



Users 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 CONTENTS

- **1.3 ABOUT THIS MANUAL**
- **1.4 PORT VIEW & INTERFACE CONNECTIONS**
- **1.5 CABLE CONNECTIONS & QUICK START GUIDE**

2 LCD DISPLAY

- 2.1 LCD INTERFACE & MAP
- 2.2 MAXPROTECT RAID 1 USAGE
- 2.3 MAXPERFORM RAID 0 USAGE

3 ASSEMBLY

3.1 REPLACING HARD DRIVES

4 FORMATTING

- 4.1 IMPORTANT INFORMATION ABOUT BOOTING ON AN OLDER MACINTOSH
- 4.2 IMPORTANT INFORMATION IF YOU PLAN ON USING YOUR DRIVE WITH A PC SYSTEM
- **4.3 MACINTOSH FORMATTING**
- 4.4 REMOVING AN EXISTING GUID PARTITION
- **4.5 WINDOWS FORMATTING**
- 4.6 MACDRIVE 8

5 TROUBLESHOOTING & TIPS

- 5.1 TROUBLESHOOTING
- 5.2 USAGE TIPS

6 APPENDIX

6.1 FAQ

6.2 ABOUT DATA BACKUP

7 CUSTOMER SERVICE

- 7.1 BEFORE CONTACTING CUSTOMER SERVICE
- 7.2 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

-Supports two 2.5" SATA Hard Disk Drive (HDD), Solid State Drive (SSD), or Solid State Hybrid Drive up to 9.5mm in height.

- •Supports up to 64MB Data Buffer (HDD only)
- •Supports up to 7200RPM speeds (HDD only)

·Hard Drives of identical capacity / model are recommended

1.2 Contents



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 web page for the most recent specifications.

1.4 Port View & Interface Connections



The Newer Technology Guardian MAXimus mini has multiple interfaces to work with any computer system.

 DC IN port - The Newer Technology Guardian MAXimus mini requires power to operate. You either need to plug in the included external power adapter into this port, or power the Newer Technology Guardian MAXimus mini using the FireWire 800 connection (for use with an eSATA connection, see (a) for more information).
 USB mini Port - Connect one of your computer's USB ports to the Newer

Technology Guardian MAXimus mini using the included cable. Using the USB port requires the external power supply to be used.

③ FireWire 800 (1394B) Ports - Using the included cable, connect one FireWire 800 port to your computer and have an extra FireWire 800 port to add peripherals! Alternately, the FireWire 800 port has the ability to use power from your computer to operate the Newer Technology Guardian MAXimus mini when connected via the FireWire 800 port, or via the eSATA port.

@eSATA Port - The utmost in speed! If you're trying to make your Newer Technology Guardian MAXimus mini the fastest it can be, attach an eSATA cable to this port. Using the eSATA connection requires either the external power adapter to be used, or the FireWire 800 cable can also be used to power the Newer Technology Guardian MAXimus mini.

1.5 Cable Connections & Quickstart Guide

Attachment of the cables is simple on any platform.

1. Plug the power input cord into the wall and to the Newer Technology Guardian MAXimus mini.

 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, use the eSATA connection.

If you purchased your Newer Technology Guardian MAXimus mini with drives, it is preconfigured as a RAID 1 Mirror, formatted Mac OS Extended for the Macintosh and is ready to use. If you want to change this configuration, please follow the instructions in Chapter 3 to do so. If you purchased an empty enclosure, you have to format the drives yourself, that is explained in Chapter 4.

2 LCD DISPLAY

2.1 LCD Interface & Map



The Newer Technology Guardian MAXimus mini has an LCD display at the front of the hard drive enclosure. It will illuminate blue when powered on, and the activity lights below the LCD display will also illuminate. The LCD display is covered in more detail in the next pages.



The lights numbered 1 and 2 denote the 2 internal hard drives. They illuminate: Green - Data access (read/write)

Red - Error or empty drive bay (also accompanied by an alarm)

The indicator to the right of drive 1 and 2 will only illuminate during the rebuilding of data.

OFF - HDD status normal

Orange (not illuminated in this photo) - Rebuilding data

The Newer Technology Guardian MAXimus mini utilizes an LCD display to configure many of it's functions. use the following diagram to navigate the menu system.



LEFT button cycles through menus and options. **RIGHT** button enters menus and selects options.



2.2 MAXProtect RAID 1 Usage

MAXProtect RAID 1 mode provides redundant data protection using the live activity backup/data protection that mirrors your data on two drives.

What does it mean when the orange LED is lit on my Newer Technology GMAX mini in MAXProtect mode?

If there are no red lights indicating a bad drive, the GMAX mini is in rebuild mode, synchronizing the drives due to a recoverable error.

What happens if a drive fails in my Newer Technology GMAX mini in MAXProtect mode?

If a drive fails in your GMAX mini, your data is still safe and usable as long as you have your RAID configured as a RAID 1 "MAXProtect" mode. However, it is very important to replace the defective drive as soon as possible to regain your redundant data protection. If you choose to remove the bad drive from your GMAX mini, the following scenarios will apply to the usage of your good drive:

IMPORTANT! ALWAYS HAVE GMAX MINI POWERED ON WITH GOOD DRIVE INSERTED BEFORE REPLACING BAD DRIVE.

IF the GOOD DRIVE is kept installed into GMAX mini:

- · Data will be fully accessible.
- Data will be rebuilt once the bad drive is replaced.

IF the GOOD DRIVE is removed from GMAX mini and connected to a computer via another enclosure, or directly via a SATA connection:

All data will be fully accessible and any changes will be reflected when inserted back into the GMAX mini.

• Data, including any changes, will be rebuilt once the bad drive is replaced.

IF the GOOD DRIVE is removed from GMAX mini and then re-inserted before the bad drive is replaced:

• Data is fully accessible and will begin rebuilding immediately upon insertion of replacement drive.



2.3 MAXPerform RAID 0 Usage

MAXPerform RAID 0 mode provides the fastest possible speed to your storage array. The trade off of this speed is that there is no data redundancy / protection.

What happens if a drive fails in my Newer Technology GMAX mini in MAXPerform mode?

If a drive fails in your GMAX mini when it is set to MAXPerform mode, you will need to replace the defective drive to continue using your GMAX mini. Data existing on the GMAX mini prior to the drive failure **WILL NOT** be recoverable.



3 ASSEMBLY

3.1 Replacing Hard Drives

To set up a new RAID, install new hard drives, or if you have had a failure of a hard drive, you will need to either install new or replace existing hard drives.

If you have an existing RAID and need to remove a hard drive:

Should one of the hard drives fail, the corresponding HDD # LED will light up red and an alarm will sound. If only one drive is defective, the data can still be accessed if the Guardian MAXimus mini is configured as a RAID 1, but we strongly suggest that you replace the faulty drive mechanism immediately to assure continued backup and data safety. Once you replace the faulty drive, the Guardian MAXimus mini will automatically copy or rebuild the data from the existing drive to the new drive.

If your Guardian MAXimus is configured as a RAID 0, data cannot be recovered.

Should both drives fail at the same time, the data will be lost and the system cannot be accessed again until the drive(s) are replaced and a new RAID is set up. While this is unlikely, OWC always recommends a separate backup in a different location for more comprehensive data protection.

To change a hard drive in the Newer Technology Guardian MAXimus mini:

1. Check the HDD # LED and replace the faulty drive(s) using the instructions on the next page. 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, the corresponding LED will turn green. 3. 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.

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.

Chapter 3 - Assembly







To remove the drives, turn the Newer Technology Guardian MAXimus mini around to the rear and remove the hard drive cover plate by unscrewing the 2 Phillips screws from the top corners.

Once you have removed the back of the Newer Technology Guardian MAXimus mini, the two 2.5" hard drives are held into the chassis using friction fit trays. To remove the two drives and their trays, you need to pull the trays out of the back of the enclosure using the silver metal tabs in the center of the drive tray. To keep vibration to a minumum, the silver trays are a very tight fit. Use constant, gentle pressure when removing and installing.

Turn the drive tray over and you will see 2 Phillips screws that are holding the drive into the tray. Remove those two Phillips screws. Then. Slide the hard drive out of the drive tray, pushing the drive out of the tray.

Replace the drive in the reverse order, insert the screws and then place the drive tray assembly back into the enclosure.

Replace the back access cover and reinsert the 2 Phillips screws you removed to take the back cover off.

4 FORMATTING

4.1 IMPORTANT INFORMATION IF YOU PLAN ON USING YOUR DRIVE TO BOOT ON A G3, G4, OR G5 SYSTEM

If you purchased a preconfigured Newer Technology Guardian MAXimus mini, your new external hard drive has been formatted for the Macintosh as a Mac OS X Extended (Journaled) volume, using the **GUID*** Partition Table scheme. This means that your new drive is ready to use immediately out of the box if you have an Intel based Macintosh computer.

For your new OWC external hard drive to provide boot compatibility (meaning you wish to run the operating system from the external drive) with Power-PC based computers (G3, G4, G5) using Mac OS X, you will need to repartition/format the drive and change the partition mapping from GUID to **APM (Apple Partition Map****). If you do not plan to use your new external drive as the start up drive, you do not need to perform this procedure, your new drive will work as formatted for normal external storage use and step by step instructions to do so are covered on the next pages of this manual.

Notes:

***GPT (GUID Partition Table)** - To use the disk as a boot volume on an Intel-based Mac, or to use the disk as a non-boot disk with any Mac with Mac OS X version 10.4 or later.

****APM (Apple Partition Map)** - to use the disk as a boot volume on a Power-PC based Mac, or to use the disk as a non-boot disk with any Mac. If you are using Mac OS X 10.3.9 or earlier, you must repartion and format the hard drive using this method.

Apple also has an article about repartitioning, available at: http://support.apple.com/kb/TS1600

4.2 IMPORTANT INFORMATION IF YOU PLAN ON USING YOUR DRIVE WITH A PC SYSTEM

Please turn to section 4.3 and proceed from there to reformat your drive to use with a PC.

4.3 Formatting your Guardian MAXimus mini on a Macintosh with Mac OS X

IMPORTANT NOTE: This procedure will erase all data on your hard disk drives in the Guardian MAXimus mini. Back up any important data before proceeding!

The disk you inser this computer.	rted was not readable by

Click on the "Initialize" button.



Select the device with no volumes attached to it; in this picture, that would be the 640 GB Newer Technology device. Click on the picture of the drive icon next to the text.

Newer Technology Guardian MAXimus mini

	00	NewerTech	
)	l 🕼 🕜 🔥 🛞		
	Verify Info Burn Mount	Eject Enable Journaling New Image Convert Resize Image	Log
	100.03 GB ST9100824A	First Aid Erste Partition RUD R	estore
	MacBook Pro	If you're having trouble with the selected dur-	
	640.08 GB NewerTech	Click Repair Disk. If the repair fails, back up and erase the di	sk.
	MATSHITA DVD-R UJ-857	 If Repair Disk is unavailable, click Verify Disk. If the disk neer your Mac OS X installation disc, and then choose Utilities > E 	ds repairs, start up from Nick Utility
		,	
		If you have a permissions problem with a file installed by the M Repair Disk Permissions.	ac OS X installer, click
		Show details	Clear History
		~	
			(Marcha Rick
		, (Welly Back Permissions)	(Verify Disk
		(http://bitk.fermications) (Repair Disk.fermications)	Verify Disk Repair Disk
		, (Verify Data Permittanova) (Repair Data Permittanova)	Verify Disk Repair Disk

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



You then need to choose how many partitions you wish your Newer Technology Guardian MAXimus mini 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.

100.03 GB ST9100824AS MacBook Pro 640.08 GB NewerTech	Volume	First Aid E	Volume Commettor
MATSHITA DVD-R UJ-857	-1 Parti	tion 🔹	Name: GMAX mini
			Size: 640.08 GB
	*	GMAX mini	To partition the selected disk, choose a volume scheme. Set the name, format, and size for each volume. Then click Apply. A new partition will be created.
			Size: 640.08 GB
	+ -	Options	Revert Apply

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.

Verify Info Burn Mount E	ject Enable Journaling New Image	Convert Resize Image	1
I IDAD CA STOLOREAC. I MCIADA PA I KEORA PA I KEORA CA NewFren MATSHTA DVD-8.U-837	CMAX mini	Same Optime Information Volume Information Name OMA Information Name OMA Information In	e ch
	+ - Options	Revert Apph	
Disk Description : New Connection Bus : Fired Connection Type : Exter	erTech Total C Vire Write S.M.A.R.T	apacity: 640.08 CB (640,083,828,736 Bytes) a Status : Read/Write - Status : Not Supported	

You will be asked to confirm that you wish to format the drive - agree, and then after a few moments, partitioning will complete and the Newer Technology Guardian MAXimus mini volume will mount on your desktop. You can quit Disk Utility, you're all set!

4.4 Removing the GUID Partition Scheme

Only for XP, 2000, ME and earlier. (XP 64-BIT, Vista & Windows 7 can continue to the next section) Your new OWC Mercury Elite-AL mini is preformatted for use with a Macintosh. 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.



requiring formatting.)



You may now proceed with formatting the drive.

4.5 Formatting your Guardian MAXimus mini on Windows 2000 and later

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

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.

Open
Explore
Search
Manage
Map Network Drive
Disconnect Network Drive
Create Shortcut
Delete
Rename
Descertion

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."

Select Disks to Initialize You must initialize a disk bel	ore Logical Disk Manager can access it.	Ø
Select one ormore disks to i Disks:	nialize.	
e Din I		
	< Back Next > C	ancel
Initialize and Convert Disk	Wizard	×
	Completing the Initialize and Convert Disk Wizard You have successfully completed the Initialize and Conv Disk Wizard.	ert
K		
	You selected the following settings:	
\mathbf{N}	Initialize: Disk 1 Convert: None	
	To close this wizard, click Finish.	
	< Back Finish C	Cancel

(3) The Wizard will perform its tasks, and you will get the following screen. You may click "Finish." Newer Technology Guardian MAXimus mini

Chapter 4 - Formatting

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."

📇 Computer Management					×
B File Action View Window H	lelp			_8	×
← → 🗈 🖬 😫 🖆 🖉	1				
Computer Management (Local) System Tools System Tools System Veriever System Veriever System Veriever and Groups System Cost and Alerts Device Manager Sorage System Removable Storage	Volume Layout Partition (C:) Partition	Type File System Basic FAT Basic NTPS	Status Heakhy (EISA Configuration) Heakhy (System)	Capacity 31 MB 18.61 GB	Fr 24 13
Cisk Defragmenter Disk Management Services and Applications	CDisk 0 Basic 18.64 GB Online	31 MB FAT Healthy (EIS)	(C:) 3.61 GB NTFS ealthy (System)		× ×
<u>()</u>	CPDisk 1 Basic 18.62 GB Online Unallocated	18.62 GB Unallocated Primary partition	New Partition Properties Help		×

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

New Partition Wizard		X
	Welcome to the New Partition Wizard	
	This wizard helps you create a partition on a basic disk.	
\square	A basic disk is a physical disk that contains primary partitions, extended partitions, and logical drives. You can use any version of Windows or MS-DOS to gain access to partitions on basic disks.	
	< Back Next > Cance	

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

Primary partiti	on	
O Extended par	tition	
O Logical drive		

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"

Maxium disk space in megabytes (MB):	19069
Minimum disk space in MB:	8
Partition size in MB:	19069

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

Mount in the following empty NTES folder:	
	Browse

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."

Choose whether you want to format this partition, and if so, what settings you want O not format this partition © Format this partition with the following settings: File years: Allocation unit size: Default	to use.
Do not format this partition Format this particion with the following settings: File system: Allocation unit size: Default	
Format this partition with the following settings: File system: NTFS Allocation unit size: Default	
File system: NTFS Allocation unit size: Default	
Allocation unit size: Default	
Volume labet Newer Technology	
Perform a quick format	
Enable file and folder compression	

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



(1)(1) 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.

🖶 Computer Management						×	
B File Action View Window H	elp				_8	×	
Computer Management (Local)	Volume Layou	Туре	File System	Status	Capacity	Fr	
E Ko System Tools	Partiti	n Basic	FAT	Healthy (EISA Configuration)	31 MB	24	
Event Viewer	🖃 (C:) Partiti	n Basic	NTFS	Healthy (System)	18.61 GB	13	
Shared Folders Shared Folders Soft Cool Users and Groups Soft Performance Logs and Alerts Device Manager Storage Storage Disk Defragmenter	(E:) Partiti	n Basic		Formatting	18.62 GB	18	
Disk Management Services and Applications							
	Basic 18.64 GB Online	31 M	18 FAT 18 thy (EIS) He	C:) .61 GB NTFS salthy (System)		int.	
	CPDisk 1 Basic 18.62 GB Online	(E 18.0 Form	(E:) 18.62 GB Formatting				
K Primary partition							

(1)② After a moment or two, the drive's status will change from "Formatting" to "Healthy."



(1) At this point, you may close the Computer Management window. Your drive is ready to use and can be found in "My Computer."

Help	
arch 🍺 Folders 🛄 -	
Hard Disk Drives	
Local Disk (C:)	Newer Technology (E:)
Devices with Removable Storag	je
3½ Floppy (A:)	CD Drive (D:)
	Help Parch Polders Hard Disk Drives Hard Disk Drives Local Disk (C:) Devices with Removable Storag 3½ Floppy (A:)

4.6 MacDrive 8

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 8 at: http://eshopmacsales.com/search/macdrive



5 TROUBLESHOOTING & TIPS

5.1 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.

5.2 Tips

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

• For Macintosh systems:

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.

There are two methods to umount 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 Newer Technology Guardian MAXimus mini.

General information:

- Do not expose the product to water or humid conditions.
- Do not cover the enclosure's ventilation holes.
- 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).

6 APPENDIX

6.1 FAQ

Q: How do I format my storage solution?

A: OWC has detailed instructions online for most popular operating systems, located at: http://www.newertech.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 the LED indicator for one of the drives light up red? A: A red LED is a warning indicator, you either have a failed hard drive, or no hard drive is installed in the drive bay. Usually the red LED will be accompanied by an alarm. Replace the hard drive to correct the problem.

Q: Why does the LED indicator to the right of the drive activity lights light up orange? **A:** If the orange LED is lit, a rebuild is performing or the device is being reformatted. Normally this indicates that you had a failed hard drive, or data was written out of sync and the rebuild is correcting the error.

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

A: Since this is a RAID-1 Mirrored solution, you can have 1 drive fail without losing any data. If both hard drives fail, you will lose your data. The Newer Technology Guardian MAXimus mini will alert you using it's LED lights on the front of the enclosure that a drive has failed by turning RED. Replace that hard drive immediately to avoid losing data.

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.

6.2 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 Newer Technology Guardian MAXimus mini 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 Newer Technology Guardian MAXimus mini is the sole responsibility of the user, and under no circumstances will Newer Technology be held liable for compensation or the recovery of any lost data.

7 CUSTOMER SERVICE

7.1 Before Contacting Customer Service

Read this manual and review Chapter 5: 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://www.newertech.com/support

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.

7.2 Customer Service Hours Of Operation

Telephone

(815) 308-7001

8AM - 10PM CST Monday - Friday

9AM - 4PM CST Saturday

Live Chat

Available 24 hours a day, 7 days a week through NewerTech's distributor, OWC.

For more information, visit: <u>http://www.newertech.com/support</u>

Email

Submit your email at: http://www.newertech.com/support

Copyrights:

Copyright © 2010 Newer Technology, 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 Newer Technology.

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, Newer Technology assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. Newer Technology 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 conmercial 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 mafunctioning, 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.



R3 3/3/11 JD

NWTMANGMAXMIOM

Copyright *2010-2011 Newer Technology All Rights Reserved. Newer Technology's Limited Warranty is not transferable and subject to limitations.