

TECH SUPPORT

TECHNICAL TIPS

Minimize the risk of HDD (hard disk drive) failure.

HEAT APPROACHING...Cool those hard drives! With the Summer months fast approaching, and the days getting warmer, it's time to start thinking about the maintenance programs you have in place for your digital video recorders (DVRs).

Inside your DVR's there is a hard disk drive (HDD) which stores digitally encoded data on rapidly rotating platters with magnetic surfaces. This information is written by a "head" that floats 12 nanometres off the platter.

The power and accuracy of a HDD can be compared to a plane, flying at eight million kilometres per hour at a height of 0.8 millimetres above the grassland, simultaneously counting every single blade of grass. The plane would miscalculate less than one blade of grass during a flight that lasts for 1,250 flights around the Earth - an impressive performance. If this device fails, you lose all your recorded data, and by Murphy's Law, it's always when you need it. Hence, prevention is the best option.

The number one cause of HDD failure is heat, and in many DVR systems, failure in cooling components (eg. clogged filters on fans) can go undetected for an extended period of time. The temperature of a HDD should not exceed 40 degrees Celsius and every degree of temperature above this recommended level increases the chance of failure by 2 to 3 percent.

Further possible reasons for a shortened product life of a HDD include: repeat power failures or fluctuations, damage through electrostatic influences, magnetic fields, corrosion caused by too high humidity, high temperature changes (condensing humidity), and air pollution.

At Net Security, we use Seagate SV35 Surveillance Edition HDD, which are designed to better tolerate humidity, temperature, vibrations and other factors that can cause HDD failure. However, your best option to help prevent HDD failure is to ensure that you install your DVRs in locations/conditions with optimum ventilation, and by ensuring that you have a thorough maintenance program.

So...with the heat fast approaching, by keeping your hard drives cool, you too can keep a cool head knowing that all your recorded data will be available should the need arise.



Seagate SV35 Surveillance Edition HDD used in all Net Security sold DVRs

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