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Quantum Hard Drive: Seek Noise a Normal Part of Repair (11/94)

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TOPIC -----

The internal 80MB Quantum hard drive in my Macintosh regularly, but with no consistent pattern, makes a noise that sounds similar to the noise made when the disk is being accessed. (Nothing happens with the disk access lights.) Is this a problem?

DISCUSSION -----

The sound is normal.

Refer to the Product Notice "Quantum 3.5" 40MB and 80MB Hard Drives -- 2F1118K" in the Service Source CD.

The lubricant for the actuator arm (the arm that positions the read/write heads on the platters) can, under certain conditions (such as high humidity), harden and not allow the arm to position correctly. The repair involves the exchange of a PROM on the controller board of the drive. One of the functions of this PROM is to periodically "seek" the arms back and forth across the platters to help distribute the lubricant. This is the sound you are hearing.

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Support Information Services

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