

## HARD DRIVE DATA RECOVERY

# SEVERE PCB DAMAGE LEAVES WD HDD INACCESSIBLE

### CLIENT

Todd Dehate from Plymouth, Minnesota, uses a Western Digital hard drive to store a large collection of personal images and documents.

### HARDWARE

Mr. Dehate's files are stored on a 3.5-inch SATA Western Digital Caviar Blue hard drive with 320 GB of storage capacity and formatted for use with macOS.

### CAUSE OF DATA LOSS

When his WD drive stopped mounting, Mr. Dehate feared that a mechanical failure had permanently damaged the device and put his personal files beyond reach. He contacted Secure Data Recovery Services through one of our local partners and set up a free diagnostic to find out what had caused his data loss.

### DATA RECOVERY

Secure Data Recovery Services' data recovery engineers conducted a thorough examination of the WD hard drive and found severe damage to the printed circuit board (PCB) that would require invasive repairs before any data could be recovered. After receiving authorization, the PCB was rebuilt and a successful clone of the drive was made in a certified Class 10 ISO 4 cleanroom. Next, Secure Data Recovery Services technicians scanned the entire file structure to locate all recoverable data before extracting it to a secure storage server.

### OUTCOME

Secure Data Recovery Services' data recovery team has Mac Certified Technicians that specialize in data recovery from the full line of Apple computers and mobile devices as well as hard drives and servers formatted for macOS. They were able to recover all lost files, comprising nearly 9 GB in 13,688 files, and securely stored them on a customer-supplied transfer drive for return shipment.

Secure Data Recovery Services is a Global Platinum Data



Recovery Partner for Western Digital. Our data recovery engineers specialize in data recovery operations on the full range of Western Digital's product line, from HDD and SSD devices to enterprise storage and RAID/NAS systems. WD customers also receive a 15% discount on all data recovery services.

Secure Data Recovery Services maintains a documented 96% successful recovery rate, and our technicians have the most industry-specific credentials available. Every customer receives a free diagnostic and a no-obligation estimate of data recovery costs and turnaround time. Secure Data Recovery Services also offers flexible data recovery options, including 24-hour emergency service and on-site data recovery for the most sensitive data recovery cases.

Call us at 800-388-1266 for a free consultation and to take advantage of our "no data, no recovery fee" guarantee. If we can't recover your data, you pay nothing.

Todd Dehate