



# G-RAID<sup>®</sup> MIRROR

User Manual



## ACCESSING SUPPORT

- For online technical support visit <https://www.westerndigital.com/support>
- To speak with technical support visit: <https://www.westerndigital.com/support/international-phone-numbers>

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## 1

# WELCOME TO G-RAID MIRROR

## KEY FEATURES

### **7200RPM ULTRASTAR® ENTERPRISE-CLASS HARD DRIVES INSIDE**

For your demanding workloads and mission-critical content, you can rely on the power and enhanced reliability of the 7200RPM Ultrastar® enterprise-class hard drives inside.

### **SHIPS IN RAID 1 FOR PEACE OF MIND**

G-RAID® MIRROR is ready to go in RAID 1, also known as “mirroring”, so your valuable content is automatically duplicated onto the second drive for worry-free data redundancy.

### **PRO-BLADE™ SSD MAG SLOT**

Offload, make copies or edit content from a PRO-BLADE™ SSD Mag through the new PRO-BLADE SSD Mag slot at blazing fast speeds. (PRO-BLADE SSD Mag sold separately.)

### **CHANGE HARDWARE RAID SETTING ON DEVICE**

Easily change the RAID mode setting from default RAID 1 to RAID 0 or JBOD by flipping a switch – no need to download an app or install special software.

### **HIGH-PERFORMANCE THUNDERBOLT™ 3 INTERFACE**

Thunderbolt™ 3 interface for faster transfers, image editing, workload management, and daisy-chaining for up to five (5) additional devices.

### **PAIRS GREAT WITH IPAD\***

G-RAID MIRROR works great with compatible iPad\* tablets that have a USB Type-C™ port to enable efficient creative workflows when using your favorite production apps

## WHAT'S IN THE BOX

- G-RAID MIRROR Desktop Hard Drive
- 1x Thunderbolt 3 Cable (WD Part Number: M032-000043)
- Quick Start Guide
- Power Cable
- 19VDC, 4.74A Power Adapter

## HANDLING PRECAUTIONS

SanDisk® Professional products are precision instruments and must be handled with care. It may be damaged by rough handling, shock, or vibration. Always observe the following safety precautions:

- Avoid touching the SanDisk Professional device's connector.
- Do not block any of the enclosure's ventilation slots.
- Do not use this product as a portable device.
- Handle the SanDisk Professional device using its edge or frame.
- Do not remove, damage, or cover any device labels.
- Ensure the SanDisk Professional device does not exceed maximum operating temperature.
- Exercise caution when handling a SanDisk Professional device as the SanDisk Professional device may have heated up.

## 2

## TECHNICAL SPECIFICATIONS

## OPERATING SYSTEM COMPATIBILITY

The SanDisk Professional G-RAID MIRROR is pre-formatted APFS, compatible with:

- macOS 10.15+
- iPadOS 14+
- Windows® 10+ (via reformat)

## FRONT FEATURES

Reference illustration 2.1 below.

1. **G-RAID MIRROR System LED**—The System LED can be dimmed or brightened with the rear LED Dimmer Button and provides the activity status for the G-RAID MIRROR device.
2. **PRO-BLADE SSD Mag Slot LED**—This LED indicates the PRO-BLADE SSD Mag slot activity.
3. **PRO-BLADE SSD Mag Slot**—This front slot provides compatibility with a PRO-BLADE SSD Mag device (sold separately).
4. **Front Cover Removal** - these two locations are each marked with 3 raised dots. Simultaneously press on these two points to remove the front cover and gain access to the drives, and to view the Drive LED lights on each drive tray.



Illustration 2.1

## REAR CONNECTIVITY

Reference illustration 2.2 below.

1. **LED Dimmer Button**—this feature provides the option to switch the LED light between three modes: Default, Bright, or Off.
2. **Power Port**—connect the included power supply to this 19VDC power connector.
3. **Power Button**—used to turn the device on or off.
4. **RAID Mode Dip-Switches**—Use these dip-switches to switch between RAID 1, RAID 0, and JBOD.
5. **Kensington® Security Slot** —use this slot to secure your device with a Kensington Security Lock (sold separately).
6. **Thunderbolt 3 Ports** —these two ports support Thunderbolt 3 and USB-C™ 3.2 Gen 2. Use the port on the right-hand side to connect the G-RAID MIRROR to the host computer system. Use the port on the left-hand side to daisy-chain another Thunderbolt 3 device.



Illustration 2.2

## SIDE ANCHORS

Reference illustration 2.3 below.

1. **Anchor Points for Custom Mounting & Accessories**—These eight anchor points (four on each side of the device) are designed to be used for customization, such as attaching the SanDisk Professional G-RAID MIRROR to a DIT cart, a mounting plate, adding a handle, or other gear for your production needs.

**NOTE:** Included screws are not designed for attaching accessories or anchoring – anchor screws not included. Anchor points will accept a ¼"-20 screw. The screw length will vary based on the type of mount.



Illustration 2.3

## 3

## MAIN ACTIVITIES

## CONNECTING THE G-RAID MIRROR

Before you begin, make sure your computer system is turned on with your operating system fully loaded and ready for hardware and software installation.

1. Use the included data cable and connect one end to the Thunderbolt 3 / USB Type-C port on the rear of the G-RAID MIRROR device—the port with the laptop icon.
2. Connect the other end of the data cable to your computer system (host).
3. Connect the included power cable to the G-RAID MIRROR device and plug the other end into a surge protector or wall outlet.
4. The G-RAID MIRROR device will automatically mount on the desktop if you are running macOS.
5. Congratulations, you have connected the G-RAID MIRROR device to your computer system.

## LED BEHAVIOR

The G-RAID MIRROR has multiple front LED lights. One indicates the status of an inserted PRO-BLADE SSD Mag (sold separately), another indicates the System Status, and behind the front cover are LED lights that indicate the Drive Status. Reference the following tables for details.

## System LED Status

Reference to the table below for System LED System status and Illustration 2.1 under the [Front Features](#) section.

**Note:** The G-RAID MIRROR will automatically power On when connected to power.

**Table 1: System LED Status Behavior**

System LED Behavior	State	Description
Alternating between White and Red → Blinking White → Solid White	Power On	Device is first powered on and connected to the host.
Solid White for 20mins → Off	Power On	Drive is first connected to power source but not to the host.
Off	Power Off	Device is disconnected from host/ powered off.
Blinking White	Data Transfer	Data transfer to or from the drive.

System LED Behavior	State	Description
Off	Power Saving	Drive is powered on and connected to host that goes to sleep, suspend or is powered off.
Blinking White → Off	Overheating or Fan Failure	Drive is powered on, connected to host and overheating.

## Drive LED Status

The Drive LED Status is located on the drive tray. To access these LED lights, remove the front cover from the G-RAID MIRROR device (Reference Topic: [Drive Replacement](#)). The LED lights are located on the right-hand side of the drive trays. They include blue, red, and white colored lights to indicate the status. Reference the table below to see the G-RAID MIRROR Drive LED Status with the corresponding System LED status.

**Table 2: Drive LED Status**

System LED	Drive 1 LED	Drive 2 LED	RAID Status
Red and White Blinking → White Blinking → Solid White	Blue	Blue	Power On
Red	Red	Blue	RAID 0 Drive 1 Failed
Red	Blue	Red	RAID 0 Drive 2 Failed
Blinking Red	Red	Blinking Blue	RAID 1 Drive 1 Failed
Blinking Red	Blinking Blue	Red	RAID 1 Drive 2 Failed
Solid White	Off	Blinking Blue	JBOD Drive 1 Disconnected
Solid White	Blinking Blue	Off	JBOD Drive 2 Disconnected
Alternating between Red and White	Alternating between Red and Blue	Alternating between Red and Blue	RAID Rebuild

## RAID SETUP

The following information will provide instructions on changing the G-RAID MIRROR's RAID configuration.

**Warning!:** Changing the RAID configuration will result in data loss.

## RAID Mode Setting

The following table indicates the various dip-switch states or settings used for the available RAID modes.

**Warning!** Changing the RAID configuration will result in data loss.

**Table 3: RAID Mode Settings**

Dip-Switch Setting	Illustration (black is the switch position)
Default or Preconfigured switch position - RAID 1	
RAID 1 switch setting	
RAID 0 switch setting	
JBOD switch setting	
Not Assigned - does not affect the current RAID setting	

## RAID Configurations

The G-RAID MIRROR supports RAID 0, RAID 1, and JBOD. The default or pre-configured setting is RAID 1.

**Warning!** Changing the RAID configuration will result in data loss.

**Table 4: Supported RAID Levels**

RAID Level	Description	Advantage	Disadvantage	Ideal Usage
0	Disk Striping	Offers the highest performance and a 100% total use of available storage capacity.	No fault tolerance - failure of one drive in the array results in complete data loss.	Content creation applications requiring the highest performance and storage capacity.

RAID Level	Description	Advantage	Disadvantage	Ideal Usage
1 (pre-configured)	Disk Mirroring	Maximum level of data protection; identical data is written to both drives.	Useable storage space is 50% of total available capacity.	Data applications where data security is paramount.
JBOD	One or more logical drives.	Both disks are recognized as independent drives, allowing for 1 or more logical drives, resulting in maximum storage utilization.	No data protection or fault tolerance.	Applications where data stored on each drive needs to be separated.

## Changing RAID Configuration

**Warning!** Changing the RAID configuration will result in data loss.

1. Turn off the G-RAID MIRROR device.
2. **Change** the **Dip-Switch** setting to the desired RAID mode.
3. **Press and Hold** the **RAID Mode Setting Switch** and turn on the unit.
  - a. **Continue Pressing** the **RAID Mode Setting Switch for 10 seconds**. The front LED blinking fast indicates that RAID mode change has registered.
4. Turn the unit off, then back on for the new RAID setting to take affect.
5. Re-initialize the drive.

## Initialize G-RAID MIRROR for macOS

G-RAID MIRROR was factory-formatted for use or "Initialized" for macOS. You can re-initialize to quickly erase the contents of the drive. Here are the steps.

**Caution:** Initializing or Re-Initializing a device will *erase* all data on the device. Do not continue if you wish to retain your information.

**Note:** Safely disconnect and remove any PRO-BLADE SSD mag from the PRO-BLADE SSD mag slot before beginning this process.

1. First, open the **Disk Utility** program located on your hard drive under Applications/Utilities/Disk Utility. The window below will appear. Your G-RAID MIRROR will be displayed in the left-hand column.
2. Select the G-RAID MIRROR by clicking its drive icon in the left-side column. Information about the device will be displayed at the bottom of the window.

3. Select the **Erase** tab to view the formatting options. By default, the product is formatted as APFS.
4. Choose the **Format** option that you prefer.
5. Click the **Erase** button in the lower right corner of the window. A dialog box will appear asking if you want to erase the G-RAID MIRROR partition.
6. Click on the **Erase** button to continue. A progress bar in the lower right corner of the window will show the progress of the disk's reformatting.
7. After the device is re-initialized, you should automatically see the **Time Machine** dialog box.
  - Click the **Use as Backup Disk** button if you want to use the drive with Time Machine.
  - Click the **Don't Use or Decide Later** button if you do not want to use Time Machine at this point.
8. This should complete the initialization process, and the G-RAID MIRROR should now be erased.

### Reformatting the G-RAID MIRROR

G-RAID MIRROR is set up at the factory for use with macOS systems but can be reformatted for use with Windows 10 and higher.

**Caution:** Reformatting the device will *erase* all of its contents. If you have saved files on the device, back them up to another file storage location before reformatting it.

**Note:** Safely disconnect and remove any PRO-BLADE SSD mag from the PRO-BLADE SSD mag slot before beginning this process.

For instructions on formatting your device for Windows, please visit SanDisk Professional Support, and review [Answer ID 30566](#).

### INSERTING A PRO-BLADE SSD MAG

To insert a PRO-BLADE SSD Mag (sold separately) into a compatible device, make sure the notched corners on both devices are aligned with each other.

To insert a PRO-BLADE SSD Mag into the G-RAID MIRROR, follow these steps.

1. Align the PRO-BLADE SSD Mag to a slot on the G-RAID MIRROR.
2. Slide the PRO-BLADE SSD Mag into the slot until firmly seated.

### PRO-BLADE SSD MAG LED BEHAVIOR

The following table describes the various device LED behaviors for the PRO-BLADE SSD Mag slot when a PRO-BLADE SSD Mag is inserted into a G-RAID MIRROR.

**Table 5:**

LED Behavior	Status	Description
On	Power On	PRO-BLADE SSD Mag is inserted into the slot and G-RAID MIRROR is powered on and connected to host.
Off	Power Off	PRO-BLADE SSD Mag is not inserted in the slot.
Blinking White	Data Transfer	Data transfer to or from the PRO-BLADE SSD Mag.
Blinking White → Off	Overheating	PRO-BLADE SSD Mag is connected to the G-RAID MIRROR but operating above recommended temperatures.

## SAFELY DISCONNECTING THE DEVICE

A great feature of G-RAID MIRROR is its ability to be connected and disconnected while your computer is running. The macOS and Windows operating systems have a means for safely disconnecting and removing the device without turning off the system:

- **macOS**—Users running macOS can simply drag the device icon to the Trash before disconnecting it.
- **Windows**—Windows has a Safely Remove Hardware and Eject Media icon in the system tray which, when used, ensures that all data is saved to the device and is also flushed from system cache before disconnecting the device.

**Caution:** Do not disconnect the device while it is transferring data. Disconnecting the G-RAID MIRROR from the computer during data transfer may damage the device or cause data loss.

## DRIVE REPLACEMENT

Below are the steps for a drive replacement and for a RAID 1 rebuild.

**Table 6:**

Note:
<ul style="list-style-type: none"> <li>▪ For a RAID 0 setup, when a drive fails, all of the data is lost. A new RAID 0 can be created with the replacement drive, but the previous data is lost.</li> <li>▪ For JBOD, when a drive fails, only in-tact volumes on the drive that has not failed retain their data.</li> </ul>

**Table 7:****Warning! For the RAID 1 rebuild process:**

- G-RAID MIRROR must be turned on and plugged into the computer during the entire rebuild process.
- Sleep settings on the computer must be turned off.
- Do not change or add new files to the G-RAID MIRROR device during the rebuild process.

## Drive Replacement

G-RAID MIRROR drive replacement.

1. Open and remove the front cover on the G-RAID MIRROR by pressing on the raised 3-dot locations highlighted in illustration 3.1



*Illustration 3.1*

2. With the G-RAID MIRROR device powered on, use the RAID LED lights on the right-hand side of the drive trays highlighted in illustration 3.2 to determine which drive has failed.

- a. A failed drive is indicated by a solid red LED status. A good drive is indicated by a solid blue LED status.

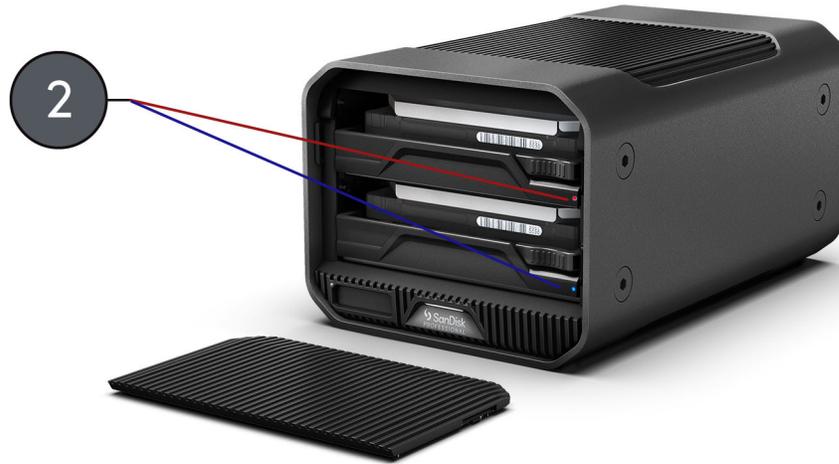


Illustration 3.2

- 3. Remove the drive tray with the Red LED status by: (see Illustration 3.3)
  - a. Pushing in the lever on the right-hand side of the drive tray, just above the RAID LED light.
  - b. Pulling on the center handle of the drive tray.



Illustration 3.3

- 4. Attached the drive tray to the replacement drive, making sure to carefully align the four mounting points on the drive with the four mounting receivers on the drive tray.
- 5. Insert the newly assembled drive tray and drive into the G-RAID MIRROR.
- 6. The hardware replacement process is now complete.

## RAID 1 Rebuild

After following the steps in the Drive Replacement process, continue here for rebuilding the RAID 1 array.

1. When the replacement drive is first inserted into the G-RAID MIRROR, the replacement drive RAID LED status may be red. However, shortly after this, the rebuild process should automatically begin with the drive RAID LED status on both drive trays blinking purple, or what may look like alternating red and blue blinks.
2. The rebuild of the previous RAID 1 array will automatically begin.
  - a. The RAID 1 rebuild process will take approximately 2 hours per terabyte to complete.
3. Once the RAID 1 rebuild is complete, the RAID LED lights will be blue.

## 4

## COMPLIANCE AND WARRANTY INFORMATION

## LIMITED WARRANTY - EXCEPT AUSTRALIA

**Warranty Information**

This SanDisk Professional device is covered by a 5-year limited warranty (or 5-year warranty in regions not recognizing “limited”) from the date of purchase, subject to the applicable warranty terms and conditions, as defined in [www.sandisk.com/wug](http://www.sandisk.com/wug).

**How to Make a Warranty Claim**

Please go to [www.sandiskprofessional.com](http://www.sandiskprofessional.com) and select “support” for more information on making a warranty claim (SanDisk Professional Support Page).

If it is determined that your product may be defective, you will receive an RMA (Return Material Authorization) and product return instructions. You are responsible for any expenses associated with a claim under SanDisk Professional’s Limited Warranty.

You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

## LIMITED WARRANTY - AUSTRALIA

**Warranty Information**

SanDisk Professional warrants to the end user, that this product, excluding content and or software supplied with or on the product, will be free from material defects in manufacture, will conform to SanDisk Professional’s published product specifications and be fit for normal use for a period of 5 years from the date of purchase, provided that the product is legally placed on the market.

When making a claim under this Limited Warranty, SanDisk Professional may at its option repair this product or provide you with an equivalent product; and if unable to repair or replace the product, will refund the purchase price. The full terms of SanDisk Professional’s warranty and warranty period are available at: [www.sandisk.com/wug](http://www.sandisk.com/wug).

**Warrantor Details**

Western Digital Technologies, Inc., 951 SanDisk Drive, Milpitas, CA 95035, U.S.A.

Tel: 1 (800) 275-4932 (US local toll free) or 1 (310) 449-4599 (US)

**How to make a warranty claim:**

Before you return the product you must first obtain a Return Material Authorization (RMA) number. Please either:

1. Contact SanDisk Professional at 1 800 262 504 (M-F | 9 am – 6 pm New South Wales Time) or email SanDisk Professional (support@sandiskprofessional.com) and provide proof of purchase (showing date and place of purchase and name of the reseller) and product name, type and number; or
2. Contact the dealer from whom you originally purchased the product.

Please go to [www.sandiskprofessional.com/support](http://www.sandiskprofessional.com/support) for more information on making a warranty claim (SanDisk Professional Support Page).

If it is determined that your product may be defective, you will receive an RMA number and product return instructions. You are responsible for any expenses associated with a claim under SanDisk Professional's Limited Warranty. You must send your product in a secure, prepaid package, to the address provided with your RMA number. Proof of purchase is required for all warranty claims.

**Australian consumers only:**

Notwithstanding the terms of this Limited Warranty, SanDisk Professional's products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

**REGULATORY COMPLIANCE**

Regulatory Compliance - FCC

**FCC CLASS B INFORMATION**

NOTE: This device 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.

- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the device.

Regulatory Compliance - Canada

### **Canada ICES-003 (B) / NMB-003 (B) Statement**

Cet appareil numérique de la classe B est conforme à la norme NMB-003 (B) du Canada.

This device complies with Canadian ICES-003 (B).

Safety Compliance - US and Canada

### **Safety Compliance**

Approved for US and Canada. CAN/CSA-C22.2 No. 62368-1-14: Audio/Video, Information and Communication Technology Equipment Part 1: Safety Requirements.

Approuvé pour les États-Unis et le Canada. CAN/CSA-C22.2 No. 62368-1-14, Sûreté d'équipement de technologie de l'information.

Regulatory Compliance - CE

### **CE Compliance for Europe**

Hereby, Western Digital declares compliance of this equipment to the applicable Council Directives of the European Union, including the EMC Directive (2014/30/EU), the Low Voltage Directive (2014/35/EU) and the RoHS Directive (2011/65/EU) as amended by Directive 2015/863/EU. The full text of the EU declaration of conformity is available at the following internet address: <http://www.wdc.com/products/EUDoC>.

- PO Box 13379, Swords, Co Dublin, Ireland
- PO Box 471, Leatherhead, KT22 2LU, UK

Regulatory Compliance - Austria

### **CE-Konformität für Europa**

Hiermit erklärt Western Digital die Konformität dieses Geräts mit den anwendbaren Richtlinien des Rats der Europäischen Union, einschließlich der Richtlinie 2014/30/EU zur elektromagnetischen Verträglichkeit, der Niederspannungsrichtlinie (2014/35/EU) und der Richtlinie 2011/65/EU zur Beschränkung der Verwendung von gefährlichen Stoffen sowie der Abänderung durch die Richtlinie (EU) 2015/863. Den vollständigen Text der EU-Konformitätserklärung finden Sie unter der folgenden Internetadresse: <http://www.wdc.com/products/EUDoC>.

### **Geprüfte Sicherheit**

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

### Regulatory Compliance - Japan

添付の電源コードは、本製品専用です。

接地接続は必ず、電源プラグを電源につなぐ前に行ってください。

また、接地接続を外す場合は、必ず電源プラグを電源から切り離してから行って下さい。

### Regulatory Compliance - Korea

기종별	사용자 안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파 적합성 기준을 통과했으므로 주거 지역에서는 물론 모든 지역에서 사용할 수 있습니다.

### Regulatory Compliance - China

#### 有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
底盘外壳和镜头	○	○	○	○	○	○
减震器	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
组合电缆/电源	X	○	○	○	○	○
金属部件	X	○	○	○	○	○
固态驱动器/硬盘/电路板组合	X	○	○	○	○	○

本表格依据SJ/T 11364-2014的规定编制。  
 ○：表示该有害物质在该部件所有均质材料中的含量均在GB/T 26572规定的限量要求以下。  
 X：表示该有害物质至少在该部件的某一均质材料中的含量超出GB/T 26572规定的限量要求。  
 (在此表中，企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。)

### Regulatory Compliance - Taiwan

此裝置已通過測試且符合 CNS 15936 (EMC) 和 CNS 15598-1 (Safety) 規定。

設備名稱：硬式磁碟機 型號 ( 型式 )：R/N: K6C

單元	限用物質及其化學符號					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr (VI))	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
機箱外皮殼與鏡片	○	○	○	○	○	○
塑料其它部件	○	○	○	○	○	○
橡皮腳墊, 4 片	○	○	○	○	○	○
片金屬部件	-	○	○	○	○	○
固態硬碟/硬碟/電路板組合	-	○	○	○	○	○
組合電纜線/電源	-	○	○	○	○	○

備考1. “超出0.1 wt %” 及 “超出0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準  
備考2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值  
備考3. “-” 係指該項限用物質為排除項目。

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\* Compatible with iPad devices with USB-C port and iPadOS 14+. Based on internal testing; compatibility may vary based on host device and other factors.

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