Frequently asked questions and answers

Q1: What is the thickness of the hard drive that this enclosure can support?

A1: It can support 7mm/9.5mm hard drive. For the 7mm hard drive, it is necessary to add the additional EVA pad between the hard drive and this box.

Q2: What is the max capacity this enclosure supports?

A2: It supports 16TB theoretically at max, but Win XP 32bit system does not support 2TB above HDD.

Q3: Does this enclosure support 3.5inch hard drives?

A3: No, it doesn't support 3.5inch hard drives.

Q4: Does this enclosure support UASP?

A4: Yes, it supports UASP, but you need to make sure the device, OS and controller have the UASP function enabled.

Q5: Does this enclosure support TRIM.

A5: Yes, it supports TRIM.

Q6: Does this enclosure support S.M.A.R.T.

A6: Yes, it supports S.M.A.R.T.

Q7: What is the max transfer speed for?

A7: It is 5Gbps at max if you use the included USB A to C cable. And it can reach to 6Gbps if you use a 10Gbps USB C to C cable within 3ft.

Q8: What is the cable length of this hard drive enclosure?

A8: The USB C to USB 3.0 A Cable is 1.5ft.

Q9: Is a driver needed for this hard drive enclosure?

A9: No, it is plug and play.

Q10: Does it support sleeping mode?

A10: Yes, it supports that.

Q11: Can the enclosure be unplugged directly?

A11: Always safely remove your disk before unplugging this product. Otherwise, the data might be lost.