

# Simple, Powerful Protection For Your Drobo Storage.



The DroboCare™ Support program extends your peace of mind beyond the standard warranty term and phone support included with your Drobo® purchase. In fact, DroboCare gives you more, even during your standard warranty period.<sup>1</sup>

## The Fastest Way to Get Up and Running Again

With DroboCare, if something goes wrong, we'll send you a replacement Drobo right away, so you'll have it in a few days. In the U.S. and Europe, you can even upgrade to next business day shipment (restrictions apply). With the standard warranty, we are able to ship a replacement only when we receive your unit.

## Your Business Safety Net

With DroboCare, you receive twelve months of phone and web support for your technical issues during local business hours. With the standard warranty, technical support is provided for the first 90 days following purchase.

## Trust Your Drobo to DroboCare

The DroboCare Support program is available if products are still under standard warranty or currently protected by DroboCare. It can be renewed, one year at a time, as long as the Drobo product you are protecting is still being sold.<sup>2</sup>

You trust your irreplaceable data to Drobo; trust your Drobo to DroboCare.

Contact your local Drobo reseller or go to [www.drobocare.com](http://www.drobocare.com) for information on DroboCare.

|                                      | Standard Warranty   | DroboCare   |
|--------------------------------------|---|---|
| <b>Term</b>                          | One or two years, depending on product and country                                | One year increments   |
| <b>Renewal</b>                       | Cannot be renewed   | Can be renewed for one year period as long as your product is still being sold <sup>2</sup>   |
| <b>Hardware Replacement</b>          | Hardware exchange – when we receive your Drobo unit, we'll send you a replacement | Advanced replacement – when you call, we'll send your replacement right away. In the U.S. and Europe, you can upgrade to next business day service (restrictions apply) |
| <b>Technical Support<sup>4</sup></b> | 90 days from date of purchase   | 12 months from date of activation <sup>3</sup>  |

<sup>1</sup> The terms governing the DroboCare Support program can be found at [www.drobo.com/support](http://www.drobo.com/support)

<sup>2</sup> Sold by an authorized Data Robotics, Inc. Reseller and unit is still under standard warranty or currently protected by DroboCare

<sup>3</sup> DroboCare must be activated within 30 days of DroboCare purchase

<sup>4</sup> Availability of technical support is subject to local business hours