

## APPLE MAC DATA RECOVERY

# MACBOOK PRO'S INTERNAL SSD DRIVE FAILS AFTER ACCIDENTAL WATER SPILL

### CLIENT

Jon Lidaka is based in Raleigh, North Carolina and works for a mid-sized tech company.

### HARDWARE

Mr. Lidaka uses a MacBook Pro laptop with an internal 512 GB solid-state drive to store image, video, and music files for work, along with important personal documents.

### CAUSE OF DATA LOSS

The MacBook Pro sustained water damage after an accidental spill and became unresponsive. Mr. Lidaka could no longer access his work or personal files and feared that the laptop's hard drive had become permanently damaged and his data irrecoverably lost. He reached out to one of our local partners to see if Secure Data Recovery Services could help.

### DATA RECOVERY

Mr. Lidaka shipped his laptop free of charge to our data recovery center. Our recovery experts are Certified Mac Technicians and conducted a thorough diagnostic to determine the extent of any damage to the MacBook Pro's internal components. They determined that data recovery was possible. After receiving authorization to proceed, they removed the failed internal SSD and successfully imaged the drive in a certified Class 10 ISO 4 cleanroom. Next, they scanned the drive's entire file system to locate all available data and successfully extracted it to our secure storage servers.

### OUTCOME

Secure Data Recovery Services' engineers were able to restore all lost data from Mr. Lidaka's water-damaged MacBook Pro, about 50 GB, and they safely transferred it to a customer-supplied replacement drive. The restored data was then securely shipped back to Mr. Lidaka.

Secure Data Recovery Services' engineers specialize in data recovery from all Apple Mac devices, including iMac



desktops, MacBook Pro and MacBook Air laptops, iPads and iPad Minis, and Apple's full range of iPhone devices. Our data recovery engineers also pioneered complex data recovery techniques for SSD and SSHD storage devices.

Mac users in need of professional data recovery have access to our more than 250 partner locations across North America. We have a documented 96% successful recovery rate and one of the most advanced data recovery labs available. In addition to a free diagnostic analysis and report, we provide a no-obligation price estimate and our "no data, no recovery fee" guarantee. Our customers pay nothing if we can't recover their data.

Signature

Jon Lidaka

