**Hard Drive & SDD Data Recovery In Edinburgh FAQ**

**Q. Will my data be recoverable?**

*A. Most of the time yes, but this depends on if the drive has physical damage or if the drive needs components replaced. Common symptoms are listed below.*

*Drive mounts and then dismounts.*

*Mac wont boot to desktop.*

*Windows error unmountable partition.*

*Drive responds but very slowly.*

*Blue Screen Of Death.*

*Any drive clicking or ticking usually needs component parts to get the drive working again.*

***If your hard drive is making any of the above noises then do not continue to use it or try to run some recovery software, you will just make the damage worse.***

**Q. How much is this going to cost?**

*A. No Physical damage and drive under 2tb fixed prices £200.*

*Above 2tb and no physical issues fixed price £360*

*Physical Damage requiring spare parts fixed price £480.*

**Q. Iphone, Ipad, Tablet & SD Card Data Recovery in Edinburgh**

*A. SD cards, USB memory Sticks £35 To £75.*

*Iphone, Ipad and Tablet data recovery from £99.*

**Q. What is data recovery?**

*A. Data recovery is the process of getting user data from a hard drive and ssd drive by physically replacing internal parts to make the hard drive usable again, this is just a temporary repair to enable us to get the data off the drive.*

*Sometimes a hard drive head begins to degrade and then fails, we have machine that allow us to read inaccessible drives before the drive fails completely.*

*Regardless of the reason why, at JT Data Recovery we have the industry leading tools to be able to help.*

**Q. What is the free Media evaluation process?**

*A. All media submitted to us goes through an assessment.*

***Step 1****– We use this to determine if the failure is software or physical damage to the media.*

***Step 2****– If the drive is physically damaged then we would price the parts needed to enable the drive again. If not physically damaged no parts should be required and we would move on to step 3.*

***Step 3****– When we have access to the drive we then make a sector by sector image of the original drive keeping all the file structures etc.*

***Step 4****– The next step is to evaluate the condition of the recovered data, we prefer the customer to check this personally to make sure all is well.*

***Step 5****– Customer pays and collects the data*

**Q. How long does data recovery take?**

*A. Most recoveries will be completed in 2-5 days.   If spare parts are required this may cause a slight delay.*

*Our goal is to return your data to you within two to five working days. However, because of the complexity of data recovery there will be times when it will take longer. After performing our initial evaluation, we will provide you with an estimated time to restore your lost data.*

**Q. What are the dangers of using data recovery software?**

*A. Using data recovery software such as Recuva, and R Studio may well be a good thing in the correct setting. But please remember if the drive has physical issues then running scans on a faulty hard drive will just make the situation much worse.*

*We have seen drives that have been opened by customers or helpful people that work in IT etc and most of the time the drives are rendered useless. If unsure get profession advice, it could save you money in the long run,*

**Q. Is there a chance my data can’t be recovered.**

*A. Yes. Sometimes with all the latest tools and training a drive is just simply too badly damaged to be able to get data from it.*

**Q. Is may data safe?**

*A. Yes. We are more than happy to sign a non- disclosure document, none of our customers data is connected at any time to a network and all data recovery is undertaken in-house at our premises.*

**Q. Does JT Data Recovery in Edinburgh recover data from Mac’s and Laptops?**

*A. We recover data from most devices:*

*Apple Imac, Macbook, Macbook Pro, Macbook Air.*

*PC and Laptop hard drives and ssd drives.*

*External Portable hard drives, internal hard drives, NAS drives and RAID drives*

*Iphones, Ipad, Tablets, SD cards and USB Sticks.*

**Q. Is one hard drive better than another?**

*A. I wouldn’t say that but most of the drives submitted to us are made by Western Digital and Seagate. Very rarely do we see a Maxtor or a Toshiba or HGST. I personally prefer HGST drives.*

[**Q. What is a class 100 clean room?**](https://www.datarecoverygroup.com/what-class-100-cleanroom)

*A. A clean room is an environment where airborne particulates are controlled through an exchange of highly filtered air using a high efficiency particulate air (HEPA) filtering system, and through minimization of activities that generate particles.*

*A class 100 clean room maintains less than one hundred particles larger than 0.5 microns in each cubic foot of air space.*

*In addition to particle control, the clean room is temperature and humidity controlled to 70F, 45% RH.*

**At JT Data Recovery we are contactable 24 hours a day, please feel free to give us a call to discuss your particular case/needs.**

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