



HPE Comprehensive Defective Material Retention (CDMR)

Product Categories Covered

HPE Comprehensive Defective Material Retention (CDMR) allows the customer to keep all data retentive components. Before the actual replacement occurs, the customer must inform the authorized HPE support agent of their intention to keep the data retentive component. The customer must also copy the information found on the label of the malfunctioning component and provide it to HPE. The malfunctioning part will then be replaced. The customer will be responsible for destroying and/or permanently removing the device from production.

Components that can be retained under HPE CDMR are:

- Memory
- PCA I/O cards, network cards
- Controllers
- Network devices (switches, routers, WLAN controllers, etc.)
- CPU, system boards

Learn more at
hpe.com/services



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