

SMARTPHONE DATA RECOVERY

DATA FROM WATER-DAMAGED GALAXY S6 SUCCESSFULLY RECOVERED

CLIENT

Nia Edwards, an Android smartphone user in Evergreen Park, Illinois.

HARDWARE

Ms. Edwards had many years worth of images, contacts, calendar items and text messages stored on her Galaxy S6 smartphone.

CAUSE OF DATA LOSS

The Galaxy S6 suffered severe physical failure after water was accidentally spilled on the device's screen. Ms. Edwards was no longer able to power the device on. She contacted Secure Data Recovery Services through one of our local partners to see if her access to the Samsung Galaxy S6 could be restored and her lost data retrieved.

DATA RECOVERY

The damaged Samsung device was shipped free of charge to Secure Data Recover Services' data recovery lab, where our engineers conducted a comprehensive diagnostic to determine the nature and extent of the physical failure. Our technicians found several physical issues as a result of water spillage that prevented data access on the phone, including broken PCB connectors.

After receiving authorization to begin data recovery services, Secure Data Recovery Services engineers repaired the physical damage and employed custom adapters and utilities to dump the internal NAND device memory. Next, they assembled the data manually in order to obtain a full image of the media. Secure Data Recovery Services engineers then scanned the entire file system to locate all available user data, and successfully extracted it to a secure storage server.

OUTCOME

Secure Data Recovery Services engineers were able to recover all of Ms. Edwards' lost data, about 13 GB that included image files, contacts, text messages, and application data. The recovered data was securely



transferred to a USB flash drive for return shipment.

Secure Data Recovery Services' data recovery engineers specialize in professional recovery services on any Android/iPhone mobile device. They employ both industry-standard and custom-built utilities to ensure successful data recovery, and they maintain a documented 96% success rate, the highest of any professional data recovery service provider.

Call us at 800-388-1266 for a free consultation or to open a case. We provide every customer with a free diagnostic, a no-obligation cost estimate, and our "no data, no recovery fee" guarantee. If we can't recover your data, you pay nothing.

Nia Edwards