E	UN322E	HG929A5 xxx	HG930A5 xxx
	MSA1000	UG711E	UG712E	UG713E	HG929A3 xxx	HG930A3 xxx	UG714E	UG715E	UG716E	HG929A5 xxx	HG930A5 xxx
	MSA1500	UG717E	UG718E	UG719E	HG929A3 xxx	HG930A3 xxx	UG720E	UG721E	UG722E	HG929A5 xxx	HG930A5 xxx
	MSA1500 Bundles	UG983E	UG984E	UG985E	HG929A3 xxx	HG930A3 xxx	UG986E	UG987E	UG988E	HG929A5 xxx	HG930A5 xxx
	MSA500	UH002E	UH003E	UH004E	HG929A3 xxx	HG930A3 xxx	UH005E	UH006E	UH007E	HG929A5 xxx	HG930A5 xxx
	MSA60/70	UH008E	UH009E	UH010E	HG929A3 xxx	HG930A3 xxx	UH011E	UH012E	UH013E	HG929A5 xxx	HG930A5 xxx
	MSA20/30/50	UH014E	UH015E	UH016E	HG929A3 xxx	HG930A3 xxx	UH017E	UH018E	UH019E	HG929A5 xxx	HG930A5 xxx
	Single Controller Starter Kit	UG995E	UG996E	UG997E	HG929A3 xxx	HG930A3 xxx	UG998E	UG999E	UH001E	HG929A5 xxx	HG930A5 xxx
Dual Controller Starter Kit	UG989E	UG990E	UG991E			UG992E	UG993E	UG994E			
VLS	1000i Library	UF860E	UF861E	HG928A3 xxx	HG929A3 xxx	HG930A3 xxx	UF862E	UF863E	HG928A5 xxx	HG929A5 xxx	HG930A5 xxx
D2D Backup Systems	D2D2503i	UJ764E	UJ765E	HG928A3 xxx	HG929A3 xxx	HG930A3 xxx	UJ766E	UJ767E	HG928A5 xxx	HG929A5 xxx	HG930A5 xxx
	D2D110/ 120/ 130	UF864E	UF865E	HG928A3 xxx	UF868E	UF869E	UF866E	UF867E	HG928A5 xxx	HG929A5 xxx	HG930A5 xxx
All-In-One	AiO1200				UH024E	UH025E					
	AiO1200r				UK466E	UL099E					
	AiO400				UH020E	UH021E					
	AiO400r/t				UJ974E	UJ975E					
	AiO600				UH022E	UH023E					
	AiO SB600c				UH508E	UH509E					
Storage Server	DL100 1tb Data Protection				UH034E	UH035E					
	DL100 3tb Data Protection				UH036E	UH037E					
	DL100 6tb Data Protection				UH038E	UH039E					
	DL100 No OS				UH028E	UH029E					
	DL100 SATA				UH032E	UH033E					
	DL100				UH030E	UH031E					
	DL185				UK456E	UK457E					
	DL320s				UH042E	UH043E					
	DL380 9tb Data Protection				UH048E	UH049E					
	DL380 Gateway/x64 SAN				UH072E	UH073E					
	DL380 (Base/SAN)				UH044E	UH045E					
	DL380 (SATA/SAS)				UH602E	UH603E					
	DL380 (SCSI/SATA)				UH046E	UH047E					
	DL585				UH050E	UH051E					
	ML310				UH026E	UH027E					
	ML350				UH040E	UH041E					
	SB460c SAN Gateway				UL264E	UL265E					

**Recommended Minimum
Recommended Upsell**

Key Facts

Hardware Support with Defective Media Retention for HP Storage products allows the customer to keep malfunctioning drives after a service event.

HP Care Pack Services with DMR are sold instead of the regular HP Care Pack Service. They are NOT a 'bolt on option'.

If a disk which is covered by DMR malfunctions, call HP for support. An HP support agent will diagnose the system problem, dispatch an engineer (if needed) and provide a replacement disk. The customer will then keep the defective disk drive.

Excluded from DMR are non-hard disc based systems.
For example: RDX / Tape products / Software / FC Switches.

** www.hp.com/go/lookuptool

For product compatibility - use the Look up tool.
This tool will tell you whether your hardware is currently supported by HP Care Pack.
It allows you to search by hardware product numbers.

Enterprise products covered by DMR are: EVA and XP						
Enterprise HP Care Pack Services with Defective Media Retention: *Option codes available and quotable via Sales Builder for Windows (SBW) tool	Next Day w/DMR	HG925Ax	6hr CTR w/DMR	HG928Ax	Proactive 24 w/DMR	HG931Ax
	4hr 13x5 w/DMR	HG926Ax	SupportPlus w/DMR	HG929Ax	Critical Service w/DMR	HG932Ax
	4hr 24x7 w/DMR	HG927Ax	SupportPlus24 w/DMR	HG930Ax		
x = number of years support plus 3 digit option code*						