

Packing Instructions

When preparing your damaged drive for mailing it is essential that you adhere to the following steps to protect the package and avoid any further damage to the technology contained within.

- If at all possible, remove the drive from the computer - get expert help if necessary or email/call us for help. Send us only the drive or external unit without any cables.

- As most media devices operate in an electrical environment they are subject to ESD (Electrostatic Discharge) if not earthed at all times. ESD, often called "static electricity", is the harmless, but uncomfortable, shock we sometimes receive after walking across a carpet. However, in a technical environment, ESD can prove disastrous by harming delicate electronic devices and components. ESD can appear immediately or with gradual degradation that occurs during use, resulting in further damage or eventual failure of the device.

- Avoiding ESD is easy. Before moving a computer, hard drive or other component, discharge static build up by touching a grounded metal object, such as a plugged-in computer chassis.

- Handle a hard disk drive as you would handle an egg. Handle failed drives with greater care than new drives; after all they now contain your valuable data.

- If you still have it, use the original packaging. If you don't, they are quite easy to replace:

1. Wrap the drive in an anti-static bag or similar material to prevent ESD.
2. Use a sturdy box that is at least twice the size of the drive so that it can be suspended in the middle of the box. We recommend a minimum of two inches of insulation all around a drive.
3. Pack the drive securely with foam, Styrofoam peanuts, bubble wrap, or newspaper so the drive will not move from the middle of the box.
4. If sending a computer, laptop or notebook, use great care to ensure proper cushioning and protection. Use at least 6 inches of insulation. The heavier the unit, the more insulation required.

- Clearly label as "FRAGILE" on the selected box.

- Fill out the Recovery Services Form and include with shipment.

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