

Simple, Powerful Protection for Your Drobo[®] Storage



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

	Standard Warranty	Standard DroboCare	3-Year DroboCare
Term	One or two years, depending on product and country	One year increments	Three years
Renewal	Cannot be renewed	Can be renewed for one year period as long as your product is still being sold ²	None
Hardware Replacement	Hardware repair or exchange - when we receive your Drobo unit, we'll either repair it or send you a replacement ¹	Advanced replacement – when you call, we'll send your replacement same day. Next business day delivery available in US and select European countries. ⁵	Advanced replacement – when you call, we'll send your replacement same day. Next business day delivery available in US and select European countries. ⁵
Technical Support	90 days from date of purchase ⁴	12 months of 24x7 technical support from date of activation ³	36 months of 24x7 technical support from date of activation ³

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

Contact your local Drobo reseller or go to www.drobo.com for information on DroboCare.

¹ This data sheet provides a high level summary of the DroboCare support program. The terms which govern the provision of the DroboCare support program can be found at www.drobo.com/support.

² Sold by an authorized Data Robotics, Inc. Reseller and unit is still under standard warranty or currently protected by DroboCare
Terms of renewal may vary by region, please contact your local reseller or Data Robotics sales office

³ DroboCare must be activated within 30 days of DroboCare purchase

⁴ Availability of technical support is subject to local business hours

⁵ Order must be received by 1pm local time for same day ship. See DroboCare terms for next business day delivery restrictions.