

Removing your hard drive from your desktop PC

If you've never opened the cover of your PC before, removing the hard drive to ship it us can be a little daunting. These instructions should show you that it's actually quite straightforward to remove the drive from your desktop machine.

A desktop hard drive is an oblong metal component, roughly the size of two packs of playing cards, side by side. At the back of the drive there are connections for power and data. As you will see from the pictures below, there are two types of these connectors, but the removal procedure is the same.

Start by placing your desktop machine on a table or desk. Remove all the cables from the back except the power cable. If you can, leave the power cable in place, but switch the socket it's plugged in to, off.

There are too many different types of desktop machines to cover them all so here are removal instructions showing images for two typical desktop units, from HP and Dell.

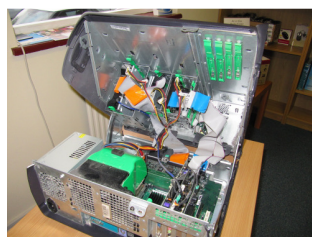
1. Place the desktop unit on a stable platform



2. At the back of the machine you may need to remove one or more screws to open the case. Some units, such as this Dell, open without screws.



3. Open the case



4. Locate the hard drive and remove the two cables from the back of it.



5. Remove the hard drive from the machine. Be careful with it – hard drives are prone to shock damage.



6. If your hard drive has any runners (like the green runners shown below left) – please remove them before sending us the drive.

You should now package the drive. See the packaging instructions on the “How to Start” page of the website.

If you are having trouble identifying the drive or following the procedures above, then please call us on 01844 216981 and we’ll try to help.