

SR4-BA32

Distributor Sales Guide

Dual-Cable 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.

1

Identify the workflow

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

2

Confirm protection need

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

3

Check the host environment

USB-A 10Gbps, USB-C, or Thunderbolt USB-C operating in USB mode with the proper cable.

4

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 dual-cable USB hardware RAID system with front-access trays for protected local storage.



Specification	SR4-BA32
Host interface	USB-C up to 20Gbps / USB-A up to 10Gbps
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.
Included Accessories	1 x USB-C to USB-C Cable 1 x USB-C to USB-A Cable

Positioning: hardware RAID 5 protection + USB-C 20Gbps and USB-A 10Gbps flexibility + visible maintenance status.

SR4 Family Positioning Comparison

Use this chart to recommend the right 4-bay hardware RAID model by host connection and workflow.

Item	SR4-B32	SR4-B32A	SR4-BA32
Primary host target	USB-C workstations	USB-A legacy systems	Mixed USB-C and USB-A fleets
Max host link	Up to 20Gbps USB 3.2 Gen 2x2	Up to 10Gbps USB 3.2 Gen 2 USB-A	USB-C up to 20Gbps / USB-A up to 10Gbps
Included cable focus	USB-C to USB-C	USB-C to USB-A	USB-C to USB-C + USB-C to USB-A
Best fit	Modern USB-C PCs and Macs that need the highest USB speed	Older desktops and workstations with USB-A 10Gbps ports	Distributors who need one SKU for both USB-C and USB-A customers
Sales message	Performance-first hardware RAID 5 for USB-C workflows	Legacy-friendly RAID 5 upgrade path for USB-A systems	Flexible cable package for broader host compatibility
Thunderbolt note	USB device; may work on TB USB-C ports in USB mode	Not Thunderbolt-native; USB-A focus, USB mode only with proper cable	Not Thunderbolt-native; depends on USB mode and cable

Recommendation rule: USB-C speed focus → SR4-B32 | USB-A legacy focus → SR4-B32A | mixed host fleets → SR4-BA32

Who should buy SR4-BA32?

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-BA32 when one workstation needs direct, predictable local RAID storage.

NAS vs DAS rule: one workstation at a time → SR4-BA32 is almost always the better fit.

RAID modes & when to recommend them

Use this as the distributor’s quick selection guide.

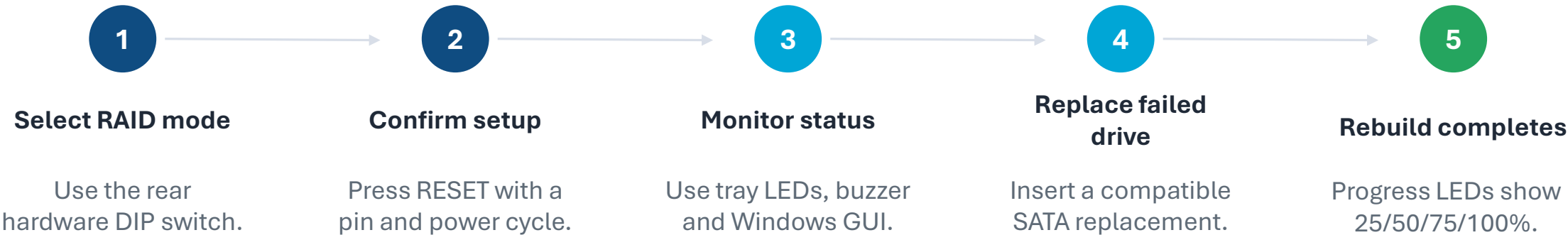
Mode	How it works	Fault tolerance	Recommend when...
RAID 5	Data striping with distributed parity	Protects against one drive failure	Customer needs protected capacity and continued access after one drive fails
RAID 0	Data striping across all drives	None	Customer prioritizes speed and has a separate backup 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-BA32: 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.

Dual-cable USB flexibility

USB-C up to 20Gbps or USB-A up to 10Gbps with included cables.

USB-C / Thunderbolt USB-mode support

Not Thunderbolt-native. Works only when the host supports USB mode; speed depends on host USB 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-A 10Gbps, USB-C, or Thunderbolt USB-C in USB mode?
 - 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-BA32 is direct USB storage with simple setup and predictable local performance.
Is it Thunderbolt compatible?	No. It is not Thunderbolt-native. It may work with compatible Thunderbolt USB-C ports only in USB mode; speed depends on host USB support.
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 full speed always available?	No. USB-C up to 20Gbps requires a USB 3.2 Gen 2x2 host. USB-A is up to 10Gbps on compatible USB 3.2 Gen 2 hosts. Slower ports or hubs reduce performance.
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-BA32 between basic USB storage and premium Thunderbolt RAID.

Solution	Main advantage	Main limitation	Best for
SR4-BA32 Hardware RAID	Hardware RAID 5, USB-A 10Gbps, 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-BA32 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

Footage can be backed up to SR4-BA32 through a compatible USB 3.2 Gen 2 USB-C or USB-A host, then moved to another USB-C or USB-A workstation for editing, review, or archive handover.

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, RAID mode 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

SR4-BA32 supports Windows PCs and compatible Mac systems via USB mode. Confirm cable, host capability and file-system format before deployment.



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 / USB-A 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 host capability

Confirm USB-C 20Gbps or USB-A 10Gbps for the best available link speed.

Confirm backup plan

RAID 5 protects against 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-BA32 combines USB-C 20Gbps / USB-A 10Gbps flexibility with hardware RAID 5 protection for high-capacity media workflows.
Customer mentions backup or archive	SR4-BA32 provides local RAID 5 protection, front-access drives, and visible rebuild status without requiring NAS administration.
Customer uses both Mac and PC	SR4-BA32 supports cross-platform use between Windows PCs and compatible Mac systems via USB mode. Confirm the correct cable or adapter and file-system format before deployment.
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-BA32 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 every USB-C port supports 20Gbps

Assuming every USB-A port supports 10Gbps

Changing RAID modes without backing up existing data

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