

GR5640-BA32

Distributor Sales Guide

USB-C 20Gbps + USB-A Ready Hardware RAID 5
DAS

Dual-Cable Included

Hardware RAID 5

Visible Rebuild Status



For Backup, Archive, Media, and Mixed-Host Workflows

1 Sales Positioning

Lead with dual-cable flexibility, then qualify the storage-protection need.

Best one-line positioning

A professional external RAID enclosure for users who need protected local storage across both current USB-C and legacy USB-A host systems.

Sell the workflow: protected local DAS, easy recovery visibility, and one product for mixed host environments.



**USB-C to USB-C
included**

**USB-C to USB-A
included**

2 Sales Storyline

Use this order to qualify the customer and move to sample evaluation or RFQ.

1

Identify workflow

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

2

Confirm protection need

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

3

Check host ports

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

4

Match the mode

Recommend RAID 5, RAID 0, JBOD, or BIG by capacity, speed, and protection.

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

3 Product Overview

Four-bay USB-C / USB-A hardware RAID 5 DAS with front-access trays.

Spec	GR5640-BA32
Model	GR5640-BA32
Host links	USB-C up to 20Gbps; USB-A up to 10Gbps
Included cables	USB-C to USB-C + USB-C to USB-A
Drives	4 × 3.5-inch or 2.5-inch SATA HDDs/SSDs
RAID modes	RAID 5 / RAID 0 / JBOD / BIG
Monitoring	Rebuild LEDs, fault LEDs, overheat/fan alerts
Cooling / power	80mm fan; internal 150W PSU



Positioning: hardware RAID 5 protection + dual-cable host flexibility + visible maintenance status.

4 Who Should Buy GR5640-BA32?

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

Best-fit customers

- Creative studios using both USB-C and USB-A computers
- DIT/Video teams needing local RAID 5 project storage
- Engineering teams with CAD, simulation, and project data
- IT teams needing direct-attached backup storage
- Research labs moving datasets between host systems
- Archivists needing removable, lockable drive trays

Not the best fit

- Centralized network sharing or remote access is the top priority
- Native Thunderbolt maximum bandwidth is mandatory
- RAID 6 or multi-drive fault tolerance is required
- Only low-cost capacity expansion is needed
- Customer expects RAID to replace backup

NAS vs DAS rule: one workstation at a time → GR5640-BA32 is usually the better fit.

5 RAID Modes & When to Recommend Them

Use this as the distributor’s quick selection guide.

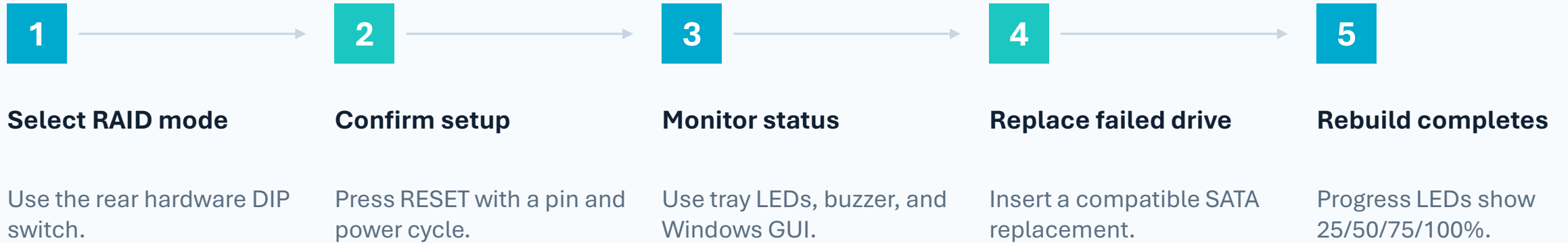
Mode	How it works	Fault tolerance	Recommend when...
RAID 5	Distributed parity	One drive	Protected capacity and continued access after one drive fails
RAID 0	Striping	None	Speed-first workflow with a separate backup
JBOD	Independent drives	None	Each drive should appear separately to the host
BIG	Linear combined volume	None	One large volume without redundancy

RAID 5 usable capacity = (number of drives – 1) × smallest drive capacity. For GR5640-BA32: 3 × the smallest installed drive.

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

6 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.

7 Core Selling Points

Translate technical features into customer value.

Dual-cable included USB-C to USB-C + USB-C to USB-A for mixed host environments.

Hardware RAID 5 Controller handles RAID and rebuild across Windows, macOS, and Linux.

USB-C 20Gbps High-speed local DAS for modern workstations.

USB-A 10Gbps Direct RAID storage for existing desktops and workstations.

Visible rebuild status 25/50/75/100% LEDs reduce uncertainty during recovery.

Front-access trays Lockable, hot-swappable trays reduce accidental removal.

Internal 150W PSU Cleaner desktop setup without a large external power brick.

Cooling & alerts 80mm fan plus overheat and fan-failure buzzer alerts.

Distributor message: sell protected local workflow continuity, not only RAID specifications.

8 Standard Sales Questions

Qualify before recommending RAID mode, capacity, or sample evaluation.

Question Area	What to Ask
Workflow	What will the storage be used for? How much usable capacity is required? Is one-drive fault tolerance important?
Host & environment	What host ports are available: USB-C 20Gbps, USB-A 10Gbps, or Thunderbolt USB-C? Will it run on Windows, macOS, Linux, or multiple platforms?
Service fit	Are front-access, hot-swappable, and lockable trays required? Is visible rebuild monitoring required?
Project fit	Is an evaluation sample, compatibility check, or OEM/ODM customization needed?
NAS redirect	Do multiple users need simultaneous network access? If yes, redirect to NAS.

9 Objection Handling

Short, accurate responses for common sales objections.

Customer Objection	Recommended Response
Why not software RAID?	Hardware RAID does not depend on OS RAID settings or host CPU resources.
Why not NAS?	NAS is for network sharing. GR5640-BA32 is for simple, protected local DAS.
Is it Thunderbolt™?	It is a USB storage device that works with Thunderbolt USB-C ports in USB mode.
Is RAID 5 backup?	No. RAID 5 protects one drive failure; important data still needs backup.
Can it use USB-A?	Yes. A USB-C to USB-A cable is included.
Can it use USB-C?	Yes. A USB-C to USB-C cable is included for compatible USB-C hosts.
Is 20Gbps always available?	No. 20Gbps requires compatible USB 3.2 Gen 2x2 host and cable.

10 Competitive Comparison

Position GR5640-BA32 between basic USB storage, NAS, and Thunderbolt RAID.

Solution	Main Advantage	Main Limitation	Best For
GR5640-BA32	Hardware RAID 5, dual cables, rebuild LEDs	One host at a time; RAID is not backup	Mixed USB-C/USB-A local data protection
NAS	Network sharing and remote access	More setup, admin, and network dependence	Centralized shared storage
Software RAID	Low extra hardware cost	OS, driver, CPU, and platform dependence	Technical users managing RAID in software
USB JBOD	Simple and affordable	No RAID 5 protection or rebuild	General storage expansion
Thunderbolt RAID	Higher potential bandwidth	Higher cost and host dependence	Premium performance workflows

Price position: RAID 5 protection at lower cost than Thunderbolt RAID, simpler than NAS, and more protective than USB JBOD.

11 Applications A: Mixed-Host RAID DAS

Use this example when customers have both current and legacy host systems.

Hybrid USB-C + USB-A teams

Move one protected RAID system between modern USB-C workstations and existing USB-A desktops. Both cable types are included, so deployment is easier across mixed environments.

Sales angle

Lead with host flexibility, local control, and no network setup.
Confirm filesystem format and backup policy before deployment.



USB-C 20Gbps

USB-A 10Gbps

12 Applications B: Media, Backup & Archive

Use these examples for creative teams and local data-protection buyers.

Workflow	Distributor Talk Track
DIT / media workflow	Back up footage to GR5640-BA32, then move to a compatible workstation for editing, review, or archive handover.
4K / 8K post-production	High-capacity local project storage for media, rendering, proxy workflows, and protected work drives.
Archive shuttle	Transport project archives between offices with RAID 5 protection and lockable drive trays.
Sales angle	Ask whether the team needs local DAS, visible rebuild status, and protection against one drive failure.

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

13 Applications C: Research, Enterprise Backup & Local Archive

Use these examples for business and technical teams.

Use Case	How to Position It
Research & analysis	Capture data on a lab desktop and move the RAID storage to a compatible workstation for analysis.
Engineering project storage	Local project storage for CAD, simulation, and design files without network bottlenecks.
Enterprise backup	Direct-attached backup or archive target for workstations, small servers, and creative teams.
Small studios without IT	Protected local RAID storage with simple USB setup and no NAS administration.
Sales angle	Qualify capacity, retention policy, operating hours, host ports, and backup strategy.

14 Distributor Action Plan

Qualify the workflow, confirm the host, recommend the RAID mode, then move to evaluation.

1 Request evaluation sample

For project-based customers or compatibility testing.

2 Check host ports

Confirm USB-C Gen 2x2 for 20Gbps or USB-A Gen 2 for 10Gbps.

3 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 / filesystem format | backup plan

Closing Message

GR5640-BA32 is the best recommendation when customers need hardware RAID 5 protection, USB-C 20Gbps performance, and USB-A compatibility in one external RAID enclosure.

15 Sales Micro-Scripts & Red Flags

Fast responses help distributors recommend the right solution.

Sales Signal	Suggested Response
Uses both USB-C and USB-A	BA32 includes both cable types for mixed host environments.
Mentions backup/archive	Hardware RAID 5, front-access trays, and visible rebuild status without NAS admin.
Concerned about drive failure	RAID 5 keeps the volume accessible after one drive failure while rebuild restores redundancy.
Asks about Thunderbolt™	Works with Thunderbolt USB-C ports in USB mode; it is not native Thunderbolt storage.

Red Flag	Better Direction
Multiple users need network access	NAS
Remote file access is essential	NAS or cloud storage
RAID 6 is required	Higher-level RAID system
Native Thunderbolt max speed	Thunderbolt RAID
RAID expected to replace backup	Explain backup requirement

Common setup reminders: use the correct cable, match drive capacity, back up before changing RAID mode, and never power off during initialization or rebuild.