

DataRecoveryHDD.com



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When the best way is your only choice!

Summary of procedures

Data Recovery

of damaged hard drives and other
information storage devices.

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Reception
García Lorca 260 Piso 28 Of 3
Caballito - Capital Federal,
Argentina.

Tel: +54-11-3531-3230

 **+54-911-3278-8353**

www.DataRecoveryHDD.com
support@datarecoveryhdd.com

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HAVE YOU JUST SUFFERED A DATA LOSS? YOUR FOLLOWING ACTIONS ARE CRITICAL.

To avoid further damage to your data the most important thing to do is to STOP using the hard drive immediately.



DO NOT ATTEMPT TO REPAIR THE DAMAGE YOURSELF.
EVALUATE THE IMPORTANCE OF YOUR DATA AND
ASK YOURSELF

Is it really worth the risk of losing everything?

A diagnosis to identify the problem is VITAL.

A correct diagnosis is indispensable for choosing the best strategy for a successful data recovery. A bad diagnosis can elevate costs and cause irreparable damage.

Do not send your hard drive to inexperienced technicians or permit the substitution or replacement of the PCB (printed circuit board).

The majority of cases require a wide range of experience, a large inventory and specialised equipment to achieve a successful recovery. PCB replacement involves many risks (short circuits, damage to the firmware or heads, etc.) additionally circuit boards in modern devices are not interchangeable.

Do not use software from the internet to attempt a data recovery.

Damaged sectors and inaccessibility generally degrade performance and system tools (such as CHKDSK) can overwrite your information. Installing any program or working extensively on the hard drive can lead to further damage

Do not under any circumstances allow the hard drive to be opened.

Any particle that is introduced into the hard drive may cause damage. Even a speck of dust or a fingerprint cause serious damage to the surface of the magnetic plates where your information resides.

In many cases where the recovery of data is impossible, it is often because more damage was made in a recovery attempt than by the original injury itself.

Fortunately, in the majority of cases lost data is recoverable. Always consult with a qualified expert in data recovery before deciding what actions to take.

Summary of the Data Recovery Process

1.- Free Phone Consultation

- Allows us to pre-evaluate your specific case and give an estimate of the conditions surrounding the recovery of your data. We can advise you about the method we will use to recover your data, a time frame and estimated costs.
- We can provide you with this document with details about recovery methods, costs, delivery times, packaging and shipping instructions, confidentiality agreement and terms of service
- You decide whether to proceed with a free diagnosis based on this initial consultation.

2.- Initial Diagnosis

- Using non-intrusive methods we analyse your device to determine the type of fault and current state of the data. We deliver you a written diagnosis containing a basic summary of faults found, level of recovery, cost and estimated timeframe.
- If possible a list is sent of recoverable files and a report of its current state.
- Generally the diagnosis takes 24 to 72 hours depending on the severity of the fault.

A diagnosis allows you to make informed decisions about the recovery of your information and data.

3.- Data Recovery

- If the quote is approved, we take the necessary actions to recover your data; reconstruction and emergency repairs, general and specialised reconfigurations and anything required for a successful recovery of your data.

Once we have access to the data the file system is reconstructed, the information obtained and its functionality is verified.

4.- Delivery of Recovered Data

- Once payment is received your recovered data is delivered with your preferred method (CD, DVD, disco duro externo, etc.)
- We provide you with the necessary instructions to access your files.
- We continue to assist in the verification of your data.

THE RECOVERY PROCESS

Many people often think that data stored on a hard drive that has been damaged is lost forever, with no hope of recovery. Further compounding this, the information around data recovery can be complicated, unusual and inexact, therefore, it is not surprising that data loss and recovery are confusing and difficult to understand concept.

SENDING AND RECEIVING

Whenever possible, we recommend that you **personally deliver** your device. This way we can gather more information about what happened and why, and where the relevant information of interest is located. This can make all the difference.

If you are from the capital and your device is to be **delivered by motorbike** or with a **third person**, please fill out the following form <http://recuperaciondedato.com/formulario-recuperacion-datos>, print the receipt that will be sent to your email and send this with your device.

If you are from **out of town** or in **another country**, please refer to the following instructions: <http://recuperaciondedato.com/procedimiento-clientes-interior>

Please view how to package a hard drive to post here: <http://recuperaciondedato.com/como-embalar-disco-rigido>

DIAGNOSIS

The initial diagnosis consists of a physical and logical analysis of the hard drive. It includes the prognosis of a successful recovery and a fixed price. Additionally in some cases we can offer a list of recoverable files, so that you are able to make any appropriate decisions that are needed.

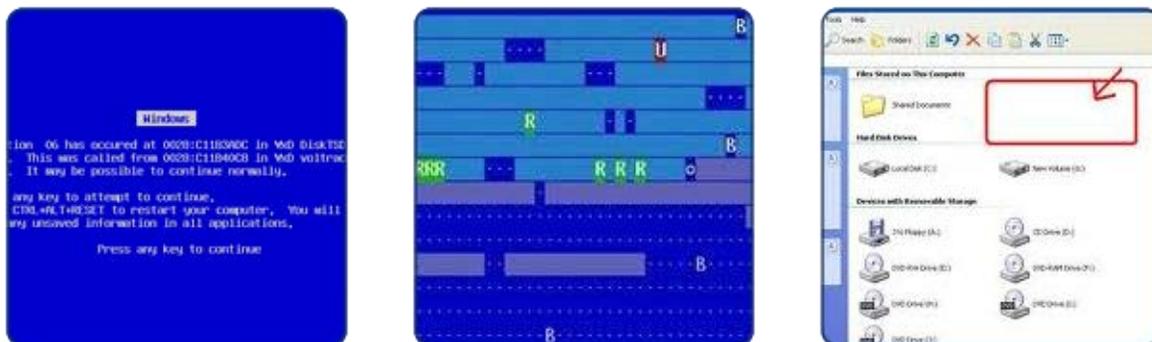
For commercial hard drives (IDE/SATA/USB, 2.5" y 3.5"), usually from a PC or laptop, the diagnosis is free.

RECOVERY

They are divided into **levels** according to the complexity, which is explained below.

LEVELS OF RECOVERY

LEVEL 1 (LOGICAL AND/OR MILD PHYSICAL DAMAGE TO SECTORS)



If the hard drive is recognized by the computer, recovery is possible in our laboratory. Usually, the cost depends on the size of the device and access speed.

The data that cannot be recovered through this method are those that are located in damaged sectors or that have been overwritten. This is why recovery should not be attempted with tools that can definitively destroy your information.

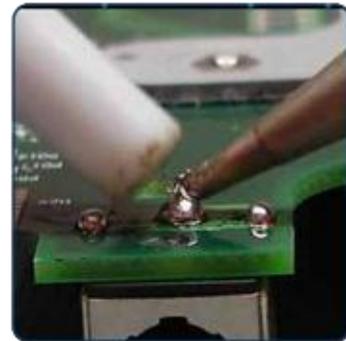
This level contains hard drives with logical damage caused by:

- Virus, spyware and other harmful programs.
- Accidental erasure or formatting.
- Erased folders and files.
- Data loss due to mild damage to sectors.
- Other logical damage.

Diagnosis: Free, except formatting and overwrites (in general takes from 24 to 72 hours).

Time to complete: On average 3 to 5 business days.

Price range: US\$200 - \$490

LEVEL 2 (EXTERNAL PHYSICAL DAMAGE OR SERIOUS DAMAGE TO SECTORS)

If the disk is not recognized by the computer or does not turn on, on occasion it can be recovered by repairing the external logic board.

DO NOT ATTEMPT TO REPLACE THE LOGIC BOARD, because of the danger of destroying the information stored in the area being serviced or the firmware of the platters of the damaged hard drive.

This level contains hard drives with serious damage to sectors and/or EXTERNAL physical damage daños graves de sectores y/o con daño físico EXTERNO caused by:

- Short circuit, overheating, mild water damage.
- Rupture of the external controller or any of its parts.
- Recovery from seriously damaged sectors that require the reconstruction of files.
- Some cases reprogramming firmware (for example the series 7200.x from Seagate)

Diagnosis: Free (in general takes from 24 to 72 hours).

Time to complete: On average 4 to 16 business days.

Price range: US\$340 - \$720

LEVEL 3 (INTERNAL PHYSICAL DAMAGE)



When there is scratching sounds (electric or clicking sounds) or when there has been incidents of physical blows or contamination this indicates the need to directly access the internal components of the hard drive.

To avoid putting your information in danger, the hard drive is sent directly to a **Clean Room 100** in which we can disassemble the hard drive in a controlled environment to prevent contamination. Here the emergency repairs are performed or information is extracted directly from the magnetic plates.

If your device has internal damage we would suggest Clean Room recovery. You will be sent a final itemised quote which will include the diagnosis and the recovery. By accepting work in a Cleanroom means that you want the data recovered and not just the diagnosis, so if we recover more than 95% of the data requested there is an obligation on your behalf to make full payment of the service.

We handle everything you need to get your information recovered as soon as possible (diagnostics, parts inventory, purchase of spare parts, taxes, costs of import and export, customs procedures, etc.).

Diagnosis: Free (in general takes from 24 to 72 hours).

Time to complete: 7 - 25 days. URGENT service from 4 - 14 days (depending if imported parts are required).

Price range: US\$475 - \$950 (It does not include parts or replacement parts to be imported).



DATA RECOVERY FROM OTHER DEVICES

We have the tools, systems, software, contacts and proper techniques for data recovery from the following devices:

MANUFACTURERS		DATABASES	OPERATING SYSTEMS	FILE SYSTEMS	MAGNETIC MEDIA
Adaptec	Network App	Exchange	BSD	FAT	SCSI
AMIBus	PERC	SQL	HP UX	FAT16	RAID
Compaq	Pinnacle	SharePoint	IBM® AIX®	FAT32	SAN
Dell	Promise	Visual FoxPro	LINUX®	NTFS	NAS
EMC	Raidtec	DBF	NetWare®	EXT2FS	IDE
HP	Storage D	Interbase	Sun™ Solaris™	EXT3FS	ATA
Logic	Sun	Paradox	UNIX®	HTFS/HTFS+	SATA
Mylex	LaCie	Sybase	Windows	VXFS	SAS
Seagate	lomega	Oracle	Server™		
Quantum	Linksys	DBF	Microsoft		And others like:
Maxtor	Sonnet	MySQL	Windows®		DAT, DLT, AIT,
Toshiba	Adata	FileMaker	3.x – Vista®		LTO
Fujitsu	Samsung	Lotus Notes	Apple®		Jazz & Zip Floppy
Western Digital	Kingston	Biz Talk	Macintosh		disks
Hitachi	IBM		VAX / VMS		

OPTICAL MEDIA	ELECTRONIC MEDIA		TAPE BACKUP
CD-R / CD-RW	CompactFlash	SmartMedia	QIC / 1/4"
DVD-R / DVD+R	USB Memory Stick	USB "Key" Drives	DEC TK
DVD-RAM	PC Cards (PCMCIA)	xD Media	8mm
DVD-RW / DVD+RW	SD Media	SDHC	4mm DAT, DDS, DDS2 al 4
Magneto-Opticals (various formats)	MMC	SSD	Mini-QIC / Travan
			DLT (todos los formatos)
			AIT, AIT2, AIT3
			3480/3490/3490E
			Ditto, SuperDLT & others

In some cases there is a cost applied to the diagnosis. Request a specialised quotation for your case.



RAID CONFIGURATION

When failure occurs in a configuration of drives, we have the experience and technical capacity to solve these complex RAID recoveries.

RAID configurations utilize different techniques to combine multiple hard drives to be used as one larger unit. A RAID can read and write a lot more information than a simple configuration, given that it divides the data and accesses the drives in parallel.

Generally RAID configurations are found on file servers, but lately they have become popular external drives such as LaCie, Iomega, Sonnet, etc.

with our initial diagnosis, you can know which data exactly is recoverable and the final cost, before you make a decision to proceed with the recovery. If you decide not to proceed there is always a charge for the diagnosis. You can request a personalised quote by phoning our offices.

CAPABILITIES

We utilise advanced techniques and tools to repair, recover and reconstruct inaccessible data from any type of RAID configuration and and problematic situation.

Any type of RAID configuration, any RAID controller, any RAID level and architecture; any brand, model or type of hard drive.

For situations where internal physical damage is present in multiple drives, we have access to world class laboratories for ensure the proper handling and recovery your data.

PRICES AND PAYMENT POLICY

You can bring or post us your hard drive for a free diagnosis. If you prefer we can collect your hard drive, there is a charge of US\$20 for the collection and delivery.

The price depends on the damage, brand and model of the hard drive as well as the procedure/s required for recovery. We will always try to recover your information with the safest methods available.

Our costs are highly competitive in the industry.

NO DATA - NO COST POLICY (NO DATA-NO FEE)

If we cannot recover at least 90% of the data requested, your device will be returned without cost or obligation on your part. The only exception is in special situations where the diagnosis carries a cost which will have been previously authorized by you. This cost can not be omitted or refunded under any circumstances.

TYPES OF SERVICE OFFERED.

There are two types of service: Normal and Urgent. The timeframe of the **normal service** is based on our normal workload (Diagnosis in 24 - 48 hours, Recovery on average in 5 - 15 business days).

In **urgent** cases we free up equipment and up to 3 extra shifts from our personal specifically for the care of your case. Our urgent service carries an extra cost. However, it is not always possible to provide an **urgent service**, because sometimes the recovery procedures require a certain timeframe or the arrival of imported spare parts that can not be accelerated.

Delivery Method

The storage medium (device) on which you want the recovered data to be stored must be delivered the same day the budget is approved (for the Express mode) and no more than 72 hours for normal services. If you would like, we can sell you an external drive for this purpose.

In urgent cases and customers outside CABA we can make the data available online to download (restrictions apply).

FREQUENTLY ASKED QUESTIONS

THE HARD DRIVE HAS ALREADY BEEN OPENED... IS IT STILL RECOVERABLE?

Closed and sealed hard drives have a chance of recovery between 80 and 95%. Discs that have been opened are less likely to be recovered (approximately 40%). If opened in an uncontrolled environment a hard drive can become contaminated and the surfaces of the platters in which information is recorded can become severely damaged

THE HARD DRIVE WAS FORMATTED AND THEY FORGOT TO MAKE A BACKUP... CAN YOU STILL RECOVER THE INFORMATION?

Yes, it is possible however it is vital that you **do not continue to use the hard drive** to prevent your data being overwritten. In the majority of cases we can recover the part of the information that has not been completely overwritten. We can even repair some files of a known type when we can extract at least a portion thereof.

WE ALREADY REPLACED THE PCB AND THE HARD DRIVE IS STILL NOT WORKING...

Changing a PCB (circuit board) is a technique that does not work for long as modern hard drives contain a program (called Firmware) in its service area of the platters and inside the PCB, because of this every hard drive is different and it is extremely rare to find an identical PCB that is also in adequate enough condition to be able to be used to repair the damaged original.

I WAS TOLD THAT THERE IS A PROBLEM WITH THE NEEDLES, MOTOR, ETC.

Hard drives do not have needles, only reading and writing heads that never need to touch the surface of the delicate magnetic platters which is where your information is stored.

We have special equipment for diagnosis and emergency repair. We are specialists so we can fix flaws that others can not perhaps for a lack of equipment or knowledge. We have more than 11 years of experience and more than 3000 successful data recovery cases.

HOW IS THE CONFIDENTIALITY OF DATA MANAGED?

Because we work for government agencies, banks, insurance companies, and other world-class companies, we signed a confidentiality agreement and pledge in writing under the code of professional ethics not to disclose by any means, any of the data we reached during our work to achieve the information retrieval.

ABOUT US

DataRecoveryHDD.com

We are leaders in Argentina in data recovery services, and offer fast, convenient and cost effective services for our customers who have suffered data loss solutions.

OUR ADVANTAGES

- We recover data from hard drives, USB drives, memories of all kinds, servers and RAID configurations.
- We have the tools to solve all of your data loss problems.
- Free initial diagnosis
- Specialized equipment for data recovery in Argentina
- Varst experiance, more than 30.000 cases serviced
- We fully explain the recovery process
- We are part of a global network and we have access to world class laboratories
- We service Government agencies, banks, SMEs, corporate and general public
- We service clients from Argentina and South America.
- English spoken

CONFIDENTIALITY

Due to the confidential nature of the information, we commit in writing under a code of professional ethics not to disclose by any means, any of the data we got to know.

Do not leave your data in inexperienced hands, as the leading cause of data loss is the manipulation of the decvice by people without sufficient training.

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<http://DataRecoveryHDD.com/>

Reception

García Lorca 260 Piso 28 Of 3
Caballito - Capital Federal,
Argentina

Telephone: +54-11- 3531-3230

Cellphone: +54-911-3278-8353

Laboratory

For security reasons our laboratory is not
open to the public.

support@datarecoveryhdd.com

Skype: francisconi.hugo.adrian

Facebook: <https://www.facebook.com/recuperodatos>