

Proper handling of WD® hard drives

Handle with care at all times, including returns.



Always place the drive on an ESD* - safe surface.



Properly ground yourself before handling.



Use care when connecting or disconnecting cables to avoid damage to the connectors. Hold onto the connector, not the wire.



Do not drop the drive.



Do not stack the drives. Pressure can cause damage.



Use care when mounting the drive in the bay, excessive force can damage the drive.

Do not touch the SATA connector.



Open the anti-static bag in an ESD-safe environment.



Do not open while standing on carpet.

It is recommended to wear properly maintained ESD protection.



Do not press on the top cover of the drive. Always hold the drive from the sides.



When shipping the drive

1. Use WD original packaging when available or approved WD packaging material
2. Place the drive in an ESD bag
3. Use a sturdy cardboard box
4. Wrap the drive with 2 inches of bubble wrap or non-movable foam cushioning, do not flip the drive when wrapping it
5. Use original shipping box when possible



When shipping multiple drives

1. Hard drives must not directly touch each other
2. Hard drives must not move inside the packaging
3. All drives must be packed in individual anti-static bags
4. Use a sturdy cardboard box
5. Use multiple small boxes if needed



*ESD - Electro Static Discharge