



TrueNAS® Enterprise Support Service & Coverage

Dear Valued Client,

Thank you for entrusting us with your business. We look forward to providing service and support coverage for your TrueNAS storage system(s). Along with the equipment you have purchased, you have direct access to our TrueNAS Support Team throughout the length of your support contract.

Contact information and instructions for obtaining assistance for 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

Customer Support Portal:

support.ixsystems.com

Open tickets, review ticket history, access Knowledge Base and locate product documentation.

Email:

support@ixsystems.com

Phone:

US Toll-free 1 (855) 473-7449

International 1 (408) 943-4100

Additional international phone numbers: <https://www.ixsystems.com/contact-us/>

iXsystems, Inc. General Information

Phone: 1 (408) 943-4100

Website: www.ixsystems.com

Headquarters: iXsystems, Inc. 2490 Kruse Dr. San Jose, CA 95131

Information Needed for TrueNAS Support Services

When contacting iXsystems for assistance, please be prepared to share the serial number* for the system(s) in question, your company name, physical address where the system is deployed, direct point(s) of contact (email and phone) for all communications, along with a thorough description of the problem and any steps taken for diagnosis. This info will accelerate the processing of your ticket.

**** The system's serial number is seven to eight digits (format: XX-XXXXXX) and can be found on the rear or side of the system and also from the TrueNAS WebUI (Dashboard OR System > Support). It is also provided with your shipping notification email, 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, using one of the following methods, based on your support entitlement (Gold, Silver, or Bronze).

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BRONZE SUPPORT

The iXsystems TrueNAS Support Team is available to customers with Bronze Support coverage from 6:00 AM to 6:00 PM Pacific Standard 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, and a team member will return your call the next business day. Refer to the **Service Contract Coverage and SLA** charts below for details on coverage and response times.

SILVER SUPPORT

The iXsystems TrueNAS Support Team is available to assist 24 × 5 with issues causing systems to not serve data or showing severe performance degradation that is disrupting critical business operations (i.e. - S1 Severity Level). For S2-S4 severity issues our team is available from 6:00 AM to 6:00 PM Pacific standard time, Monday Through Friday. Silver Support also provides the ability for customers to schedule maintenance windows 48 hours in advance for a time of their choosing. If your call is forwarded to iXsystems answering services please leave a message and a Support Engineer will return your call within the expected response times detailed in the **Service Contract Coverage and SLA** charts below.

GOLD SUPPORT

The iXsystems TrueNAS Support Team is available to assist 24 × 7 with issues causing systems to not serve data or showing severe performance degradation that is disrupting critical business operations (i.e. - S1 Severity Level). For S2-S4 severity issues our team is available from 6:00 AM to 6:00 PM Pacific standard time, Monday Through Friday. Gold Support also provides the ability for customers to schedule maintenance windows 48 hours in advance for a time of their choosing. If your call is forwarded to iXsystems answering services please leave a message and a Support Engineer will return your call within the expected response times detailed in the **Service Contract Coverage and SLA** charts below.

ONCE THE TICKET IS FILED:

A ticket will be logged into the iXsystems Customer Support System and you will receive a ticket number, which will also serve as the Return Merchandise Authorization (RMA) number if replacement components are required. A Technical Service Representative will respond within the time specified in your Service Level Agreement (SLA). Customers can use this ticket number at any time to gather the ticket status from our staff or by logging on to the Customer Support 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 issues.

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 at any time via the Customer Support Portal.



Service Contract Coverage and SLA

TrueNAS Enterprise Unified Storage Systems have one of the following Service Contract options (Gold, Silver, or Bronze), available from one to five years. A TrueNAS system will revert to Basic Support in the event of a lapsed contract.

	Gold	Silver	Bronze	Warranty
Software Help Desk	24×7	24×5 ¹	12×5 ¹	Limited ⁵
Support & Repair	4-hour On-Site Support and Repair ²	Next Business Day On-Site Support & Repair ²	Phone & Email Remote Assistance	Return to Depot
Deployment Assistance ¹⁰	Available	Available	Available	No
On-Site Hardware Spares Kit	Included	Optional	Optional	Optional
Proactive Support and System Monitoring	Yes	Yes	No	No
Hardware Replacement ⁷	Same Business Day Advanced Parts Shipment ^{3,6}	Next Business Day Advanced Parts Shipment ^{3,6}	Next Business Day Advanced Parts Shipment ^{3,6}	Return to Depot
After Hours Maintenance/Upgrade Assitance	By Appointment ⁴	By Appointment ⁴	No	No
Online Support Portal	Yes			
Software Updates	Yes			

Software Help Desk Support Response Levels (SLA) ^{1, 5, 9}

Issue Severity Level	Gold	Silver	Bronze	Warranty
S1: Not serving data or severe performance degradation, critically disrupting business ⁵	Response within 2 hours 24×7 Help Desk Support	Response within 2 hours 24×5 Help Desk Support (M-F)	Email Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) ¹	Community Support Available
S2: Performance degradation in production or intermittent faults ⁵	Response within 4 hours, 24×7 Help Desk Support	Response within 4 hours 24×5 Help Desk Support (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 ⁵	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 Response within 4 hours, 6:00 AM to 6:00 PM Pacific Time (M-F) ¹	
S4: Request for information or administrative requests ^{1,5}	Next Business Day response	Next Business Day response	Next Business Day response	



TrueNAS SCALE® Enterprise Cluster Support

Enterprise Cluster Support is now available on qualified TrueNAS SCALE Storage Systems. Enterprise Cluster Deployments require TrueCommand, a centralized management, monitoring, and reporting system for TrueNAS.

Hardware Requirements and Onsite Spares:

Cluster support is available for qualified TrueNAS Storage systems. Qualified TrueNAS Storage systems include the M and R series product lines.

Onsite spares are available for purchase for both Silver and Bronze Support. Gold Support includes a spare node for clusters of three or more nodes of the same configuration. Spare nodes functionality must be validated during the deployment process.

Deployment Assistance:

Deployment services are included with the purchase of Gold support. Bronze and Silver customers can purchase deployment assistance separately.

As part of the Gold support deployment process, customers work with our support team to install the spare node in a rack and validate its functionality. The spare node must be immediately available for support engagement, if necessary. Failure to meet these requirements will impact the support SLA.



Platform Support Availability

Model	Gold	Silver	Bronze	Warranty
M-Series	Available	Available	Available	3-Year Included
F-Series	Available	Available	Available	3-Year Included
X-Series	Available	Available	Available	3-Year Included
R-Series	Available for Clusters ⁸	Available ⁸	Available ⁸	3-Year Included
FreeNAS Certified (End of Sale 12-21)	Not Available	Existing Contracts Only	Existing Contracts Only	3-Year Included
Mini	Please See: https://www.ixsystems.com/support/truenas-mini-support-service-coverage/			

Footnotes:

1. Business Hours: 6:00 AM to 6:00 PM Pacific Standard Time, Monday through Friday.
2. On-site Parts Replacement Service time begins when root cause analysis is complete, and replacement parts are on-site.
3. Replacement parts must be identified by 12:00 Pacific Time (Noon), 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 written agreement from iXsystems.
6. International customers' shipment arrival times may be affected by local customs clearance.
7. International Next Business Day Advanced Parts Shipment is for EU customers only. Replacement part(s) must be identified by 12:00 PM GMT +2, Monday – Friday, excluding holidays.
8. Bronze, Silver, and Gold level Support for R-series Platforms only available at the time of original purchase. Gold Support is only available for Clusters.
9. Support does not include assistance with data recovery, system administration, network issues, non-iXsystems provided hardware, or unsupported configurations.
10. Remote Deployment included with the purchase of TrueNAS Enterprise Gold, Silver, or Bronze. Onsite Deployment options available.

iXsystems will provide warranty services based on 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 protection against manufacturer's defect for the warranty period for all components within the system. Excluded from warranty coverage are acts of God (electrical storm, flood, earthquake, etc.), acts of war or terrorism, and negligence or physical damage by the client.