



Low-Level Formatting Process

Performing a low-level format of the ProFile 5 Megabyte disk drive from Apple Computer, Inc. model A9M0005 involves disassembly of the drive, temporary modification of the drive electronics, formatting of the drive via Apple /// computer, and re-assembly. It is a significant amount of labor regardless if the format is ultimately successful or not. There will be a charge incurred for this effort even if the low-level format is unsuccessful, above and beyond shipping charges to and from RetroFloppy.

Success Factors

Whether or not a low-level format of your ProFile drive succeeds depends on several factors, not all of which can be known ahead of time. If the drive powers up and has a steady "READY" light after several minutes, chances are good – but not guaranteed – that a low-level format will succeed. Other scenarios (flashing READY light, no power to drive, excessive drive noise, no drive noise, etc.) may ultimately be caused by hardware problems that low-level formatting cannot overcome.

Packing/Shipping

The ProFile hard drive is a delicate and aging instrument. When shipped, it must be bound in at least 1.5 inches of Styrofoam, bubble wrap, or similar shock-absorbing packing materials on all sides – enough to keep the drive from moving inside the outer box it is packed in. Newspaper or "packing peanuts" will not provide adequate protection for a ProFile. It is suggested to have the drive professionally packed if you don't have shipping materials locally. You will also want to pursue adequate insurance from your chosen carrier. RetroFloppy will provide photographic records of the ProFile's condition upon arrival, noting any apparent damage.

Resulting Format

If your drive can be successfully low-level formatted, RetroFloppy can place an empty SOS (Apple ///) or ProDOS (Apple]) file system on the drive at your direction. RetroFloppy cannot prepare the LOS (Lisa) filesystem. An LOS filesystem would need to be laid down by you using Lisa tools upon the drive's return to you.

(Over)

Agreement

I, the undersigned, agree to pay RetroFloppy US\$50.00 (the sum of US\$30 for return shipping, and US\$20 for attempted low-level format) whether or not the low-level formatting is ultimately successful. If successful, I agree to pay RetroFloppy an additional US\$49.00, for a total of US\$99.00. I understand that international shipping rates apply, and are extra.

US\$50.00 is due with initial delivery of the drive to RetroFloppy; US\$49.00 is due upon notification that the low-level formatting was successful. Alternatively, payment may be made in full via PayPal, and payment for unneeded services will be refunded. International shipping rates apply, and are extra.

Pricing, in Plain English

1. If my drive is successfully low-level formatted: I pay US\$99.00 (international shipping is extra).
2. If my drive is not successfully low-level formatted: I pay US\$50.00 and I get my drive back (international shipping is extra).
3. If my drive is not successfully low-level formatted: I pay US\$20.00 and RetroFloppy recycles my drive.

My Decisions and Instructions to RetroFloppy

If my drive is not able to be low-level formatted, I **do** / **do not** wish to have the drive returned to me.

If my drive is successfully low-level formatted, I **prefer SOS** / **ProDOS** filesystem structures to be placed on the drive.

(Signed)

(Date)

Please include this signed form when shipping your drive to RetroFloppy.

Refer to <http://retrofloppy.com/products#LLF> for more details.