

SR4-B32

Distributor Sales Guide

USB-C 20Gbps hardware RAID for professional
local data protection

Hardware RAID 5

Front-access drives

Visible rebuild status

For backup, archive and media workflows



Sales storyline

Use this order to qualify the customer and guide them toward the right storage solution.



Identify the workflow

Backup, archive, media editing, data transfer, or local project storage.



Confirm protection need

Does the user need hardware RAID 5 and protection against one drive failure?



Check the host environment

USB-C 20Gbps, USB-C 10Gbps, or Thunderbolt USB-C operating in USB mode.



Match the solution

Recommend RAID 5, RAID 0, JBOD, or BIG according to capacity, speed and protection needs.

Goal: sales signal → recommendation → evaluation sample or RFQ.

Product overview

A four-bay USB-C hardware RAID system with front-access trays for protected local storage.



Specification	SR4-B32
Host interface	USB 3.2 Gen 2x2 Type-C, up to 20Gbps
Drive support	4 × 3.5" / 2.5" SATA III HDD or SSD
RAID modes	RAID 0, RAID 5, BIG, JBOD
OS support	Windows 7 or later; macOS 10.10 or later; Linux
Cooling / power	80mm fan with High/Low switch; internal 150W PSU
Monitoring	Rebuild LEDs, fault LEDs, overheat / fan-failure buzzer
Power supply	Integrated 150W PSU eliminates the external power brick, keeping professional workspaces cleaner and easier to manage.

Positioning: hardware RAID 5 protection + direct USB-C workflow + visible maintenance status.

Who should buy SR4-B32?

Guide distributors toward customers with a real storage-protection need.

Best-fit customers

Professional backup

Local backup storage for workstations, small servers and creative teams.

Media production

High-capacity project drive for footage import, editing, rendering and handover.

Research & analysis

Direct-attached storage for long data captures and lab-to-laptop analysis workflows.

Not the best fit

Network sharing required

Recommend NAS when centralized multi-user access or remote services are the top priority.

Maximum Thunderbolt speed required

Recommend high-end Thunderbolt RAID when the workflow needs Thunderbolt-native bandwidth.

No redundancy needed

Recommend USB JBOD or single-drive storage for low-cost expansion without RAID protection.

Customers who may think they need a NAS: choose SR4-B32 when one workstation needs direct, predictable local RAID storage.

NAS vs DAS rule: one workstation at a time → SR4-B32 is almost always the better fit.

RAID modes & when to recommend them

Use this as the distributor’s quick selection guide.

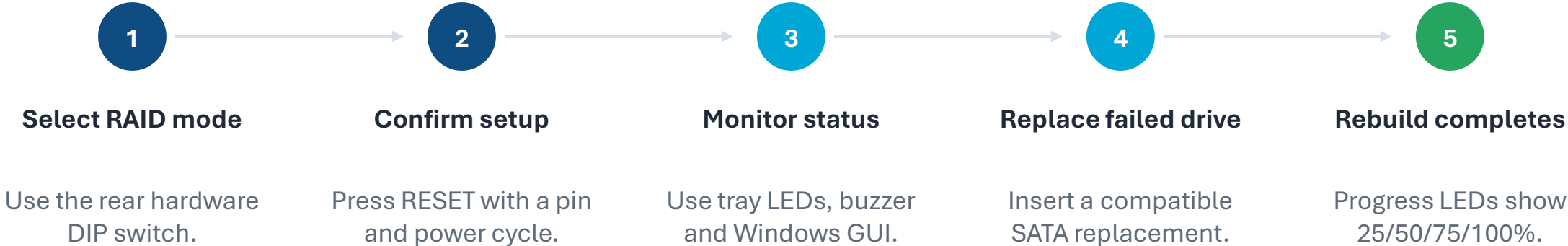
Mode	How it works	Fault tolerance	Recommend when...
RAID 5	Data striping with distributed parity	Protects against one drive failure	Customer needs protected capacity and continued access after one drive fails
RAID 0	Data striping across all drives	None	Customer prioritizes speed and has a separate backup strategy
JBOD	Independent drive mapping	None	Customer wants each drive shown separately to the host
BIG	Linear concatenation into one large volume	None	Customer wants one combined volume without redundancy

Usable RAID 5 capacity
(number of drives – 1) × smallest drive capacity — for SR4-B32: 3 × the smallest installed drive.
Warning: mixing drive capacities forces the array to use the smallest drive as the baseline.

Reminder: RAID 5 protects against one drive failure, but it does not replace a separate backup strategy.

Setup, monitoring & recovery workflow

Make the maintenance process simple for distributors and customers.



Buzzer alerts: over-temperature, fan failure and disk failure.
Rebuild time depends on drive size and workload; larger HDDs take longer.

Core selling points

Translate technical features into customer value.

Hardware RAID 5

Controller handles RAID and rebuild for consistent behavior across Windows, macOS and Linux.

USB-C 20Gbps

High-speed direct-attached storage for modern PC and Mac workflows.

Thunderbolt USB-C compatible

Works with TB3/4/5 USB-C ports operating in USB mode; speed depends on USB host capability.

Visible rebuild status

25/50/75/100% progress LEDs reduce uncertainty during recovery.

Internal 150W PSU

Cleaner desktop setup without a large external power brick.

Active cooling & alerts

80mm fan, High/Low switch, overheat and fan-failure buzzer alerts.

Front-access lockable trays

Simplifies drive installation and replacement while reducing accidental removal.

Distributor message: sell local data protection, not only RAID specifications.

Standard sales questions

Use these questions to qualify a lead before recommending RAID mode or capacity.

Workflow

- What will the storage be used for?
- How much usable capacity is required?
- Is one-drive fault tolerance important?

Host & environment

- What host port is available: USB-C 20Gbps, USB-C 10Gbps or Thunderbolt USB-C?
- Will it run on Windows, macOS, Linux or multiple platforms?
- Will it operate continuously or under heavy workload?

Service & project fit

- Are front-access, hot-swappable and lockable trays required?
- Is visible drive-failure and rebuild monitoring required?
- Is an evaluation sample, compatibility check or OEM/ODM customization needed?
- Do you need multiple users accessing the storage at the same time? If yes, redirect to NAS.

Objection handling

Short, accurate responses for the most common sales objections.

Customer objection	Recommended response
Why not use software RAID?	Hardware RAID and rebuild do not depend on the host CPU, OS, drivers or platform configuration.
Why not buy a NAS?	NAS is for network sharing. SR4-B32 is direct USB-C storage with simple setup and predictable local performance.
Is it Thunderbolt compatible?	Yes, with Thunderbolt 3/4/5 USB-C ports operating in USB mode. Speed depends on USB host capability.
Is RAID 5 the same as backup?	No. RAID 5 protects against one drive failure; important data still needs a separate backup.
Why not one large drive?	A single drive has no drive-failure protection. RAID 5 keeps data accessible after one drive fails.
Will rebuilding interrupt work?	The RAID volume normally remains accessible, although performance may be reduced during rebuild.
Can customers mix drives?	Compatible SATA HDDs/SSDs may be used; same model, capacity and performance class are recommended.
Is 20Gbps always available?	Full speed requires USB 3.2 Gen 2x2 host support and a compatible cable; other ports may run slower.
Is RAID 5 safe enough for long-term archive?	RAID 5 protects against one drive failure, but long-term archive still needs a separate backup, ideally including an offsite or offline copy.
Is RAID 5 safe during transport?	Yes. If one drive fails during transport, the volume remains readable until the drive is replaced.

Competitive comparison

Position SR4-B32 between basic USB storage and premium Thunderbolt RAID.

Solution	Main advantage	Main limitation	Best for
SR4-B32 Hardware RAID	Hardware RAID 5, USB-C 20Gbps, front-access drives, visible rebuild status	Direct-attached to one host; RAID 5 does not replace backup	Backup, archive, media editing and local data protection
NAS	Network sharing, remote access and multi-user services	More setup, administration and network dependence	Teams requiring centralized shared storage
Software RAID	Low additional hardware cost and flexible configuration	Depends on OS, drivers, CPU and platform setup	Technical users comfortable managing RAID in software
USB JBOD	Simple, affordable and exposes independent drives	No hardware RAID protection or automatic rebuild	General storage expansion
Thunderbolt RAID	Higher potential bandwidth for high-end workflows	Higher cost and Thunderbolt-host dependence	Premium video and performance-intensive workflows

Price position: SR4-B32 delivers RAID 5 protection at a lower cost than Thunderbolt RAID systems, while staying simpler than NAS and more protective than USB JBOD.

Applications A: DIT / Media / 4K–8K workflows

Use these examples for creators and production teams.

DIT footage import & studio handover

On set, footage can be imported to SR4-B32 through compatible USB-C / Thunderbolt USB-C hosts operating in USB mode. In the studio, connect to a USB 3.2 Gen 2x2 workstation and continue work immediately.

4K / 8K post-production

Designed for high-capacity media projects, rendering, proxy workflows and protected local work drives. RAID 5 helps keep project data accessible after one drive failure.

Sales angle

Ask whether the team needs direct-attached local storage, visible rebuild status and protection against one drive failure during active projects.



Important: performance depends on installed drives, RAID mode, host support and cable capability.

Applications B: Archive Shuttle / Hybrid Mac & PC

Use these examples for cross-site and mixed-platform workflows.

Portable RAID 5 “Archive Shuttle”

Move large project archives between offices with hardware RAID 5 protection. If one drive fails, the volume can remain degraded but still readable until a replacement drive is installed and rebuilt.

Hybrid Mac & PC project drive

Supports cross-platform USB-C workflows between compatible Thunderbolt laptops and USB-C desktops. Useful for teams sharing local project media without network transfer.



Sales angle

Lead with portability, local control and no network setup. Confirm file-system format and backup policy before deployment.

Positioning: direct-attached local RAID for teams that need protected storage without NAS administration.

Applications C: Research / Enterprise Backup / Local Archive

Use these examples for business and technical teams.

Scientific research & analysis

Capture data on a lab desktop and move the storage to a compatible laptop or workstation for analysis. Hardware RAID 5 provides protection against one drive failure during the workflow.

Small creative studios without dedicated IT

Local RAID 5 storage with simple USB-C setup—no NAS administration required.

Sales angle

Qualify capacity, retention policy, operating hours, host port capability and backup strategy. RAID 5 protects against drive failure, not a complete backup plan.

Enterprise backup & archiving

Use as a local backup or archive target for small servers, workstations and creative teams. Internal power, active cooling and visible alerts support long-running operation.

Engineering project storage

Fast local project storage for CAD, simulation and design files without network bottlenecks.



CTA for distributors: request an evaluation sample or compatibility check when the customer has a defined project.

Distributor action plan

Qualify the workflow. Confirm the host. Recommend the right RAID mode. Move qualified opportunities to sample evaluation.



Request evaluation sample

For project-based customers or compatibility testing.

Check USB-C capability

Confirm USB 3.2 Gen 2x2 for full 20Gbps link.

Confirm backup plan

RAID 5 protects one drive failure; it is not backup.

Sample evaluation checklist

Host port & cable | RAID mode | Matching drive set | OS / file-system format | Backup plan

Sales micro-scripts

Match the customer’s signal with a ready one-sentence response.

Sales signal	Suggested response
Customer mentions video editing or footage import	SR4-B32 combines USB-C 20Gbps connectivity with hardware RAID 5 protection for high-capacity media workflows.
Customer mentions backup or archive	SR4-B32 provides local RAID 5 protection, front-access drives, and visible rebuild status without requiring NAS administration.
Customer uses both Mac and PC	SR4-B32 connects directly to compatible USB-C and Thunderbolt USB-C hosts operating in USB mode.
Customer is concerned about drive failure	RAID 5 keeps the volume accessible after one drive failure while the failed drive is replaced and rebuilt.
Customer mentions portability	SR4-B32 acts as a portable RAID 5 archive shuttle for cross-site workflows.

Common setup mistakes

Share these with customers to reduce avoidable support cases.

Mistakes to avoid
Mixing drives with significantly different capacities
Assuming all USB-C ports support 20Gbps
Using USB-C hubs or adapters that do not support 20Gbps
Changing RAID modes without backing up existing data
Removing the wrong drive during degraded operation
Powering off the enclosure during RAID initialization
Treating RAID as a replacement for backup
Using unsupported or unhealthy drives

Red flags: recommend another solution

Pointing customers to the right fit builds trust. Recommend the best solution, not just this product.

Customer requirement	Better direction
Multiple users need simultaneous network access	NAS
Remote file access is essential	NAS or cloud-connected storage
Customer requires RAID 6	Higher-level RAID system
Customer requires Thunderbolt-native maximum performance	Thunderbolt RAID
Customer wants independent access to every drive	USB JBOD
Customer expects RAID to replace backup	Explain the need for a secondary backup
Customer requires hot-swappable multi-user shared storage	NAS or SAN