

**Product Manual** 

# **Momentus® XT**

ST95005620AS ST93205620AS ST92505610AS

100610268 Rev. B September 2010

## **Revision history**

Revision	Date	Sheets affected or comments
Rev. A	03/25/10	Initial release.
Rev. B	09/01/10	1, 4 & 13. (Non-op shock 900Gs @ 1ms)

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When referring to drive capacity one gigabyte, or GB, equals one billion bytes and one megabyte, or MB, equals one million bytes. Your computer's operating system may use a different standard of measurement and report a lower capacity. In addition, some of the listed capacity is used for formatting and other functions, and thus will not be available for data storage. Seagate reserves the right to change, without notice, product offerings or specifications

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## 1.0 Introduction

This manual describes the functional, mechanical and interface specifications for the following Seagate Momentus® XT model drives:

Standard models	
ST95005620AS	
ST93205620AS	
ST92505610AS	

These drives provide the following key features:

- 7200-RPM spindle speed.
- 32MB buffer.
- Quiet operation. Fluid Dynamic Bearing (FDB) motor.
- High instantaneous (burst) data-transfer rates (up to 3Gbs).
- · Perpendicular recording technology.
- State-of-the-art cache and on-the-fly error-correction algorithms.
- Addition of NAND Flash memory to enhance drive performance.
- Native Command Queuing (NCQ) with command ordering.
- Full-track multiple-sector transfer capability without local processor intervention.
- 900 Gs nonoperating shock and 350 Gs of operating shock.
- SeaTools diagnostic software performs a drive self-test that eliminates unnecessary drive returns.
- The 3D Defense System™, which includes Drive Defense, Data Defense and Diagnostic Defense, offers the industry's most comprehensive protection for disc drives.
- Support for S.M.A.R.T. drive monitoring and reporting.
- Support for Read Multiple and Write Multiple commands.

#### 1.1 About the Serial ATA interface

The Serial ATA interface provides several advantages over the traditional (parallel) ATA interface. The primary advantages include:

- Easy installation and configuration with true plug-and-play connectivity. It is not normally necessary to set any jumpers or other configuration options.
- Thinner and more flexible cabling for improved enclosure airflow and ease of installation.
- · Scalability to higher performance levels.

In addition, Serial ATA makes the transition from parallel ATA easy by providing legacy software support. Serial ATA was designed to allow you to install a Serial ATA host adapter and Serial ATA disc drive in your current system and expect all of your existing applications to work as normal.

The Serial ATA interface connects each disc drive in a point-to-point configuration with the Serial ATA host adapter. There is no master/slave relationship with Serial ATA devices like there is with parallel ATA. If two drives are attached on one Serial ATA host adapter, the host operating system views the two devices as if they were both "masters" on two separate ports. This essentially means both drives behave as if they are Device 0 (master) devices.

**Note.** The host adapter may, optionally, emulate a master/slave environment to host software where two devices on separate Serial ATA ports are represented to host software as a Device 0 (master) and Device 1 (slave) accessed at the same set of host bus addresses. A host adapter that emulates a master/slave environment manages two sets of shadow registers. This is not a typical Serial ATA environment.

The Serial ATA host adapter and drive share the function of emulating parallel ATA device behavior to provide backward compatibility with existing host systems and software. The Command and Control Block registers, PIO and DMA data transfers, resets, and interrupts are all emulated.

The Serial ATA host adapter contains a set of registers that shadow the contents of the traditional device registers, referred to as the Shadow Register Block. All Serial ATA devices behave like Device 0 devices. For additional information about how Serial ATA emulates parallel ATA, refer to the "Serial ATA: High Speed Serialized AT Attachment" specification. The specification can be downloaded from http://www.serialata.org.

## 2.0 Drive specifications

Unless otherwise noted, all specifications are measured under ambient conditions, at 25°C, and nominal power.

## 2.1 Specification summary table

The specifications listed in this table are for quick reference. For details on specification measurement or definition, see the appropriate section of this manual.

Table 1: Drive specifications

Drive specification	ST95005620AS	ST93205620AS	ST92505610AS
Formatted GB (512 bytes/sector)*	500	320	250
Guaranteed sectors	976,773,168	625,142,448	488,397,168
Bytes per sector	512		
Physical read/write heads	4	3	2
Discs	2		1
Cache (MB)	32		
Recording density in BPI (bits/in max)	1,490k		
Track density TPI (tracks/in max)	265k		
Areal density (Gb/in <sup>2</sup> max)	394		
Spindle speed (RPM)	7200		
Average latency (ms)	4.17		
Internal transfer rate (Gb/s max)	1.23		
I/O data transfer rate (Gb/s max)	3.0		
ATA data-transfer modes supported	SATA 1.0, Serial ATA Revision 2.6 PIO modes 0–4 Multiword DMA modes 0–2 Ultra DMA modes 0–6		
Height (max)	9.5 +/- 0.2 mm (0.370 +/008 in)		
Width (max)	69.85 +/- 0.25 mm (2.750 +/- 0.010 in)		
Length (max)	100.35 +0.20 / -0.25 mm (3.951 +0 .008 / -0.010 in)		
Weight (max)	110 g (0.238 lb) 105 g (0.227 lb)		105 g (0.227 lb)
Power-on to ready (sec typical)	4.5		
Standby to ready (sec typical)	3.0		
Track-to-track seek time, read (msec typical)	1.5		
Average seek, read (ms typical)	11.0		
Average seek, write (ms typical)	13.0		
Startup current, +5V amps (max)	1.0		
Seek power (watts typical)	2.2		

Table 1: Drive specifications

Drive specification	ST95005620AS	ST93205620AS	ST92505610AS	
Read power (watts typical)	2.4	1		
Write power (watts typical)	2.3			
Idle mode, low power (watts typical)	0.8	0.8		
Standby mode (watts typical)	0.40 ***			
Sleep mode (watts typical)	0.40 ***			
Voltage tolerance (including noise)	+5V ± 5%			
Ambient temperature (°C)	0 to 60 (operating) -40 to 70 (nonoperating)	0 to 60 (operating)		
Temperature gradient (°C per hour max)	20 (operating), 35 (nonopera	ating)		
Relative humidity	5% to 95% (operating and n	onoperating		
Relative humidity gradient	30% per hour max			
Wet bulb temperature (°C max)	37.7 (operating) 40 (nonoperating)			
Altitude, operating	-304.8 m to 3,048 m (-1000	ft to 10,000+ ft)		
Altitude, nonoperating (meters below mean sea level, max)	-304.8 m to 12,192 m (-100	0 ft to 40,000+ ft)		
Shock, operating (Gs max at 2 ms)	350			
Shock, nonoperating (Gs max at 2 ms)	800			
Shock, nonoperating (Gs max at 1 ms)	900			
Shock, nonoperating (Gs max at 0.5 ms)	600	600		
Vibration, operating	1.0 G (0 to peak, 5-500 Hz)	1.0 G (0 to peak, 5–500 Hz)		
Vibration, nonoperating	5 Gs (0 to peak, 5–500 Hz)			
Drive acoustics, sound power (bels)				
Idle**	2.3 (typical) 2.5 (max)			
Performance seek	2.6 (typical) 2.7 (max)			
Nonrecoverable read errors	1 per 10 <sup>14</sup> bits read			
Annualized Failure Rate (AFR)	0.5%			
Load/Unload (U/UL) cycles				
25°C, 50% relative humidity	600,000 software-controlled power on/off cycles 50,000 hard power on/off cycles			
32°C, 80% relative humidity 5°C, 80% relative humidity 5°C, 10% relative humidity 55°C, 16% relative humidity	600,000 software-controlled power on/off cycles 50,000 hard power on/off cycles			
Warranty	To determine the warranty for a specific drive, use a web browser to access the following web page: support.seagate.com/customer/warranty_validation.jsp You will be asked to provide the drive serial number, model number (or part number) and country of purchase. After submitting this information, the system will display the warranty information for your drive			
Supports Hotplug operation per Serial ATA Revision 2.6 specification	Yes (requires COMRESET f	rom host after a hotplug even	t)	

<sup>\*</sup>One Gbyte equals one billion bytes when referring to hard drive capacity. Accessible capacity may vary depending on operating environment and formatting.

<sup>\*\*</sup>During periods of drive idle, some offline activity may occur according to the S.M.A.R.T. specification, which may increase acoustic and power to operational levels.

<sup>\*\*\*</sup>Typical notebooks will pull power to the drive when entering S3 and S4; while in the S3 and S4 states, drive sleep and drive standby modes will not contribute to battery power consumption.

#### 2.2 Formatted capacity

Model	Formatted capacity*	Guaranteed sectors	Bytes per sector
ST95005620AS	500GB	976,773,168	512
ST93205620AS	320GB	625,142,448	512
ST92505610AS	250GB	488,397,168	512

<sup>\*</sup>One GB equals one billion bytes when referring to hard drive capacity. Accessible capacity may vary depending on operating environment and formatting.

#### 2.2.1 LBA mode

When addressing these drives in LBA mode, all blocks (sectors) are consecutively numbered from 0 to n–1, where n is the number of guaranteed sectors as defined above.

See Section 4.3.1, "Identify Device command" (words 60-61 and 100-103) for additional information about 48-bit addressing support of drives with capacities over 137GB.

### 2.2.2 Solid State Hybrid feature

The Solid State Hybrid feature utilizes the addition of NAND Flash memory to enhance the performance of the drive. Short random accesses to the NAND Flash are faster than disc accesses due to the elimination of seek and rotational latencies and therefore it is used to store more frequently accessed data. The Momentus XT uses a proprietary algorithm which monitors drive activity and determines the optimum data to maintain in the NAND Flash for peak responsiveness. The Solid State Hybrid feature is self contained in the drive firmware and functions independent of the host hardware or operating system. There are no special host system requirements. Momentus XT can be installed in any standard SATA environment and will automatically optimize.

## Specifics of the Solid State Hybrid Feature:

- Powerful ECC correction on data read from the NAND Flash.
- Maintains a list of defective NAND Flash blocks and maps them out of use.
- Additional bad blocks added during use will be added to the list of defective blocks and taken out of use.
- Storage functionality is preserved with no data loss with any wear out of the NAND Flash.
- No user intervention required.

#### 2.3 Default logical geometry

Cylinders	Read/write heads	Sectors per track
16,383	16	63

#### LBA mode

When addressing these drives in LBA mode, all blocks (sectors) are consecutively numbered from 0 to n–1, where n is the number of guaranteed sectors as defined above.

## 2.4 Physical organization

Drive model	Read/write heads	Number of discs
ST95005620AS	4	3
ST93205620AS	3	2
ST92505610AS	2	1

## 2.5 Recording and interface technology

Interface	Serial ATA (SATA)
Recording method	Perpendicular
Recording density BPI (bits/in max)	1,490k
Track density TPI (tracks/in max)	265k
Areal density (Gb/in <sup>2</sup> max)	394
Spindle speed (RPM) (±0.2%)	7200
Maximum Internal transfer rate (Gb/s)	1.23
I/O data-transfer rate (Gb/s max)	3.0
Interleave	1:1
Cache buffer	32MB (32,768KB)

## 2.6 Physical characteristics

Drive spe	ecification	
Height	(mm) (in)	9.5 +/-0.2 0.370 +/-0.008
Width	(mm) (in)	69.85 +/-0.25 2.750 +/-0.010
Length	(mm) (in)	100.35 +0.20 / -0.25 3.951 +0.008 /010
Typical w	eight	
ST95005620AS ST93205620AS		110 g 0.238 lb
ST92505610AS		105 g 0.227 lb

#### 2.7 Seek time

Seek measurements are taken with nominal power at 25°C ambient temperature. All times are measured using drive diagnostics. The specifications in the table below are defined as follows:

- Track-to-track seek time is an average of all possible single-track seeks in both directions.
- Average seek time is a true statistical random average of at least 5000 measurements of seeks between random tracks, less overhead.

Table 2: Typical seek times

Typical seek times (ms)	Read
Track-to-track	1.5
Average	11.0
Full-stroke	22.0
Average latency	4.17

**Note.** These drives are designed to consistently meet the seek times represented in this manual. Physical seeks, regardless of mode (such as track-to-track and average), are expected to meet the noted values. However, due to the manner in which these drives are formatted, benchmark tests that include command overhead or measure logical seeks may produce results that vary from these specifications.

## 2.8 Start/stop times

Time to ready	Typical	Max @ 25°C
Power-on to Ready (sec)	4.5	5.0
Standby to Ready (sec)	3.0	3.5

### 2.9 Power specifications

The drive receives DC power (+5V) through a native SATA power connector.

#### 2.9.1 Power consumption

Power requirements for the drives are listed in the table on page 8. Typical power measurements are based on an average of drives tested, under nominal conditions, at 25°C ambient temperature.

#### Spinup power

Spinup power is measured from the time of power-on to the time that the drive spindle reaches operating speed.

#### Seek mode

During seek mode, the read/write actuator arm moves toward a specific position on the disc surface and does not execute a read or write operation. Servo electronics are active. Seek mode power is measured based on three random seek operations every 100 ms. This mode is not typical.

### Read/write power and current

Read/write power is measured with the heads on track, based on three 63 sector read or write operations every 100 ms.

#### • Idle mode power

Idle mode power is measured with the drive up to speed, with servo electronics active and with the heads in a random track location.

### · Standby mode

During Standby mode, the drive accepts commands, but the drive is not spinning, and the servo and read/write electronics are in power-down model

Table 3: DC power

Power dissipation	+5V input average (25° C)
Spinup (max)	1.0A
Seek	2.2W
Read	2.4W
Write	2.3W
Idle, performance*	1.4W
Idle, active*	1.1W
Idle, low power mode*	0.8W
Standby	0.40W
Sleep	0.40W

<sup>\*</sup>During periods of drive idle, some offline activity may occur according to the S.M.A.R.T. specification, which may increase acoustic and power to operational levels.

## 2.9.1.1 Typical current profile

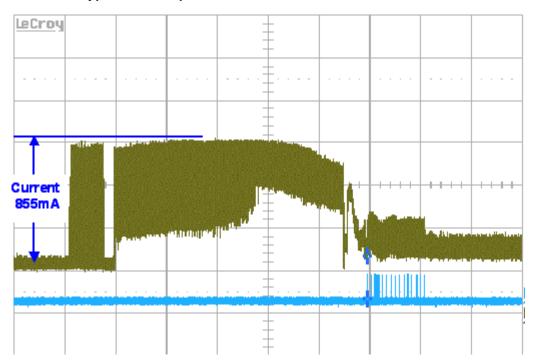


Figure 1. Typical +5V only startup and operation current profile

### 2.9.2 Conducted noise

Input noise ripple is measured at the host system power supply across an equivalent 15-ohm resistive load on the +5V line.

Using 5V power, the drive is expected to operate with a maximum of 100mV peak-to-peak square-wave injected noise at up to 10 MHz.

**Note.** Equivalent resistance is calculated by dividing the nominal voltage by the typical RMS read/write current.

## 2.9.3 Voltage tolerance

Voltage tolerance (including noise):

5V ± 5%

#### 2.9.4 Power-management modes

The drive provides programmable power management to provide greater energy efficiency. In most systems, you can control power management through the system setup program. The drive features the following power-management modes:

Table 4: Power management modes

Power modes	Heads	Spindle	Buffer
Active (operating)	Tracking	Rotating	Full power
Idle, performance	Tracking	Rotating	Self refresh—low power
Idle, active	Floating	Rotating	Self refresh—low power
Idle, low power	Parked	Rotating	Self refresh—low power
Standby	Parked	Stopped	Self refresh—low power
Sleep	Parked	Stopped	Self refresh—low power

#### Active mode

The drive is in Active mode during the read/write and seek operations.

#### • Idle mode

The buffer remains enabled, and the drive accepts all commands and returns to Active mode any time disc access is necessary.

#### · Standby mode

The drive enters Standby mode when the host sends a Standby Immediate command. If the host has set the standby timer, the drive can also enter Standby mode automatically after the drive has been inactive for a specifiable length of time. The standby timer delay is established using a Standby or Idle command. In Standby mode, the drive buffer is in Self Refresh Low Power mode, the heads are parked and the spindle is at rest. The drive accepts all commands and returns to Active mode any time disc access is necessary.

#### Sleep mode

The drive enters Sleep mode after receiving a Sleep command from the host. In Sleep mode, the drive buffer is in Self Refresh Low Power mode, the heads are parked and the spindle is at rest. The drive leaves Sleep mode after it receives a Hard Reset or Soft Reset from the host. After receiving a reset, the drive exits Sleep mode and enters Standby mode with all current translation parameters intact.

#### · Idle and Standby timers

Each time the drive performs an Active function (read, write or seek), the standby timer is reinitialized and begins counting down from its specified delay times to zero. If the standby timer reaches zero before any drive activity is required, the drive makes a transition to Standby mode. In both Idle and Standby mode, the drive accepts all commands and returns to Active mode when disc access is necessary.

## 2.10 Environmental specifications

This section provides the temperature, humidity, shock, and vibration specifications for Momentus XT drives.

### 2.10.1 Ambient temperature

Ambient temperature is defined as the temperature of the environment immediately surrounding the drive. Actual drive case temperature should not exceed 65°C (149°F) within the operating ambient conditions.

Above 1000 feet (305 meters), the maximum temperature is derated linearly by 1°C every 1000 feet.

Operating:	0°C to 60°C (32°F to 140°F)
Nonoperating:	-40°C to 70°C (-40°F to 158°F)

### 2.10.2 Temperature gradient

Operating	20°C per hour (68°F per hour max), without condensation
Nonoperating	35°C per hour (95°F per hour max), without condensation

## 2.10.3 Relative humidity

Operating	5% to 95% noncondensing (30% per hour max)
Nonoperating	5% to 95% noncondensing (30% per hour max)

### 2.10.4 Wet bulb temperature

Operating	37.7°C (99.8°F max)
Nonoperating	40°C (104°F max)

#### 2.10.5 Altitude

Operating	-304.8 m to 3,048 m (-1000 ft to 10,000+ ft)
Nonoperating	-304.8 m to 12,192 m (-1000 ft to 40,000+ ft)

#### 2.10.6 Shock

All shock specifications assume that the drive is mounted securely with the input shock applied at the drive mounting screws. Shock may be applied in the X, Y or Z axis.

### 2.10.6.1 Operating shock

These drives comply with the performance levels specified in this document when subjected to a maximum operating shock of 350 Gs based on half-sine shock pulses of 2 ms. Shocks should not be repeated more than one time per axis.

#### 2.10.6.2 Nonoperating shock

The nonoperating shock level that the drive can experience without incurring physical damage or degradation in performance when subsequently put into operation is 800 Gs based on a nonrepetitive half-sine shock pulse of 2 ms duration.

The nonoperating shock level that the drive can experience without incurring physical damage or degradation in performance when subsequently put into operation is 900 Gs based on a nonrepetitive half-sine shock pulse of 1 ms duration.

The nonoperating shock level that the drive can experience without incurring physical damage or degradation in performance when subsequently put into operation is 600 Gs based on a nonrepetitive half-sine shock pulse of 0.5 ms duration.

#### 2.10.7 Vibration

All vibration specifications assume that the drive is mounted securely with the input vibration applied at the drive mounting screws. Vibration may be applied in the X, Y or Z axis.

#### 2.10.7.1 Operating vibration

The maximum vibration levels that the drive may experience while meeting the performance standards specified in this document are specified below.

5–500 Hz 1.0 Gs (0 to peak). Max displacement may apply below 10 Hz.
--

#### 2.10.7.2 Nonoperating vibration

The maximum nonoperating vibration levels that the drive may experience without incurring physical damage or degradation in performance when subsequently put into operation are specified below.

5–500 Hz:	5 Gs (0 to peak). Max displacement may apply below 22 Hz.
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#### 2.11 Acoustics

Drive emission of sound is measured consistent with the ECMA-74 and its referenced standards. Testing is conducted at room temperature (approximately 25°C). Emission levels are reported as the total A-weighted sound power levers for steady state, idle, and active seeks modes of operation.

Table 5: Drive A-weighted Sound Power Levels (SWL, BA)

Idle*	Performance seek
2.3 bels (typ)	2.5 bels (typ)
2.5 bels (max)	2.7 bels (max)

\*During periods of drive idle, some offline activity may occur according to the S.M.A.R.T. specification, which may increase acoustic and power to operational levels.

#### **Test for Prominent Discrete Tones (PDTs)**

Seagate follows the ECMA-74 standards for measurement and identification of PDTs. An exception to this process is the use of the absolute threshold of hearing. Seagate uses the lower limit for the threshold curve\* to discern tone audibility and to compensate for the inaudible components of sound prior to computation of tone ratios according to Annex D of the ECMA-74 standards.

\*Defined as the median curve given by ISO 389-7 (Tf curve) minus 10dB at all frequencies.

### 2.12 Electromagnetic immunity

When properly installed in a representative host system, the drive operates without errors or degradation in performance when subjected to the radio frequency (RF) environments defined in the following table:

Table 6: Radio frequency environments

Test	Description	Performance level	Reference standard
Electrostatic discharge	Contact, HCP, VCP: ±4 kV; Air: ±8 kV	В	EN 61000-4-2: 95
Radiated RF immunity	80 to 1,000 MHz, 3 V/m, 80% AM with 1 kHz sine 900 MHz, 3 V/m, 50% pulse modulation @ 200 Hz	А	EN 61000-4-3: 96 ENV 50204: 95
Electrical fast transient	±1 kV on AC mains, ±0.5 kV on external I/O	В	EN 61000-4-4: 95
Surge immunity	±1 kV differential, ±2 kV common, AC mains	В	EN 61000-4-5: 95
Conducted RF immunity	150 kHz to 80 MHz, 3 Vrms, 80% AM with 1 kHz sine	А	EN 61000-4-6: 97
Power Frequency H-field immunity	1 A/m, 50Hz/60Hz, 3 axes	А	EN 61000-4-8: 97
Voltage dips, interrupts	30% Reduction for 25 cycles >95% Reduction for 250 cycles >95%, 0.5 cycles	C C B	EN 61000-4-11: 94

#### 2.13 Reliability

Measurement type	Specification
Nonrecoverable read errors	1 per 10 <sup>14</sup> bits read, max.
Annualized Failure Rate (AFR)	0.5%
Load/Unload (U/UL)	
25°C, 50% relative humidity	600,000 software-controlled power on/off cycles 50,000 hard power on/off cycles
32°C, 80% relative humidity 5°C, 80% relative humidity 5°C, 10% relative humidity 55°C, 16% relative humidity	600,000 software-controlled power on/off cycles 50,000 hard power on/off cycles
Warranty	To determine the warranty for a specific drive, use a web browser to access the following web page: support.seagate.com/customer/warranty_validation.jsp You will be asked to provide the drive serial number, model number (or part number) and country of purchase. After submitting this information, the system will display the warranty information for your drive

#### 2.14 Agency certification

#### 2.14.1 Safety certification

The drives are recognized in accordance with UL 60950-1 and CSA C22.2 (950) and meet all applicable sections of IEC 60950-1 and EN60950-1 as tested by TUV North America.

#### 2.14.2 Electromagnetic compatibility

Hard drives that display the CE mark comply with the European Union (EU) requirements specified in the Electromagnetic Compatibility Directive (89/336/EEC). Testing is performed to the levels specified by the product standards for Information Technology Equipment (ITE). Emission levels are defined by EN 55022, Class B and the immunity levels are defined by EN 55024.

Seagate uses an independent laboratory to confirm compliance with the EC directives specified in the previous paragraph. Drives are tested in representative end-user systems. Although CE-marked Seagate drives comply with the directives when used in the test systems, we cannot guarantee that all systems will comply with the directives. The drive is designed for operation inside a properly designed enclosure, with properly shielded I/O cable (if necessary) and terminators on all unused I/O ports. Computer manufacturers and system integrators should confirm EMC compliance and provide CE marking for their products.

#### Korean BCC

If these drives have the Korea Ministry of Information and Communication (MIC) logo, they comply with paragraph 1 of Article 11 of the Electromagnetic Compatibility control Regulation and meet the Electromagnetic Compatibility (EMC) Framework requirements of the Broadcasting Communications Center (BCC) Ministry of Information and Communication Republic of Korea.

These drives have been tested and comply with the Electromagnetic Interference/Electromagnetic Susceptibility (EMI/EMS) for Class B products. Drives are tested in a representative, end-user system by a Korean-recognized lab.

Certificate number: STX-MomentusXT (B)

Trade name or applicant: Seagate Technology LLC

Date of certificate: March 12, 2010

Manufacturer/nationality: USA and China

#### Australian C-Tick (N176)

If these models have the C-Tick marking, they comply with the Australia/New Zealand Standard AS/NZS3548 1995 and meet the Electromagnetic Compatibility (EMC) Framework requirements of the Australian Communication Authority (ACA).

#### 2.14.3 FCC verification

These drives are intended to be contained solely within a personal computer or similar enclosure (not attached as an external device). As such, each drive is considered to be a subassembly even when it is individually marketed to the customer. As a subassembly, no Federal Communications Commission verification of the device is required.

Seagate Technology LLC has tested this device in enclosures as described above to ensure that the total assembly (enclosure, disc drive, motherboard, power supply, etc.) does comply with the limits for a Class B computing device, pursuant to Subpart J, Part 15 of the FCC rules. Operation with noncertified assemblies is likely to result in interference to radio and television reception.

Radio and television interference. This equipment generates and uses radio frequency energy and if not installed and used in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception.

This equipment is designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television, which can be determined by turning the equipment on and off, you are encouraged to try one or more of the following corrective measures:

- · Reorient the receiving antenna.
- Move the device to one side or the other of the radio or TV.
- Move the device farther away from the radio or TV.
- Plug the computer into a different outlet so that the receiver and computer are on different branch outlets.

If necessary, you should consult your dealer or an experienced radio/television technician for additional suggestions. You may find helpful the following booklet prepared by the Federal Communications Commission: *How to Identify and Resolve Radio-Television Interference Problems*. This booklet is available from the Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402. Refer to publication number 004-000-00345-4.

#### 2.15 Environmental protection

Seagate designs its products to meet environmental protection requirements worldwide, including regulations restricting certain chemical substances.

#### 2.15.1 European Union Restriction of Hazardous Substances (RoHS)

Seagate designs its products to meet environmental protection requirements worldwide, including regulations restricting certain chemical substances. A new law, the European Union Restriction of Hazardous Substances (RoHS) Directive, restricts the presence of chemical substances, including Lead, Cadmium, Mercury, Hexavalent Chromium, PBB and PBDE, in electronic products, effective July 2006. This drive is manufactured with components and materials that comply with the RoHS Directive..

## 2.15.2 China Restriction of Hazardous Substances (RoHS) Directive 中国限制危险物品的指令

This product has an Environmental Protection Use Period (EPUP) of 20 years. The following table contains information mandated by China's "Marking Requirements for Control of Pollution Caused by Electronic Information Products" Standard.



该产品具有20年的环境保护使用周期 (EPUP)。 下表包含了中国 "电子产品所导致的污染的控制的记号要求"所指定的信息。

	Toxic or Hazardous Substances or Elements有毒有害物质或元素					
				Hexavalent	Polybrominated	Polybrominated
	Lead	Mercury	Cadmium	Chromium	Biphenyl	Diphenyl Ether
Name of Parts	铅	汞	畅	六价铬	多農联苯	多製二苯醚
部件名称	(Pb)	(Hg)	(Cd)	(Cr6+)	(PBB)	(PBDE)
PCBA	Х	0	0	0	0	0
HDA	Х	0	0	. 0	0	0

<sup>&</sup>quot;O" indicates the hazardous and toxic substance content of the part (at the homogenous material level) is lower than the threshold defined by the China RoHS MCV Standard.

<sup>&</sup>quot;O"表示该部件(于同类物品程度上)所含的危险和有毒物质低于中国 ${
m RoHS~MCV}$ 标准所定义的门槛值。

<sup>&</sup>quot;X" indicates the hazardous and toxic substance content of the part (at the homogenous material level) is over the threshold defined by the China RoHS MCV Standard.

 $ilde{ ilde{''}X}$ "表示该部件(于同类物品程度上)所含的危险和有毒物质超出中国 ${ ilde{ ilde{R}}}$ 0 ${ ilde{ ilde{R$ 

#### 2.16 Corrosive environment

Seagate electronic drive components pass accelerated corrosion testing equivalent to 10 years exposure to light industrial environments containing sulfurous gases, chlorine and nitric oxide, classes G and H per ASTM B845. However, this accelerated testing cannot duplicate every potential application environment.

Users should use caution exposing any electronic components to uncontrolled chemical pollutants and corrosive chemicals as electronic drive component reliability can be affected by the installation environment. The silver, copper, nickel and gold films used in Seagate products are especially sensitive to the presence of sulfide, chloride, and nitrate contaminants. Sulfur is found to be the most damaging. In addition, electronic components should never be exposed to condensing water on the surface of the printed circuit board assembly (PCBA) or exposed to an ambient relative humidity greater than 95%. Materials used in cabinet fabrication, such as vulcanized rubber, that can outgas corrosive compounds should be minimized or eliminated. The useful life of any electronic equipment may be extended by replacing materials near circuitry with sulfide-free alternatives.

## 3.0 Configuring and mounting the drive

This section contains the specifications and instructions for configuring and mounting the drive.

## 3.1 Handling and static-discharge precautions

After unpacking, and before installation, the drive may be exposed to potential handling and electrostatic discharge (ESD) hazards. Observe the following standard handling and static-discharge precautions:

#### Caution:

- Keep the drive in the electrostatic discharge (ESD) bag until you are ready for installation to limit the drive's exposure to ESD.
- Before handling the drive, put on a grounded wrist strap, or ground yourself frequently by touching the metal chassis of a computer that is plugged into a grounded outlet. Wear a grounded wrist strap throughout the entire installation procedure.
- · Handle the drive only by its edges or frame.
- The drive is fragile—handle it with care. Do not press down on the drive top cover.
- Always rest the drive on a padded, antistatic surface until you mount it in the computer.
- Do not touch the connector pins or the printed circuit board.
- Do not remove the factory-installed labels from the drive or cover them with additional labels. Removal voids
  the warranty. Some factory-installed labels contain information needed to service the drive. Other labels are
  used to seal out dirt and contamination.

### 3.2 Configuring the drive

Each drive on the Serial ATA interface connects in a point-to-point configuration with the Serial ATA host adapter. There is no master/slave relationship because each drive is considered a master in a point-to-point relationships. If two drives are attached on one Serial ATA host adapter, the host operating system views the two devices as if they were both "masters" on two separate ports. This means both drives behave as if they are Device 0 (master) devices.

Serial ATA drives are designed for easy installation with no jumpers, terminators, or other settings. It is not necessary to set any jumpers on this drive for proper operation. The jumper block adjacent to the signal connector is for factory use only.

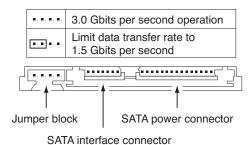


Figure 2. Serial ATA connectors

#### 3.3 Serial ATA cables and connectors

The Serial ATA interface cable consists of four conductors in two differential pairs, plus three ground connections. The cable size may be 30 to 26 AWG with a maximum length of one meter (39.37 inches). See Table 7 for connector pin definitions. Either end of the SATA signal cable can be attached to the drive or host.

For direct backplane connection, the drive connectors are inserted directly into the host receptacle. The drive and the host receptacle incorporate features that enable the direct connection to be hot pluggable and blind mateable.

For installations which require cables, you can connect the drive as illustrated in Figure 3.

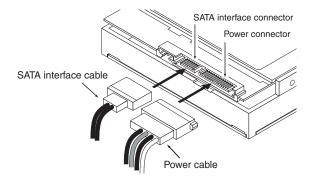


Figure 3. Attaching SATA cabling

Each cable is keyed to ensure correct orientation.

## 3.4 Drive mounting

You can mount the drive using four screws in the side-mounting holes or four screws in the bottom-mounting holes. See Figure 4 for drive mounting dimensions. Follow these important mounting precautions when mounting the drive:

- Allow a minimum clearance of 0.030 inches (0.76 mm) around the entire perimeter of the drive for cooling.
- · Use only M3 UNC mounting screws.
- Do not overtighten the mounting screws (maximum torque: 4.0 inch-lb).
- Four (4) threads (0.080 inches) minimum screw engagement recommended.

Measurements shown in Figure 4 are in inches.

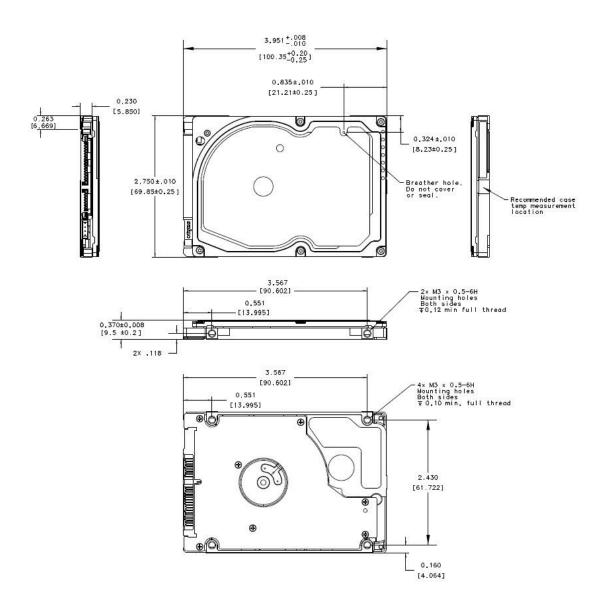


Figure 4. Mounting dimensions—top, side and end view

## 4.0 Serial ATA (SATA) interface

These drives use the industry-standard Serial ATA interface that supports FIS data transfers. It supports ATA programmed input/output (PIO) modes 0–4; multiword DMA modes 0–2, and Ultra DMA modes 0–6. The drive also supports the use of the IORDY signal to provide reliable high-speed data transfers.

For detailed information about the Serial ATA interface, refer to the "Serial ATA: High Speed Serialized AT Attachment" specification.

## 4.1 Hot-Plug compatibility

Momentus XT drives incorporate connectors which enable you to hot plug these drives in accordance with the Serial ATA: High Speed Serialized AT Attachment specification revision 2.0. This specification can be downloaded from http://www.serialata.org. This device requires a COMRESET from the host after a hotplug event.

## 4.2 Serial ATA device plug connector pin definitions

Table 7 summarizes the signals on the Serial ATA interface and power connectors..

Table 7: Serial ATA connector pin definitions

Segment	Pin	Function	Definition
	S1	Ground	2nd mate
	S2	A+	Differential signal pair A from Phy
	S3	A-	
	S4	Ground	2nd mate
	S5	B-	Differential signal pair B from Phy
	S6	B+	
Signal	S7	Ground	2nd mate
			Key and spacing separate signal and power segments
	P1	V <sub>33</sub>	3.3V power
	P2	V <sub>33</sub>	3.3V power
	P3	V <sub>33</sub>	3.3V power, pre-charge, 2nd mate
	P4	Ground	1st mate
	P5	Ground	2nd mate
	P6	Ground	2nd mate
	P7	V <sub>5</sub>	5V power, pre-charge, 2nd mate
	P8	V <sub>5</sub>	5V power
Power	P9	V <sub>5</sub>	5V power
	P10	Ground	2nd mate
	P11	Reserved	The pin corresponding to P11 in the backplane receptacle connector is also reserved The corresponding pin to be mated with P11 in the power cable receptacle connector shall always be grounded
	P12	Ground	1st mate.
	P13	V <sub>12</sub>	12V power, pre-charge, 2nd mate
	P14	V <sub>12</sub>	12V power
	P15	V <sub>12</sub>	12V power

- 1. All pins are in a single row, with a 1.27 mm (0.050") pitch.
- 2. The comments on the mating sequence apply to the case of backplane blindmate connector only. In this case, the mating sequences are:
  - the ground pins P4 and P12.
  - the pre-charge power pins and the other ground pins.
  - the signal pins and the rest of the power pins.
- 3. There are three power pins for each voltage. One pin from each voltage is used for pre-charge when installed in a blind-mate backplane configuration.
- 4. All used voltage pins (V<sub>x</sub>) must be terminated.

## 4.3 Supported ATA commands

The following table lists Serial ATA standard commands that the drive supports. For a detailed description of the ATA commands, refer to the Serial ATA: High Speed Serialized AT Attachment specification. See "S.M.A.R.T. commands" on page 30.for details and subcommands used in the S.M.A.R.T. implementation.

ATA-standard commands names	Command code (in hex)		
Device Configuration Restore	B1h/C0h		
Device Configuration Freeze Lock	B1h/C1h		
Device Configuration Identify	B1h/C2h		
Device Configuration Set	B1h/C3h		
Download Microcode	92h		
Execute Device Diagnostics	90h		
Flush Cache	E7h		
Flush Cache Extended	EAh		
Identify Device	ECh		
Initialize Device Parameters	91h		
Read Buffer	E4h		
Read DMA	C8h		
Read DMA Extended	25h		
Read DMA without Retries	C9h		
Read Long with Retries	22h		
Read Long without Retries	23h		
Read Multiple	C4h		
Read Multiple Extended	29h		
Read Native Max Address	F8h		
Read Native Max Address Extended	27h		
Read Sectors	20h		
Read Sectors Extended	24h		
Read Sectors without Retries	21h		
Read Verify Sectors	40h		
Read Verify Sectors Extended	42h		
Read Verify Sectors without Retries	41h		
Seek	70h		
Set Features	EFh		
Set Max Address	F9h		
Note: Individual Set Max commands are identified by the value placed in the Set Max Features register as defined to the right.	Address: Password: Lock: Unlock: Freeze Lock:	00 <sub>H</sub> 01 <sub>H</sub> 02 <sub>H</sub> 03 <sub>H</sub> 04 <sub>H</sub>	
Set Multiple Mode	C6h		
S.M.A.R.T. Disable Operations	B0h/D9h		

ATA-standard commands names	Command code (in hex)
S.M.A.R.T. Enable/Disable Autosave	B0h/D2h
S.M.A.R.T. Enable Operations	B0h/D8h
S.M.A.R.T. Enable/Disable Auto Offline	B0h/DBh
S.M.A.R.T. Enable One Attribute Modification	B0h/E0h
S.M.A.R.T. Execute Offline	B0h/D4h
S.M.A.R.T. Free Fall Protection Host Interface	FEh
S.M.A.R.T. Read Attribute Thresholds	B0h/D1h
S.M.A.R.T. Read Data	B0h/D0h
S.M.A.R.T. Read Log Sector	B0h/D5h
S.M.A.R.T. Return Status	B0h/DAh
S.M.A.R.T. Save Attribute Values	B0h/D3h
S.M.A.R.T. Write Attribute Thresholds	B0h/D7h
S.M.A.R.T. Write Attribute Values	B0h/E1h
S.M.A.R.T. Write Log Sector	B0h/D6h
Write Buffer	E8h
Write DMA	CAh
Write DMA Extended	35h
Write DMA without Retries	CBh
Write Long with Retries	32h
Write Long without Retries	33h
Write Multiple	C5h
Write Multiple Extended	39h
Write Sectors	30h <sub>,</sub> 31h
Write Sectors Extended	34h
ATA-standard power-management commands	
Check Power Mode	E5h
Idle	E3h
Idle Immediate	E1h
Sleep	E6h
Standby	E2h
Standby Immediate	E0h
ATA-standard security commands	
Security Set Password	F1h
Security Unlock	F2h
Security Erase Prepare	F3h
Security Erase Unit	F4h
Security Freeze Lock	F5h
Security Disable Password	F6h

## 4.3.1 Identify Device command

The Identify Device command (command code  $EC_H$ ) transfers information about the drive to the host following power up. The data is organized as a single 512-byte block of data, whose contents are shown in the table on page 27. All reserved bits or words should be set to zero. Parameters listed with an "x" are drive-specific or vary with the state of the drive. See Section 2.0 on page 3 for default parameter settings.

The following commands contain drive-specific features that may not be included in the Serial ATA specification.

Word	Description	Value
0	Configuration information:  • Bit 15: 0 = ATA; 1 = ATAPI  • Bit 7: removable media  • Bit 6: removable controller  • Bit 0: reserved	0C5A <sub>H</sub>
1	Number of logical cylinders	16,383
2	ATA-reserved	0000 <sub>H</sub>
3	Number of logical heads	16
4	Retired	0000 <sub>H</sub>
5	Retired	0000 <sub>H</sub>
6	Number of logical sectors per logical track: 63	003F <sub>H</sub>
7–9	Retired	0000 <sub>H</sub>
10–19	Serial number: (20 ASCII characters, 0000 <sub>H</sub> = none)	ASCII
20	Retired	0000 <sub>H</sub>
21	Retired	0400 <sub>H</sub>
22	Obsolete	0000 <sub>H</sub>
23–26	Firmware revision (8 ASCII character string, padded with blanks to end of string)	x.xx
27–46	Drive model number: (40 ASCII characters, padded with blanks to end of string)	ST95005620AS ST93205620AS ST92505610AS
47	(Bits 7–0) Maximum sectors per interrupt on Read multiple and Write multiple (16)	8010 <sub>H</sub>
48	Reserved	0000 <sub>H</sub>
49	Standard Standby timer, IORDY supported and may be disabled	2F00 <sub>H</sub>
50	ATA-reserved	0000 <sub>H</sub>
51	PIO data-transfer cycle timing mode	0200 <sub>H</sub>
52	Retired	0200 <sub>H</sub>
53	Words 54–58, 64–70 and 88 are valid	0007 <sub>H</sub>
54	Number of current logical cylinders	xxxx <sub>H</sub>
55	Number of current logical heads	xxxx <sub>H</sub>
56	Number of current logical sectors per logical track	xxxx <sub>H</sub>
57–58	Current capacity in sectors	xxxx <sub>H</sub>

Word	Description	Value
59	Number of sectors transferred during a Read Multiple or Write Multiple command	xxxx <sub>H</sub>
60–61	Total number of user-addressable sectors This field contains a value that is one greater than the total number of user-addressable sectors. The maximum value that shall be placed in this field is 0FFFFFFh. The 0FFFFFFh value applies to all capacities over 137GB (see Section 2.2 and 2.3 for related information).	ST95005620AS = 0FFFFFFh ST93205620AS = 0FFFFFFh ST92505610AS = 0FFFFFFh
62	Retired	0000 <sub>H</sub>
63	Multiword DMA active and modes supported (see note following this table)	<i>xx</i> 07 <sub>H</sub>
64	Advanced PIO modes supported (modes 3 and 4 supported)	0003 <sub>H</sub>
65	Minimum multiword DMA transfer cycle time per word (120 ns)	0078 <sub>H</sub>
66	Recommended multiword DMA transfer cycle time per word (120 ns)	0078 <sub>H</sub>
67	Minimum PIO cycle time without IORDY flow control (240 ns)	00F0 <sub>H</sub>
68	Minimum PIO cycle time with IORDY flow control (120 ns)	0078 <sub>H</sub>
69–74	ATA-reserved	0000 <sub>H</sub>
75	Queue depth	0000 <sub>H</sub>
76	Serial ATA capabilities	0508 <sub>H</sub>
77	ATA-reserved	0000 <sub>H</sub>
78	Serial ATA features supported	0048 <sub>H</sub>
79	Serial ATA features enabled	0040 <sub>H</sub>
80	Major version number	003E <sub>H</sub>
81	Minor version number	0000 <sub>H</sub>
82	Command sets supported	306B <sub>H</sub>
83	Command sets supported	4001 <sub>H</sub>
84	Command sets support extension	4000 <sub>H</sub>
85	Command sets enabled	30xx <sub>H</sub>
86	Command sets enabled	0001 <sub>H</sub>
87	Command sets enable extension	4000 <sub>H</sub>
88	Ultra DMA support and current mode (see note following this table)	xx7F <sub>H</sub>
89	Security erase time	0000 <sub>H</sub>
90	Enhanced security erase time	0000 <sub>H</sub>
92	Master password revision code	FFFE <sub>H</sub>
93	Hardware reset value (see description following this table)	ххххн
94	Auto acoustic management setting	ххххн
95–99	ATA-reserved	0000 <sub>H</sub>

Word	Description	Value
100–103	Total number of user-addressable LBA sectors available (see Section 2.2 for related information) These words are required for drives that support the 48-bit addressing feature. Maximum value: 0000FFFFFFFFFFF.	ST95005620AS = 976,773,168 ST93205620AS = 625,142,448 ST92505610AS = 488,397,168
104–118	ATA-reserved	0000 <sub>H</sub>
119	Free Fall Protection support (bit 5)	1 = Free Fall Protection supported 0 = Free Fall Protection not supported
120	Free Fall Protection enable/disable (bit 5)	1 = Free Fall Protection feature is enabled 0 = Free Fall Protection feature is disabled
121–127	ATA-reserved	0000 <sub>H</sub>
128	Security status	0001 <sub>H</sub>
129–159	Seagate-reserved	xxxx <sub>H</sub>
160–254	ATA-reserved	0000 <sub>H</sub>
255	Integrity word	xxA5 <sub>H</sub>

 $\textbf{Note.} \quad \text{See the bit descriptions below for words 63, 88, 93 and 94 of the Identify Drive data:} \\$ 

## Description (if bit is set to 1)

Bit	Word 63
0	Multiword DMA mode 0 is supported.
1	Multiword DMA mode 1 is supported.
2	Multiword DMA mode 2 is supported.
8	Multiword DMA mode 0 is currently active.
9	Multiword DMA mode 1 is currently active.
10	Multiword DMA mode 2 is currently active.
Bit	Word 88
0	Ultra DMA mode 0 is supported.
1	Ultra DMA mode 1 is supported.
2	Ultra DMA mode 2 is supported.
3	Ultra DMA mode 3 is supported.
 4	Ultra DMA mode 4 is supported.
5	Ultra DMA mode 5 is supported
6	Ultra DMA mode 6 is supported
8	Ultra DMA mode 0 is currently active.
9	Ultra DMA mode 1 is currently active.
10	Ultra DMA mode 2 is currently active.
 11	Ultra DMA mode 3 is currently active.
 12	Ultra DMA mode 4 is currently active.
 13	Ultra DMA mode 5 is currently active.
 14	Ultra DMA mode 6 is currently active.

Bit	Word 93
13	1 = 80-conductor cable detected, CBLID above V <sub>IH</sub> 0 = 40-conductor cable detected, CBLID below V <sub>IL</sub>

#### 4.3.2 Set Features command

This command controls the implementation of various features that the drive supports. When the drive receives this command, it sets BSY, checks the contents of the Features register, clears BSY and generates an interrupt. If the value in the register does not represent a feature that the drive supports, the command is aborted. Power-on default has the read look-ahead and write caching features enabled. The acceptable values for the Features register are defined as follows:

#### Table 8: Set Features command values

 $02_{H}$ Enable write cache (default). Set transfer mode (based on value in Sector Count register).  $03_{H}$ Sector Count register values: 00<sub>H</sub> Set PIO mode to default (PIO mode 2). 01<sub>H</sub> Set PIO mode to default and disable IORDY (PIO mode 2). 08<sub>H</sub> PIO mode 0 09<sub>H</sub> PIO mode 1 0A<sub>H</sub> PIO mode 2 0B<sub>H</sub> PIO mode 3 0C<sub>H</sub> PIO mode 4 (default) 20<sub>H</sub> Multiword DMA mode 0 21<sub>H</sub> Multiword DMA mode 1 22<sub>H</sub> Multiword DMA mode 2 40<sub>H</sub> Ultra DMA mode 0 41<sub>H</sub> Ultra DMA mode 1 42<sub>H</sub> Ultra DMA mode 2 43<sub>H</sub> Ultra DMA mode 3 44<sub>H</sub> Ultra DMA mode 4 45<sub>H</sub> Ultra DMA mode 5 46<sub>H</sub> Ultra DMA mode 6 Disable read look-ahead (read cache) feature. 55<sub>H</sub> 82<sub>H</sub> Disable write cache  $AA_H$ Enable read look-ahead (read cache) feature (default).

**Note.** At power-on, or after a hardware or software reset, the default values of the features are as indicated above.

Report full capacity available

F1<sub>H</sub>

#### 4.3.3 S.M.A.R.T. commands

S.M.A.R.T. provides near-term failure prediction for disc drives. When S.M.A.R.T. is enabled, the drive monitors predetermined drive attributes that are susceptible to degradation over time. If self-monitoring determines that a failure is likely, S.M.A.R.T. makes a status report available to the host. Not all failures are predictable. S.M.A.R.T. predictability is limited to the attributes the drive can monitor. For more information on S.M.A.R.T. commands and implementation, see the *Draft ATA-8 Standard*.

SeaTools diagnostic software activates a built-in drive self-test (DST S.M.A.R.T. command for D4<sub>H</sub>) that eliminates unnecessary drive returns. The diagnostic software ships with all new drives and is also available at: <a href="http://seatools.seagate.com">http://seatools.seagate.com</a>.

This drive is shipped with S.M.A.R.T. features disabled. You must have a recent BIOS or software package that supports S.M.A.R.T. to enable this feature. The table below shows the S.M.A.R.T. command codes that the drive uses.

Table 9: S.M.A.R.T. commands

Code in features register	S.M.A.R.T. command
D0 <sub>H</sub>	S.M.A.R.T. Read Data
D1 <sub>H</sub>	Vendor-specific
D2 <sub>H</sub>	S.M.A.R.T. Enable/Disable Attribute Autosave
D3 <sub>H</sub>	S.M.A.R.T. Save Attribute Values
D4 <sub>H</sub>	S.M.A.R.T. Execute Off-line Immediate (runs DST)
D5 <sub>H</sub>	S.M.A.R.T. Read Log Sector
D6 <sub>H</sub>	S.M.A.R.T. Write Log Sector
D7 <sub>H</sub>	Vendor-specific
D8 <sub>H</sub>	S.M.A.R.T. Enable Operations
D9 <sub>H</sub>	S.M.A.R.T. Disable Operations
DA <sub>H</sub>	S.M.A.R.T. Return Status

**Note.** If an appropriate code is not written to the Features Register, the command is aborted and 0x04 (abort) is written to the Error register.

## 5.0 Seagate Technology support services

#### Web

For information regarding Seagate products and services, visit <a href="www.seagate.com">www.seagate.com</a>.

Worldwide support is available 24 hours daily by email for your questions.

### **Warranty Support:**

http://www.seagate.com/www/en-us/support/warranty & returns assistance

#### direct.seagate.com

<u>direct.seagate.com</u> is the industry's first Web portal designed specifically for OEMs and distributors. It provides self-service access to critical applications, personalized content and the tools that allow our partners to manage their Seagate account functions. Submit pricing requests, orders and returns through a single, password-protected Web interface-anytime, anywhere in the world.

#### spp.seagate.com

spp.seagate.com supports Seagate resellers with product information, program benefits and sales tools. You may register for customized communications that are not available on the web. These communications contain product launch, EOL, pricing, promotions and other channel-related information. To learn more about the benefits or to register, go to spp.seagate.com, any time, from anywhere in the world.

## **Customer Service Operations**

#### **Presales Support**

Our Presales Support staff can help you determine which Seagate products are best suited for your specific application or computer system, as well as product availability and compatibility.

#### **Technical Support**

Seagate technical support is available to assist you online at support.seagate.com or through one of our call centers. Have your system configuration information and your "ST" model/product number available.

#### **Warranty Service**

Seagate offers worldwide customer support for Seagate products. Seagate distributors, OEMs and other direct customers should contact their Seagate Customer Service Operations (CSO) representative for warranty-related issues. Resellers or end users of drive products should contact their place of purchase or Seagate warranty service for assistance. Have your serial number and model or part number available.

#### **Data Recovery Services**

Seagate offers data recovery services for all formats and all brands of storage media. Our data recovery services labs are currently located throughout the world. . Additional information, including an online request form and data loss prevention resources, is available at <a href="http://services.seagate.com/index.aspx">http://services.seagate.com/index.aspx</a>.

#### **Authorized Service Centers**

Seagate Service Centers are available on a global basis for the return of defective products. See <a href="https://www.seagate.com">www.seagate.com</a> for the service center near you.

#### **USA/Canada/Latin America support services**

For an extensive list of telephone numbers to technical support, presales and warranty service in USA/ Canada/Latin America, including business hours, go to the "Contact Us" page on <a href="https://www.seagate.com">www.seagate.com</a>.

#### Presales, Technical, and Warranty Support

Call Center Toll-free Direct dial

USA, Canada,

and Mexico 1-800-SEAGATE +1-405-324-4700

**Data Recovery Services** 

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