

# HARD

## DRIVE REPLACEMENT MADE

**REINTRODUCING  
THE PELCO HARD DRIVE  
REPLACEMENT PROGRAM**

# EASY

BY EDDIE HUGHES, MARKETING COMMUNICATIONS WRITER

**“ Even with more reliable technology and increased life cycles for hard drives, they are still the most vulnerable part of any DVR due to the constant demands of video security recording,”**

**– Yvonne Schwemmer,**  
Pelco by Schneider Electric  
Product Marketing Manager



**H**ard drives fail. It's inevitable. And it can lead to crisis. But with the Pelco Hard Drive Replacement Program, this failure doesn't have to cause a major headache.

"Even with more reliable technology and increased life cycles for hard drives, they are still the most vulnerable part of any DVR due to the constant demands of video security recording," said Yvonne Schwemmer, Pelco by Schneider Electric product marketing manager.

The introduction of the digital video recorder (DVR) and hard disk drive revolutionized video security, as security pros tossed VCRs and tapes aside for this higher-quality, more efficient technology.

But just like VCR tapes, hard drives need to eventually be replaced. Maybe not as often, and often not as easily. But the process is made easier with the Pelco by Schneider Electric field replacement

kit for DX8100 and DX4100 systems – minimizing the risk on customer security when drives fail.

With the kit, failed drives can quickly and easily be replaced on-site, decreasing customer down time and increasing client satisfaction. It could be the difference between waiting a few days or weeks for hard drive repair, or having a replacement installed within a few hours.

In a typical video security solution, the DVR is called upon 24 hours a day. This rigorous, continuous operation places excessive demand on the hard drives, along with intensive recording and increased heat the drive must endure.

Remember, hard drive failure is not system failure. There's no more shipping an entire DVR to a repair center just to replace a hard drive. Simply install a new one that is part of the field replacement kit.

By registering for the program online at [Pelco.com](http://Pelco.com) > [Sales and Support](#) > [Support Services](#), Pelco dealers, integrators and

distributors receive a fully equipped HDD service kit, which includes:

- 5 replacement hard disk drives: 250GB, 500GB, 1TB, 1.5TB and 2TB
- Installation and recovery CDs
- HDD installation manuals
- Online installation and troubleshooting tools
- Step-by-step video tutorials that make diagnosing and replacing a hard disk drive fast and simple

Drives under warranty will be replaced at no charge, while drives no longer under warranty will be replaced for a nominal fee.

For more information about the Pelco Hard Drive Replacement Program, visit [Pelco.com](http://Pelco.com) > [Sales and Support](#) > [Support Services](#) and look for the HDD Replacement section in the left-hand column. Register online today and experience another advantage of the Pelco commitment to customer service and satisfaction.



### With HDD Replacement Program:

- Customer's DVR no longer records
- End-user calls dealer
- A service visit reveals the drive has failed
- Dealer removes drive(s) and replaces it with appropriate drive from Field Replacement Kit

**TOTAL DOWNTIME: A few hours**

### Without HDD Replacement Program:

- Customer's DVR no longer records
- End-user calls dealer
- A service visit reveals the drive has failed
- DVR is removed from the system
- Dealer packages and ships DVR back to repair center
- DVR is received by Pelco repair center after a few days/weeks
- Repairs are made and DVR is returned
- Dealer schedules appointment with customer to re-install DVR

**TOTAL DOWNTIME: A few days/weeks**