
Cray Service Description

Cray Drive Retention Service

Customers may want or need to retain parts due to data sensitivity and security requirements. Instead of returning parts for replacement as usual, they wish to dispose of the failed components in accordance with their security or privacy policies. When customers need to retain storage media, Cray offers Drive Retention.

Drive Retention

Drive Retention allows customers to keep their failed storage media and to obtain a replacement part without returning the original drive. This allows customers to control sensitive data, and dispose of HDDs and SSDs in accordance with their security protocol.

Customers must be under warranty or have a current Cray maintenance contract in place for the asset as a prerequisite for the purchase of Drive Retention.

Cray requires that the Cray part number from the drive be collected at the time of the service event. Customers must also provide a certificate of destruction. Failure to submit the required information may result in the customer being billed for the cost of the replacement drive.

About Cray Services

Cray Customer Service is committed to helping customers achieve and maintain the performance required for demanding workloads. Our service team is highly skilled and experienced in high performance computing (HPC), storage, and analytics and is dedicated to your success.

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