



## Levels of Hard Drive Recovery

These levels relate to the complexity, experience and sophistication required to access data, including hardware and logic failures.

**Level 0 Data Recovery** - commonly referred to as "restoring" a current data back-up will restore data files. For help, contact a computer repair shop or an online back-up service provider.

**Level 1 Data Recovery** - the hard drive is recognized by the system, but files cannot be accessed. Causes include:

- A. Mistakenly reformatted hard drives or deleted files
- B. Deleted, damaged or corrupt partition structures
- C. Virus or malware infections

**Level 2 Data Recovery** - the drive appears corrupt, incorrect size or model numbers. Cherry Systems uses special equipment to rewrite the drive's firmware to recalibrate and program the drive for recovery.

**Level 3 Data Recovery** - clicking or other unusual sounds are heard, the platters aren't spinning or the drive isn't recognized by the computer. Part of this process requires work inside Cherry's Certified Clean Room where covers and seals are removed to repair a drive head stuck to a platter surface, realign heads, clean platter surfaces or replace components on the Printed Control Boards (PCBs).

**Level 4 Data Recovery** - damage recovery. Extensive procedures are necessary in a certified clean room, including replacing read heads or transplanting platters, then mounting and precisely aligning the parts. This level of work is needed when the platters are damaged from excessive heat (fire), the spindle motor seizes (frozen) or contaminated by foreign matter, including water.

Levels 1 and 2 are recoveries from "logical failures".

Levels 3 and 4 are recoveries from "hardware failures."