

ActionFront Partner Data Recovery Techletter

Back to School: Hard Drive Handling Tips

Hard Disk Drive Do's

- Handle a hard disk drive as you would handle an egg.
- Always use ESD precautions.
- Handle drives one at a time.
- Handle drives only by the sides.
- Pad all hard disk drive work surfaces.
- Handle even failed hard disk drives with care.
- Wait 10 seconds after power down before moving to assure the drive has stopped spinning.
- Eliminate movement of unprotected drives
- Use ESD packaging (anti-static bags, etc.) while moving or shipping drives

Drive mishandling is a leading cause of hard disk drive failure. Fortunately, this is a problem that can easily be corrected with a few simple precautions.

Computer professionals should purchase electrostatic discharge (ESD) wrist straps, floor mats and educate themselves on ESD precautions. Personal users should discharge static by touching a metal object before touching a computer, hard drive or other component. Humid air helps to dissipate electrostatic charges in very cold or dry areas.

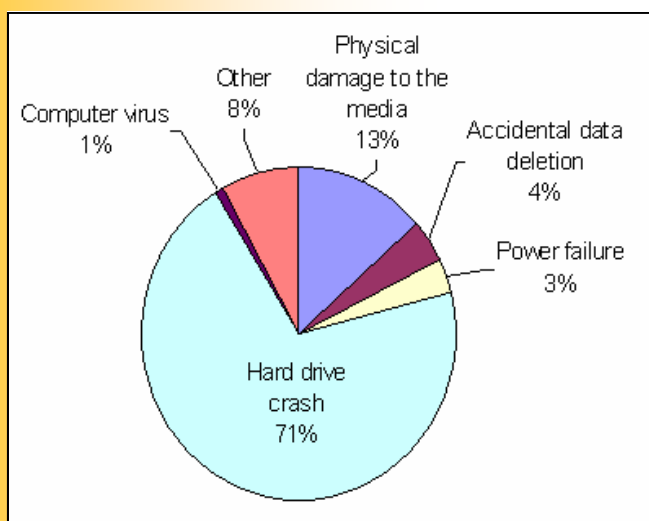
ESD can be very costly as it harms devices or components. ESD may cause a catastrophic failure that appears immediately or a latent failure in which gradual degradation occurs during use, resulting in eventual failure.

Hard Disk Drive Don'ts

- Never allow drives to come in contact with hard surfaces.
- Never stack drives, even in the ESD protective bags.
- Never contact the PCBA with tools or without ESD protection.
- Never stand drives on end.

Did You Know?

A recent survey of more than 1,000 ActionFront customers determined the top causes of data loss.



The survey also found that approximately 99% of previous clients either already have used or would in future use ActionFront should the need for data recovery arise.

Get a FREE Seagate 5GB Pocket Drive!

Your next submitted case could get you a **FREE** Seagate Pocket Drive!

All ActionFront Partners who submit a case by January 1st, 2006 will be eligible to receive a drive.

To receive your drive, simply submit a case under your ActionFront Partner account. Your first case that results in a paid recovery will get you a free drive!

This promotion is available to all ActionFront Partners in the US and Canada. You will receive your pocket drive upon the successful completion and invoicing of your case. Each reseller is eligible to claim one drive.

For more information visit:

<http://www.actionfront.com/pocketdrive.aspx>

In addition, all partners always receive a free diagnostic evaluation, free shipping to our lab, a discount on successful cases, and many other reseller benefits.

