

Format and Reload Policy:

Q: What is a “Format and Reload”?

A: A “Format and Reload” is computer terminology for the process of erasing your computers Hard Drive (the Hard Drive is used to store your computers data) and reinstalling the Operating System (the Operating System or OS is a Graphical User Interface, that allows the computer operator to control what the computer does; primary examples include Windows 98, 98SE, ME, NT, 2000, and XP.)

Q: When might I need a “Format and Reload”?

A: A “Format and Reload” is required when the Operating System software has become corrupt. The Four primary causes of this corruption are;

- 1) Viruses/Ad-ware/Spyware, which alter or damage the Operating System.
- 2) Software Conflicts caused by identical software competing for the same Operating System resources. (Example: When multiple copies of CD/DVD burning software are installed on the same machine.)
- 3) Software Malfunctions, which occur when multiple copies of the same software are installed on top of one another (usually different versions) or during the uninstallation of software that removes critical components or shared files of the Operating System. (Example: When upgrading from a previous version of Norton AntiVirus to a newer version) Software Malfunctions can also occur when an upgrade or installation fails to be completely written to the Hard Drive. (Example: When you lose power during an installation or a Windows Update.)
- 4) Errors on the Hard Drive; caused by the failure of the hard drive’s writing arm to properly write/read the software to/from the hard drive’s platters. (This usually requires the replacement of the Hard Drive as well as a “Format and Reload”.)

B: A “Format and Reload” is required when installing a New Hard Drive.

Q: What happens when I “Format and Reload” my computer?

A: The process for a “Format and Reload” is as follows:

- I. If the Hard Drive is **NOT** damaged then it can be removed and hooked-up to a removable drive bay for Data Backup.
- II. The Hard Drive is then Partitioned and Formatted; This is a process that **COMPLETELY ERASES ALL DATA** and redefines the starting and ending points of the drive.
- III. The Operating System is then re-installed. **Note: Microsoft Office is NOT part of the operating system!**
- IV. Additional Software **IF PRESENT** is then added and the computer is returned to the customer.
- V. If the “Format and Reload” is being performed using customer supplied **System Restore Disks, Recovery Disks, or Images on a Recovery Partition** then ALL the programs that came with the computer when it was initially purchased will also be recovered.

Q: If my Hard Drive is erased, what happens to all the data and programs that are on it?

A: **They are ERASED!** If you have anything on the Hard Drive that you want to save you must request a Data Backup!

Q: What data can be backed up and restored after the “Format and Reload” is finished?

A: The following data items can be extracted from the drive to be returned to it (or burned to a removable disk); **any single FILE** (Example: pictures, documents, spreadsheets, résumé’s, text files, video, audio, etc.) Please be aware that while we make every effort to back up your data we are not mind readers. You must tell us what you want recovered and where it is located. (Example: “I want my pictures located in the kodac folder backed up,” or “I want the entire contents of my documents backed up”.)

Q: What data CANNOT be backed up and restored after the “Format and Reload” is finished?

A: Program files (Example: Microsoft Office, Tax Programs, Word Processors, CD/DVD Burning Software, etc.) cannot be moved from one hard drive to another. A program consists of multiple files spread all throughout the Operating System, even if it were possible to determine where all the files were, it would still not guarantee the correct functioning of the program as MOST programs alter existing OS files when they are initially installed.

Q: How can I recover the programs that were originally installed with my computer when I bought it?

A: If the “Format and Reload” is being performed using customer supplied **System Restore Disks, Recovery Disks, or Images on a Recovery Partition** then ALL the programs that came with the computer when it was initially purchased will also be recovered. **The KEY WORD is “Initially”.**

Q: What if I don’t have any System Restore Disks, Recovery Disks, or Images on a Recovery Partition to “Format and Reload” my computer?

A: Quantum-Net will attempt to provide you with “free” alternatives to most of your programs. We cannot guarantee an exact match, unless you provide the original installation disks.

Please ask questions if you do not understand what you have just read.

I have read and understand the “Format and Reload” policy _____