CalDigit

Tuff

USER GUIDE

Tuff by name. Tough by nature.

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1. Introduction

CalDigit's Tuff drive is a revolutionary portable storage device, featuring USB 3.1, that brings the power and versatility of the brand new USB Type-C interface along with a tough durable design for use in extreme environments.

The CalDigit Tuff is an IP57 (Ingress Protection) certified device. The IP certification is designed to designate and standardize the rating of solids and liquids into mechanical devices.

Shock Protection
The Tuff has been engineered and certified to be extra TUFF enduring U.S. Military MIL-STD-810G standardized testing protocols. The Tuff was dropped repeatedly multiple times on different areas and it functioned seamlessly without any damage. Your data is safe with the CalDigit Tuff!
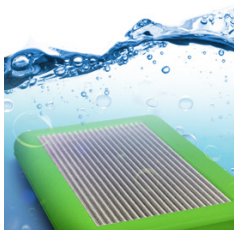
Immersion Protected
The Tuff is protected for up to 30 minutes of immersion in water up to 1 meter (3.28 ft). Feel confident in taking the Tuff on any adventure knowing that it can even endure harsh underwater environments. Immersion protection is effective while the silicon plug for the USB-C port is fully closed.

Dust Protected
Working in extreme environments? The Tuff's protection from solid particles will prevent dust and sand from damaging the drive.

⚠️ General Use Warnings

Please read the Tuff manual thoroughly and familiarize yourself with the product before use.

Only use the Tuff in an area with sufficient ventilation. Make sure that the fan is not obstructed to ensure proper air flow, which is essential for heat dissipation. Do not leave or use the Tuff near a heat source or direct sunlight.

Avoid using the Tuff in extremely hot or cold environments as it will increase the likelihood of premature drive failure. The safe operating temperature ranges from 40F - 95F (4.4C-35C).

Avoid using the Tuff in humid environments. Moisture and condensation can accumulate in the drive and damage the electrical components, resulting in unit failure and catastrophic data loss.

Make sure to transport your Tuff with care. Hard drives are sensitive to shock and rough handling, and can result in degrading performance or disk failure.

⚠️ Safety Warnings

Keep the Tuff away from liquids and moisture. Exposure to liquids on the Tuff can result in damaging the unit, electric shock, and result in a fire hazard. If your Tuff gets wet while it is still off, do not turn it on.

In the case of any issues with the device, do not attempt to repair or open the Tuff yourself. Doing so can result in personal injury, damaging the device, and will void the warranty. If you have any issues, please contact CalDigit technical support.

All electrical devices are susceptible to failure. In order to protect yourself against sudden data loss, it is highly recommended that you create at least two backups of your data. If you will be sending a drive back to CalDigit for service, please make sure you have backed up your data beforehand. CalDigit cannot guarantee the integrity of data on drives that are returned to us. CalDigit cannot make provisions for data recovery or be held liable for any data loss.

The Tuff comes with a standard 2 year limited warranty.

Burst transfer rates will vary from one computer to another. Depending on the host configuration, average speeds are usually lower.

Weight varies by configuration and manufacturing process.

> ⚠️ **IMPORTANT**
>
> The use of this product is subject to acceptance of the software license agreements included. This product contains electronic documentation.
>
> 1TB (Terabyte) = 1000GB (Gigabyte) = 1,000,000,000 bytes. Total accessible capacity varies depending on operating environment (typically 5-10% less).

System Requirements

Windows 7 or later
Mac OS X 10.8.4 or later

In the Box

A • 1 x Tuff
B • 1 x USB-C Cable
C • 1 x USB-C to A Cable
D • 1 x Archive Box

Tuff Diagram

Aluminum Casing

Silicon Protector

Power LED

USB-C Port

2. Using the Tuff

Connecting the Tuff for Mac OS

1. Turn on the computer and make sure you are logged into the OS.

2. Connect either the USB-C or USB-C to A cable to the Tuff and the computer.

2. The Tuff will mount on the computer.

Formatting the Tuff for Windows OS

The CalDigit Tuff is pre-formatted for Mac OS X and ready to work.
Windows users please re-format your Tuff for use with Windows OS.

<table>
<tr><td>**WARNING**</td><td>Before re-formatting your Tuff please back-up any data on the Tuff onto another drive. Re-formatting a drive will delete all data on the drive. Only proceed if you have backed-up.</td></tr>
</table>

1. Connect the Tuff to your Windows computer.

2. Open Disk Management (Control Panel - Administrative Tools - Computer Management - Disk Management).
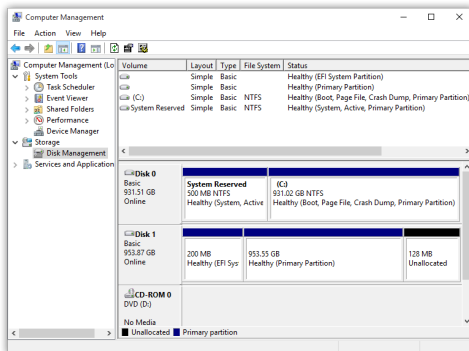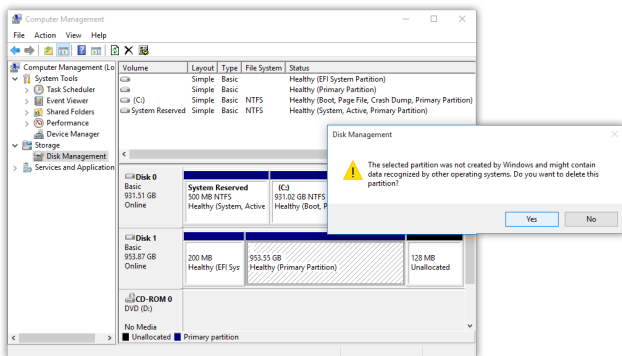

3. Find the Tuff that you want to format in the list of drives. Right click on the "Disk number" and select "Properties".   You will see the "CalDigit Tuff Device".
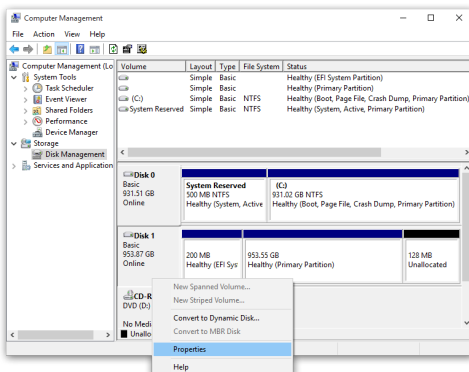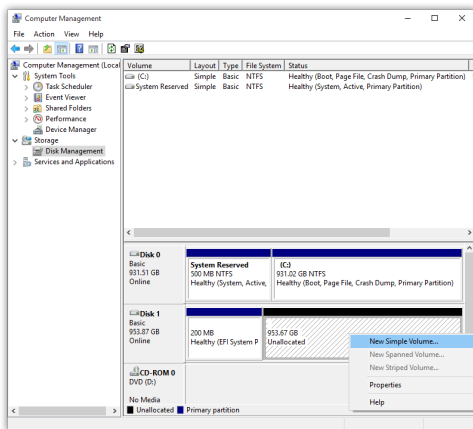
4. In Disk Management, right click on the partition that was previously formatted for Mac and select "Delete Volume…".
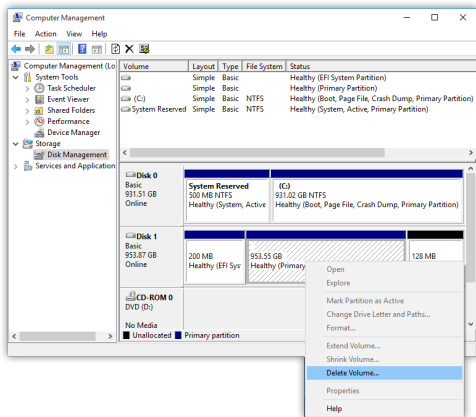
5. On the pop-up window click "YES" to delete the Mac partition.
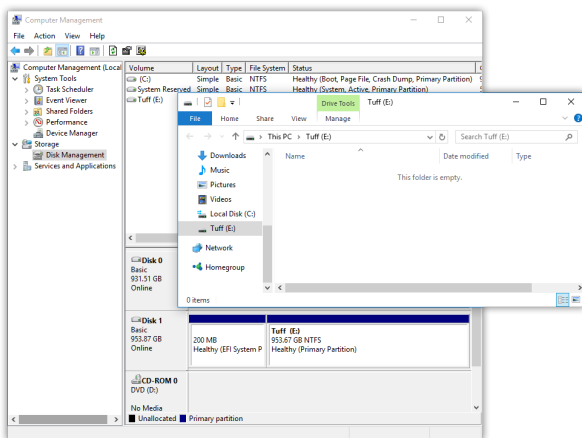
6. When the disk comes online, right click on the "Unallocated" area and select "New Simple Volume".

7. The "New Simple Volume Wizard" pop-up window will appear. Follow the simple on-screen instructions to finish formatting your Tuff.
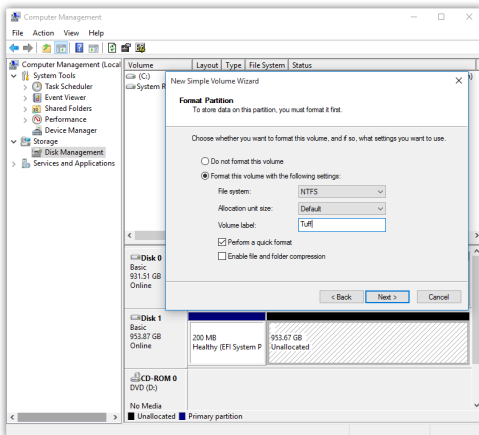
8. The Tuff will mount on your Windows computer.

Need help setting up your Tuff? Email support@caldigit.com for assistance.

3. Technical Support and Warranty Information

Technical Support

If you run into any issues while using your Tuff, please contact CalDigit Technical Support:

> • Email: support@caldigit.com
> • Phone: 1-(714) 572-6668
> • Website: www.caldigit.com/support.asp

When contacting CalDigit technical support, make sure to be by your computer and have the following information available:

> 1. Your Tuff serial number
> 2. Operating system and version
> 3. Computer make and model
> 4. Devices being used with the Tuff

CalDigit Warranty Information

For detailed CalDigit warranty information please see the CalDigit website: www.caldigit.com/rma/Limited-Warranty.pdf
*Specifications and package contents are subject to change without notice
The Tuff comes with a standard 2 year limited warranty.

CalDigit Limited Warranty Policy

CalDigit, Inc. ("CalDigit") warrants, to the original purchaser, that this equipment shall be free of defects in materials and workmanship for a period of (1) one, (2) two, (3) three, or (5) five years, depending on the model, from CalDigit's date of original shipment when the equipment is used normally and is properly serviced when needed. If you discover a defect covered by the warranty set forth above, your sole and exclusive remedy will be for CalDigit, in its sole discretion to (i) repair or replace the product at no charge to you; or, if a repaired unit or replacement product is not available, (ii) to refund the current market value of your product. You acknowledge and agree that replacement product, at the sole option of CalDigit, may be a new product or a remanufactured

product. In order to receive the remedy set forth above, you must return the product during the warranty period and include with each returned product (I) a copy of your original purchase invoice to verify your warranty; (II) a Return Material Authorization number; (III) your name, address and telephone number; (IV) a copy of the bill of sale bearing the appropriate CalDigit serial numbers as proof of date of original retail purchase; and (V) a description of the problem. The customer must pay all transportation costs for a returned product. This warranty does not apply if the product has been misused or has been damaged by accident, abuse, misuse, or misapplication; if it has been modified without permission of CalDigit; or if any CalDigit serial number has been removed or defaced.

Warranty Exclusions and Limitations

This Limited Warranty applies only to hardware products manufactured by or for CaDigit that can be identified by the "CalDigit" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-CalDigit hardware products or any software, even if packaged or sold with CalDigit hardware. Manufacturers, suppliers, or publishers, other than CalDigit, may provide their own warranties to the end user purchaser, but CalDigit, in so far as permitted by law, provides their products "as is".

CalDigit does not warrant that the operation of the product will be uninterrupted or error-free. CalDigit is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (I) to consumable parts, unless damage has occurred due to a defect in materials or workmanship; (II) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (III) to damage caused by use with non-CalDigit products; (IV) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (V) to damage caused by operating the product outside the permitted or intended uses described by CalDigit; (VI) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of CalDigit or a CalDigit Authorized Service Provider; (VII) to a product or part that has been modified to alter functionality or capability without the written permission of CalDigit; or (VIII) if any CalDigit serial number on the product has been removed or defaced.
No CalDigit dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.
Any loss, corruption or destruction of data while using a CalDigit drive is the sole responsibility of the user, and under no circumstances will CalDigit be held liable for the recovery or restoration of this data. To help prevent the loss of your data, CalDigit highly recommends that you keep TWO

copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

CALDIGIT IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH CALDIGIT PRODUCTS EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Your opening of your package, your use of the product acknowledges that you have read and agree to the terms of this Agreement. You further agree that it is the complete and exclusive state of the agreement between us and supersedes any proposal or prior agreement, oral or written, and any other communications between us relating to the subject matter of this Agreement.

Read carefully all information related to warranty and precautions of use of your new CalDigit product in the user's manual.

DOA Policy

On rare occasions, a newly purchased CalDigit product may be delivered in non-working order. We are working to avoid these issues, but unfortunately, these situations may arise from time to time. Within the 15 calendar days of purchase, should you experience an issue with your new CalDigit product, we ask you to return the product to the place where it was originally bought. If the product was purchased direct from CalDigit, please contact our RMA department. You will be required to give a proof of purchase.

Return Warning

Please be sure to back up your data before returning your drive to CalDigit for repair. CalDigit cannot under any circumstances guarantee the integrity of data remaining on a returned drive. We make no provisions for data recovery and cannot be held liable for any data loss on drives or media returned to CalDigit.

All products returned to CalDigit must be securely packaged in their original box and shipped with postage prepaid along with a RMA number.