



Preserving and Protecting | **Customers Stories**

## DECEMBER HOUSE FIRE

**W**e had a house fire December 16, 2011. It was one of the single most devastating events of my entire life. I watched as everything I ever owned went up in flames and turned into nothing more than ash. Not a single photo remained. Our computers were not recognizable for the most part, and we didn't even bother to look for external hard drives or flash drives. In just a few hours I lost, what felt like everything I ever owned.

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After the fire was put out and the structure was deemed safe to enter by the fireman, we walked through what used to be our home. The fire was electrical in nature and started in a wall in the living room. This is where my husbands desk, computers, and all equipment sat. You couldn't even tell there used to be a desk there. The floor had burned through and the fire was so hot that nearly everything that did remain in the house, even in those rooms furthest from the flames, was melted.

Our ioSafe sat in the living room. In the room the fire started in and the room that was literally turned to ash.

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**"We were able to recover every file we ever backed up to the ioSafe, and it ran smoothly as if nothing happened."**

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One of the fireman who had fallen through the floor trying to fight the flames saw the ioSafe in the basement and noticed it was something we might want soon. It was covered in soot, soaked and the plastic melted on the outside of the case.

About 24 hours after the fire we plugged the ioSafe into a computer at my office and were quite shocked that it didn't appear to be harmed on the inside AT ALL. We were able to recover every file we ever backed up to the ioSafe, and it ran smoothly as if nothing happened.

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I cannot thank you enough for this product. I only wish I had utilized all the space and backed up EVERYTHING to it. I wish I had scanned more photos and saved more files. I am so happy for what I do have - which is my entire list of files for work, many baby photos of my children and a few scanned wedding pictures as well!!! I will still get to see all those pictures of the years my kids were babies and as they grew into teenagers thanks to you."

*— Heather Hurlock, Practice Manager*

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