

SanDisk Professional SDPS31H-001T-GBCND

SanDisk Professional PRO-G40 SSD User Manual

Model: SDPS31H-001T-GBCND

Brand: SanDisk Professional

1. INTRODUCTION

The SanDisk Professional PRO-G40 SSD is an external solid-state drive designed for high-performance data transfer and robust durability. It offers versatile compatibility with both Thunderbolt 3 and USB-C interfaces, making it suitable for various professional workflows. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your PRO-G40 SSD.

Key Features

- **Super-fast Speeds:** Up to 3000MB/s read and 2500MB/s write with Thunderbolt 3 (40Gbps).
- **Dual-mode Compatibility:** Supports both Thunderbolt 3 (40Gbps) and USB-C (10Gbps).
- **Ultra-rugged Design:** IP68 dust/water resistance, 4000lb crush resistance, and 3m drop resistance (on a carpeted concrete floor).
- **Efficient Heat Dissipation:** Cool aluminum core helps maintain optimal transfer speeds during demanding tasks.
- **Pro-grade Enclosure:** Designed for enhanced strength and reliability.

2. WHAT'S IN THE BOX

- PRO-G40 SSD
- Thunderbolt 3 (40Gbps) Cable
- Quick Start Guide

3. SETUP

1. **Unpack the Device:** Carefully remove the PRO-G40 SSD and its accessories from the packaging.

2. **Connect to Your Computer:** Use the provided Thunderbolt 3 (40Gbps) cable to connect the PRO-G40 SSD to a compatible port on your computer. The drive is also compatible with USB-C (10Gbps) ports.
3. **Initial Recognition:** Your computer should automatically detect the drive. Follow any on-screen prompts for initial setup or driver installation if necessary. The drive comes pre-formatted with exFAT for broad compatibility.



Figure 3.1: Connecting the PRO-G40 SSD to a laptop.

4. OPERATING INSTRUCTIONS

4.1 Data Transfer

Once connected, the PRO-G40 SSD will appear as an external drive on your computer. You can drag and drop files to and from the drive as you would with any other storage device. For optimal performance, ensure you are using a Thunderbolt 3 port and the provided cable.

TRANSFER SPEEDS

UP TO 3000MB/S¹ READ AND 2500MB/S¹
WRITE VIA THUNDERBOLT 3

¹1 MB/s = 1 million bytes per second. Based on internal testing; performance may vary depending upon host device, usage conditions, drive capacity, and other factors.

Figure 4.1: Demonstrating high transfer speeds with the PRO-G40 SSD.

4.2 Compatibility

The PRO-G40 SSD is designed for dual-mode compatibility:

- **Thunderbolt 3 (40Gbps):** Provides the fastest possible speeds (up to 3000MB/s read, 2500MB/s write).
- **USB-C (10Gbps):** Offers broad compatibility with USB-C devices, though at lower speeds.

4.3 Safe Ejection

Always safely eject the PRO-G40 SSD from your computer before disconnecting the cable to prevent data corruption or loss. Refer to your operating system's instructions for safely ejecting external drives.

5. PERFORMANCE

The PRO-G40 SSD is engineered for demanding professional workflows, offering exceptional speed and reliability. The integrated aluminum core actively dissipates heat, ensuring sustained high performance even during prolonged, intensive data transfers.



Figure 5.1: The aluminum core aids in heat dissipation for sustained performance.

Official Product Overview

Your browser does not support the video tag.

Video 5.1: An official overview of the SanDisk Professional PRO-G40 SSD, showcasing its features and performance capabilities.

6. DURABILITY AND DESIGN

The PRO-G40 SSD features an ultra-rugged design to protect your data in challenging environments:

- **IP68 Rating:** Provides high-level dust and water resistance.
- **Drop Resistance:** Withstands drops from up to 3 meters (on a carpeted concrete floor).
- **Crush Resistance:** Engineered to endure up to 4000lb of crush force.



Figure 6.1: The PRO-G40 SSD's ultra-rugged design with IP68 dust and water resistance.

7. MAINTENANCE

To ensure the longevity and optimal performance of your PRO-G40 SSD, follow these maintenance guidelines:

- **Keep Clean:** Wipe the exterior with a soft, dry cloth. Avoid harsh chemicals or abrasive materials.
- **Firm Connections:** Ensure the cable is securely connected to both the drive and your computer to prevent intermittent disconnections.
- **Firmware Updates:** Periodically check the SanDisk Professional website for any available firmware updates for your device.
- **Avoid Extreme Temperatures:** While rugged, avoid prolonged exposure to extreme heat or cold to protect internal components.

8. TROUBLESHOOTING

8.1 Drive Not Detected

- Ensure the Thunderbolt 3/USB-C cable is securely connected to both the drive and your computer.

- Try connecting the drive to a different port on your computer.
- Test with a different compatible cable if available.
- Restart your computer.

8.2 Slow Transfer Speeds

- Verify you are connected to a Thunderbolt 3 (40Gbps) port on your computer for maximum performance. USB-C (10Gbps) will yield lower speeds.
- Ensure your computer's drivers for Thunderbolt/USB-C are up to date.
- Close any unnecessary applications running in the background that might be consuming system resources.
- Avoid using USB hubs or adapters that may limit bandwidth. Connect directly to the computer's port.

8.3 Intermittent Disconnections

- Ensure the cable connections are firm and not loose.
- Avoid bumping or moving the drive while it is actively transferring data.
- Check for any power management settings on your computer that might be turning off USB or Thunderbolt ports to save power.

9. SPECIFICATIONS

Feature	Detail
Hard Drive Capacity	1000 GB (1TB) Solid State Drive
Brand	SanDisk Professional
Series	SanDisk Professional PRO-G40 SSD
Model Number	SDPS31H-001T-GBCND
Item Weight	4.3 ounces
Product Dimensions (LxWxH)	4.36 x 2.28 x 0.47 inches
Color	Black
Hard Drive Interface	Thunderbolt 3 (40Gbps), USB-C (10Gbps)
Read Speed (Max)	Up to 3000MB/s
Write Speed (Max)	Up to 2500MB/s
Special Features	Dust Resistant, Portable, Water Resistant (IP68), 3m Drop Resistance, 4000lb Crush Resistance
Compatible Devices	Laptop (with Thunderbolt 3 or USB-C ports)

10. WARRANTY AND SUPPORT

10.1 Warranty Information

The SanDisk Professional PRO-G40 SSD comes with a **5-year limited warranty**. Please retain your proof of purchase for warranty claims. For full terms and conditions, refer to the warranty documentation included with your product or visit the official SanDisk Professional website.

10.2 Customer Support

For technical assistance, product inquiries, or warranty support, please visit the SanDisk Professional support website or contact their customer service team. Contact information can typically be found on the manufacturer's website or in the Quick Start Guide.