



Giga Recovery (Giga computers Ltd.)
703A Manukau Rd.
Royal Oak - Auckland 1023 Phone: (0064) 09-624-6572 Fax: (0064) 09-624-6571
www.gigarecovery.co.nz

Preliminary Diagnostic Form

Please complete this diagnostic form as much as you possibly can. The most important items are:

What is the operating system and what files are the most critical if only a few could be recovered? Attach additional pages if necessary. Please note the success of recovering your data relies in part on the completeness and accuracy of your answers.

1. Computer and Media Information

Computer Make/Model:		Number of Drives:	
Operating System		Version	
File System (Circle one)	FAT12 . FAT16 . FAT32 . NTFS . Don't Know . Other:		
Media Type (Circle one)	FDD . HDD . MO . ZIP . PD . DVD-RAM . CD . Don't Know		
Interface Type	IDE . EIDE . SCSI . WSCSI . Don't Know		
Drive/Make/Model/Size	MB	GB	
Partition Names/Sizes			

2. Media Failure Information

What application were you working with when the media failed? What error messages appeared? What remedies did you try after the media failure? What other software tools did

you use to try to recover the data?

Was FSCK, CHKDSK, WREPAIR, SCANDISK used? (Circle one or more if true)

Was the Operating System reinstalled after the media problems started? . YES . NO

Was the drive reformatted after the media problems started? . YES . NO

3. TECHS Data Recovery PART

Did you recover the entire drive? . YES . NO

Notes:

Media ID#: _____

Please enter the serial number of your media above

Giga Computers Ltd. makes no guarantee explicitly nor implied of successful data recovery or of file and/or folder integrity at any time before, during, or after the recovery processes.