



OWCTM

Mercury Elite-AL Pro Q_x2



User Guide & Owners Manual

1 INTRODUCTION

1.1 SYSTEM REQUIREMENTS

- 1.1.1 Mac Requirements
- 1.1.2 PC Requirements
- 1.1.3 Supported Hard Drives

1.2 PACKAGE CONTENTS

1.3 ABOUT THIS MANUAL

1.4 PORT VIEW & CABLE CONNECTIONS

1.5 DETAILED VIEW

- 1.5.1 LED Indication & Buttons
- 1.5.2 RAID Selector Switch
- 1.5.3 Smart Fan
- 1.5.4 Buzzer
- 1.5.5 2TB Switch

1.6 RAID MODES

- 1.6.1 Disk Spanning
- 1.6.2 Disk Striping (RAID 0)
- 1.6.3 Disk Mirroring (RAID 1)
- 1.6.4 Disk Mirroring with Striping (RAID 10)
- 1.6.5 Disk Striping with Parity (RAID 5)
- 1.6.6 Changing the RAID mode

2 SYSTEM SETUP

2.1 HARD DRIVE ASSEMBLY

2.2 REPLACING HARD DRIVES

2.3 CONNECTIONS TO COMPUTER

3 FORMATTING

3.1 MACINTOSH FORMATTING

3.2 REMOVING AN EXISTING GUID PARTITION (PRECONFIGURED SOLUTIONS)

3.3 WINDOWS FORMATTING

4 TROUBLESHOOTING & TIPS

4.1 TROUBLESHOOTING

4.2 USAGE TIPS

5 APPENDIX

5.1 FAQ

5.2 ABOUT DATA BACKUP

6 CUSTOMER SERVICE

6.1 BEFORE CONTACTING CUSTOMER SERVICE

6.2 CUSTOMER SERVICE HOURS OF OPERATION

1 INTRODUCTION

1.1 System Requirements

1.1.1 Mac Requirements

- Minimum PowerPC G4 Processor, 128MB RAM
- eSATA interface, Mac OS X 10.3 or later (OR)
- FireWire interface, Mac OS X 10.2 or later (OR)
- USB 2.0 interface, Mac OS X 10.2 or later

1.1.2 PC Requirements

- Minimum 500MHz Intel Pentium 3 Processor, 128MB RAM
- eSATA interface, Windows XP / Vista (OR)
- FireWire interface, Windows 2000 / XP / Vista (OR)
- USB 2.0 interface, Windows 2000 / XP / Vista / Windows 7

1.1.3 Supported Hard Drives

- Up to 4 3.5" SATA-I or SATA-II hard drives (1.5Gb/s or 3.0Gb/s)
- 40GB - 2.0TB per HDD (must install at least 2 drives)
- Hard Drives of identical capacity / model are required

For a list of recommended hard drives, please see this web page:

<http://www.macsales.com/Qx2drives>

1.2 Contents

Item	Quantity
① OWC Mercury Elite-AL Pro Qx2	1
② Hard Drive Tray	4
③ eSATA cable	1
④ 1394B FireWire 800 cable	1
⑤ 1394A (FireWire 400) cable	1
⑥ USB 2.0 (A-B) cable	1
⑦ Power cable	1
⑧ Drive Keys	2
⑨ User Guide & Owner's Manual	1
⑩ Software CD Bundle <i>(solutions only)</i>	1
Hard Drives <i>(not pictured - solutions only)</i>	4



1.3 About This Manual

Firmware, images, and descriptions may vary slightly between this manual and the unit shipped. Functions and features may change depending on the firmware version. Please visit the product webpage for the most recent specifications.

1.4 Port View



eSATA FW400 FW800 USB 2.0 Ports

A-B Switch
 A=Over 2TB
 B=Restrict to under 2TB

On/Off Switch Power Input

Security Lock

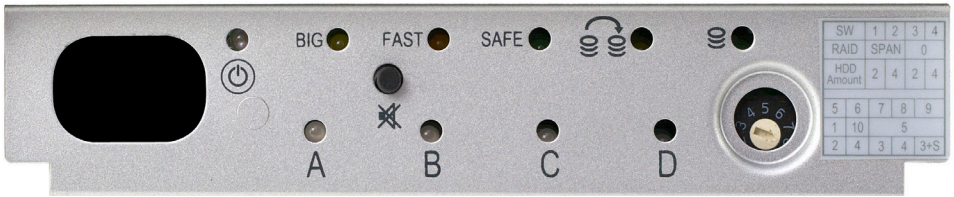
Cable Connections:

Attachment of the cables is simple on any platform.

1. Plug the power input cord into the wall and to the OWC Mercury Elite-AL Pro Qx2.
2. Connect the eSATA, FireWire 800, FireWire 400, or USB 2.0 cable - appropriate for the interface your computer supports, into the drive and computer. For best performance, OWC recommends you use the eSATA connection.

If you purchased your OWC Mercury Elite-AL Pro Qx2 with drives, it is preconfigured as a RAID 5, formatted Mac OS Extended for the Macintosh and is ready to use. If you want to change this configuration, please follow the instructions in the manual to do so. If you purchased an empty enclosure, you have to format your drives yourself.

1.5 RAID Configuration



1.5.1 LED Indicators & Buttons

LED/BUTTON	STATUS
POWER	Blue = Power ON
BIG SPAN	Yellow = BIG mode active (SPAN)
FAST RAID 0	Amber = FAST mode active (RAID 0)
SAFE RAID 1	Green = SAFE mode active (RAID 1)
FAST SAFE RAID 5 / 10	Green & Amber = RAID 5 or RAID 10
REBUILD	<ul style="list-style-type: none"> Blinking orange = Rebuilding RAID array Steady orange = One or more faulty drive(s)
ACCESS	Blinking green = Accessing data
MUTE	Press to temporarily mute the buzzer sound
DRIVES A-D	<ul style="list-style-type: none"> Blinking red = Bad HDD (after initial start up) Steady red = Error or HDD is not installed



When only 2 or 3 hard drives are installed, the red LED lights indicate missing hard drives and can be safely ignored.



*Changing the RAID mode will require you to reformat the hard drives. **Be sure to back up your data first!***

1.5.2 RAID Selector Switch

SWITCH POSITION	FUNCTION
0	Not in use (software setting)
1 (SPAN)	Spanning with 2 hard drives
2 (SPAN)	Spanning with 4 hard drives
3 (RAID 0)	RAID 0 Striping with 2 hard drives
4 (RAID 0)	RAID 0 Striping with 4 hard drives
5 (RAID 1)	RAID 1 Mirroring with 2 hard drives
6 (RAID 10)	Mirroring & Striping with 4 hard drives
7 (RAID 5)	RAID 5 with 3 hard drives
8 (RAID 5)	RAID 5 with 4 hard drives
9 (RAID 5)	RAID 5 with 3 hard drives + 1 spare

NOTE:

Hard drives with identical capacities and firmware is required.

1.5.3 Smart Fan

The OWC Mercury Elite-AL Pro Qx2 utilizes a smart fan which automatically regulates the fan speed according to internal temperatures. It starts at low speed, gradually increasing fan speed up to maximum when internal temperatures reach 140 degrees Fahrenheit.

1.5.4 Buzzer

If the internal fan fails, an alarm buzzer will sound alerting you to the problem.

1.5.5 2TB Switch (A-B switch)

Use position A for Operating Systems that support volume sizes over 2TB (OS X, Windows XP 64-bit, 2003 Server, Vista). Use position B to restrict the maximum volume size to 2TB for systems that do not support larger than 2TB volumes.

NOTE: Master Boot Record has a 2TB limit. When over 2TB support is used, you must format the solution using GPT in Windows. GPT format is only supported by Windows XP 64-bit Edition, Windows 2003 Server and Vista. GPT format will not work with XP 32 bit or older Windows operating systems. Only Vista systems with EFI can boot from GPT partitions.

1.6 RAID Modes

1.6.1 Disk Spanning (2 or 4 Drives)

The drives show up as one large single volume. The total size will depend on the drives installed. Spanning is an array (not RAID) that is written sequentially to, across the hard drives. By itself, it does not provide any performance or redundancy benefits.



1.6.2 Disk Striping (RAID 0) (2 or 4 Drives)

The drives show up as one large (single) volume. It is required to use identical hard drives for this RAID method.

Used when speed is the primary objective but RAID Level 0 (also called “striping”) is not redundant. This array splits each piece of data across the drives in segments. Since data is written without parity data-checking, it allows for the fastest data transfer rates, but if one drive fails, the whole array can become corrupted.



1.6.3 Disk Mirroring (RAID 1) (2 Drives)

The drives show up as one volume, but only 50% of the total capacity can be used. It is required to use identical hard drives for this RAID method.

RAID 1 creates an exact copy (or “mirror”) of a set of data on the second drive. This is useful when reliability and backup are more important than capacity. When one drive fails, it can be replaced and the data rebuilt.



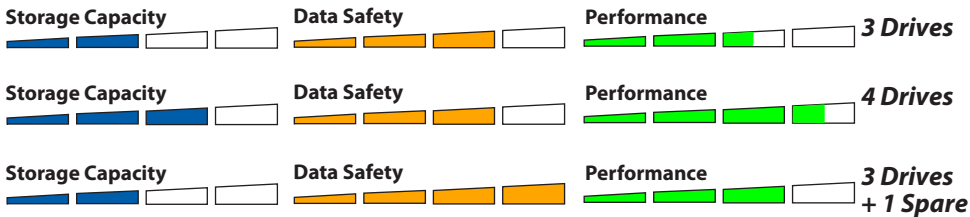
1.6.4 Disk Mirroring with Striping (RAID 10) (also known as RAID 1+0) (4 Drives)

The drives show up as one volume, but only 50% of the total capacity can be used, depending on the drive with the smallest capacity. RAID 10 creates an exact copy (or “mirror”) of a set of data but also uses a RAID 0 Stripe for speed. When one hard drive fails, it can be replaced and the data rebuilt automatically.



1.6.5 Disk Striping with parity (RAID 5) (3 or 4 Drives)

The drives show up as one volume, but the total capacity, depending on the drive with the smallest capacity, is the combined size minus the size of one drive. RAID 5 uses block level striping with parity data distributed across all member disks and therefore provides the perfect balance between high performance and data integrity. When one hard drive fails, it can be replaced and the data rebuilt automatically.



Spare Drive

When 3 hard drives plus 1 spare drive are used, the total capacity will be only as large as two drives. When one drive fails, the data will be rebuilt immediately by using the spare drive, rather than waiting for the faulty drive to be replaced.

NOTE:

Hard drives of identical capacities are required, and it is highly recommended to also use hard drives with identical firmware. OWC recommends having an extra drive of the same capacity and firmware already purchased and ready to use in case of drive mechanism failure

1.6.6 Changing the RAID mode

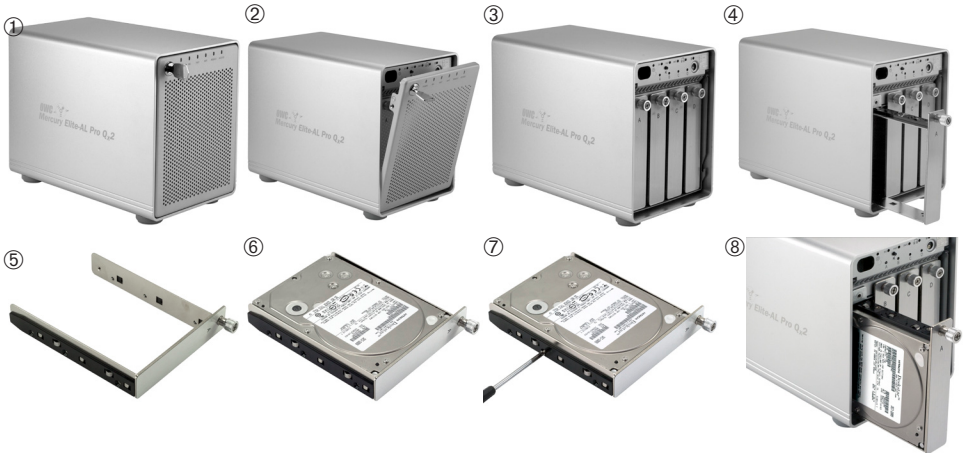
Changing the RAID setup will require you to reformat the hard drives. **Make sure that you have backed up your data before proceeding!**

1. Turn off the power and then set the RAID selector switch to the new position.
2. Turn on the power, erase the old partition, create a new one and then reformat the drives. Instructions for this are in Chapter 3.

2 SYSTEM SETUP

2.1 Hard Drive Assembly

The hard drives can be installed at any position, there is no specific order required. If you're only going to use 2 hard drives to begin, insert them in the first 2 slots, A & B.



- ① Insert the key into the lock on the top left of the front door.
- ② Turn the key to the right and pull the top of the front bezel towards you.
- ③ Remove the front bezel by lifting upwards on it, removing it from the bottom pivot.
- ④ Unscrew the drive tray you wish to install a drive into. In the photo, it's bay "A".
- ⑤ Set the drive tray on the work surface in front of you.
- ⑥ Place your hard drive mechanism, ports towards the rear, into the drive tray.
- ⑦ Screw the drive tray onto the hard drive mechanism using the 6 included screws.
- ⑧ Replace the drive tray into the enclosure, sliding it on the integrated rails and fasten the locking screw in place to complete the drive installation. Repeat as necessary.

Set the RAID selector switch and replace the front panel, turn on the power and connect the enclosure to your computer using the interface of your choice. Create a new partition and format the hard drives.

NOTE: Be careful not to damage any components, and do not force the drives into place. If the drive carriers don't slide in properly, make sure the drives are properly installed into the cassettes before proceeding.

IMPORTANT:

It is not possible to add more drives to an existing RAID array or change the RAID configuration without reformatting. To add additional drives at a later point, turn off the power, install the drive(s), set the RAID selector switch to the new position, turn the power back on and then erase the old partition and format the drives again. **You will need to back up any important data before doing this!** See Chapter 4 for those instructions.

2.2 Replacing Hard Drives

When one of the hard drives fails, the Rebuild LED will light up orange and the corresponding HDD LED will light up or flash red. If only one drive is defective and the RAID mode is set to RAID 1, RAID 5, or RAID 10, the data can still be accessed but it is required that you replace the faulty drive mechanism with an identical model (including the same firmware revision) immediately to assure continued backup and data safety.

If more than one drive fails at the same time, or if the RAID mode is set to RAID 0 or SPAN, the data will be lost and the system cannot be accessed again until the drive(s) are replaced and the array rebuilds anew. And as above, you do have to replace the failed drive with an identical model (including the same firmware revision).

1. Check the HDD LED and replace the faulty drive(s). The red LED indicates the defective HDD. The power does not have to be turned off when replacing the drive(s).
2. A few seconds after installing the new drive(s), the corresponding LED will turn green.
3. For RAID 1, RAID 5, and RAID 10, the RAID array will be rebuilt automatically. During the rebuild process, the rebuild LED will blink orange. Rebuilding the RAID array will take several hours, depending on drive capacity.
4. For RAID 0 and SPAN, erase the old partition, create a new one and then reformat the drives again.

NOTE: We recommend not turning the power off during the rebuild process, but if it is interrupted it will continue rebuilding the data as soon as the power is restored.

2.3 Connection to Computer

-See section 1.4 for a visual representation of the cable connections-

A few precautions and notes when using your external storage device:

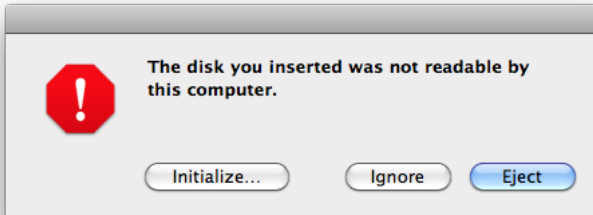
- Do not expose the product to water or humid conditions.
- Do not cover the enclosure's ventilation holes.
- Only one interface (eSATA, FW800, FW400, USB 2.0) at a time can be used.
- When more than one interface cable is connected, the eSATA interface has priority. To use a different interface, dismount the hard drive from the computer via the operating system, then disconnect the interface cable you are changing from first before connecting the new interface cable.
- Before connecting the device to your computer, install the hard drives, and set your preferred RAID mode.
- For the safe removal of your drive and to assure that no data is lost, always eject or unmount the drive from your operating system before powering off.
- In order for the computer to access volumes larger than 2TB, both the hardware and Operating System need to support large volumes (e.g.: Windows Vista 32bit/64bit or Mac OS X 10.4 and above).

3 FORMATTING

3.1 Formatting your Qx2 on a Macintosh with Mac OS X

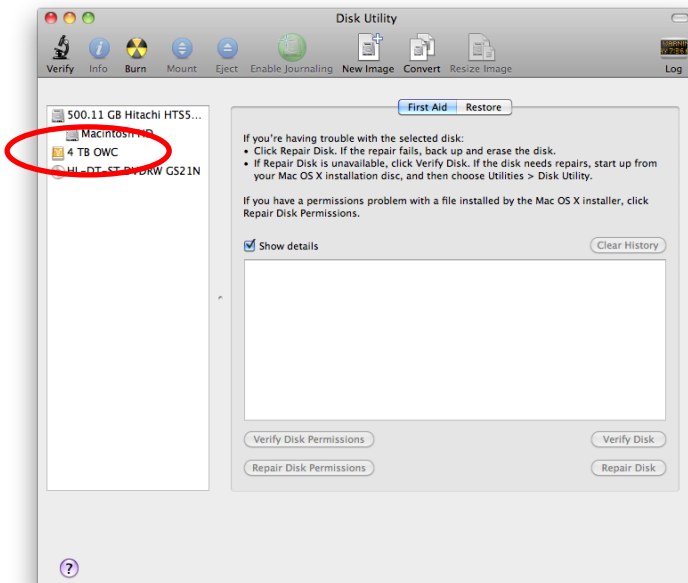
IMPORTANT NOTE: This procedure will erase all data on your hard disk drives in the OWC Mercury Elite Qx2. Back up any important data before proceeding!

①



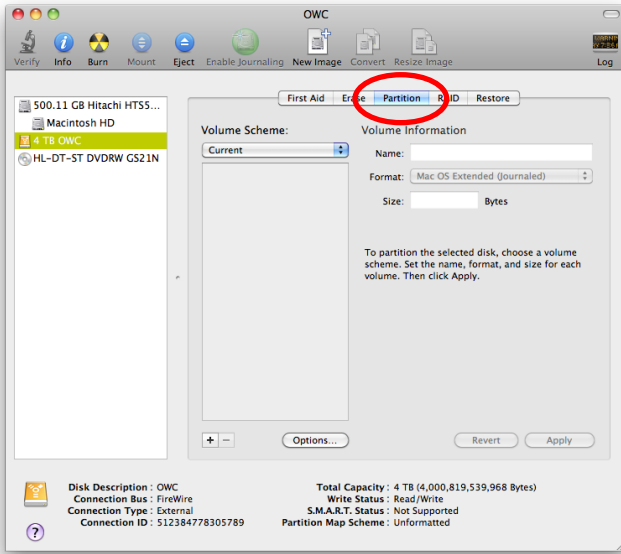
Click on the “Initialize” button.

②



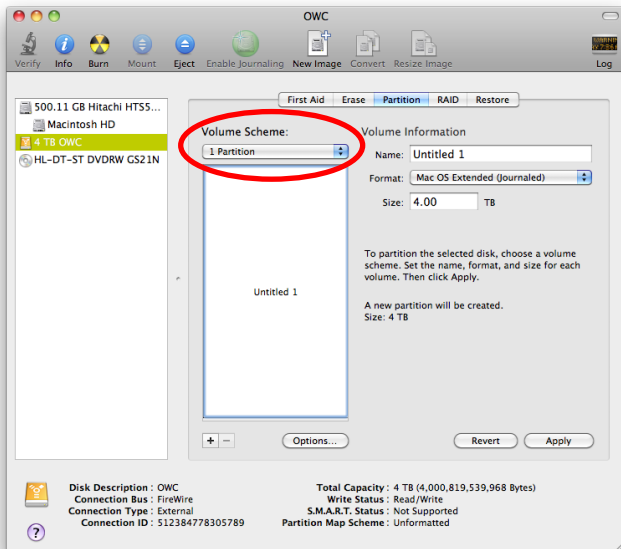
Select the device with no volumes attached to it; in this picture, that would be the 4 TB OWC device. Click on the picture of the drive icon next to the text.

③



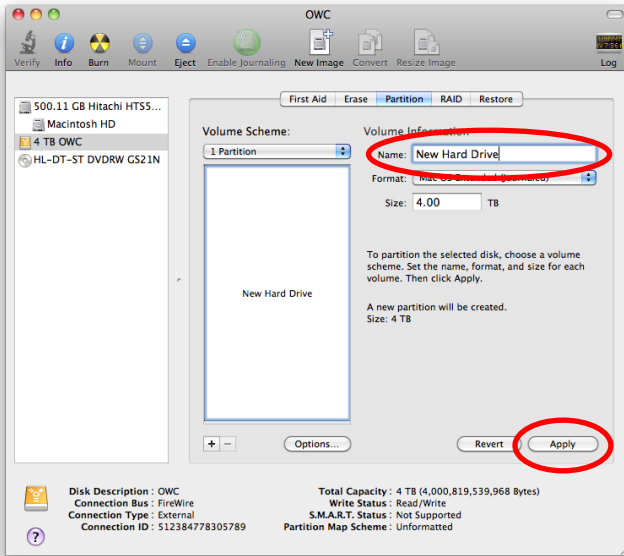
Once you've selected the OWC device, you will notice the above change in the Disk Utility application. Click on the "Partition" tab in this picture.

④



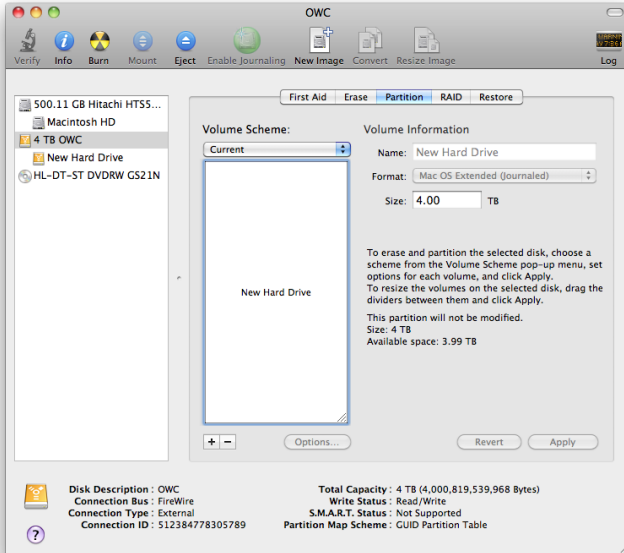
You then need to choose how many partitions you wish your Qx2 to have. For ease of use we're selecting one partition here but of course you could select more if you wish to have multiple volumes created. Simply use the pulldown menu under Volume Scheme to create more partitions.

5



Choose a name for the volume. You will need to repeat this step for each volume if you selected multiple partitions. Click Apply to finish.

6



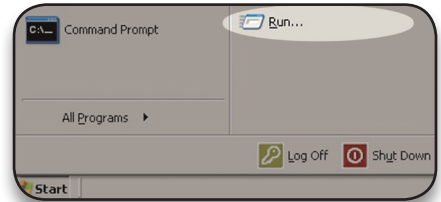
After a few moments, partitioning will complete and the OWC Mercury Elite Qx2 volume will mount on your desktop. You can quit Disk Utility, you're all set!

3.2 Removing the GUID Partition Scheme

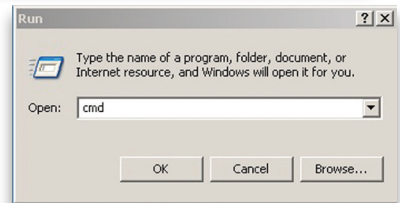
Only for XP, 2000, ME and earlier. (XP 64-BIT, Vista & Windows 7 can continue to the next section)

If you purchased a preconfigured solution from OWC, it comes preformatted using the Mac OS HFS+ file system on a GUID drive partition. Unfortunately, this is not readable by Windows without special software. If you wish to use your storage solution on a computer running Windows, you will need to repartition and reformat using the following instructions.

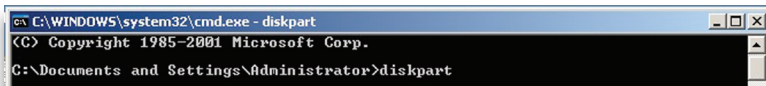
① Go to the DOS command prompt by selecting "Run" from the Start Menu.



② Type in **cmd** in text box, and hit the "OK" button.



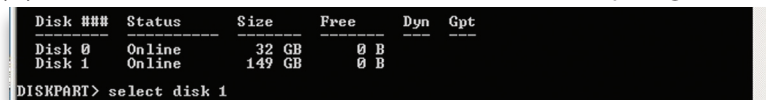
③ Type **diskpart** and hit enter.



④ Type **list disk** and hit enter.



⑤ Type **select disk x** replacing x with the number of the disk you want to reformat. (Typically, you will see an asterisk (*) under "GPT" for the disk requiring formatting.)



WARNING: The **clean** command will destroy ALL data on the disk you run it on!!!
Be sure there is **nothing** you need to keep on your drive before running any of these commands.

⑥ Type **clean** and hit enter.



⑦ Type **exit** and hit enter.

⑧ Close the command prompt window. **You may now proceed with formatting the drive.**

3.3 Formatting your Qx2 on Windows 2000 and later

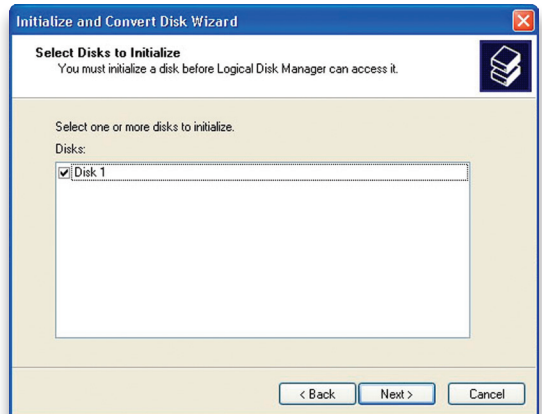
Instructions for other operating systems can be found at <http://www.macsales.com/format>.

① With the drive connected to the computer and powered on, right click on the “My Computer” icon and select “Manage” from the menu. The “Initialize and Convert Disk Wizard” window should appear.

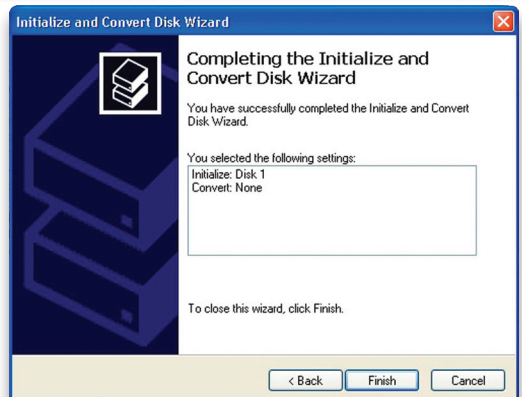


If the Wizard does not appear, expand the Storage menu by clicking on the plus (+) sign. Then, right click next to the disk number of the drive that you have just connected and click Initialize to bring up the Wizard.

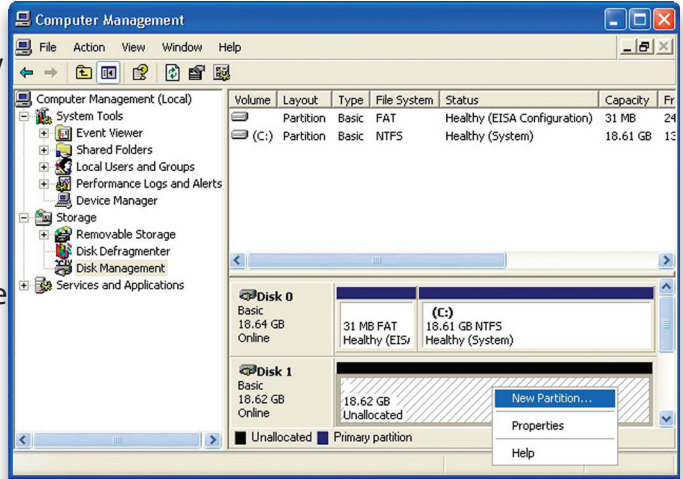
② In the next window, there should be only one drive listed. That will be the drive that you connected via eSATA, FireWire or USB. Make sure the box next to the drive name is checked and click “Next.”



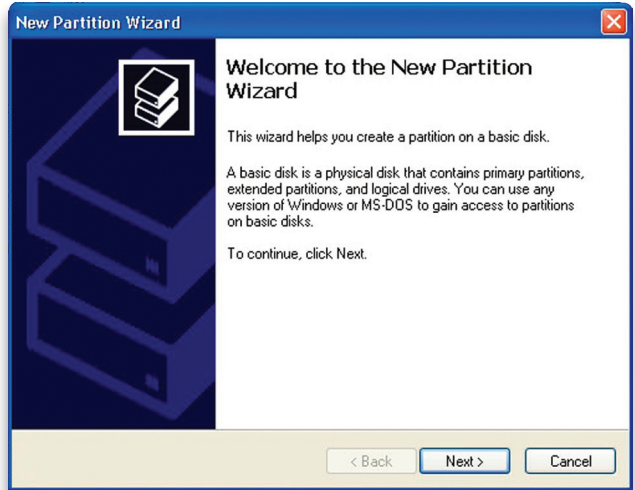
③ The Wizard will perform its tasks, and you will get the following screen. You may click “Finish.”



④ Your drive will appear similar to how Disk 1 does below. Notice that the space on the lower right reads as “Unallocated.” Right click in this space and choose “New Partition.”



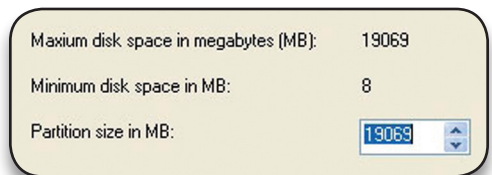
⑤ The “New Partition Wizard” will launch. Click “Next” to continue.



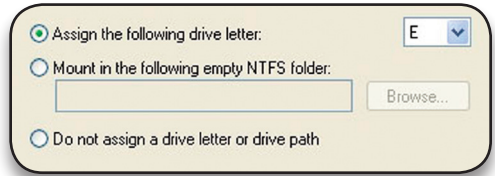
⑥ Specify your partition type as “Primary,” and click “Next.”



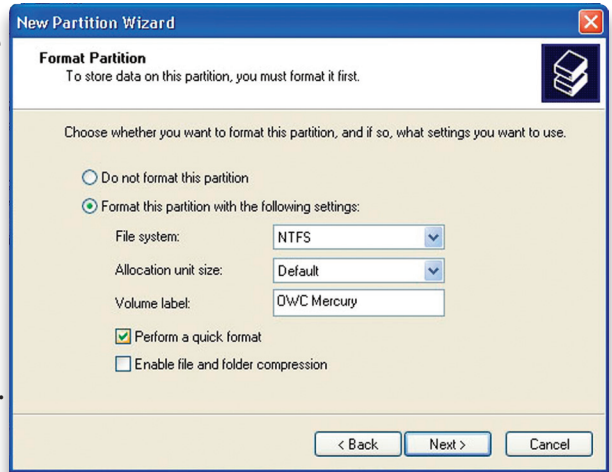
⑦ The wizard will display the maximum partition size for your drive. It is strongly recommended that you **do not** change the default value. Click “Next”



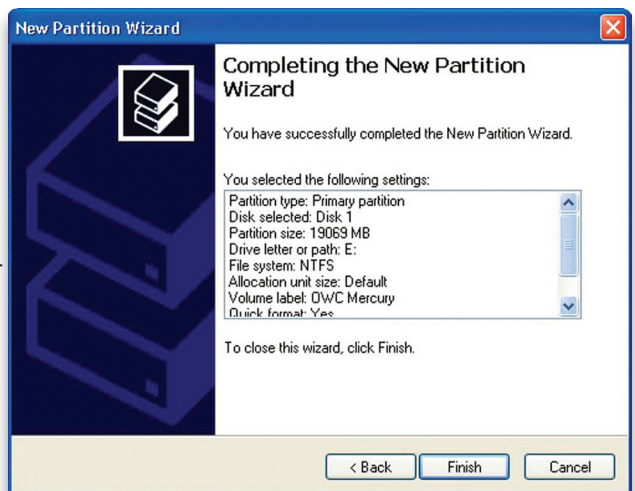
⑧ If you like, you can specify the drive letter designation for your new drive. Otherwise, one will automatically be assigned. Click “Next.”



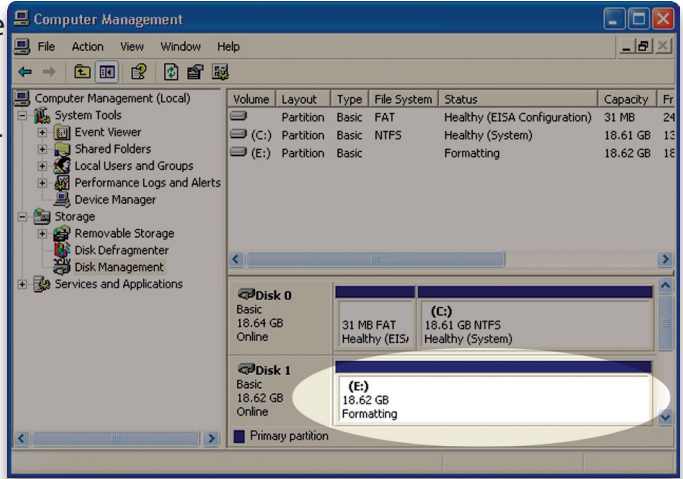
⑨ Before you can use the drive, it must be formatted. On most systems running Windows 2000 or later, it is advisable to specify the file system as NTFS. Leave the Allocation unit size as “Default,” and feel free to give the drive whatever name you prefer. Be sure to check the box “Perform a quick format”. If you do not, it will likely take several hours for your drive to format. Click “Next.”



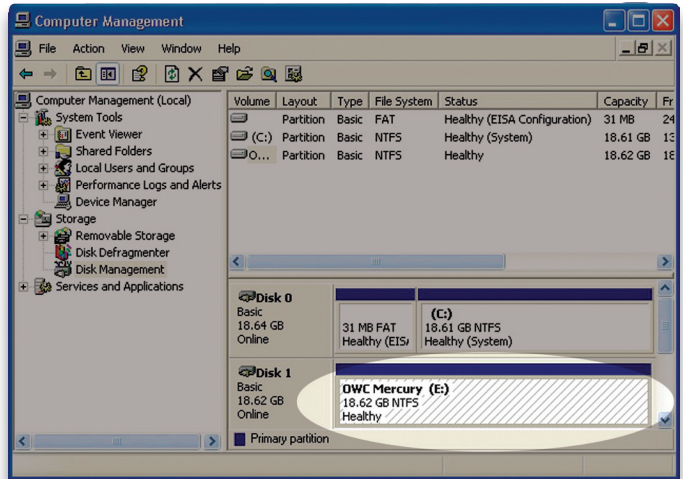
⑩ At the end of the Wizard, you will see a summary of the information that you specified during the previous steps. Click “Finish.”



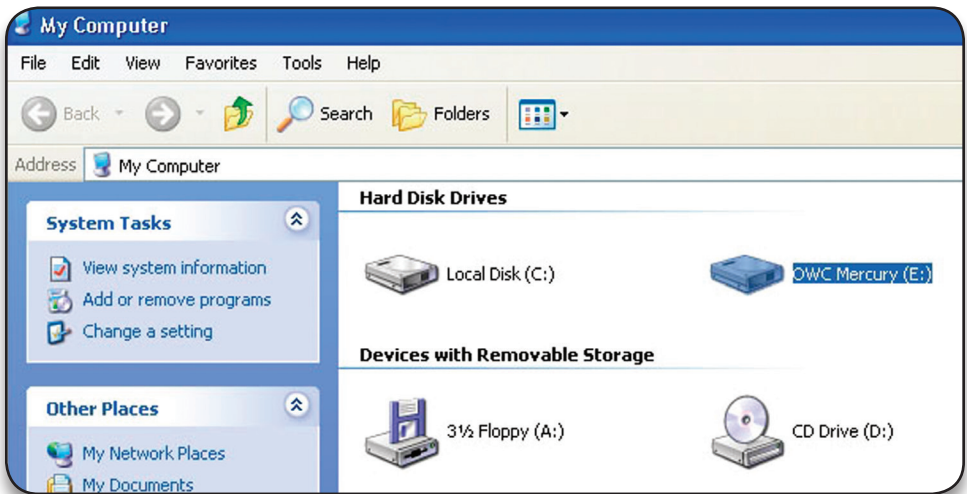
①① Once you have finished with the formatting wizard, you will see that your new drive (represented as "Disk E" in this case) will display a message of "Formatting." This should only take a couple of minutes if you chose the quick format option.



①② After a moment or two, the drive's status will change from "Formatting" to "Healthy."



①③ At this point, you may close the Computer Management window. Your drive is ready to use and can be found in “My Computer.”



Using your new Storage Solution on both Macs and PCs?

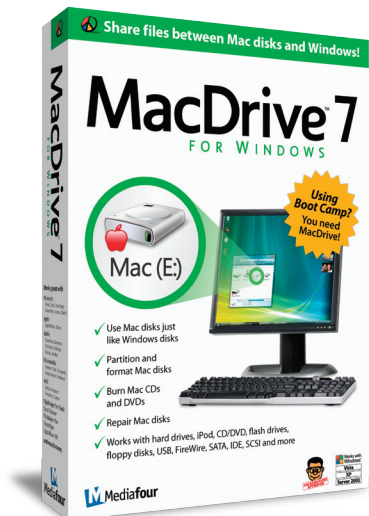
MacDrive takes the guesswork out of sharing files. Whether you are transferring files between home and the office, a class room lab and your dorm room or even on the same computer, MacDrive makes it painless.

In fact, you'll hardly know MacDrive is working. Once installed MacDrive will automatically give you access to any Mac disk you pop into your computer. MacDrive even puts an “apple” icon on the Mac disk, just to keep things clear.

You can access files on the Mac disk just like you would with a Windows formatted disk. Open files from the disk or from within a program. Mac files automatically get the right icons and file name extensions under both Windows and Mac OS. Works great with software from Microsoft, Adobe, Quark, FileMaker, Avid, Digidesign, Corel, NewTek and more.

You can find MacDrive 7 at:

<http://eshop.macsales.com/search/macdrive>



4 TROUBLESHOOTING & TIPS

4.1 Troubleshooting

Some of the most simple problems can be traced to power, or connectivity issues.

Begin your troubleshooting by verifying that power is plugged into the external storage solution, and if connected to a power strip. Make sure that the power is turned on at the switch on the strip.

Then, simply verify that your cables (both ends!) are properly plugged into the computer and storage solution. If they are, and the storage solution is still not working properly, try connecting to another interface such as the USB connection and see if the device works properly.

4.2 Tips

To properly dismount any connected hard drives from your computer, you need to follow a few simple steps.

• For Macintosh systems:

There are two methods to unmount disks with Macintosh systems. Either drag the icon for the hard disk you wish to dismount to the trash can, or click the eject icon next to the hard disk name in under the "DEVICES" tab in the sidebar in any finder window.

• For Windows systems:

1. Go to the System Tray (located in the lower right corner of your screen). Click on the Eject icon (a small green arrow over a hardware image).
2. A message will appear, detailing the devices that the Eject icon controls. i.e. "Safely remove..." Click on this prompt.
3. You will then be given the following message. "Safe to Remove Hardware". It is now safe to unhook the OWC Mercury Elite Qx2.

5 APPENDIX

5.1 FAQ

Q: How do I format my storage solution?

A: OWC has detailed instructions online for most popular operating systems, located at: <http://www.macsales.com/format>

Q: What file system should I choose when formatting my drive?

A: This will depend on how you want to use the drive, but in general, we recommend:

- Mac OS X - HFS + (Mac OS Extended)
- Windows 2000/XP/Vista
- For cross-platform compatibility, FAT32 is compatible, but single file sizes are limited to 4GB. Other options using 3rd party software exist but are not covered here.

Q: Why does my solution not show up on my computer when using Windows 2000 / XP?

A: Since Windows 2000 and XP 32 bit use Master Boot Record, the operating system limits you to a maximum of 2TB . You need to set the switch on the back of the solution to "B" to restrict the size to 2TB.

Q: How many drives can fail before I lose my data?

A: This depends on the RAID mode. For RAID 0 and SPAN, any drive failure will result in the data being lost. For RAID 1, RAID 5, and RAID 10, the failure of two or more hard drives at the same time will mean that data cannot be recovered.

Q: Will the hard drives spin down when my computer goes into to sleep or stand-by mode?

A: Yes, they will spin down to save energy. It will take about 30 seconds to access your data after being in sleep or stand-by mode.

Q: Why does the LED indicator for some of the drives light up red?

A: If one of the HDD LEDs lights up red and at the same time the Rebuild LED lights up orange, the drive is defective. If less than 4 drives are installed and the Rebuild LED does not light up at the same time, there is no drive installed in that bay.

5.2 About Data Backup

To ensure that your files are protected and to prevent the loss of your data, we strongly suggest that you keep two copies of your data: One copy on your OWC Mercury Elite-AL Pro Qx2 and a second copy on either your internal hard drive or another storage medium, such as an optical backup, or on a second external hard drive. Any data loss or corruption while using the OWC Mercury Elite-AL Pro Qx2 is the sole responsibility of the user, and under no circumstances will Other World Computing be held liable for compensation or the recovery of any lost data.

6 CUSTOMER SERVICE

6.1 Before Contacting Customer Service

- Read this manual and review Chapter 4: Troubleshooting & Tips.
- Try to confirm the problem is with the hard drive. If you have a second computer, move the enclosure to that system and verify that the solution does not function with that machine.

- Visit our tech center for more support suggestions, including FAQs.

http://eshop.macsales.com/tech_center/index.cfm

If you still need support, please have the following available to you:

- The serial number of the enclosure
- Your invoice number
- What operating system you are using
- Which kind and model of computer you are using

All of this will help speed your support contact along.

6.2 Support Hours Of Operation

8AM - 8PM CST Monday - Friday

9AM - 4PM CST Saturday

By Telephone - (800) 275-4576 (North America only)

International customers please call (815) 338-8685

Live Chat is available during normal business hours as well. Visit:

<http://eshop.macsales.com> for more information.

Or, you can email. Submit your email at

<http://eshop.macsales.com/Service/Tech.cfm>

Copyrights:

Copyright © 2009-10 Other World Computing, Inc. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of Other World Computing.

Changes:

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, Other World Computing assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. Other World Computing reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

FCC Statement:

Warning! Modifications not authorized by the manufacturer may void the user's authority to operate this device.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

Health And Safety Precautions:

- Use proper anti-static precautions while performing the installation of your hard drives into this drive enclosure. Failure to do so can cause damage to your drive mechanisms, and / or the hard drive enclosure.
- Read this User's Guide carefully, and follow the correct procedure when setting up the device.
- Do not open your hard drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your hard drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified Other World Computing Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.

General Use Precautions:

- Do not expose the enclosure to temperatures outside the range of 5° C to 40° C (41° F to 104° F). Doing so may damage the drive or disfigure its casing. Avoid placing your drive near a source of heat or exposing it to sunlight (even through a window). Conversely, placing your drive in an environment that is too cold or humid may damage the unit.
- Always unplug the hard drive from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not use the hard drive near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your hard drive.
- Do not place heavy objects on top of the drive.
- If you detect a problem, consult the Troubleshooting section in this manual.
- Protect your hard drive from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Other World Computing recommends the use of normal glass cleaning products to keep the high lustre finish at its finest with this product. Be sure not to get any moisture inside the holes and if you do, allow time to air dry before use.
- Do not block the ventilation outlets on the rear of the drive. These help to keep your drive cool during operation. Blocking the ventilation outlets may cause damage to your drive and cause an increased risk of short-circuiting or fire.

