



Security Engineered Machinery

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MAGNETIC MEDIA DEGAUSSER SERVICE and RECERTIFICATION PROGRAM

In order to insure maximum operational effectiveness, SEM Degaussers should be maintained on an annual basis. Given the complexities of the unit, the best method to maintain the unit is at the factory where special consideration is given to safety and the special measurement tools required to analyze the system.

In addition to the maintenance of the unit, the Service Agreement also includes a recertification test. Using a 5000 oe Hard Disk Drive, SEM will perform this “worst case” test to insure that all devices 5000 Oe and below continue to be degaussed in accordance with the manufacturer’s specifications. The test is performed at the Hard Drive Manufacturing and Development test labs of Fujitsu / Toshiba using highly sensitive, sophisticated measurement instruments designed specifically to measure data on hard disks.

How the “Return-to-Factory” program works:

- SEM will ship a Customized Shipping Crate to the customer’s dock.
- Customer will pack the deguassser in the custom crate and have it ready for pick-up at the customer’s shipping dock. Customer will then contact SEM who in turn will make arrangements for a freight carrier to pick-up the crate and ship it to SEM Factory in Westboro, MA.
- Upon arrival, SEM will perform a complete overhaul of the unit replacing any part that is covered under warranty. If a part is required that is NOT covered under warranty, SEM will contact the customer to discuss the various repair options.
- Once the unit is “serviced”, SEM will conduct a recertification test that is performed with a 5000 Oe HDD.
- Upon completion of the Recertification Test, SEM will re-crate the system and ship it back to the customer’s dock location. A maintenance report will be included with the returned system. The Recertification Test results will be sent via email to the customer.

Maintenance Program – Statement of Work (SOW)

1. Check and make sure “access door” is operating properly and push pin is intact.
2. Check rotate gate to ensure it is in place, tight and rotates smoothly
3. Check to ensure “slide assembly” moves freely and operates correctly
4. Clean any foreign matter and dirt from slide assembly and device tray.
5. Check rotation of device to make certain tray moves freely and functions properly
6. Inspect rotation springs for damage and/or deformation
7. Inspect top and bottom plate of slide assembly for damage and/or loose screws
8. Verify HDD attachment is not damaged and clean of debris and dirt
9. Grease / Lubricate sides of rotate Gate
10. Grease / Lubricate rotation unit in both start and finish positions
11. Grease / Lubricate all slide rails.

NOTE: Spare replacement parts are not included. All parts are factory genuine. SEM will contact user for authorization prior to the implementation of any out-of-warranty parts.

SEM: An ISO 14001 Registered Company
Demonstrating our commitment to a GREEN environment!