



## TrueNAS® Support Service & Coverage

Dear Valued Client,

Thank you for entrusting us with your business and allowing us to provide service and support coverage for your TrueNAS storage array. Along with the equipment you have purchased, you are eligible for direct contact with our highly experienced and dedicated Support Team.

Contact information and instructions for obtaining assistance with your TrueNAS system are listed below. Details on various Service Levels and response times are also included on the last page of this document. We recommend keeping this document as a reference and sharing it with the appropriate parties within your organization.

### **iXsystems, Inc.**

2490 Kruse Drive | San Jose, CA 95131 | USA

IXSYSTEMS TRUENAS SUPPORT	
<b>Support Portal</b> Open tickets, review ticket history, access Knowledge Base and product documentation, and review Service Levels.	<a href="http://support.ixsystems.com">http://support.ixsystems.com</a>
<b>Phone Support</b>	1-855-473-7449
<b>E-mail Support</b>	<a href="mailto:support@ixsystems.com">support@ixsystems.com</a>
<b>Phone 24x7 Support for Non-Business Hours</b> (Gold Service Contracts Only)	1-855-499-5131
IXSYSTEMS, INC. GENERAL INFORMATION	
<b>Phone</b>	408-943-4100
<b>Fax</b>	408-943-4101
<b>E-mail</b>	<a href="mailto:info@ixsystems.com">info@ixsystems.com</a>
<b>Website</b>	<a href="http://www.ixsystems.com">www.ixsystems.com</a>

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## Information Needed for TrueNAS Support Services

Please include the site name, address, and a direct point of contact on all support tickets. Please also provide a thorough description of the problem and any steps taken for diagnosis.

When contacting iXsystems support, **please always provide the serial number (A#-##### or R#-#####) of the affected equipment.** This will ensure the iXsystems Support Team can properly reference the system in question.

*The system serial number is seven digits and can be found on the rear of the system or from the TrueNAS WebGUI (System → Settings → Advanced). It is also provided with your shipping notification as well as the invoice and packing list that accompanied the system.*

## TrueNAS Support Ticket Processing: Software, Hardware, and RMA

**Contact iXsystems directly to open all TrueNAS support tickets. This can be done using the following methods:**

### **Bronze & Silver Support** (6-6PM Pacific Time)

- **Support Portal:** <http://support.iXsystems.com>
- **Telephone:** **1-855-473-7449** (Toll Free) | **1-408-943-4100 x203** (Local)

The iXsystems TrueNAS Support Team is available to customers with Silver and Bronze Support coverage from 6:00 AM until 6:00 PM Pacific Time, Monday through Friday. Calls that take place before or after those hours will be answered by an answering service with prompts to leave a message. A team member will return your call the following business day during normal business hours.<sup>1</sup>

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<sup>1</sup> After-hours support from iXsystems is only available with a Gold Support Level contract. To upgrade your support level, contact your Sales representative.

## Gold Support (24x7)

- **Support Portal:** [support.iXsystems.com](https://support.iXsystems.com)
- **Telephone 24x7:** [1-855-473-7449](tel:1-855-473-7449) (6-6PM Pacific Time) | [1-855-499-5131](tel:1-855-499-5131) (Non-Business Hours)

Customers with Gold Support coverage can use the above number or email address at any time. Refer to the Service Level and Response charts on the final page of this document for details on coverage and response times.

## Once the Ticket is filed

A ticket will be logged into the iXsystems support system and a technical service representative will respond within the time specified in the SLA (Gold, Silver, Bronze). Upon logging a call, you will receive a ticket number (in the format XXX-XX-XXXX) which will also act as the RMA number if needed for replacement components. Use this case number any time to gather the status of the ticket from our staff or online portal at [support.iXsystems.com](https://support.iXsystems.com).

1. Our Support Team will perform troubleshooting and diagnostics to provide indicators of the appropriate actions required to resolve the issue or to identify hardware component failure.<sup>2</sup>

If a hardware component is completely inoperable due to field failure, our staff will address the case as an RMA and assist with the required replacement.

2. Your designated iXsystems Support contact will inform you regularly of the progress of open support tickets and RMAs. Updates can also be obtained any time via the online ticketing system. Telephone calls will be used for priority issues and printed reports can be faxed or emailed as requested.

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<sup>2</sup> Support does not include assistance with data recovery, system administration, network issues, non-iXsystems provided hardware, or unsupported configurations.

iXsystems will provide warranty services based upon the type and duration of the service you have purchased. Under the terms of the warranty, the client has the responsibility to install and maintain their equipment in an area that offers a safe working environment. Scope of coverage provides coverage for all components within the system from manufacturer's defect for the warranty period. Excluded from warranty coverage are acts of God (electrical storm, flood, etc.), acts of war or terrorism, and negligence by the client.

## Service Contract Coverage and SLA

TrueNAS Unified Storage Arrays have one of the following Service Contract options (Gold, Silver, or Bronze), available from one to five years. A TrueNAS array will revert to Basic Support in the event of a lapsed contract. All Systems include 30 day deployment assistance, and online software updates for the life of the product.

	GOLD	SILVER	BRONZE	BASIC
<b>Software Help Desk</b>	24x7	12x5 <sup>1</sup>	12x5 <sup>1</sup>	No
<b>Hardware Support</b>	4 Hour On-Site Support & Repair <sup>2</sup>	Next Business Day <sup>5</sup> On-Site Support & Repair	Advance Parts Replacement	Return to Depot
<b>On-Site Hardware Spares Kit</b>	Included	Optional	Optional	Optional
<b>Proactive Support and System Monitoring</b>	Yes	Yes	No	No
<b>Advanced Hardware Replacement<sup>3</sup></b>	Delivered the next business day or Saturday <sup>5</sup>	Delivered the next business day <sup>5</sup>	Delivered the next business day <sup>5</sup> .	No
<b>After Hour Maintenance/Upgrade Assistance</b>	By appointment <sup>4</sup>	By appointment <sup>4</sup>	No	No
<b>Online Support Portal and Knowledge Base</b>	Yes	Yes	Yes	Yes
<b>Software Updates</b>	Yes	Yes	Yes	Yes

## Software Help Desk Support Response Levels (SLA)<sup>1</sup>

	GOLD	SILVER	BRONZE	BASIC
<b>S1: Not serving data or severe performance degradation, critically disrupting business</b>	24x7 Help Desk Support. Response within 2 hours.	12x5 Help Desk Support. <sup>1</sup> Email Response within 1 hour.	12x5 Help Desk Support. <sup>1</sup> Email Response within 1 hour.	Hardware Support Only.
<b>S2: Performance degradation in production or intermittent faults</b>	24x7 Help Desk Support. Response within 4 hours.	12x5 Help Desk Support. <sup>1</sup> Email Response within 2 hours.	12x5 Help Desk Support. <sup>1</sup> Email Response within 2 hours.	Hardware Support Only.
<b>S3: Issue or defect causing minimal impact</b>	12x5 Help Desk Support. <sup>1</sup> Email Response within 4 hours.	12x5 Help Desk Support. <sup>1</sup> Email Response within 4 hours.	12x5 Help Desk Support. <sup>1</sup> Email Response within 4 hours.	Hardware Support Only.
<b>S4: Request for information or administrative requests<sup>1</sup></b>	Next business day response.	Next business day response.	Next business day response.	Hardware Support Only.

<sup>1</sup> Business hours: 6:00AM to 6:00PM Pacific Time, Monday-Friday, excluding holidays.

<sup>2</sup> 4-Hour On-site Parts Replacement Service time begins when root cause analysis is complete.

<sup>3</sup> Replacement parts must be identified by 12:00PM Pacific Time, Monday-Friday, excluding holidays.

<sup>4</sup> Appointments must be made a minimum of 48 hours in advance.

<sup>5</sup> International customer may not get next business day parts replacement due to shipping and customs clearance.