



TrueNAS® Mini Support Service Coverage

Thank you for entrusting us with your business and allowing us to provide service and support coverage for your TrueNAS Mini. Along with the TrueNAS equipment you have purchased, you have full access to the TrueNAS [Community](#) and are eligible for hardware warranty support and limited access to the software help desk from our dedicated Support Team. If you are deploying your Mini alongside other TrueNAS Enterprise systems, you are also eligible to integrate the Mini into your Enterprise Support Agreement (at a Bronze level).

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

Contact Information Quick Reference

iXsystems TrueNAS Support

iXsystems Customer 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: ixsystems.com/contact-us/

Headquarters:

iXsystems, Inc.

2490 Kruse Dr.

San Jose, CA 95131

Information Needed for TrueNAS Mini Support Services

When contacting iXsystems for assistance, please be prepared to provide the serial number* for the system(s) in question, your company name (Optional), 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 information 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 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.

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iXsystems Customer Portal:

support.ixsystems.com

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BRONZE SUPPORT

Bronze support contracts are available at the time of purchase only when alongside the purchase of a TrueNAS Enterprise Storage Appliance. Contracts are available from one to three years. A TrueNAS Mini will revert to Basic Support in the event of a lapsed contract. 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 via the [iXsystems Customer Portal](https://support.ixsystems.com), email, or via Phone Call. 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.

Basic Software Warranty:

Limited software warranty assistance is available to customers via the [iXsystems Customer Portal](https://support.ixsystems.com) or email from 6:00 AM to 6:00 PM Pacific Standard Time, Monday through Friday. This includes providing documentation, software, or firmware updates deemed necessary for the normal operation of the TrueNAS system. Documentation can be found online at our [Documentation Hub](https://docs.ixsystems.com). **Limited support does not include assistance with network or system configurations.** For all custom or extensive configuration questions, please visit our community forums at TrueNAS.com/community before contacting Support.

Basic Hardware Warranty:

Hardware Warranty assistance is available to all customers via the [iXsystems Customer Portal](https://support.ixsystems.com) or email from 6:00 AM to 6:00 PM Pacific Standard Time, Monday through Friday. All iXsystems TrueNAS Mini storage systems are warranted to be free of defects in materials and workmanship for one year from the original date of invoice. Extended warranties are available for up to three years. Please refer to the **Support Pricing: TrueNAS Mini** section below for more information. All warranty events are handled directly by iXsystems, including, but not limited to, all technical support, all replacement part shipments, and all factory repairs. The iXsystems Warranty covers the repair and/or replacement of all original components of the TrueNAS Mini. Systems that are deemed to need repair must be shipped to an iXsystems facility via authorized packaging material and provided shipment label.

Submitting a Support Ticket:

Upon reaching out for assistance, a ticket will be logged into the iXsystems Customer Portal 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 iXsystems Customer Portal at support.ixsystems.com.

The iXsystems 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.⁷ 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. Updates on the progress of open support tickets can be obtained at any time via the iXsystems Customer Portal. Telephone calls will be used for priority issues, and printed reports can be emailed as requested.



Return Merchandise Authorization:

During the applicable warranty period, components or an entire server may be returned to iXsystems for repair. When an item is being returned for repair, credit, refund, or replacement, a Return Merchandise Authorization (RMA) number must first be obtained by contacting iXsystems. iXsystems RMA numbers are valid for 30 days after the date of issuance. The RMA number(s) must be prominently displayed on the shipping label of any box containing returned goods (it will already be present on shipping labels provided by iXsystems). Please do not mark directly on the box itself. Any product returned without an RMA number, incomplete and/or not in resellable condition, or with an RMA number over 30 days old, may be refused for credit or refund.

Packaging Requirements:

Any returns, regardless of the state of the product(s), must be shipped back to iXsystems in their original packaging to avoid damage or delays. iXsystems can supply replacement packaging (fees may be required) for returning equipment if the original packaging is lost or damaged. Damages sustained to the product due to incorrect packaging may result in an invoice for the replacement costs or damages. iXsystems will offer prepaid shipping labels for the item's return in most RMA instances at our discretion.

NOTE: *Before you ship the product(s) to iXsystems, make sure to back up any data on the hard-disk drive(s) and any other storage device(s) in the product(s). Remove any removable media, such as drives or PCIe devices not originally installed by iXsystems. iXsystems does not accept liability for lost data or software.*

Advanced Replacement and Returns:

The Standard iXsystems Warranty does not include advanced replacement and returns of components or systems. Replacement times are variable and subject to inventory on-hand at the time of the claim. Advanced component replacement and returns are available as part of Bronze support, available at the time of purchase when purchased alongside a TrueNAS Enterprise Storage array and are available from one to three years. A TrueNAS Mini will revert to Basic Support in the event of a lapsed contract. Defective items must be returned to iXsystems within 30 days of the Advanced Replacement Shipment.

A complete overview of the hardware warranty can be found at:
ixsystems.com/support/hardware-warranty-procedures/



Service Contract Coverage and SLA

TrueNAS Minis have Bronze support available at the time of purchase, when purchased alongside a TrueNAS Enterprise Storage array, and are available from one to three years. A TrueNAS Mini will revert to Basic Warranty in the event of a lapsed contract.

	Bronze ^{6,4}	Basic Warranty ^{4,7}
Software Help Desk ⁴	12x5 ¹	Limited ^{1,7}
Support & Repair	Advance Parts Replacement	Return to Depot
Proactive Support & System Monitoring	No	No
Advance Hardware Replacement ^{2,3,5}	Next Business Day Advanced Parts Shipment	No
After Hours Maintenance/Upgrade Assistance	No	No
iXsystems Customer Portal and Knowledge Base	Yes	Yes
Software Updates	Yes	Yes

Software Help Desk Support Response Levels (SLA) ^{1, 5}		
Issue Severity Level	Bronze	Warranty
S1: Not serving data or severe performance degradation, critically disrupting business	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 Documentation and Community Support Available
S2: Performance degradation in production or intermittent faults	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 (M-F) ¹	
S4: Request for information or administrative requests ¹	Next Business Day Response	



Support Pricing: TrueNAS Mini

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 with larger TrueNAS systems also under Enterprise Support Contract. Component replacement is the standard process for resolving major issues.

If for any reason you are not satisfied with the product you purchased from iXsystems, you may return it to iXsystems and obtain a credit or refund excluding shipping and handling charges and any restocking fee as appropriate. To qualify, you must return the Product, and any accompanying reference manual, media or other associated documentation so that it arrives at iXsystems within a period of 30 calendar days from the original shipment date to you. Software does not qualify for a money-back guarantee. iXsystems reserves the right to charge a 20% restocking fee on returns.

Model	Warranty	3 Year Warranty	3 Year Bronze ⁶
Mini E, E+	1 Year Hardware Included. Software Warranty requires registration.	\$149	\$299
Mini X, X+		\$199	\$399
Mini XL+		\$299	\$599
Mini R		\$399	\$799

Software Warranty Registration:

Software warranty registration can be completed by creating an account at <https://portal.ixsystems.com/>, and registering your purchased product via the serial number. The system's serial number is seven or 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 the invoice and packing list that accompanied the system. For assistance in locating your unit Serial number, please reference the [TrueNAS Mini Setup Guide](#).

Warranty Extensions:

Warranty Extensions can be purchased within the initial warranty period of your unit. To purchase a warranty extension, please contact your original Account Manager, or use the self-service portal at <https://portal.ixsystems.com/>

Footnotes:

1. Business Hours: 6:00 AM to 6:00 PM Pacific Standard Time, Monday through Friday.
2. Replacement parts must be identified by 12:00 PM PST, Monday-Friday, excluding holidays.
3. Appointments must be made a minimum of 48 hours in advance.
4. Software Support is only available for post-RELEASE software and does not include jails or plugins, without prior written agreement from iXsystems.
5. International customers' shipment arrival times are affected by local customs clearance.
6. Bronze level Support for Mini's only available in tandem with the purchase of a TrueNAS Enterprise appliance.
7. 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 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. iXsystems does not warrant the uninterrupted, or error-free operation of any product. The warranty does not cover damage due to external causes, such as accidents, misuse, negligence, physical damage, natural disasters, terrorism, electrical power issues, unauthorized servicing, non-compliant usage, or lack of recommended preventive maintenance.

iXsystems is not liable for any failure to perform or delay in performance of its obligations when and to the extent such failure or delay in performance is due to events outside its reasonable control ("Force Majeure Event"), including without limitation: acts of God, embargoes or blockades, unavailability or breakdowns of public or private telecommunication networks, inability or delay in obtaining supplies of adequate or suitable materials, action by any government authority, including, but not limited to, legislation, orders or restrictions, any industrial action, labor strikes, stoppages, or slowdowns, civil commotion or unrest, terrorist threats or acts, war, or natural disaster. During a Force Majeure Event, iXsystems' performance is deemed suspended, and at its sole discretion, iXsystems can offer an extension of contract for the duration of the event. During a Force Majeure Event, iXsystems will use reasonable efforts to resolve the failure or delay in its performance.