

Removing your hard drive from your laptop

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 usually quite straightforward to remove the drive from your laptop. You can, however, ship the entire laptop to us – but you must ensure that you cover the shipment with adequate insurance.

A laptop hard drive is an oblong metal component, roughly the size of a thin pack of playing cards. On most laptops there will be a panel at the base or side of the laptop that reveals the drive. Often there will be a symbol that looks a little like a cylinder – the universal symbol for a hard drive.

There are too many different types of laptop to cover them all so here are removal instructions showing images from an Acer Travelmate model.

1. Place the laptop upside down on a stable platform



2. Locate the panel that conceals the hard drive



3. Remove the panel



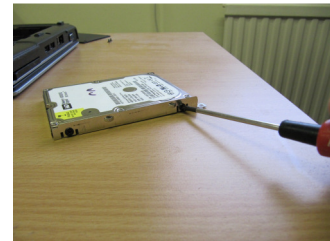
4. Slide the drive backwards to disconnect it



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



6. Laptop drives are often in an enclosure, which is simply screwed on to the drive. Please remove this 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.