

IP VIDEO STORAGE SYSTEM  
**COLDSTORE<sup>®</sup>**



Quickstart **GUIDE**  
**COLDSTORE** CSTORE48-4U



## Quickstart GUIDE

Thank you for purchasing Veracity's IP Video Storage System. This document aims to guide you quickly through the process of initial installation and setup of the system.

For detailed software setup and instructions, please consult the COLDSTORE® User Guide.

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## Quickstart Guide Legends

 The **Information** icon highlights particularly useful information or important notes when using or configuring the product.

 The **Caution** icon indicates possible actions or procedures which could prevent proper operation or cause a system malfunction. The associated text explains how to avoid this.

 The **Warning** icon highlights important basic safety issues which, if ignored, may potentially damage to the hardware, property damage, personal injury or even death.

Users are urged to read the safety information before connecting and using the product.

References to further product information may be downloaded from [www.veracityglobal.com](http://www.veracityglobal.com).

Refer to these resources for full product information, and information about terms and conditions of use, limited warranties, returns, software licence agreements, environmental and recycling procedures and any other regulatory notices.

Information in this guide is subject to change without notice.

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Other trademarks referred to in this guide belong to their respective owners.

COLDSTORE is covered by the following patents:

US Patent No. 8190837;  
European Patent No. 1999554B;  
Australian Patent No. 2007231179;  
Japanese Patent No. 2009-502184.

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 **The storage array should NOT be moved once powered up as this is very likely to cause disk damage – this applies to all types of disk storage arrays.**

## Safety Instructions

These safety instructions are important and are provided to help prevent equipment damage and injury to the installers and operators of the system. Please read and understand all these instructions before connecting and switching on the product.

 The COLDSTORE unit should be handled and installed by suitably trained and qualified personnel.

 Do not use a damaged power cable with the product. If the cable is cut, damaged, or severely twisted, or if the plug is loose, replace the power cable with a new one.

 Do not place liquids (e.g. tea, fizzy drinks etc.) on top of the product. Specifically, do not spill any liquids onto or into the product. If this happens, immediately switch off the power at the wall outlet and disconnect all cables from the unit.

 Do not handle the product or the power cable with wet hands. This could result in an electric shock and even death.

 Do not insert any items into the air vents or openings anywhere on the unit, especially the power supply unit. To do so may cause damage to fans and other components, and may cause the system to malfunction and may result in electric shock and even death.

 The product is very heavy. Ensure that proper lifting techniques are used when moving the unit to avoid personal injury. It is highly recommended that the unit is installed in a proper 19" equipment rack before disks are inserted. The unit is extremely heavy when fully populated with disks.



Ensure that the system is always held securely. Dropping the unit will almost certainly damage it (possibly beyond repair) and may cause severe personal injury, especially to hands and feet. Extreme caution is essential.



This equipment is not suitable for use where children are present.



Please see the yellow safety labels on the unit. Four people are needed to lift the unit safely.



Do not move the system once powered up. To do so may result in damage to the disks and potential loss of data.

Front of COLDSTORE 4U Unit



Back of COLDSTORE 4U Unit



## What's In the Box

- | Appliance | COLDSTORE 4U 48 Bay IP Video Storage System
- | Rackmount Rails and Screws with Installation Sheet for the Rails
- | COLDSTORE Lifting Handles for Sides x 4
- | COLDSTORE Push and Pull Handles for Front x 2
- | Country Specific Power Cables x 2 (UK, EU or US).
- | Hard Drive Cradle Labels and Screws
- | Accessory Pack
- | Quickstart Guide (This)

## Product Package Contents

Carefully unpack the package contents. This will consist of the main unit wrapped in a protective polythene bag and mounted on protective packaging blocks.

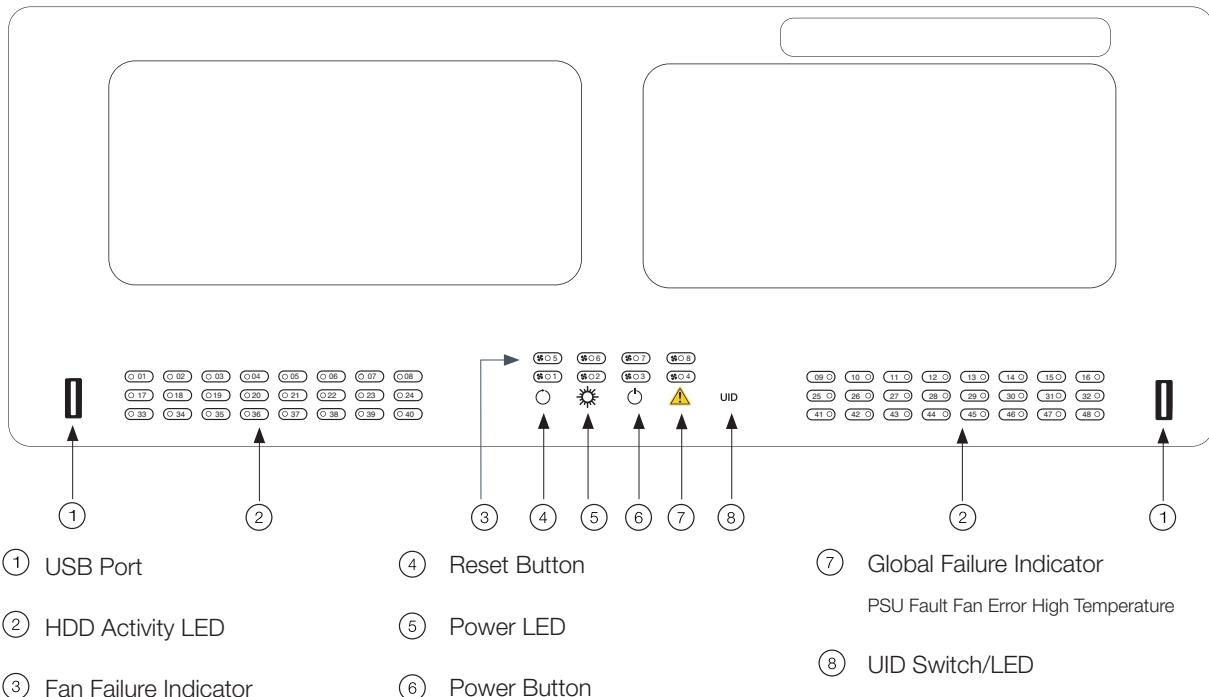
The COLDSTORE unit will contain 48 x empty 3.5" hard disk cradles. The accessories box will contain hard disk cradle mounting screws.

*Note: When unpacking, inspect the shipment box and appliance to identify any possible damage due to shipping. Make sure all items have been delivered and that no items are missing. Contact your representative should you find any damage or defects.*

*Note: The product serial number is on the product label, this number helps the support team to identify your COLDSTORE unit.*

## System Overview

The storage system has forty eight (48) HDD LEDs, eight (8) Fan LEDs, One Power Status LED, one Global Failure LED which can provide instant status monitoring of the system.





Power Button



Reset Button



UID Switch



Power LED



Global Failure LED

## Control Panel Buttons

### Power Button

The main power button is used to power on / off the system. Turning off system power with this button removes the main power but keeps standby power supplied to the system. Therefore, you must unplug the system before servicing for a complete power off.

### Reset Button

The reset button is used to reboot the system. A paperclip or other small device is required to activate this button and reset the system.

### UID Switch

The UID switch button is used to light up the UID LED and both front panel

and motherboard UID LEDs at the rear of system to identify the system location on rack. Pushing it twice will switch off LEDs

### Power LED

This LED indicates the power on / off status.

Power On                    Green.

Power Off                Blank.

### Global Failure LED

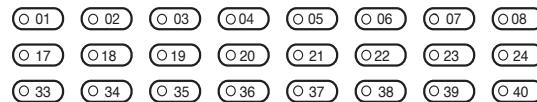
This LED turns RED when the system detects different error situations.

1. PSU Fault finding or missing.
2. Fan Error
3. High Temperature

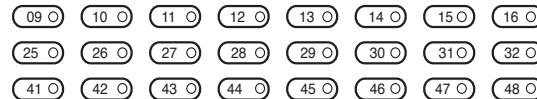
## Hard Disk LED Status

These LEDs show the HD status on the front panel.

### Left Hand Panel



### Right Hand Panel



### LED Behaviour Table

Status	Green	Red
Offline	Off	Off
Idle	Off	Off
Active	Blink	Off
Fail	Off	On
Locate	Off	4Hz Blink

## Fan LED Status

These LEDs turn RED when there is a fan error or a missing fan, each LED indicator represents one system fan. If a fan fails or is missing, all other fans will run fully to compensate for the defective fan. We recommend replacing the fan immediately to avoid the risk of the system overheating.



## Linear Array of Idle Disks

Veracity's patented LAID™ (Linear Array of Idle Disks) form part of a storage system technology using standard hard disks and was designed specifically for video surveillance recording applications.

The basic principle exploits the real-time nature of the application - that video is generated sequentially, even though many channels of video can be generated simultaneously. Video is recorded to a mirrored pair of disks, overlapping sequentially across the array.

This allows all other drives in the array to be switched off, saving power, reducing wear and lowering temperature and vibrations. Writing starts off with disk 1 and 2 as the mirrored pair, giving full writing redundancy.

When they are filled with data, the writing switches to disks 2 and 3, commencing overwriting data on disk 2 and preserving the data on disk 1. As the disks are filled, the writing pattern moves across the array, to 3 & 4, 4 & 5, 5 & 6 and so on until the end of the array is reached (say disks 47 & 48). At this point the writing wraps around to use disks 48 & 1 as the mirrored pair, and the sequential writing

process across the array repeats ad infinitum.

Obviously, as with any disk array used for surveillance recording, the total disk capacity in the array must be sufficient to meet or exceed the desired retention period of 30, 60 or 90 days for example.

This LAID™ concept is implemented in Veracity's COLDSTORE® range of storage products, and has many compelling advantages over conventional RAID systems. These include dramatically increased disk lifetimes, 5 to 10 times lower power consumption, no disk rebuilds, suited to the maximum capacity disks.

## Setup of COLDSTORE System

This system is simple to set up. The only tool you need to install components is a screwdriver.

### Overview

How to mount the COLDSTORE 48 on rack with bundle rails.

The fully-loaded system weighs over 80kg. Please install handles on both sides before lifting it. With two people on each side, lift the system and slide it into the installed rails. Please see the safety labels on the unit that show a four-person lift. The rack should be bolted to the floor.

Please make sure you have adequate support to lift the system. Releasing it before it's fixed in the rack may cause personal injury or damage to the equipment.

### Preparing for Setup

#### Side Handle Installation

1. Take out the handle carriers on the rear side via releasing thumb screws.
2. Remove all four handles from two carriers on each side of the system.
3. Install side handles on both side walls and make sure they are securely tightened when lifting the whole system.



## Slide Rail Installation

When sliding the unit into the rail, make sure you take off the removable side handle from the inserted section and then proceed to slide in the rest of system to the rack.

## Chassis Mounting

The side handles should be fitted to the unit as a first step. This is recommended whether the unit will be mounted in an equipment rack or not. This makes the unit easier and safer to handle. Four people should insert the system into the rack using the side rails.

If the unit is to be used free standing, we recommend fitting the base

feet to avoid damaging supporting surfaces with the metal case.

We highly recommend that the unit is mounted into a securely installed rack for normal operation.

Before extending the rack to the installation position, read the installation instructions. Do not put any load on the slide-rail-mounted equipment in the installation position.

Don't leave the slide-rail-mounted equipment in the installation position. If rackmounted, it is essential that the unit is mounted on a rack tray or shelf for support – and not mounted on the rackmount lugs alone.





We highly recommend that the unit is mounted in the rack (or, if not to be rackmounted, placed in the desired location) before any disks are inserted. The unit is heavy when empty but very heavy when fully populated with hard disks. Therefore, care should be taken when lifting the unit, and this is best done before the disks are fitted. This also removes the risk of physical shock damage to hard disks when moving the unit into place.

## Fitting the Rails to Slide the System Into the Rack

Please refer to the installation sheet that is supplied inside the rail box.

The drawings show the mechanisms that release and separate the rail to allow it to be attached to the COLDSTORE unit and for the second part to be attached to the rack itself. The rails should be attached in the right orientation. This is also available online on the Veracity website.

## Removing the Lid to Fit the Hard Drives

Press in the two blue buttons (shown in photo) and slide the lid back. The catches will be released to reveal the disk cage. Lift the lid off to give access to the disk drives.

## Preparing the Hard Drives

Place the numbering labels in the indent on the drive cradles. Number the disk cradles 1-48 in the writing pattern shown on the front fascia panel and in this Quickstart Guide.

The system writes to disk sequentially from left to right - top to bottom as you face the unit from the front.

## Moving the Storage Unit

Do not move the unit when the drives are running. If you wish to move the unit, please power down the COLDSTORE and allow it to rest for a very short period until the disks are static. Switch the power off and

carefully remove the disks before moving the unit.

## Care Moving the Unit

An appropriate number of people should be used to move the unit and care should be taken when removing the unit from the rack. Disk cradles that are numbered can be placed back into the unit in the same order.

## Fitting the Hard Drives to the Disk Cradle

Fitting the disks into the cradles is very simple and fast.

1. Press disk cage to release disk cradle catch. Remove the cradle from the unit.

2. Place the disk inside the cradle.
3. Close the blue tab on the disk cradle. Use the two screws provided to secure the disk.

## Inserting the Hard Drives to the Disk Cage

COLDSTORE is delivered with 48 disk cradles.

1. To remove a cradle push the area in front of the disk cradle releasing the disk. Pull the lever upwards and gently lift the disk cradle out.
2. Insert disk cradle into the disk cage.
3. Press the disk cradle lever gently



into place and click the cover down to secure the disk.

Any make, model or capacity of 3.5" SATA hard disk may be used in COLDSTORE. For optimum use of disk space, we recommend that all disks be of identical capacity.

Load the disks into the trays and clip the blue plastic holder onto the disk.

## Basic Requirements

For the correct setup and operation of the system, the following items will be required:

SATA Hard disks (minimum three units – any capacity). We recommend using the same size of

hard disk capacity across the disks.

A computer or a laptop (running Windows 11)

Ethernet network (including network cables and switch).

Preferred Video Management System.

## System Overview

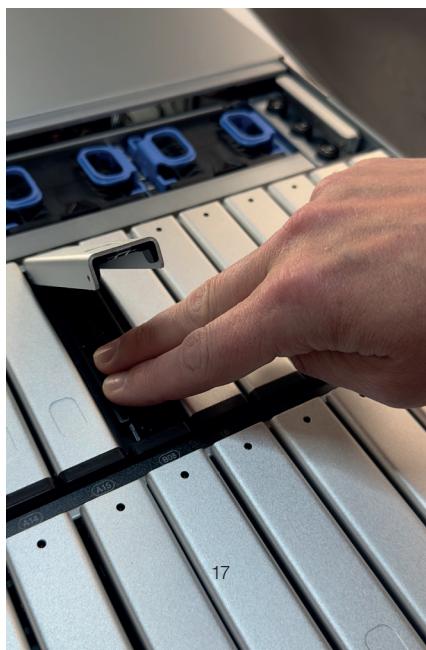
COLDSTORE is a hard disk array system specifically designed for video surveillance storage. It uses our LAID™ sequential writing system, our SFS™ sequential disk filing system and custom-designed firmware to achieve a high-capacity,

high-reliability, very low power system ideally suited to IP video surveillance storage.

COLDSTORE itself is a 4U, 19" rack unit with 48 x 3.5" disk bays.

The rear panel provides mains power and network connections. Other connections are for engineering purposes only and are not required for normal configuration and operation.





## System Connections

Once properly located, the power and network cables can be prepared and ready for connection. However, at this stage, do not switch on the power. See the rear panel photo for the location of the connectors.

## Steps

Connect a network cable from your network switch to one of the network ports. If connecting one cable, only use Eth0.

Connect the power cable to the unit, but do not switch the unit on.

COLDSTORE requires at least three disks for setup and configuration.

A minimum of three disks are required for typical operation (normal COLDSTORE mirrored overlapping-pair mode).

Ensure the system has not yet been switched on before mounting the first disks – the COLDSTORE start-up procedure requires disks to be present for full boot-up and normal operation. If the system has been switched on in error, simply switch the unit off before proceeding.

Note that further disks can be added later while the system is running.

Carefully insert the loaded disk cradles into the COLDSTORE unit, starting on the top row from the left –

Disk Slot 01 is on the top left. Place the disks in order all the way to the right on the first row to disk 16.

Follow the numbering system shown on page 8. Disk Slot 17 on the left to disk 32 on the right in the second row. On the third row down, Disk 33 is on the left, and the Disk Slot on the right on the same row is Disk 48.

Fill each slot in sequence with as many disks as required up to 48 disks, in the sequence shown above.

The cradles should be inserted as shown on page 17.

With the cradle, level and wide open, insert the cradle into the slot, taking care that the cradle guide lines up with the disk cage runners. Slide the cradle in fully and then close the lever, engaging the teeth of the lever at the left side of the disk cage, thus firmly pushing the disk into the slot and into the SATA connectors on the board. The lever clicks into place, and will latch to hold the disk cradle shut.

Disk insertion should not be forced and should take a medium pressure only. If the disk will not engage, check that the cradle is correctly aligned – pull the cradle out and re-insert. The cradle should run smoothly and easily into the slot.

## Power Up Sequence

Once the disks are properly loaded, switch on the unit using the power switch on the front panel.

As COLDSTORE boots, each fitted drive status indicator will illuminate as the drives are prepared for operation.

Once switched on, the unit must **NOT** be moved, as is common practice with any disk array, as this risks damage to disks in operation.

If setting up more than one COLDSTORE, power on one unit and configure it fully before powering on the next.

Continue this procedure until all the COLDSTORE units are fully configured.

All information may be viewed, configuration carried out, and control executed over a network connection using Veracity's SITESCAPE application program.



## COLDSTORE Setup and Maintenance Software SITESCAPE®

SITESCAPE is a software application which works with all configurable Veracity network devices.

For COLDSTORE, SITESCAPE can be used to set up, apply firmware upgrades, obtain status and view diagnostics. The latest version of SITESCAPE and COLDSTORE system firmware can be obtained from Veracity's download site  
[www.veracitydownloads.com](http://www.veracitydownloads.com)

Please note that SITESCAPE requires Microsoft .NET Framework.

The latest versions of Windows desktop operating systems include the Framework. If the Framework is not present, then it will be downloaded from Microsoft over the internet during the installation.

During the installation or operation of SITECAPE, a network protection application such as a firewall may notify you that network access is blocked for SITECAPE. If prompted or otherwise, please choose to allow the SITECAPE full access to the network.

*Note also that some network protection applications may not notify you that access has been blocked.*

If you repeatedly fail to access the COLDSTORE using SITECAPE, consider checking the configuration of your firewall and ensure that the SITECAPE has full, unblocked network access.

For more information about installing and using SITECAPE, see the SITECAPE User Guide. This is available online on the veracity website [www.veracityglobal.com](http://www.veracityglobal.com)

## Installing SITECAPE

To install SITECAPE on your computer:

**1** Download SITECAPE from [www.veracitydownloads.com](http://www.veracitydownloads.com)

Select Download SITECAPE, Microsoft Windows. The latest version will be featured, click on the download link.

**2** No extraction necessary, just save to a folder.

**3** Just double-click the saved file (msi package), allow Administrator rights if prompted.

**4** Select your preferred installation location or accept the default.

**5** Click Install to begin the SITECAPE installation.

The Setup Progress window is shown. You may be presented with other windows or dialogs not controlled by SITECAPE if your computer has specialist protection software installed.

Follow the instructions from that software to allow installation of SITECAPE.

If successful, the Installation Setup Completed dialog is shown.

## Getting Connected

This section assumes that the network settings of the COLDSTORE are set to their defaults.

COLDSTORE 4U devices have two Ethernet connections.

By default:

Eth0 is configured as IP address 10.0.0.140, subnet mask 255.255.255.0 and gateway 10.0.0.1

Eth1 is configured as IP address 10.0.1.141, subnet mask 255.255.255.0 and gateway 10.0.1.1.

COLDSTORE typically requires you to temporarily change your computer's network settings. This change ensures that your computer is on the same logical network as your new COLDSTORE.

Before proceeding, check the current IP address and other network settings of the COLDSTORE.

## Steps

**1** Disconnect any network lead currently attached to the Ethernet connection on the rear panel of the COLDSTORE.

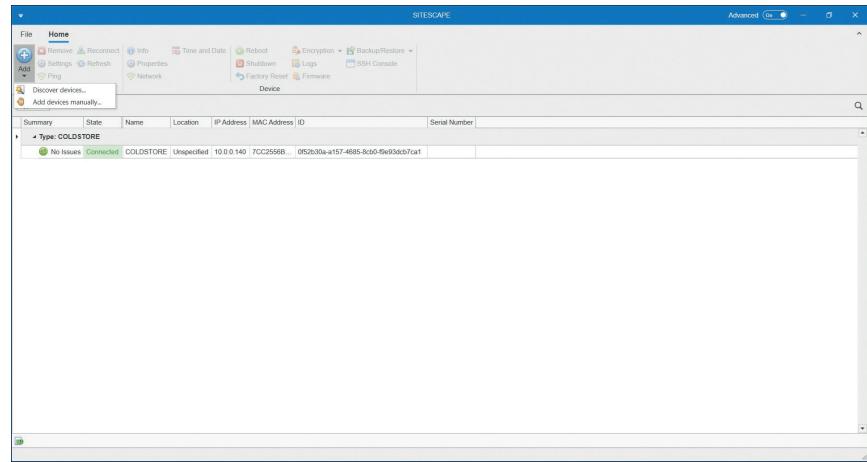
**2** Either attach a standard CAT5e network cable directly from your

computer to the Eth0 network port on the COLDSTORE or temporarily connect your computer and the COLDSTORE to a simple, unmanaged network switch.

**3** Change your computer's network settings to IP address 10.0.0.139 (for example) and the same subnet mask and gateway as the COLDSTORE.

**4** Using the Windows Start Menu, navigate to All Apps>Veracity. Click SITECAPE.

The SITECAPE splash screen is shown momentarily. The software's version number is shown on the splash screen.



*Discover Devices (5)*

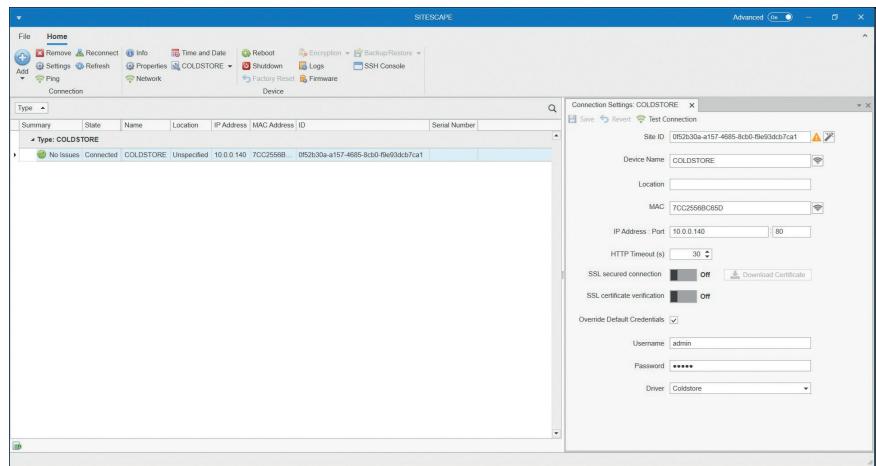
The SITECAPE application start window is shown to allow for the selection of sites for configuration. If no sites have already been defined, select 'New', define a 'Site Name' and then select 'Create'.

**5** You will now be presented with the main system screen, and to find your COLDSTORE device on the network, click the 'Add' button on the top left and select 'Discover Devices...' to display the Discovery window.

**6** The COLDSTORE should be listed with the default IP address. If it does not appear initially, click the refresh button to scan for devices again.

If a warning dialog or other notification is shown by a network firewall protection application, choose to allow the SITESCAPE application full access to the network.

Should the automatic search method be unsuccessful, go to step 8 and try to add the device manually. Select the appropriate device and click the arrow to move it into the list of Selected Devices, and then press Continue.



#### *Manually adding a COLDSTORE (8)*

**7** It will be necessary to add some extra details to the device prior to it being added to the Site list.

- a Override Default Credentials
- b Username = admin
- c Password = admin
- d Driver = Coldstore

Then select 'Add' and go to step 9.

**8** The process to add a COLDSTORE manually is as follows:

- a Exit the Discovery window and select the 'Add' button again, this time selecting 'Add Devices Manually...', which will display the 'Add Device' dialog.

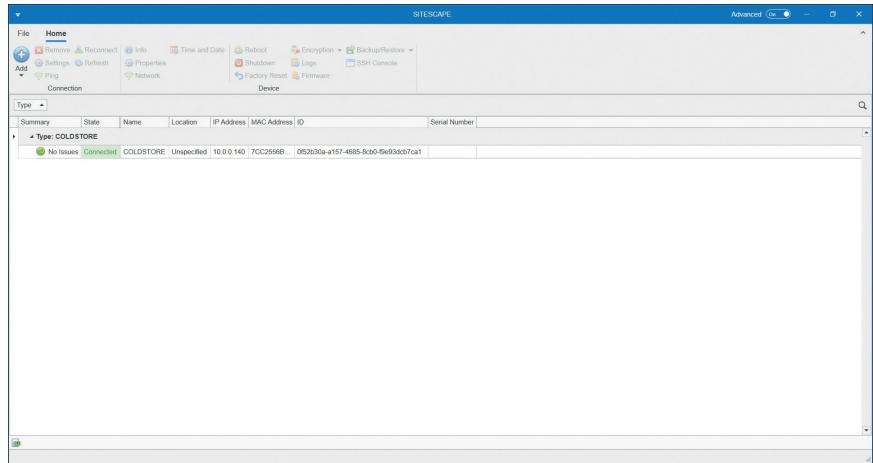
**b** Enter the following details:

- 1 Device Name = Coldstore
- 2 IP Address : Port = 10.0.0.140 : 80
- 3 Override Default Credentials
- 4 Username = admin
- 5 Password = admin
- 6 Driver = Coldstore

**c** Click 'Add'.

The Add device manually dialog closes, and the COLDSTORE will now be listed in the main Site window.

**9** If a COLDSTORE entry is now shown, you have successfully added the COLDSTORE, and it is ready for configuration.



*COLDSTORE successfully connected (9)*

Proceed to COLDSTORE Configuration.

**10** Should there be any problems during automatic or manual entry of details, verify that the correct details have been added, the device is

online, and there are no firewalls or similar protective mechanisms preventing network access.

Repeat the automatic or manual discovery process if necessary.

## COLDSTORE Configuration

This section assumes you have installed SITECAPE and have added your COLDSTORE to My Site. If you have not done this, please complete the previous section before continuing.

Aside from using SITECAPE to make changes to the COLDSTORE network settings required for your installation, some other changes that should be considered are: enter the address of the primary NTP server on the network and set the correct time zone for the geographical location of the COLDSTORE.

Also, SITECAPE can be used to query the COLDSTORE's array and disk status e.g. checking that the loaded disks are visible, correct and are writable.

Correct time sync may be essential for correct operation, depending upon the application. It is strongly recommended that a master NTP time server system be added to the network. Veracity's TIMENET is a suitable hardware device. See [www.veracityglobal.com](http://www.veracityglobal.com) for full details.

If the network settings of the COLDSTORE are to be changed, this should be the last operation done using SITECAPE.

After changing the network settings, it will be necessary to re-add the COLDSTORE to My Site to interact with the COLDSTORE. Also, depending on the network settings changes made, it may be necessary to change the computer's network settings in order to communicate fully with the COLDSTORE.

### Steps

To configure the network address of your COLDSTORE proceed as follows:

**1** Open the SITECAPE application and select the appropriate site name (My Site, if following previous instructions).

**2** Select the COLDSTORE device in the list and then select ‘Network’ to display the current network settings.

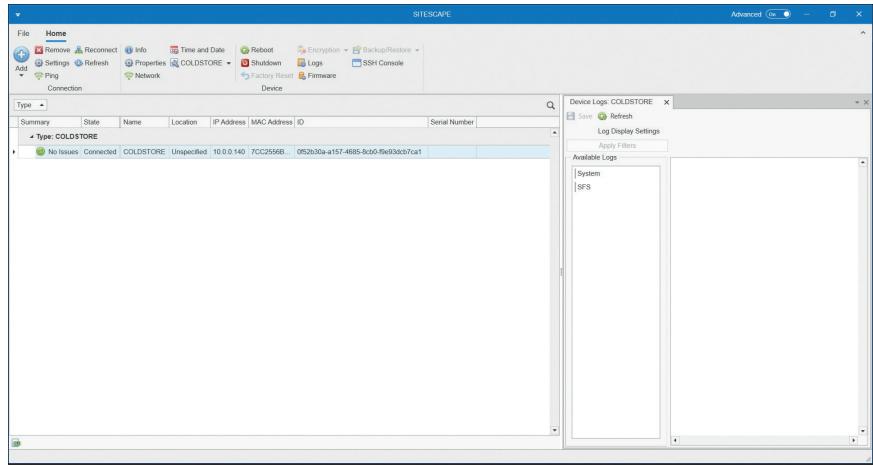
**3** The network settings can now be changed as required.

After following the remaining steps, your COLDSTORE will switch to the network settings requested.

You may need to alter your computer’s settings to re-establish a connection.

**4** Click Save.

A confirmation message box is shown.



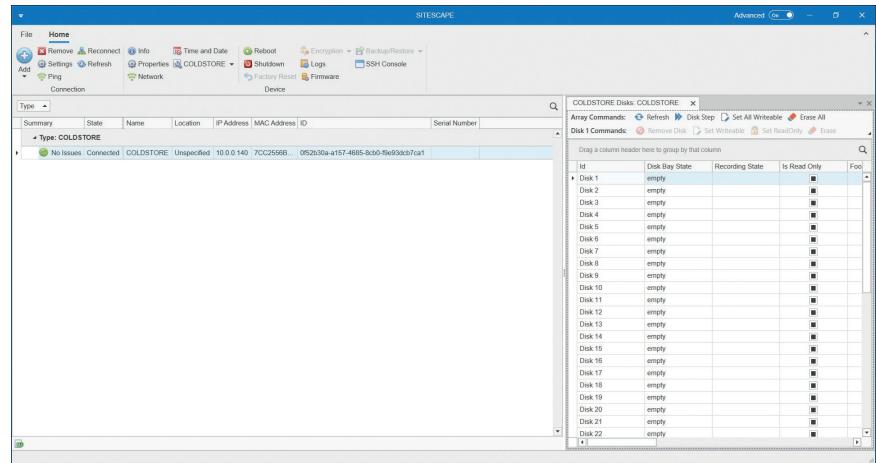
#### Diagnostics

5 Click OK to confirm the changes made or Cancel to abandon the changes made.

If OK was clicked, the COLDSTORE will now automatically reboot and will have the network settings that you specified.

If other COLDSTORE devices require initial network settings configuration, repeat the Getting Connected section until all COLDSTORE devices have been given network settings suitable for the installation.

Once all the COLDSTORE devices have been configured, if necessary, change the network settings of the computer to the values suited



*COLDSTORE Array/ Disk Commands*

for the installation and re-attach the computer to the installation's network switch.

The SITESCAPE application can then be used to search for and add all the COLDSTORE devices on the

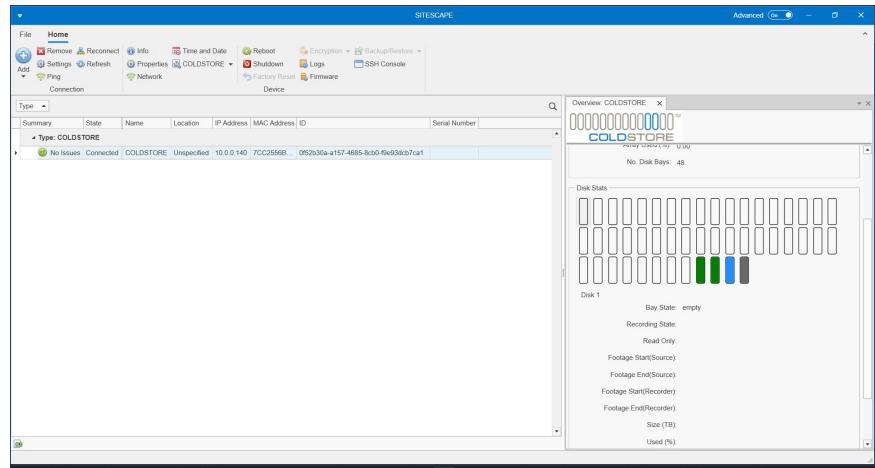
installation's network to My Site.

SITESCAPE can then be used to fully manage all aspects of COLDSTORE configuration and operation and retrieve diagnostic information.

## Disk Management Adding & Removing Disks

Further disks may be added to the array at any time, and these may be added with the system either on or off. The new disks will be incorporated into the array automatically. No disk configuration is required. Simply slide the disk and cradle into the first empty drive slot and close the disk cradle lever, ensuring the cradle is fully inserted and that the disk is engaged with the backplane connector. The blue tab will click shut.

Removal of disks requires a simple procedure.



To remove a disk, use SITESCAPE to check if the disk is powered on prior to removal. If the system is powered on, select the 'Remove Disk' option in SITESCAPE, selecting the disk you want to remove. This must be done prior to physically removing the disk.

**Only remove a disk if the Disk Bay State is off.** Use SITESCAPE to check the Disk Bay State. The "Remove Disk" function is used to turn the Disk Bay off.

Disk Bays containing faulty drives will automatically turn off.

## Troubleshooting

### No power

The power LED on the front will illuminate when power is present. If this is not on, check that the unit power switch is on. Check that both power cables are fully inserted into the PSUs. Check both power cable fuses, and if necessary, replace a fuse or try a different power cable. Check that the wall socket is live by plugging another device into it.

### No disk

If there are no disks present, COLDSTORE will not be able to operate. Please switch off the unit and add at least two disks, preferably three disks, to the array.

A COLDSTORE in this state will not appear in SITECAPE search results.

Check the IP address of the device as described in the section above. Open a Command Prompt window on the computer and use the ping command to send an ICMP ping to the COLDSTORE IP address. If there is no response, check the network, the network connections and the computer's network settings.

If the ICMP ping is successfully received, try searching for the IP address by entering the address manually in SITECAPE as described in Section 3 above.

If this still fails to connect to COLDSTORE, check your firewall settings and the network switch configuration or contact your IT Network Administrator.

### Disk fail

Any disk drive failure will result in a red LED highlighting the failed drive. Extract the disk tray from the array (no special procedure is required for a failed disk, and there is no need to switch off the system). Remove the failed disk from the cradle, clearly label it and set it aside. Fit a spare disk to the cradle and re-insert it into the empty disk slot. The new disk will automatically be incorporated into the array.

If a disk has failed on first use within the array, it may already have been faulty or may have been handled incorrectly during assembly. It is essential that all disks are handled carefully and are not dropped or even knocked against hard objects, including table surfaces.

If a disk has been dropped, it should NOT be used to store critical data. The most common cause of early disk failure is rough handling of the disk prior to installation in a hard disk array.

All disk manufacturers provide free test programs, which may be downloaded from their websites to check disk health.

If you are unsure of the status of a disk, it is strongly recommended that it be tested first before use.

## System Transportation

If the device is to be transported for any reason, it is recommended that the original packaging be retained for this purpose. All warranties will be void if the product is transported in sub-standard packaging.

All hard disks must be removed before transporting the COLDSTORE unit and any hard disks should be transported in a separate, suitably secure and robust package. The hard disks add considerably to the weight of the unit, and they

are also the most sensitive to rough handling in shipment.

They will not be properly protected from shock and damage if shipped inside the COLDSTORE unit itself.

Please refer to the disk drive manufacturer's recommendations regarding disk drive transportation.

## Further Information & Resources

For further information on specific VMS integrations, please refer to the relevant manufacturer or your system supplier.

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