Aleratec
HDD Copy Cruiser High-Speed™
Hard Drive Duplicators and Sanitizers

1:5 HDD Copy Cruiser™  Part No. 350125
1:11 HDD Copy Cruiser™  Part No. 350126
1:16 HDD Copy Cruiser™  Part No. 350127
1:24 HDD Copy Cruiser™  Part No. 350128
Copyright/Model Identification

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Chatsworth, CA 91311 U.S.A.

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• www.twitter.com/Aleratec
• www.youtube.com/Aleratec

Please record the following information to help expedite any warranty claim:

Model No. ___________________________ Serial No. ___________________________

Date Purchased ___________________________ Place of Purchase ___________________________

NOTE: Please store and track the included software, registration codes and parts carefully. Requests for replacement software, registration codes, and/or parts may incur a fee.

www.aleratec.com
The equipment described in this guide emits radio frequency energy. If it is not installed in accordance with the manufacturer’s instructions, it may cause interference with radio or television reception.

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. If not installed and used in accordance with the instruction manual, this equipment 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 to radio or television reception, which can be verified 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 the receiver.
- Connect the equipment to an electrical outlet on a circuit that is different from the circuit to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician for help.

This equipment has been certified to comply with the limits for a Class B computing device, pursuant to FCC Rules. In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and/or modifications made to this equipment, without the approval of manufacturer, could void the user’s authority to operate this equipment.
Safety Regulations

**WARNING**

To prevent fire or shock hazard, do not expose the unit to rain or moisture.

To avoid electrical shock, do not open the cabinet. Refer servicing to authorized personnel only.

Make sure that the manually switchable power supply is set to the proper voltage for your region.
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[www.aleratec.com](http://www.aleratec.com)
Introduction

Thank you for purchasing a HDD Copy Cruiser High-Speed duplicator. Please read this User Guide thoroughly before using this product.

Product Features

The 1:5 HDD Copy Cruiser High-Speed™, 1:11 HDD Copy Cruiser High-Speed™, 1:16 HDD Copy Cruiser High-Speed™ and 1:24 HDD Copy Cruiser High-Speed™ are Hard Disk Drive Duplicators and Hard Disk Drive Sanitizers.

- Models to duplicate up to 24 Hard Disk Drives simultaneously at speeds up to 120 MB/s
- Models to sanitize up to 25 Hard Disk Drives simultaneously with Secure Erase or your choice of 3 Overwrite options:
  - One Pass
  - Three Pass with Verify
  - DOD 5220.22-M 7-Pass
- Stand Alone Operation
- Lockable Quick Load Drive Doors
- Supports 3.5” SATA HDDs and Solid State Drives (SSDs)
  Supports 2.5” SATA HDDs and SSDs with optional Aleratec adapters (P/N 350106), not included
Introduction

Key Items

1:5 HDD Copy Cruiser High-Speed - Part Number: 350125
Introduction

Key Items

1:11 HDD Copy Cruiser High-Speed - Part Number: 350126
Introduction

Key Items

1:16 HDD Copy Cruiser High-Speed - Part Number: 350127

- Display Panel (see page 6)
- Controller
- Drive Bay Locks
- Source Drive Bay
- Target Drive Bays
- Drive Activity Lights
- Drive Bay Handle/Tab
- Power LED
- Power Switch
Introduction

Key Items

1:24 HDD Copy Cruiser High-Speed - Part Number: 350128

[Diagram of 1:24 HDD Copy Cruiser High-Speed with labels for Display Panel, Controller, Drive Bay Locks, Source Drive Bay, Target Drive Bays, Drive Activity Lights, Drive Bay Handle/Tab, Power LED, and Power Switch.]
Introduction

HDD Copy Cruiser High-Speed Copy Controller Display Panel and Buttons
(Actual display may vary from illustration)

1. LCD display shows all functions and messages
2. OK button is used to execute a selected function, or enter a menu
3. ESC button is used to cancel a selected function, or exit a menu
4. UP arrow is used to scroll backward through functions or menus
5. DOWN arrow is used to scroll forward through functions or menus

Duplicator Stand Installation Instructions (350126 only)

1. Front Stands
2. Back Stands
Precautions

Before installing your HDD Copy Cruiser High-Speed, please read the following.

Installation
Avoid placing the HDD Copy Cruiser High-Speed in a location subject to:

• High humidity
• High temperature
• Excessive dust
• Mechanical vibration
• Direct sunlight
• Electromagnetic radiation

Power
This product has two auto switching PSUs.

Choose a Good Location
1. Allow adequate clearance for moving parts.
2. Do not place near heat sources such as radiators or air ducts, or in a place subject to direct sunlight, excessive dust, mechanical vibration or shock.
3. Disconnect the AC power cord from the outlet if the product is not used for an extended period of time.
4. Proper care will help assure maximum product life. Improper operating environment and misuse may void the warranty.

Operation
Do not move the HDD Copy Cruiser High-Speed during operation. This may cause a malfunction or other undesirable results.

Avoid exposing the unit to sudden changes in temperature as condensation may form inside the HDD Copy Cruiser High-Speed. Should the surrounding temperature suddenly rise while the HDD Copy Cruiser High-Speed is on, wait at least one hour before turning off the power. Operating the duplicator immediately after a sudden increase in temperature may result in a malfunction.

Transportation
Keep the original packing materials for future moving or shipping of the HDD Copy Cruiser High-Speed. Replacement packaging may incur charge.
Overview

Power Up Sequence

During the normal power-up sequence of the HDD Copy Cruiser High-Speed, the following information will be displayed.

• Figure 1 shows the searching of the station head.

  ![Aleratec Searching Station](image)

  - Aleratec
  - Searching Station

  ![Control Buttons](image)

  - OK
  - ESC

• Figure 2 shows the first function.

  ![1. Copy](image)

  - OK
  - ESC

  - 1. Copy
Main Menu

There are eleven main menu items that can be seen in the HDD Copy Cruiser High-Speed Controller Display Panel. These are:

1. Aleratec
   1. Copy

2. Aleratec
   2. Compare

3. Aleratec
   3. Copy+Compare

4. Aleratec
   4. Overwrite

5. Aleratec
   5. Utility

6. Aleratec
   6. Setup
Overview

Subfunctions

The “Overwrite” menu has six subfunctions. These are:

- 4.1 Quick Overwrite
- 4.2 Full Overwrite
- 4.3 3-Pass
- 4.4 3-Pass + Verify
- 4.5 7-Pass Overwrite
- 4.6 Secure Erase

The “Utility” menu has three subfunctions. These are:

- 5.1 Show HDD Info
- 5.2 Update System
- 5.3 System Info
Overview

Subfunctions
The “Setup” menu has nine subfunctions. These are:

6.1 Copy Area
  6.1.1 System and Files
  6.1.2 ALL Partitions
  6.1.3 Whole HDD

6.2 Skip Error

6.3 Erase Master
  6.3.1 Disable
  6.3.2 Enable

6.4 Unknown Format
  6.4.1 Copy Unknown
  6.4.2 Skip Unknown

6.5 Transfer Rate

6.6 Buzzer
  6.6.1 Turn On
  6.6.2 Mute

6.7 Language
  6.7.1 English
  6.7.2 Chinese

6.8 Advanced Setup
  6.8.1 Wait HDD Time
  6.8.2 Copy HPA area

6.9 Restore Default
Using the HDD Copy Cruiser High-Speed

Loading the Hard Drives

1. Open the drive tray doors by pulling the tab on the left side of each drive bay you wish to use.

2. Take the Hard Disc Drive (HDD) and align the drive’s SATA plug to the lower right hand side of the drive bay.

3. Slide the HDD into the drive bay until it stops. The drive will still be about 1 inch outside of the bay. When the door is closed it will push and plug the HDD into the duplicator.

4. Swing the drive bay door closed and press the left side of the door until the tab latches. When it latches, a click can be felt and heard.

**Note:** If you are duplicating, the source hard disk drive goes in the top bay.
Using the HDD Copy Cruiser High-Speed

Removing Hard Drives

1. Open the drive tray doors by pulling the handle/tab on the left side of each drive tray door.
   
   **Note:** Do not attempt to remove the hard drive if the drive activity LED is on. If drive tray door is locked, use the included key to open.

2. To disengage the HDD, swing the drive tray door to the full open position.

3. Pull drive forward and remove drive.
Using the HDD Copy Cruiser High-Speed

Main Menu
Copy

The “Copy” function performs a copy from a source HDD to one or more target HDDs. The target HDDs must be at least as large as the source. The HDD Copy Cruiser High-Speed will copy every block of capacity on the source HDD.

1. Load the source HDD and the target HDDs into the HDD Copy Cruiser High-Speed. The system will auto-detect the hard drives. After the drives have been detected, a screen similar to the one below will be displayed.

```
Aleratec
1. Copy
```

**Note:** Before copying be sure that the capacity of the target HDD is equal to or larger than the source hard drive.

2. Press **OK** to start copying. The system will auto-detect the hard drives. The following information will be displayed.

```
Searching Source
```

```
Analyzing Source
```

```
Copy 50.9 G
1 Target Ready
```
Using the HDD Copy Cruiser High-Speed

Main Menu

Copy - Continued

3. During the copy process the HDD Copy Cruiser High-Speed will display progress information.

```
  Copy   11  50.9 G
  7:35   26%  13.5 G
```

The amount of data remaining to be transferred (shown in gigabytes), and time will be displayed as the percentage of completion increases.

Note: The copying speed, capacity and duration may vary from one hard drive to another.

4. Once duplication is complete, a job status screen will be displayed.

```
  Pass: 1  Fail: 0
  Time: 20:18
```
Using the HDD Copy Cruiser High-Speed

Main Menu

Compare

The “Compare” function performs a comparison of data from the source hard drive to the data on the target hard drives.

1. With the source and target HDDs loaded use the arrow buttons (▼ or ▲) to select “Compare”. The following screen will be displayed.

2. Press OK to begin the comparison. The system will auto-detect the hard drives.

During the compare process, the HDD Copy Cruiser High-Speed will display progress information. Press OK to continue.
Using the HDD Copy Cruiser High-Speed

Main Menu

Compare - Continued

3. When the comparison is completed, a job status screen will be displayed.

<table>
<thead>
<tr>
<th>Pass: 11</th>
<th>Fail: 0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time: 20:18</td>
<td></td>
</tr>
</tbody>
</table>

↑ OK
↓ ESC
Using the HDD Copy Cruiser High-Speed

Main Menu

Copy+Compare

The “Copy+Compare” function performs a copy and compare from a source HDD to one or more target HDDs. The target HDDs must be at least as large as the source. The HDD Copy Cruiser High-Speed will copy every block of capacity on the source HDD.

1. Load the source HDD and the target HDDs into the Copy Cruiser High-Speed. The system will auto-detect the hard drives. After the drives have been detected, a screen similar to the one below will be displayed.

```
Aleratec
3. Copy+Compare
```

Note: Before copying be sure that the capacity of the target HDD is equal to or larger than the source hard drive.

2. Press OK to start copying. The system will auto-detect the hard drives. The following information will be displayed.

```
Searching Source
```

```
Analyzing Source
```

```
Copy           50.9 G
11 Target Ready
```
Using the HDD Copy Cruiser High-Speed

Main Menu
Copy+Compare - Continued

3. During the copy process the HDD Copy Cruiser High-Speed will display progress information.

The amount of data remaining to be transferred (shown in gigabytes), and time will be displayed as the percentage of completion increases.

Note: The copying speed, capacity and duration may vary from one source hard drive to another.

4. Once duplication is complete, a job status screen will be displayed.
Using the HDD Copy Cruiser High-Speed

Main Menu

Overwrite

The “Overwrite” function will sanitize (wipe clean of all data) the hard disk drives connected to the HDD Copy Cruiser High-Speed.

1. Load up to 25 HDDs into the HDD Copy Cruiser High-Speed. The system will auto-detect the hard drives. Using the arrow buttons (▼ or ▲) select “Overwrite”. The following screen will be displayed.

Note: Overwriting the entire capacity of all connected hard drives can take an extended period of time.

2. Press OK to select. The following information will be displayed.

3. Use the arrow buttons to scroll between the types of overwrite: Quick Overwrite, Full Overwrite, 3 Pass, 3 Pass with Verify, 7-Pass Overwrite, or Security Erase.

A. Quick Overwrite

A1. To perform a Quick Overwrite, select “Quick Overwrite” and press OK.

A2. The estimated time elapsed for the Quick Overwrite process will be displayed.
Using the HDD Copy Cruiser High-Speed

Main Menu
Overwrite

A. Quick Overwrite - Continued

A3. When the process is finished, the following screen will be shown.

```
Quick Overwrite
Pass: 11          Fail: 0
```

B. Full Overwrite

B1. To perform a Full Overwrite, scroll to “Full Overwrite” and press OK. The following screen will be displayed.

```
[ 4. Overwrite ]
4.2 Full Overwrite
```

B2. The estimated time elapsed for the Full Overwrite process will be displayed.

```
In Process
Elapsed   13:30
```

B3. When the process is finished, the following screen will be shown.

```
Full Overwrite
Pass: 11          Fail: 0
```
Using the HDD Copy Cruiser High-Speed

Main Menu
Overwrite

C. 3-Pass

C1. To perform a 3-Pass Overwrite, scroll to “3-Pass” and press OK. The following screen will be displayed.

C2. The estimated time elapsed for the 3-Pass process will be displayed.

C3. When the process is finished, the following screen will be shown.
Using the HDD Copy Cruiser High-Speed

Main Menu
Overwrite

D. 3-Pass + Verify

D1. To perform a 3-Pass + Verify Overwrite, scroll to “3-Pass + Verify” and press OK. The following screen will be displayed.

D2. The estimated time elapsed for the 3-Pass + Verify process will be displayed.

D3. When the process is finished, the following screen will be shown.
Using the HDD Copy Cruiser High-Speed

Main Menu
Overwrite

E. 7-Pass Overwrite

This method will write over the entire capacity of the hard drives connected to the HDD Copy Cruiser High-Speed seven different times.

DoD 5220.22M is the Department of Defense document that discusses both Three and Seven Pass Overwrite data wiping.

E1. To perform a Seven Pass Overwrite, scroll to “7-Pass Overwrite” and press OK. The following screen will be displayed.

E2. The estimated time elapsed for the 7-Pass process will be displayed.

E3. When the process is finished, the following screen will be shown.
Using the HDD Copy Cruiser High-Speed

Main Menu
Overwrite

F. Secure Erase

The “Secure Erase” function will sanitize (wipe clean of all data) the hard disk drives connected to the HDD Copy Cruiser High-Speed using algorithms programmed by the hard drive manufacturer. Since this function is native to the hard drive, it is very fast and reliable. Almost all modern SATA hard drives support this feature. In the rare case that Secure Erase is not supported, please use the “Overwrite” function to sanitize your hard drives.

F1. To perform a Secure Erase, scroll to “Secure Erase” and press OK. The following screen will be displayed.

F2. The estimated time elapsed for the Secure Erase process will be displayed.

F3. When the process is finished, the following screen will be shown.

Note: Not all hard disk drives support Secure Erase, although most modern SATA HDDs do. If any of your drives do not support Secure Erase, you will see a “Dev. Not Support” error message.
Using the HDD Copy Cruiser High-Speed

Main Menu

Utility - Show HDD Info

This function will display information about the hard drives inserted into the unit. You may use the arrow buttons to select hard drives loaded into different bays.

1. With the source and target HDDs loaded use the arrow buttons (▼ or ▲) to select “Utility”. The following screen will be displayed.

   ![Utility Screen]

2. Press **OK** to select. The following information will be displayed.

   ![Utility Info Screen]

3. To display the information about the hard drives in the duplicator, select “Show HDD Info” and press **OK**. The following information will be displayed. Use the arrow buttons to scroll up and down to view other hard drives.

   ![HDD Info Screen]
Using the HDD Copy Cruiser High-Speed

Main Menu

Utility - Update System

Before attempting to use this feature, please contact Aleratec Support.

1. Use the arrow buttons (▼ or ▲) to select “Utility”. The following screen will be displayed.

2. Press OK to select. The following information will be displayed.

A. Update BIOS

Before attempting to use this feature, please contact Aleratec Support.

A1. To perform a BIOS update, select “Update BIOS” and press OK.

A2. The following information will be displayed.
Using the HDD Copy Cruiser High-Speed

Main Menu
Utility - Update System

B. Create Update HDD

For technical support use only.

B1. To create an Update HDD, select “Create Update HDD” and press OK.

```
[ 5.2 Update System ]
5.2.2 Create Update HDD
```

B2. The following information will be displayed. Press OK to confirm.

```
Do FORMAT HDD#1
Confirm?
```

B3. The formatting is now complete.

```
FORMAT Complete!
```
Using the HDD Copy Cruiser High-Speed

Main Menu
Utility - System Info

This function will help you give more technical information sometimes required by technical support.

1. Use the arrow buttons (▼ or ▲) to select “Utility”. The following screen will be displayed.

2. Press **OK** to select. The following information will be displayed.

3. Use the arrow buttons (▼ or ▲) to select “System Info” and press **OK**.

4. The following information will be displayed.

Aleratec  1-11
Ver: 2.32.0
Using the HDD Copy Cruiser High-Speed

Main Menu

Setup

The “Setup” menu contains configuration options for the HDD Copy Cruiser High-Speed. It is suggested to use the factory defaults for optimum performance.

1. Use the arrow buttons (▼ or ▲) to select “Setup”. Press OK to select. The following screen will be displayed.

2. Use the arrow buttons to scroll between the types of Setup functions: Copy Area, Skip Error, Erase Master, Unknown Format, Transfer Rate, Buzzer, Language, Advanced Setup, and Restore Default.
Using the HDD Copy Cruiser High-Speed

Main Menu

Setup - Copy Area

This function specifies which data is to be copied from the Source hard drive.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Copy Area”. The following screen will be displayed.

2. Press OK to select. Use the arrow buttons to scroll between the types of functions within the Copy Area menu: System and Files, ALL Partitions, and Whole HDD.

3. **System and Files**: This function will copy only System and Data files located on the first partition of the source HDD.

4. **ALL Partitions**: This function will copy only System and Data files located on any partition of source HDD.

5. **Whole HDD**: This function will copy the complete HDD including free space. If you need to also copy HPA, please refer to Advanced Setup on page 39.
Using the HDD Copy Cruiser High-Speed

Main Menu
Setup - Skip Error

This function will set the duplicator to be able to overwrite the source drive when performing any overwrite function.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Skip Error”. The following screen will be displayed. Press OK to select.
Using the HDD Copy Cruiser High-Speed

Main Menu

Setup - Erase Master

This function controls whether the hard disk drive inserted into the Source bay may be altered by an overwrite or Secure Erase.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Erase Master”. The following screen will be displayed.

2. Press OK to select. Use the arrow buttons to scroll between Enable or Disable options.

3. Press OK to Enable or Disable the erasing of the master disc.
Using the HDD Copy Cruiser High-Speed

Main Menu
Setup - Unknown Format

This function will allow you to copy non standard formatted HDD.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Unknown Format”. The following screen will be displayed.

2. Press OK to select. Use the arrow buttons to scroll between the Copy Unknown or Skip Unknown options.

3. Press OK to Copy Unknown or Skip Unknown when formatting hard drives.
Using the HDD Copy Cruiser High-Speed

Main Menu
Setup - Buzzer

This function controls whether the system's built-in buzzer is enabled (turned on) or disabled (muted).

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Buzzer”. The following screen will be displayed.

2. Press OK to select. Use the arrow buttons to scroll between the Turn On and Mute options.

3. Press OK to turn on or mute the buzzer sound.
Main Menu

Setup - Language

This option allows you to select the language that is used for the display.

1. Use the arrow buttons (▼or▲) select “Language”. The following screen will be displayed.

2. Press OK to display the current language selection (the default language is English).

3. Use the arrow buttons (▼▲) to toggle through the available options. Once you change a configuration option, remember to press OK to save it.
Using the HDD Copy Cruiser High-Speed

Main Menu
Setup - Advanced Setup

The “Advanced Setup” menu contains additional configuration options for the HDD Copy Cruiser High-Speed.
Using the HDD Copy Cruiser High-Speed

Main Menu
Setup - Advanced Setup

A. Wait HDD Time

This function uses the specified wait time before automatically starting the function that was selected.

A1. To edit the Wait HDD Time function, select “Wait HDD Time” and press OK.

A2. The following information will be displayed.
Using the HDD Copy Cruiser High-Speed

Main Menu
Setup - Advanced Setup

B. Copy HPA area

The HPA is a hidden data region defined in ATA/ATAPI-4. This area is not usually accessible to the operating system or software applications. The HDD Copy Cruiser High-Speed supports the copying of data from this hidden area.

B1. To edit the Copy HPA area function, select “Copy HPA area” and press OK.

B2. The following options will be displayed.

B3. Press OK to select your preferred option. After changing a setting, remember to press OK to save it.
Using the HDD Copy Cruiser High-Speed

Main Menu

Setup - Restore Default

The Restore Default function will reset all settings to their original values.

1. In the Setup menu, use the arrow buttons (▼ or ▲) to select “Restore Default”. The following screen will be displayed.

2. Press OK to select. The following screen will be displayed.

3. Press OK to clear the parameter to default settings.
### Specifications

#### 1:5 HDD Copy Cruiser High-Speed - Part Number: 350125

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Temperature</td>
<td>41°F to 122°F / 5°C to 50°C</td>
</tr>
<tr>
<td>Humidity</td>
<td>15% - 80% RH</td>
</tr>
<tr>
<td>Power Requirements</td>
<td>100V-240V AC, 50/60Hz</td>
</tr>
<tr>
<td>Dimensions (depth x width x height)</td>
<td>430 mm x 190 mm x 355 mm (16.9” x 7.5” x 14”)</td>
</tr>
<tr>
<td>Weight</td>
<td>8.6 kg / 19 lb</td>
</tr>
</tbody>
</table>

#### 1:11 HDD Copy Cruiser High-Speed - Part Number: 350126

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Operating Temperature</td>
<td>41°F to 122°F / 5°C to 50°C</td>
</tr>
<tr>
<td>Humidity</td>
<td>15% - 80% RH</td>
</tr>
<tr>
<td>Power Requirements</td>
<td>100V-240V AC, 50/60Hz</td>
</tr>
<tr>
<td>Dimensions (depth x width x height)</td>
<td>416 mm x 191 mm x 648 mm (16.375” x 7.5” x 25.2”)</td>
</tr>
<tr>
<td>Weight</td>
<td>14.7 kg / 32.5 lb</td>
</tr>
</tbody>
</table>

#### 1:16 HDD Copy Cruiser High-Speed - Part Number: 350127

<table>
<thead>
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<th>Specification</th>
<th>Details</th>
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<tbody>
<tr>
<td>Operating Temperature</td>
<td>41°F to 122°F / 5°C to 50°C</td>
</tr>
<tr>
<td>Humidity</td>
<td>15% - 80% RH</td>
</tr>
<tr>
<td>Power Requirements</td>
<td>100V-240V AC, 50/60Hz</td>
</tr>
<tr>
<td>Dimensions (depth x width x height)</td>
<td>431.8 mm x 381 mm x 495.3 mm (17” x 15” x 19.5”)</td>
</tr>
<tr>
<td>Weight</td>
<td>30.8 kg / 68 lb</td>
</tr>
</tbody>
</table>

#### 1:24 HDD Copy Cruiser High-Speed - Part Number: 350128

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Temperature</td>
<td>41°F to 122°F / 5°C to 50°C</td>
</tr>
<tr>
<td>Humidity</td>
<td>15% - 80% RH</td>
</tr>
<tr>
<td>Power Requirements</td>
<td>100V-240V AC, 50/60Hz</td>
</tr>
<tr>
<td>Dimensions (depth x width x height)</td>
<td>431.8 mm x 381 mm x 495.3 mm (17” x 15” x 19.5”)</td>
</tr>
<tr>
<td>Weight</td>
<td>30.8 kg / 68 lb</td>
</tr>
</tbody>
</table>
### Troubleshooting

If your HDD Copy Cruiser High-Speed is not performing as expected, refer to the symptoms below, and follow the suggested corrective action.

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Corrective Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD Display</td>
<td>If the LCD display does not display any message and the backlight is not lit after powering on the HDD Copy Cruiser High-Speed, check that the power cable is properly connected and that the ON/OFF switch is turned on.</td>
</tr>
<tr>
<td>Error Messages</td>
<td>While the system is performing an operation and the operation is manually terminated, an error message will be shown in the LCD display. This may lead to a failed operation and could cause the HDD Copy Cruiser High-Speed to stop responding. If this happens, power the unit off, wait about ten (10) seconds, and then reapply power.</td>
</tr>
<tr>
<td>Hard Disk</td>
<td>If the HDD Copy Cruiser High-Speed does not detect one of the hard disk drives, verify that the drive is properly seated in the drive bay.</td>
</tr>
<tr>
<td>Keypad Buttons</td>
<td>If pressing the keys on the front panel produces no response from the system, the HDD Copy Cruiser High-Speed may still be busy with the previous operation. If the system is idle, power the unit off, wait about ten (10) seconds, and then reapply power.</td>
</tr>
<tr>
<td>Firmware Update</td>
<td>The device can be updated to new versions of firmware via a hard disk drive. If unable to update the firmware, check that the firmware was downloaded correctly. A failed firmware upgrade may cause the HDD Copy Cruiser High-Speed to become inoperable. If the system is working normally, do not attempt this operation. If the system is already experiencing problems, please contact Aleratec for repairs.</td>
</tr>
<tr>
<td>Startup/Shutdown</td>
<td>Do not power off the system while it is performing an operation. After a normal shutdown, wait about ten (10) seconds before reapplying power.</td>
</tr>
</tbody>
</table>
Technical Support

After reading this User Guide, if you need additional assistance with this product, please contact Aleratec Technical Support. Our technical staff will be happy to assist you, but they may need your help to better assist you.

Contacting support without all the necessary information can be both time consuming and frustrating. Therefore, please try to have the following information ready before calling:

1. Part Number - the part number is located on the bottom of the HDD Copy Cruiser High-Speed.
2. Serial Number - the serial number is located on the back of the HDD Copy Cruiser High-Speed.
3. Troubles/symptoms - please provide enough information about the issue so our technical staff can accurately diagnose it.

Technical Support Addresses and Phone Numbers

➤ By e-mail: support@aleratec.com
➤ By Telephone: 1-818-678-0484 – Skype: support.aleratec.com

Technical Support Group can be reached 8:00 AM to 5:00 PM, Pacific Time, Monday through Friday, excluding U.S. holidays.

Please try to call from a phone near your Aleratec product.

➤ Access is available 24 hours a day, 365 days a year, via:
The World Wide Web at: www.aleratec.com

FAX at: 1-818-678-0483
Aleratec, Inc., Limited Warranty

This Limited Warranty covers defects encountered in the course of normal use of this product and does not apply to damage from improper use, abuse, accidents, unauthorized service, or inadequate packaging when shipping the product to Aleratec, Inc.

Aleratec, Inc. provides the following limited warranty for this product only if the product was originally purchased for use, not re-sale, from Aleratec, Inc., an Aleratec, Inc. authorized dealer or distributor, or any other Aleratec, Inc. approved reseller for this product. This product is warranted to be free from defects in workmanship and material for a period of one year from the date of your original purchase.

If the product fails during normal and proper use within the warranty period, Aleratec, Inc. will, at its option, repair or replace the product at no cost (except shipping and insurance). This limited warranty does not include service to repair damage from improper installation, accident, disaster, misuse, abuse, or modifications to the subsystem, or by any other causes unrelated to defective materials or workmanship.
Please Note:

This Warranty is valid only within the United States and Puerto Rico, and applies only to products that are new and unopened on the date of purchase. For areas outside the United States and Puerto Rico, contact the authorized dealer from whom you purchased this product to determine what dealer warranty, if any, applies.

THIS LIMITED WARRANTY CONSTITUTES YOUR SOLE AND EXCLUSIVE REMEDY, AND THE SOLE AND EXCLUSIVE LIABILITY OF ALERATEC, INC., AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF ITEMS FOR A PARTICULAR PURPOSE.

Your sole remedy shall be repair or replacement, with new or refurbished components, as provided in this Limited Warranty. Aleratec, Inc. shall not be liable for any direct, indirect, special, incidental or consequential damages, including, but not limited to, any loss of data or loss of profits or business, regardless of the form of action or theory of liability resulting from any defect in, or use of, this product (even if Aleratec, Inc. has been advised of the possibility of such damages).

In any event, the liability of Aleratec, Inc. under this Limited Warranty, for damages to you or any third party, regardless of the form of action or theory of liability, shall not exceed the purchase price you paid for this product.

Some states do not allow limitations of the disclaimer of implied warranties, the period an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the exclusions and limitations stipulated in this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.
To Obtain Warranty Service:

You must ship your product to the authorized dealer where your product was purchased within the one year warranty period and no later than thirty days after discovery of claimed defect, whichever occurs first. In either case, you must provide proof of original purchase before any warranty service can be performed. Products and parts provided as a result of warranty service may be other than new but will be in good working order and become your property at the time of exchange. At the same time, the exchanged products or parts become the property of Aleratec, Inc.

When shipping the product for service, you agree to insure the product, to prepay shipping charges, and to use the original shipping container or equivalent. Any service outside the scope of this limited warranty shall be at Aleratec, Inc.’s or its Authorized Service Provider’s rates and terms then in effect.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.
Aleratec, Inc.
Technical Support Fax Back Form

Please record the following information to help expedite any warranty claim:

Model No.: __________________ Serial No.: ________________________________

Date Purchased: ______________________________________________________

Place of Purchase: ____________________________________________________

Firmware Version: __________ SATA HDD Brand and Model: ______________

To: Technical Support Group FAX: 1-818-678-0483

FROM: ______________________ FAX: ________________________________

E-MAIL ______________________

RE: _________________________ TEL: _________________________________

DATE: _______________ # OF PAGES: ________________________________

I am experiencing the following issues with my HDD Copy Cruiser High-Speed:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

By answering these questions, your problem will be solved more rapidly. Make copies as necessary. You can reach us electronically at: www.aleratec.com on the internet.