



TECHNICAL / SERVICE REPORT for HARD DISK DRIVES

Note :- This form must accompany the DRIVE during service and a copy made for inclusion with the drive before packing. Customers can be supplied with a copy with our invoice.

Service JOB #:-

Brand :-	Model :-	S/No.
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Technical / Performance Information

Heads	Cylinders	Sectors	Encoding	Capacity	MB
PreComp	Seek—ms	KB/sec	Parking	Interface	
AT BIOS #	Controller Type/Model :-			Interleave :-	

Inspection & Testing Undertaken

Test	Check	Comments & Instructions
RECORD Identity	<input type="checkbox"/>	Fill in all the above details as known and add any new information which is verified as the tests proceed.
VISUAL Inspection	<input type="checkbox"/>	Examine the drive for mechanical damage, broken seals etc.
CLEAN External	<input type="checkbox"/>	Ground/earth the drive chassis and blow down with compressed air.
MOTOR Run	<input type="checkbox"/>	Connect the drive to a suitable power supply and verify that the motor runs properly.
BEARING Noise	<input type="checkbox"/>	After the motor has been running a few minutes listen carefully for bearing or other mechanical noises.
SEEK Test	<input type="checkbox"/>	Use DISK diagnostic software to confirm that the HEADS seek properly.
Media ANALYSIS	<input type="checkbox"/>	Using Diagnostic software run MEDIA ANALYSIS to verify that the BOOT and other media areas are servicable.
Enter DEFECT Map	<input type="checkbox"/>	Enter all Original and NEW Defects revealed by the Media Analysis onto the BAD Track Table below.
FORMAT Low Level	<input type="checkbox"/>	Using DEBUG, BIOS Diagnostics or other appropriate software carry out LOW LEVEL Format including the known defects.
Check INTERLEAVE	<input type="checkbox"/>	Using OPTUNE or similar software check the interleave to determine the drive and controller used perform to best advantage.
RE-SET Interleave	<input type="checkbox"/>	Re-set the interleave as appropriate to the controller which will be used with this drive.
Fix LABELS	<input type="checkbox"/>	Afix the HDD Technical information LABEL including all appropriate information. Fix the CASA "OK" Quality Control Label and include your initials and date.
Format ___ -DOS ___	<input type="checkbox"/>	Undertake DOS (or other operating system according to the requirements of the owner of the Drive) Format and check that the system BOOTS up.
PARK Heads	<input type="checkbox"/>	If the drive is NOT Auto-Park type then run a disk "PARK" utility to put the heads in a safe position ready for transport.
PACK for Storage	<input type="checkbox"/>	Using an Anti-Static bag and foam packing, carefully pack the drive (including a copy of this report) and fix a CASA Product Label to identify the contents.

Bad Track Table

No.	Cylinder	Head									
1			6			11			16		
2			7			12			17		
3			8			13			18		
4			9			14			19		
5			10			15			20		

Final Comments :-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">SERVICABLE</td> <td style="width: 20px; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="padding: 5px;">NOT Servicable</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	SERVICABLE	<input type="checkbox"/>	NOT Servicable	<input type="checkbox"/>
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Technician					
Date					