

## MOBILE PHONE DATA RECOVERY

# CRYPTO WALLET SALVAGED FROM WATER-DAMAGED IPHONE XR

### CLIENT

Michael Porter, an iPhone user based in Salt Lake City, Utah, recently needed help extracting his Ethereum cryptocurrency Trust Wallet and other personal information from a water-damaged smartphone.

### HARDWARE

Mr. Porter uses an Apple iPhone XR. In addition to personal media files, contacts, text messages, and other data, he also stored a cryptocurrency Trust Wallet and related information on his iPhone.

### CAUSE OF DATA LOSS

The iPhone XR stopped functioning after being submerged in water. Unable to power the phone on and eager to regain access to the personal information stored there, not least of which was his crypto.com account and Ethereum Trust Wallet, Mr. Porter contacted Secure Data Recovery Services for help.

### DATA RECOVERY

Our data recovery engineers are Apple Mac Certified Technicians with more than a decade of experience restoring lost data from iPhone and Android mobile devices. We took receipt of the damaged iPhone XR in our local office in Salt Lake City and shipped it to our secure data recovery lab for a full diagnostic and analysis.

Water had caused substantial corrosion to the interior components of the iPhone and would require ultrasonic cleaning and PCB-level troubleshooting and repair in order to access the NAND-based memory and recover the lost data. After receiving authorization, our engineers began the recovery process.

All corrosion was removed, and our engineers rebuilt the printed circuit board and soldered the ball grid array (BGA). Next, our development team dumped the internal NAND memory to obtain an image using custom adapters and utilities modified specifically for this recovery case. Finally, all user data was extracted from the file system and transferred to a secure storage server.



### OUTCOME

Invasive data recovery on iPhones and other mobile devices requires considerable skill and experience – more so when rebuilding and soldering internal components. Our technicians were able to repair the water damage and gain access to all lost data.

We transferred all information stored on the damaged iPhone XR, just over 47 GB, to a SecureDrive® BT 500 GB hardware-encrypted portable external drive. We also successfully restored access to Mr. Porter's Trust Wallet.

Secure Data Recovery Services has built its reputation as the most trusted name in the industry by delivering results when others could not. Our technicians are the most credentialed in their fields, and they maintain a documented 96% success rate.

If your iPhone or Android phone fails, call us for a free consultation or to open a new data recovery case at **800-388-1266**. Every customer gets a free diagnostic and no-obligation price quote. If for any reason we can't restore your lost data, you pay nothing. That's our "no data, no recovery fee" guarantee.

Michael Porter  
Salt Lake City, Utah