CENMATE

10 Bay USB 3.0 5Gbps Type-C Hard Drive Enclosure (Non-RAID)

PRODUCT INSTRUCTION   **Model: 810TC**

CENMATE

【Quality Assurance】 Cenmate provides lifetime technical support. Please don't hesitate to contact us if you have any questions about the product, we reply and solve your problem within 24 hours.

Technical Support Contact: cenmate23@outlook.com

【Low Heat】 The hard drive enclosure with Aluminum-Alloy materials and built-in 2.7 inch Fans provide better heat dissipation, maximize the security of your data. Fan noise is around 40-60 decibels, not recommended if you are sensitive to noise.

Qusetion

Q1： **After connecting new hard drive to the computer, why can't I find the hard drive and display the disc letter?**
A1: After the new hard drive is connected to the computer, it must be formatted before the system can be recognised and used.
Method of operation: First, right-click 'Computer', then click 'Management', open into the 'Disk Management', find the new hard drive, right-click 'Initialisation 'Select 'MBR (hard drive capacity less than or equal to 2TB)' or 'GPT (more than 2TB)', then 'New Simple Volume', the default next step to format the partition. Formatting is completed after the hard drive can be used normally, showing the new disc symbols.

Q2: The hard drive appears in RAW format in Disk Management due to improper extraction or power failure. What should I do?
A2: Recovery through the chkdsk command; operation method: administrator identity run cmd input CHKDSKi:/f enter (here the i is the disk letter of the disk), scanning and repair is complete reboot can be displayed.

Q3: The hard drive is dynamically invalid in Disk Management since it was previously removed from an old computer?
A3: This is due to your system. Reinstall the hard drive into the original computer motherboard, and then backed up the data format; If your old computer has been scrapped or can't get into the system, you can download a dynamic drive conversion software to convert directly to a basic drive.

Q4: Hard drive just shows up but no disc letter?
A4: Inside Disk Management, right-click on the Disk Partition section and select Change Disk Path and Name to add a disk name for use.

Q5: It automatically disconnects during transmission
A5: It may be problems of usb interface on computer, usb cable, computer usb driver, hard drive, or hard drive cabinet. You need to contact our technicians to check the problems one by one.

Content

1.Features

1.1 Overview

- External interfaces: USB3.0 ,Type-C
- Aluminum enclosure provide excellent cooling
- Hot swappable trays for easy trouble-shooting
- LED indications for power, HDD activity and rebuild

1.2 USB Features

- Compatible with USB3.0 Super Speed, High Speed and Full Speed
- Compatible with OHCI/UHCI/EHCI hosts
- Supports Mass Storage Class

2.Product Advantage

• Tool free installation
Tool less installation for 3.5 inch Hard Drive.
• Plug and Play
Supports standard 2.5/3.5 inch SATA HDDs and SSDs.
• High Speed data transfer
USB 3.0 5Gbps Connectivity
• Aluminum Case
High-quality aluminum material with good heat dissipation
• Quiet cooling fan
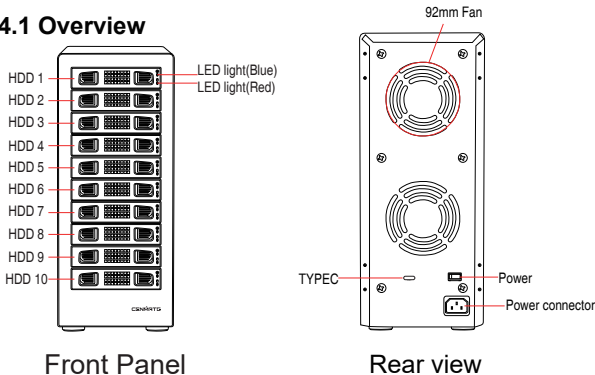Low speed cooling fan delivers highly efficient cooling

3.System Requirements

Windows 2000/ Me/ XP /Vista/ 7/ 8/ 8.1/10 above, Mac OS 9.1/10. above

The fan requires a USB cable to be connected before it will work

4.The device at a glance

4.1 Overview

HDD 1
HDD 2
HDD 3
HDD 4
HDD 5
HDD 6
HDD 7
HDD 8
HDD 9
HDD 10

LED light(Blue)
LED light(Red)

92mm Fan

TYPEC
Power
Power connector

Front Panel   Rear view

4

5.Package Contents

- 10 bay 810U3-5G Enclosure
- USB 3.0 A/C Cable
- USB 3.0 A/C Cable
- Mounting screws and driver
- Power Cable
- User Manual

6.Getting Started

6.1 HDD installation

Unlock the HDD trays lock and remove the HDD trays from the 10-BAY Enclosure (Fig.1).
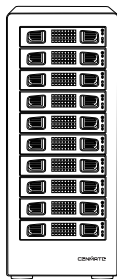

Fig.1

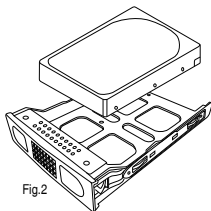2. Place the HDD into the HDD trays (Fig. 2).

Fig.2

3. Use the mounting screws to securely attach the HDD to the trays (Fig. 3).
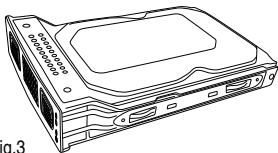

Fig.3

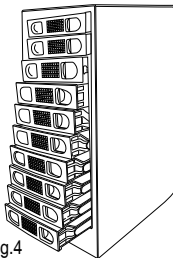4. Slide the HDD trays back into the 10-BAY Enclosure (Fig. 4).

Fig.4

5. Slide the hard drive tray back into the slot to complete the HDD installation (Fig.5)
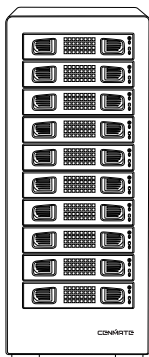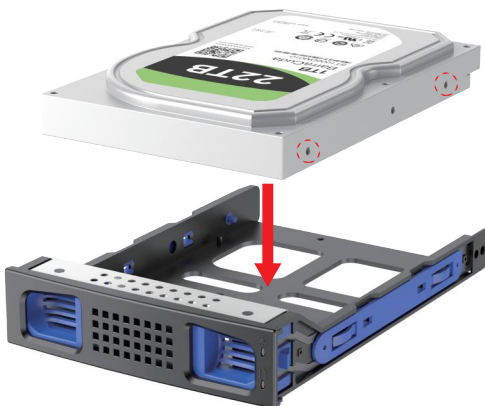

Fig.5

3.5' HDD Installation

①

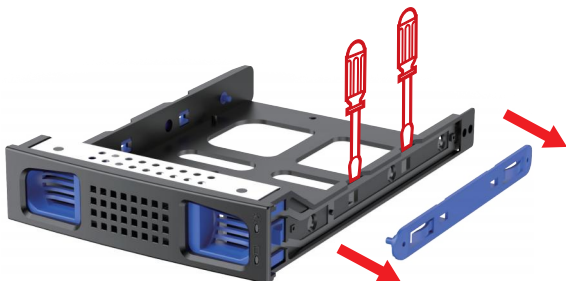Pull up the blue clasp on both sides of the bracet.

②

Put hard drive gentlely, snap the carabiner pins into the 3.5 HDD side screw holes.

2.5' HDD/SSD Installation

①

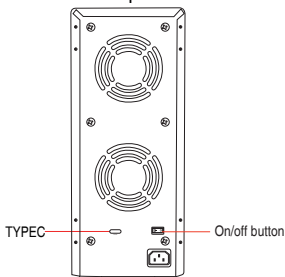Remove blue clasp on the side by screwdriver.

②

Use screws to secure the 2.5' HDD/SSD in the corresponding holes.

6.2 Power on/off

Press the power button to switch on the device. Press again to power it off.

TYPEC ——————— On/off button

7.Configuration

7.1 Preparation

1. host connection
   This installation guide assumes that you have already connected the 10-BAY Enclosure to a SATA host controller with Port Multiplier (PM) support.

2. USB host connection
   If you are connecting your 10-BAY Enclosure using an USB connection to your host, the USB port should be compliant with USB2.0 or 3.0.

7.2 Changing the host connection

The 10-BAY Enclosure supports both USB and host connections, but only one connection can be connected at the same time.

To switch from one connection to the other, the host computer and the 10-BAY Enclosure should both be powered down prior to changing the host connection in order to avoid data loss. Power off the computer system first before power off the 10-BAY Enclosure. When power on, power on the Enclosure first before the computer system.

7.3 Disconnecting an USB device

 USB 3.0 external devices provide support for Plug and Play connection so that the 10-BAY Enclosure can be connected and disconnected while the computer is running. To prevent data loss or other failures, we recommend the following procedures when disconnecting your USB 3.0 from your host computer system: Before you shut down your PC remove the 10-BAY Enclosure from your system's hardware, Double-clicking the symbol in the task bar. A menu will open up. Select the 10-BAY Enclosure to securely remove it. Power off the device.

7.4 HDD Hot Plug

 The hard drives support hot-plug features, however, only hot-plug the hard drives when there are failure, or no data being access. Data lost can occur when hard drive is being access.

Note: When using this product, please confirm the hard drive loaded into this product is normal at first, otherwise the drive will not show up. Such as loading more than one hard drive, it will only show one, you can not confirm which one is broken. So load the hard drive one by one.
Load a hard drive, power on, remove the hard drive, confirm it is normal, turn off; and then load the second, power on, remove, confirm it is normal, and so on, one by one to load, until you find the the problematic hard drive.

8.Troubleshooting

Device is not recognized
Make sure all cables have been properly connected. For the USB 3.0 controller the latest drivers and the newest firmware must be installed. USB 3.0 controller may also need to power on based on the controller design.

Cannot copy or read in operating system
Make sure the device is properly partition and format in operating system.

Transfer speed is slow
Make sure the enclosure is connected to USB 3.0 port. Additional power may needed on the add-on USB 3.0 controller card

9.Legal Disclaimer

For potential loss of data, especially due to inappropriate handling,CENMATE assumes no liability.

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When this crossed-out wheeled bin symbol is attached to a product, it means the product is covered by the European Directive 2002/96/EC.

Please be informed about the local separate collection system for electrical and electronic products.

Please act according to your local rules and do not dispose of your old products with your normal household waste. The correct disposal of your old product will help prevent potential negative consequences to the environment and human health.

Technical Support Contact: cenmate23@outlook.com

Disposal of your old product
Your product is designed and manufactured with high quality materials and components, which can be recycled and refused.