TrueNAS™ Enterprise 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.*

Contact Info Quick Reference

iXsystems TrueNAS Support

Support Portal:
support.ixsystems.com
(Open tickets, review ticket history, access Knowledge Base and product documentation, and review Service Levels.)

Phone:
(855) 473-7449

24×7 Support for Non-Business Hours **(Gold Service Contracts Only)**:
(855) 499-5131
24×7@ixsystems.com

iXsystems General Information

Phone:	(408) 943-4100	Headquarters:	iXsystems, Inc.
Fax:	(408) 943-4101		2490 Kruse Drive
Website:	www.ixsystems.com		San Jose, CA 95131

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 that the iXsystems Support Team can properly reference the system in question.

The system's 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 these methods:**

Bronze & Silver Support (6:00 AM - 6:00 PM Pacific Time)

- **Support Portal:** http://support.ixsystems.com
- **Telephone:** (855) 473-7448; (408) 943-4100×203

The iXsystems TrueNAS Support team is available to customers with Silver and Bronze Support coverage from 6:00 AM to 6:00 PM Pacific Time, Monday through Friday. Calls that take place before or after these 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. [1]

Gold Support (24×7):

- **24×7 :** (855) 473-7448
- **Non-Business Hours:** (855) 499-5131
- **Email:** 24×7@ixsystems.com
- **Support Portal:** support.ixsystems.com

Customers with Gold Support coverage can use the above numbers or email address at any time for any S1 issues. *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 which will also act as the RMA number if needed for replacement components. Use this case number at any time to gather the status of the ticket from our staff or log on to the online portal at 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. [2]

   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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1 After-hours support from iXsystems is only available with a Gold & Silver Support Level contract. To upgrade your support level, contact your sales representative.

2 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.

	Gold	Silver	Bronze	Warranty
Software Help Desk	24×7	12×5 [1,7]	12×5 [1]	Limited [5]
Hardware Support	4-hour On-Site Support and Repair [2]	Next Business Day [6] On-Site Support & Repair	Advance Parts Replacement	Return to Depot
Remote Deployment Assistance (60 days)	Yes			No
On-Site Hardware Spares Kit	Included	Optional		
Proctive Support and System Monitoring	Yes		No	No
Advanced Hardware Replacement [3,8]	Delivered the next business day or Saturday [6]	Delivered the next business day [6]	Delivered the next business day [6]	No
After Hour Maintenance/Upgrade Assistance	By Appointment [4]	By Appointment [4]	No	No
Online Support Portal and Knowledge Base	Yes			
Software Updates	Yes			
Software Help Desk Support Response Levels (SLA) [1,5]				
S1: Not serving data or severe performance degradation, critically disrupting business	Response within 2 hours, **24×7 Help Desk Support**	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) [1]	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) [1]	Email support (Next business day) for S1 and S2 intermittent faults only.
S2: Performance degradation in production or intermittent faults	Response within 4 hours, **24×7 Help Desk Support**	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F)	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) [1]	
S3: Issue or defect causing minimal impact	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time[1]	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) [1]	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) [1]	No support available.
S4: Request for information or administrative requests [1]	Next business day response	Next business day response	Next business day response	

Supported Platforms

Model	Gold	Silver	Bronze	Warranty
M-Series	Available	Available	Available	3-Year Included
X-Series	Available	Available	Available	3-Year Included
R-Series	Not Available	Available [9]	Available [9]	3-Year Included
FNC	Not Available	Available [9]	Available [9]	3-Year Included
Mini	Not Available	Not Available	Available	1-Year Included. SW Warranty requires registration

Support Pricing: TrueNAS™ Mini Series

All support prices are based on the model of the TrueNAS Mini system. Only systems with all hardware provided by iXsystems are eligible for software support and warranty. Enterprise Bronze Support is only available for customers that have larger TrueNAS systems which are also under an Enterprise Support Contract. Component swaps are the standard process for resolving major issues.

Model	3-Year Silver	3-Year Bronze	3-Year Warranty	Warranty
Mini E, E+	Not Available	$299	$149	1-Year Included. SW Warranty requires registration.
Mini X, X+	Not Available	$399	$199	
Mini XL+	Not Available	$599	$299	

Footnotes:

1. Business Hours: 6:00 AM to 6:00 PM PST
2. 4-Hour, On-site Parts Replacement Service time begins when root cause analysis is complete
3. Replacement parts must be identified by 12:00 PM Pacific Time, Monday-Friday, excluding holidays.
4. Appointments must be made a minimum of 48 hours in advance.
5. Software Support is only available for post-RELEASE software and does not include jails or plugins, without prior agreement with iXsystems.
6. International customers may not get next business day parts replacement due to shipping and customs clearance.
7. Silver International issues have access to phone support in customer's local business hours for S1 issues only. For all lower severity issues please call phone support during normal iXsystems Business Hours.
8. International Next Business Day Advanced Parts Replacement is for EU customers only. Replacement part(s) must be identified by 12:00 PM GMT +2, Monday – Friday, excluding holidays.
9. Bronze and Silver Level Support for FreeNAS Certified (FNC) and R-series Platforms only available at time of original purchase.