Exos® Scale EX2U12, EX2U24, EX5U84 Getting Started

Part Number 204936700-00, C • March 2026

Thank you for purchasing a Seagate storage product. This document provides an overview of product setup tasks and identifies locations for information you need to accomplish each task in product documentation. Read in its entirety before beginning.

⚠ **WARNING!** Non-compliance could void your warranty. To safely mount the storage enclosure in a rack cabinet, you must follow all directions exactly as specified in the identified hardware documentation. Retain original packaging materials for use with returns. For storage enclosure returns, the master container must ship on a pallet.

Shipkit item	Quantity
Storage enclosure with or without drive modules	1
Accessory kit *	1
Railkit box (2U enclosures only)	1
Optional SFP packs	2
*All power cords, included or obtained, must comply with applicable Seagate standards and requirements.	

Product documentation and support

To obtain documentation, videos, and product information, visit www.seagate.com/support.

2U12 documentation, support

2U24 documentation, support

5U84 documentation, support

Content description	Document
Enhancements, known issues, and updates	Release Notes
Overview of product shipkit contents and setup support	Getting Started*
Installation of the rail kit and enclosure into a rack	Rackmount Guide*
Initial installation of hardware and component replacement	Hardware Installation and Maintenance Guide
Regulatory compliance, safety, and disposal information	Compliance, Safety, and Disposal Guide
*Printed document included in the shipkit	

Product installation prerequisites and safety guidance

Seagate requires the person using these instructions to be a qualified technician, trained to perform installation and maintenance of Seagate storage products. Use the Rackmount Guide and the video to direct you during initial installation.

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You must adhere to all safety requirements prior to and during installation of a storage enclosure.

⚠ **WARNING!** Do not attempt to install the 5U expansion enclosure into the rack cabinet with drive modules preloaded in the slots. Serious injury and damage could result. Unload any drive modules in enclosure slots to an ESD-protected area. Do not further lighten the enclosure by removing other components.

⚠ **CAUTION** You must use a mechanical lift for mounting the storage enclosure into the rack cabinet. Do not use a vacuum lift because it might damage the storage enclosure.

1. Clear the site for installation and secure a static-protected area for unpacking the enclosure in that area.
2. Use a mechanical lift for positioning the enclosure and mounting it into the rack cabinet. Do not use a vacuum lift. To maintain personal and equipment safety, do not use any other method to support the weight of the enclosure.
3. Maintain adequate enclosure clearances, both front and back.
4. Prior to handling all drive modules in carriers (DDICs), make sure you are static-compliant.

For help, contact Technical Support at 1-800-SEAGATE or email frontline@seagate.com. You must provide the following data:

- Issue subject and detailed issue description
- Product type and serial number
- Part number of product or FRU experiencing a fault condition
- System logs related to the fault condition

Installation checklist

You must adhere to all safety requirements prior to and during installation.

Use this checklist, performing each task only in the sequence presented after successful completion of the prior step.

Step	Task	Reference	Location*
1	Complete all installation prerequisites	Identified above	GS
2	Unpack the enclosure	Unpack and prepare the 2U or 5U enclosure topic	RG
3	Prepare the site for installation into the rack cabinet	Unpack and prepare the 2U or 5U enclosure topic	RG
4	For rackmount installation, temporarily move any drive modules not installed in the enclosure to a static-protected area	For rackmount installation, temporarily move to a static-protected area any drive modules not installed in the enclosure	RG
5	Install the rackmount kit in the rack cabinet	Install the 2U or 5U enclosure rackmount rail kit topic	RG
6	Mount the enclosure into the rack cabinet	Mount the 2U or 5U enclosure into the rack cabinet topic	RG
7	Install drive modules in carriers (DDICs) in the enclosure	Populate the 2U or 5U enclosure topic	RG
8	(Optional) Install any additional expansion enclosures	Follow same process for chassis installation to this step	RG
9	Test for safety electrical earth connection	Test enclosure electrical earth connection topic	HIMG
10	Connect all host and any expansion data cables	Route 2U or 5U enclosure power cords and data cables topic	HIMG
11	Connect all power cords		
*See the Product documentation and support section for a complete list of all related documentation.			

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