

# Recovery Levels Explained

Hard drives fail in 3 distinct ways however most recovery companies do not tell you this. The following are the levels that cover all components of Data Recovery:

**Level 1:** Logical Repair: Healthy drive but has logical (software) corruption.

**Level 2:** Non Invasive: Failed drive but not mechanically.

**Level 3:** Mechanical: Clean Room Recovery Required

During the evaluation phase we will determine the level of service needed. Then once we recover all your data you are charged the flat rate. We believe this is a more honest approach to the data recovery pricing schema and our previous customers agree too.

Note some low-level errors maybe caused by a more serious errors. For example Blue Screen (PC) or Unmountable Volume (Mac) is often caused by media / block damage which would be a Level two recovery. A professional recovery evaluation is needed before any attempt of recovery is performed to ensure the highest success rates available.

**The following represents typical examples to recovery levels and is by far not an exhaustive list. The actual level of service required is always determined after a full evaluation of the media is performed by a technician.**

## **LEVEL ONE Logical Repair**

- Virus / Spyware Infections
- Blue Screen or Spin-Wheel
- Un-mountable MAC Volume
- Human Error (Delete / Format)
- Damaged MFT / FAT tables
- Minor Bad Blocks (<500)
- Unidentified Volume
- Data Backup

## **LEVEL TWO Non-Invasive**

- Exceeded SMART Errors
- Unreadable Data Blocks
- Occasional Clicking
- Slow Read Times / BSY
- “Bricked” Drive (Firmware)
- PCB Burnout
- Minor PCB damage
- LBA Mis-Match

## **LEVEL THREE Invasive**

- Head Crash (clicking)
- Human Error - Dropped
- Human Error - Fluid Damage
- Firmware (SA / ROM)
- No Power / Not Spinning
- Seized Cylinder Motor
- Not Initializing
- Mechanically Failed

**NO RECOVERY FEE PROCESSED UNTIL DATA IS RECOVERABLE**