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LACIE NAS OS 4 USER MANUAL



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LaCie 2big NAS



LaCie 5big NAS Pro



INTRODUCTION

Congratulations on your purchase of a LaCie professional NAS (network-attached storage device). This manual guides you through the process of connecting the LaCie NAS device to your network and assists you in troubleshooting any issues that might arise. If you encounter problems, check [Getting Help](#). Note that most problems can be resolved by resetting the product to factory conditions (see [2big NAS Reset](#) or [5big NAS Pro Recovery](#)).

NOTE ON THIS USER MANUAL AND NAS OS INSTRUCTIONS

This user manual provides details on your LaCie NAS's hardware. For instructions on how to use NAS OS 4, see the [Seagate NAS OS 4 user manual](#).

LaCie NAS OS 4 and Seagate NAS OS 4 are similar operating systems with identical operations. However, the App Manager has limited functionality for LaCie NAS OS devices. While Seagate NAS OS devices can download the full range of apps, LaCie NAS OS devices only have access to Filebrowser and Sdrive.

BOX CONTENT

	LaCie 2big NAS	LaCie 5big NAS Pro
Product	✓	✓
Ethernet cable	✓	✓
External Power supply	✓	✓
Utilities CD-ROM with software	✓	✓
Drive stand for upright use	✓	--
Disk drawer key	✓	✓
USB Key for install and recovery	--	✓
Cable management clip	--	✓

Important info: Save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

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MINIMUM SYSTEM REQUIREMENTS

Client OS

- Windows 10
- Windows 8 (32-bit/64-bit)
- Windows 7 (32-bit/64-bit)
- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008
- Mac OS 10.6 and later
- Linux 2.6 and later

Web browsers

- Internet Explorer™ 7.0 or higher
- Firefox™ 3.0 or higher
- Safari™ 3.0 or higher
- Chrome 2.0 or higher

Network

- Computer with an Ethernet network adapter
- Ethernet switch or router 10/100/1000 (Mb/s)

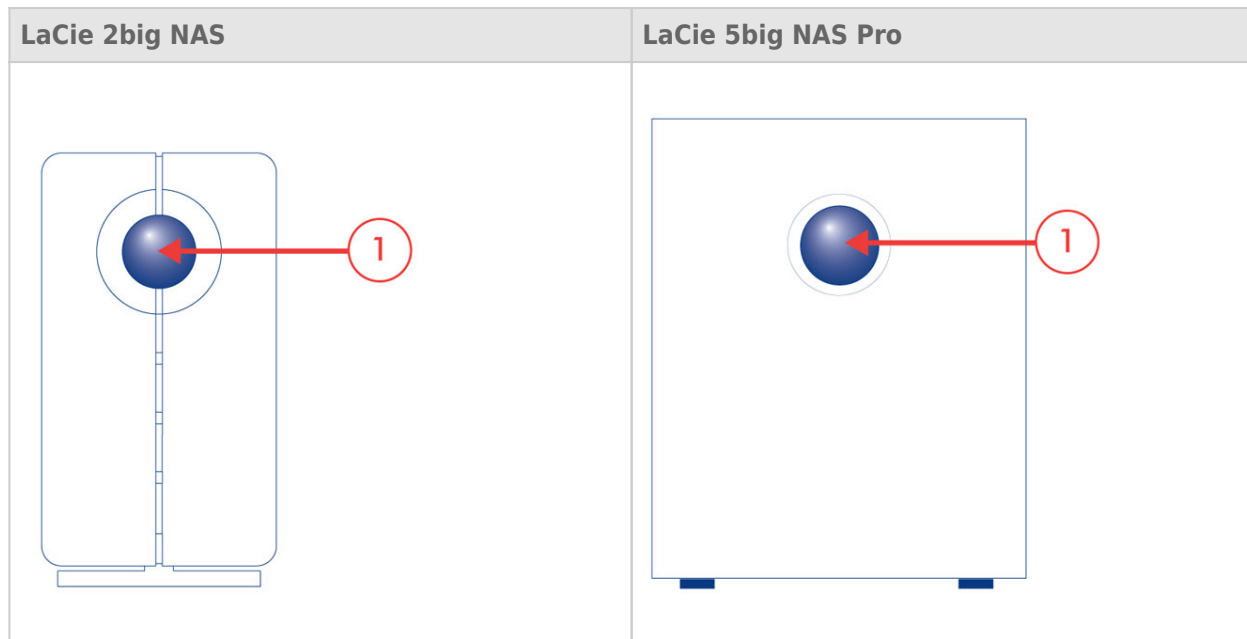
Important info:

Your LaCie product's performance can be affected by such external forces as network activity, hardware, distance, and setup.

For optimal performance, use Gigabit Ethernet equipment.

VIEWS OF THE PRODUCT

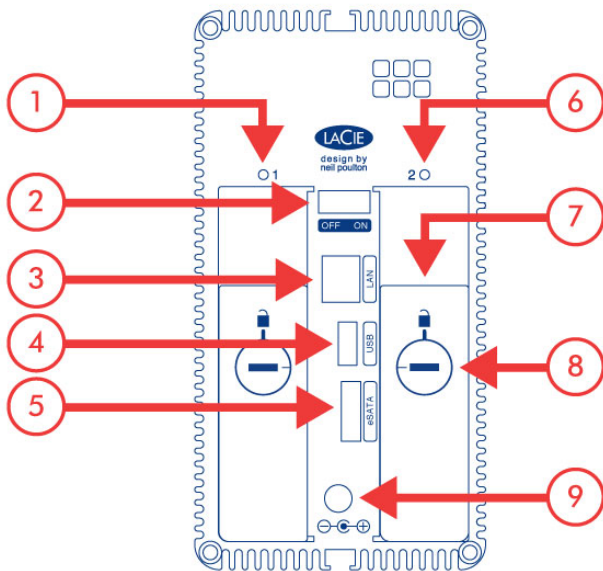
FRONT VIEW



1. **Front LED button:** The LED button signals the status and health of the device. For further details, see [LED Behavior and Button Functions](#).

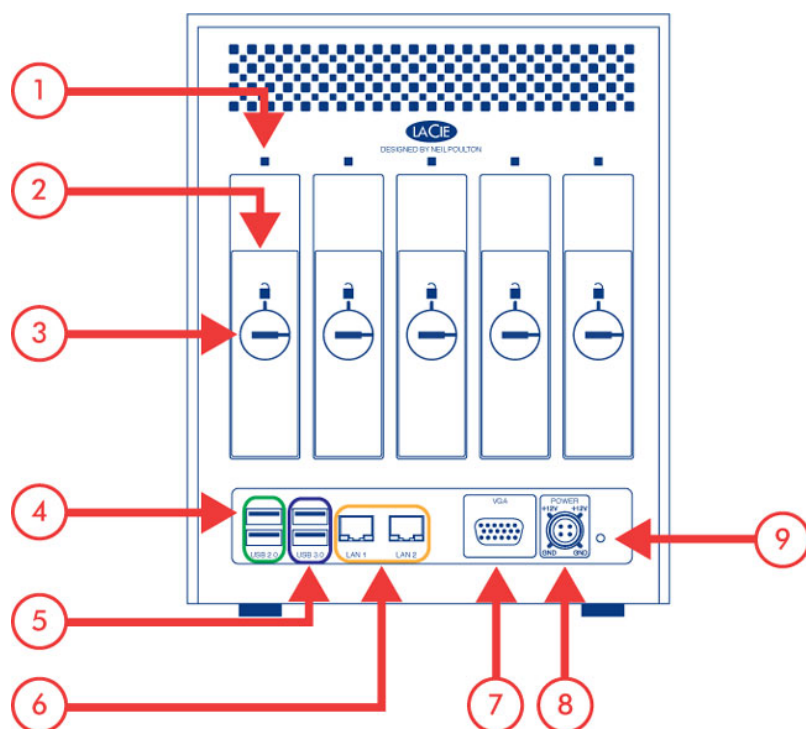
REAR VIEW

LaCie 2big NAS



1. Left drive status LED (see [LED Behavior and Button Functions](#))
2. ON/OFF
3. Gigabit Ethernet
4. USB 2.0 expansion
5. eSATA expansion
6. Right drive status LED (see [LED Behavior and Button Functions](#))
7. Drive tray handle
8. Drive lock
9. Power connector

LaCie 5big NAS Pro



1. Drive status LED (see [LED Behavior and Button Functions](#))
2. Drive tray handle
3. Drive lock
4. USB 2.0 expansion (x2)
5. USB 3.0 expansion (x2)
6. Gigabit Ethernet (x2)
7. VGA port (for maintenance)
8. Power connector
9. Reset button (see [LaCie NAS Rescue: 5big NAS Pro](#))

LED BEHAVIOR AND BUTTON FUNCTIONS

GENERAL LED BEHAVIOR

The list of colors below helps you identify the general status of your NAS:

Color	State
Solid blue	Ready
Blinking blue	Startup; shutdown; activity
Blinking red and blue	RAID synchronization; software update
Blinking red	Warning
Solid red	Error

Front and disk LEDs

The front and rear LEDs indicate drive status and activity. This section describes the behavior of the LED indicators. Note that even if you have turned off the front LED using **Device Manager > Settings**, events triggering a red light will always cause the front LED to turn on.

Front LED Color	Rear LED Color	State
Blinking blue 	Activity LED for working disks (until they are fully initialized) 	Occurs as the device is booting
Solid blue 	Activity LED for working disks 	Device is functioning properly and the drives are working
Blinking blue/red 	Blinking blue/red 	RAID synchronizing
	Activity LED for working disks 	Operating system update in progress
Blinking red 	Solid red for non-functional disk(s) 	RAID is degraded; data is intact but the array is no longer protected should another disk fail
	Activity LED for all disks 	Temperature alert
		Fan is not spinning
Solid red 	Activity LED for working disks 	Temperature alert (critical level) - the product is preparing to power off
		The power supply has been cut and the UPS has run out of reserve power; the product is preparing to shut off
	Solid red for non-functional disks 	RAID has failed and data has been lost
	Off for disconnected disks	Disks are disconnected

FRONT BUTTON

Short push

5big NAS Pro only: When the the product is operating, a short push of the on/off button will turn the 5big NAS Pro off.

Long push

5big NAS Pro only: A long push of more than four seconds cuts the power from the 5big NAS Pro, forcing it to shut down immediately. A long push can result in data loss and should only be used when a short push does not work.

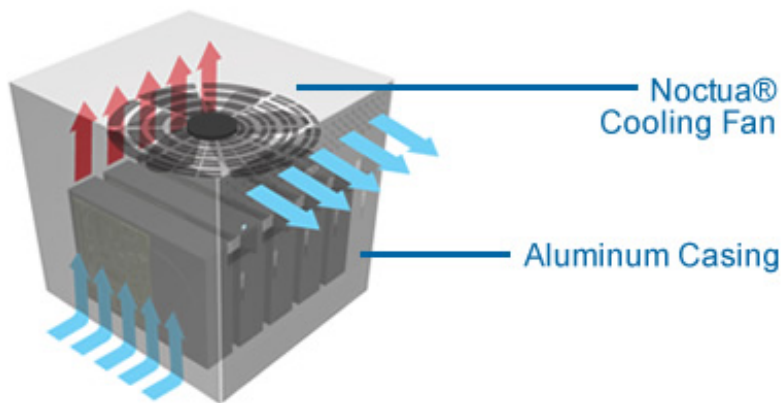
Factory settings/rescue

LaCie 2big NAS: The front LED button can be used in tandem with the ON/OFF switch to revert the device to its factory settings (see [Reset to Factory Conditions: 2big NAS](#)).

LaCie 5big NAS Pro: The front LED button can be used in tandem with the reset button on the rear of the device to launch the LaCie NAS Rescue (see [LaCie NAS Rescue: 5big NAS Pro](#)).

HARD DISK HEAT MANAGEMENT

DUAL COOLING - 5BIG NAS PRO



With its dual cooling design, the LaCie 5big NAS Pro is built to protect against overheating. The 5big's solid aluminum casing diverts and dissipates heat, keeping the drives cooler even after extended periods of activity. Within the casing, a whisper-quiet, thermo-regulated Noctua® fan automatically adapts its speed to the internal temperature. As a result, the fan cools the components, which is vital for long-term use.

HEAT DISSIPATION DESIGN - 2BIG NAS

The LaCie 2big NAS Pro's metal body is ideal for naturally dissipating internal drive heat. Its unique design draws heat away from the internal drive toward the external casing. The large surface area of the heat sink casing absorbs internal heat and dissipates it, keeping the drive safe and prolonging its life and reliability.

As a consequence, it is normal that the external casing is warm to the touch. Make sure that the vent on the back bezel is not obstructed and that there is a natural airflow across the casing.



Upright, stack & rackmount configuration

Heat dissipation is maximized when this LaCie product is in the upright position. When stacking the LaCie 2big NAS, you must attach rubber feet (if included) on the under side of your drives. This will allow for airflow between the enclosures so that the heat dissipation can work effectively. LaCie does not recommend stacking or racking more than two LaCie 2big NAS enclosures on top of each other.

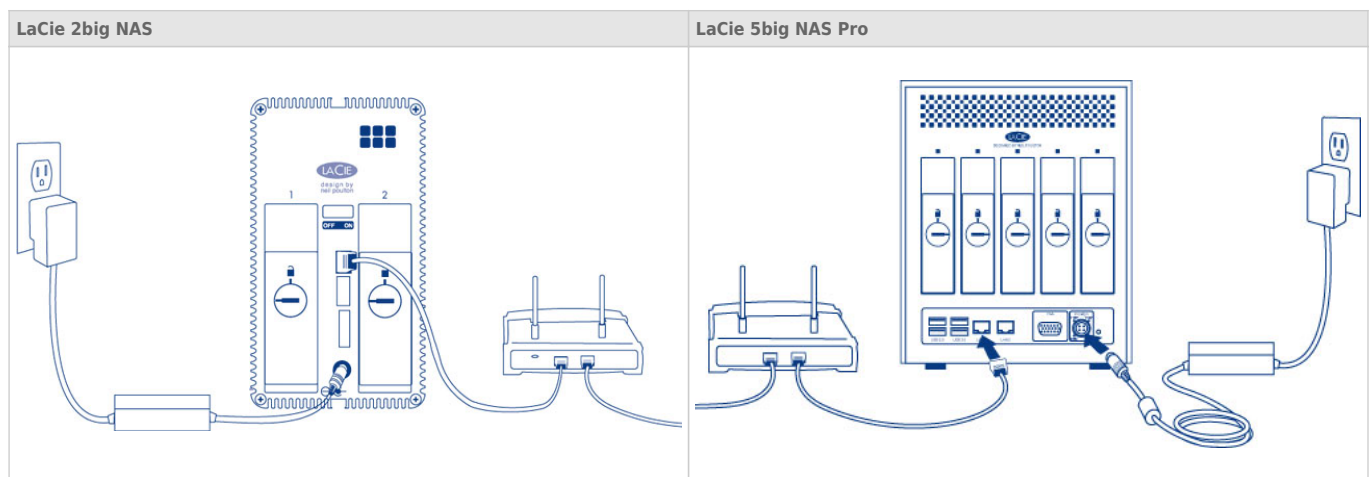
CONNECT TO THE NETWORK

Connect your LaCie NAS to a network.

Enclosure without disks: If you purchased an enclosure that did not include disks, go to [Connect to the Network: Diskless LaCie 5big NAS Pro](#) or [Connect to the Network: Diskless LaCie 2big NAS](#) for instructions on how to connect your device to the network.

Step 1: Connect the Ethernet cable and power supply

1. Connect the Ethernet cable to the Ethernet port on the back of the product and to an available Ethernet port on your router. Refer to your router's documentation if necessary.
2. Connect the power supply to a wall outlet and to the product.



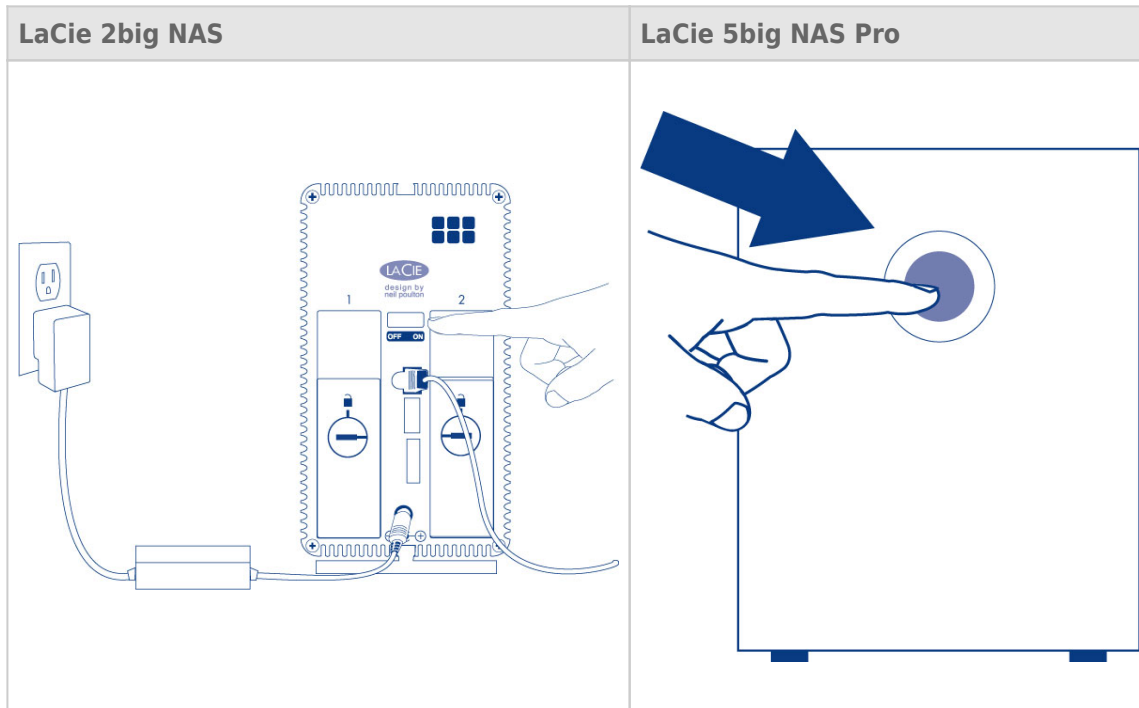
Caution: Only use the AC adapter supplied with your specific LaCie device. Do not use a power supply from another LaCie device or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty. Always remove the AC adapter before transporting your LaCie device. Failure to remove the adapter may result in damage and will void your warranty.

Step 2: Power on the LaCie 5big

1. Power on the device.

- LaCie 2big NAS: Push the power button on the back of the device to the **ON** position.
- LaCie 5big NAS Pro: Lightly push the the front LED button.

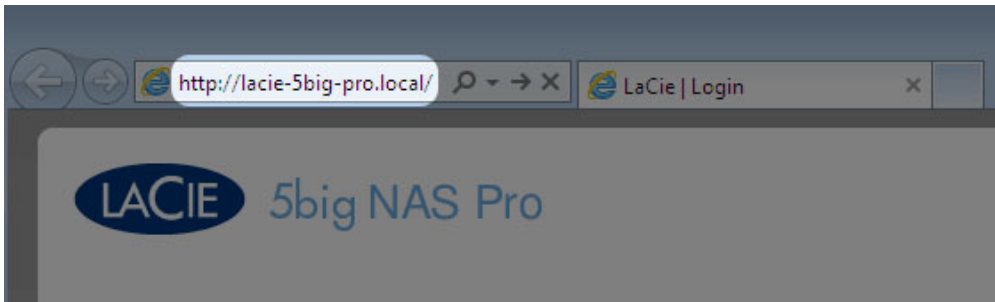
2. The front LED turns on and then blinks. The front LED blinks for approximately three minutes before turning solid blue. You can access the device once the LED is solid blue.



Note: The steps below should be completed by the administrator of the device.

Perform the steps below on a PC or Mac connected to the same network as your LaCie NAS:

1. Launch your preferred internet browser and type the default address for the LaCie NAS:
 - *Windows workstations (no Bonjour)* - <http://lacie-2big-nas> or <http://lacie-5big-pro>
 - *Mac OS X and Windows workstations running Bonjour* - <http://lacie-2big-nas.local> or <http://lacie-5big-pro.local>.



2. LaCie NAS OS prompts you to create an administrator password.
3. You can also change:
 - The name of the device.
 - The administrator login (the default is *admin*).
 - The time zone.
4. Make certain to note your login and password for future use.
5. Choose **Finish** to access the NAS OS Home page.

NEXT STEPS

- **Simplify NAS access:** LaCie recommends that you install the software utility *Seagate Network Assistant* before moving forward with the device configuration. Seagate Network Assistant gives you instant information on your firmware, IP address, and MAC address. It also provides quick access to shares and NAS OS. See [Seagate Network Assistant](#) for instructions.
- **Configure your NAS:** For details on how to configure and use your LaCie NAS, go to [Shares: Access and Transfer File](#) and [Device Manager](#).
- **Install Sdrive for local and remote access:** Sdrive gives you easy access to shares and NAS OS on local and offsite networks. For more information, see [Remote Access](#).

CONNECT TO THE NETWORK: DISKLESS LACIE 5BIG NAS PRO

Users who purchased a LaCie 5big NAS Pro enclosure without hard disks should follow the instructions below.

Enclosure with hard disks: If you purchased an enclosure with hard disks, see [Connect to the Network](#) for instructions on how to connect to your network.

CHOOSE COMPATIBLE HARD DRIVES

The LaCie 5big NAS Pro has been tested and certified for use with select Seagate hard drives. Go to [Network Hard Drives](#) to review compatible hard drives.

LaCie recommends selecting disks that are equal in storage capacity. For example, if the first disk slot has a 1TB hard disk, fill the second slot with a 1TB hard disk.

INSTALLATION STEPS

Step 1: Update the LaCie USB key

The included USB flash drive allows you to boot the LaCie 5big and run the NAS OS Rescue and Install (*LaCie key*). However, before running the Rescue and Install, it is highly recommended that you download the most recent version of the software as it may have been updated since you received your NAS.



The software that you download is not NAS OS. Rather, it is a utility to create a NAS OS Rescue and Install key. To update the LaCie key:

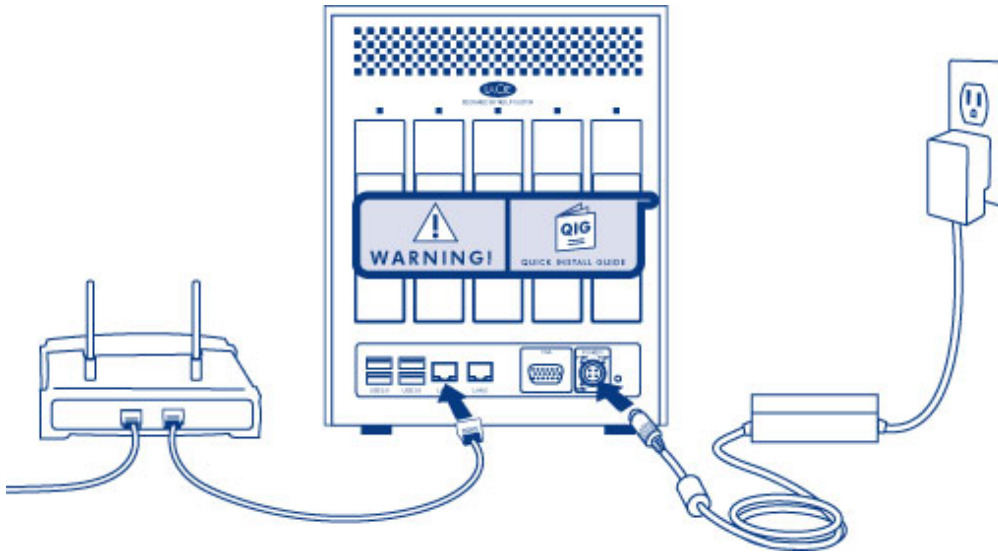
1. Insert it into a USB port on a computer with a connection to the internet.
2. Go to [LaCie 5big NAS Pro support](http://www.lacie.com/lakeynas).
3. Choose the LaCie NAS OS Installer for your computer, Mac or Windows. The installer begins downloads as soon as it is selected.
4. Go to you download folder and open the installer.
5. Follow the onscreen directions to update the LaCie key.
6. Eject the key from your computer.



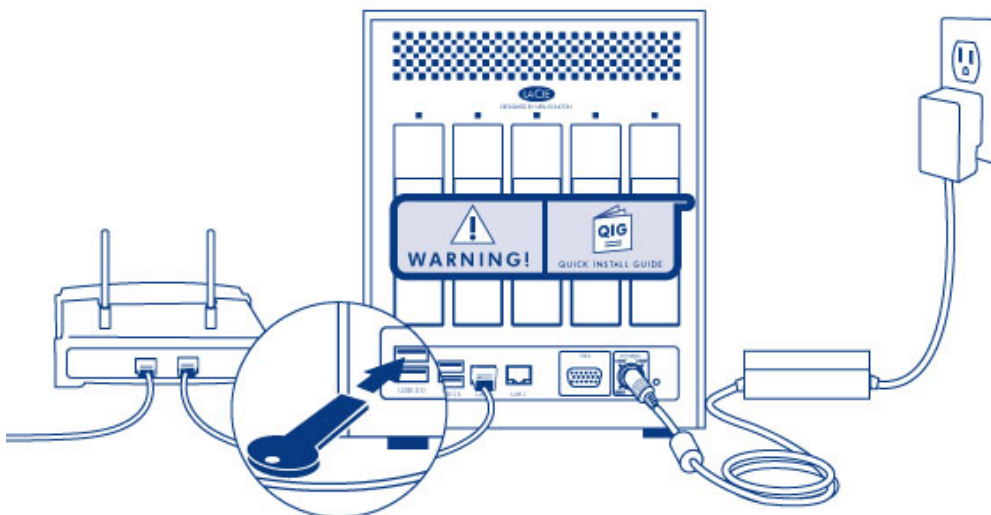
You are prompted to enter a MAC address unique to your enclosure. You can find a MAC address by:

- Looking on the bottom of the enclosure for a sticker. It has two numbers that correspond to **LAN 1** and **LAN 2**. Use one of the two numbers as the MAC address.
- Connecting a VGA monitor to the VGA port located on the back of the LaCie 5big. Following the initial boot process (Step 3), the system provides the MAC and IP addresses. If the monitor is receiving a signal but the image is black, try connecting a USB keyboard to one of the USB ports also located on the back of the LaCie 5big. The system may have reverted to energy conservation mode which you can exit by striking one of the keys on the USB keyboard.

Step 2: Connect the Ethernet cable, power cable, and LaCie key



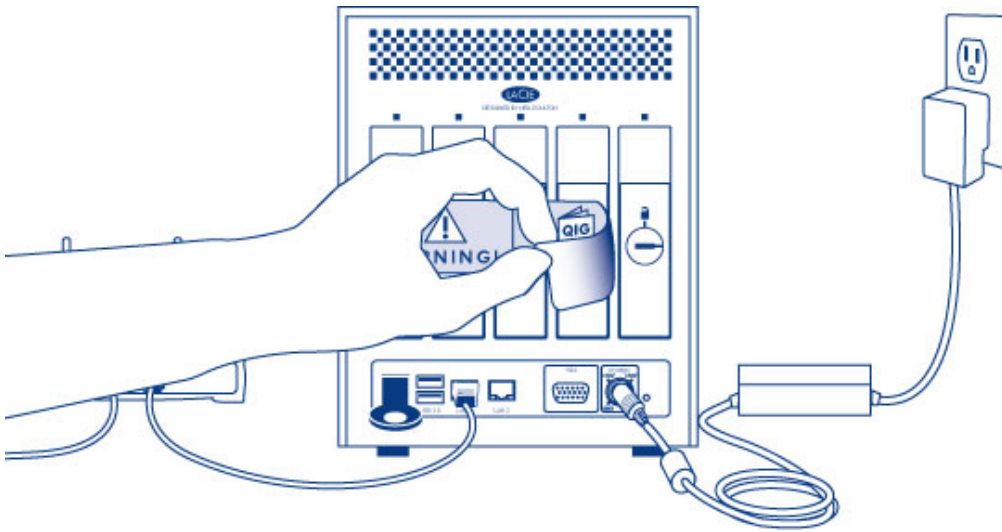
1. Connect the Ethernet cable to the Ethernet port on the back of the product and to an available Ethernet port on your router. Refer to your router's documentation if necessary.
2. Connect the power supply to a wall outlet and to the product.
3. Connect the LaCie key to one of the USB ports on the LaCie 5big.



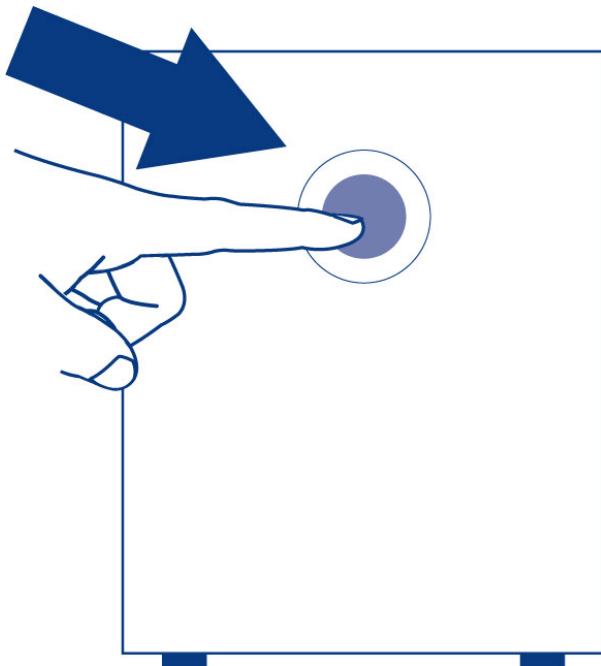
Caution: Only use the AC adapter supplied with your specific LaCie device. Do not use a power supply from another LaCie device or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty. Always remove the AC adapter before transporting your LaCie device. Failure to remove the adapter may result in damage and will void your warranty.

Step 3: Remove the sticker and power on the LaCie 5big

1. Remove the sticker on the back of the enclosure.



2. Press the front LED button to power on the device.



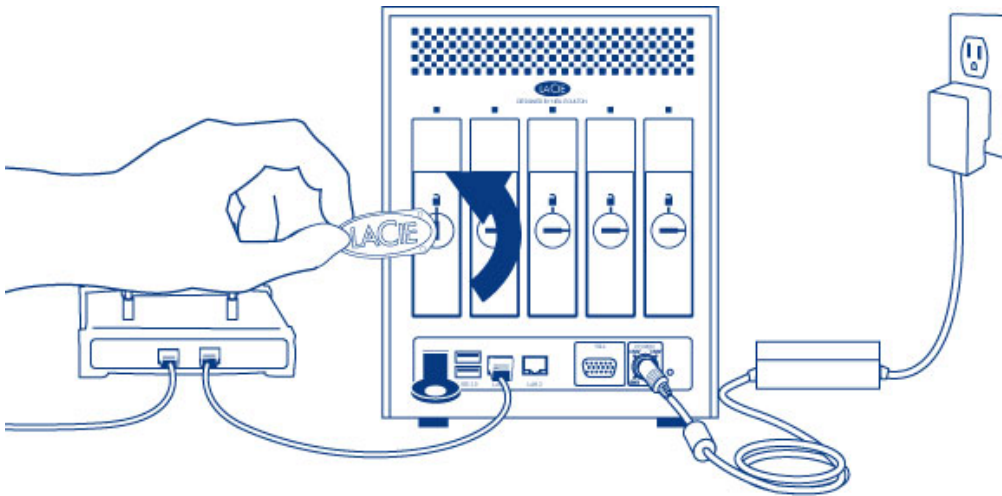
Important info: Power the device on before inserting hard disks into the drive slots.

Step 4: Install hard drives into the enclosure

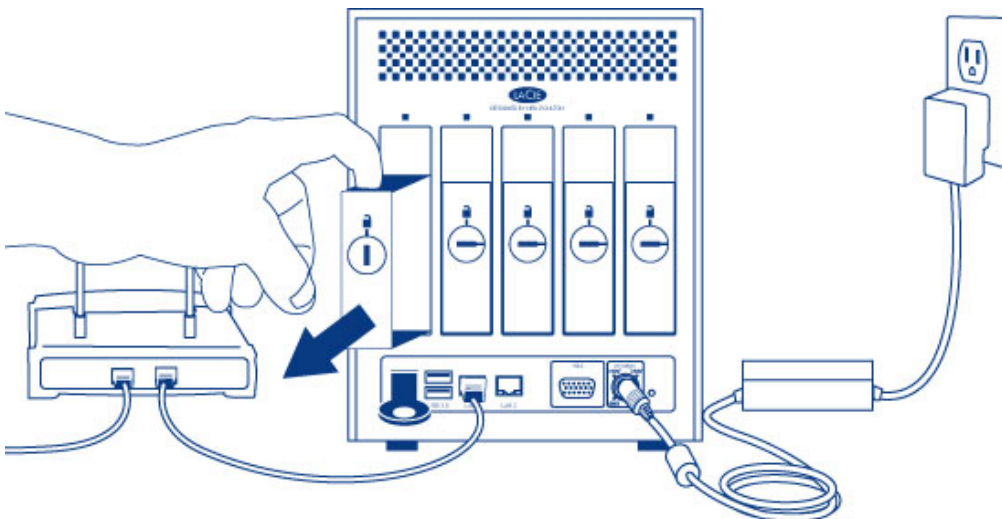
Add new hard drives in the order of the numbered slots, from left to right.

Remove the empty disk trays:

1. Use the included drawer key to unlock the disk tray. Turn the lock until it is vertical.



2. Place your index finger into the space behind the handle then carefully remove the disk tray.



3. Remove additional trays if you are adding more than one hard disk. Make certain to remove the disk trays in the proper slot order.

Fasten the hard drive to the hard disk tray:

Find a suitable work area with adequate space and a flat, even surface. Make certain that all necessary components are available:

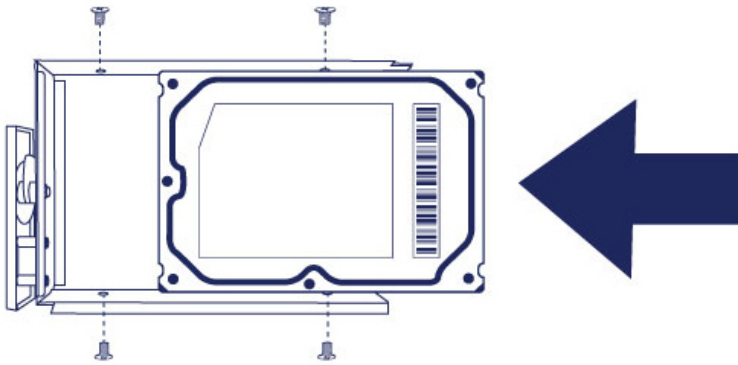
- LaCie 5big NAS Pro Hard Disk Trays
- Hard drives
- Hard disk tray screws. Use only the screws that are provided with your LaCie 5big.
- Phillips head screwdriver. Confirm that the head of the screwdriver is the proper size for the disk tray screws.

Secure a hard drive to a hard disk tray:

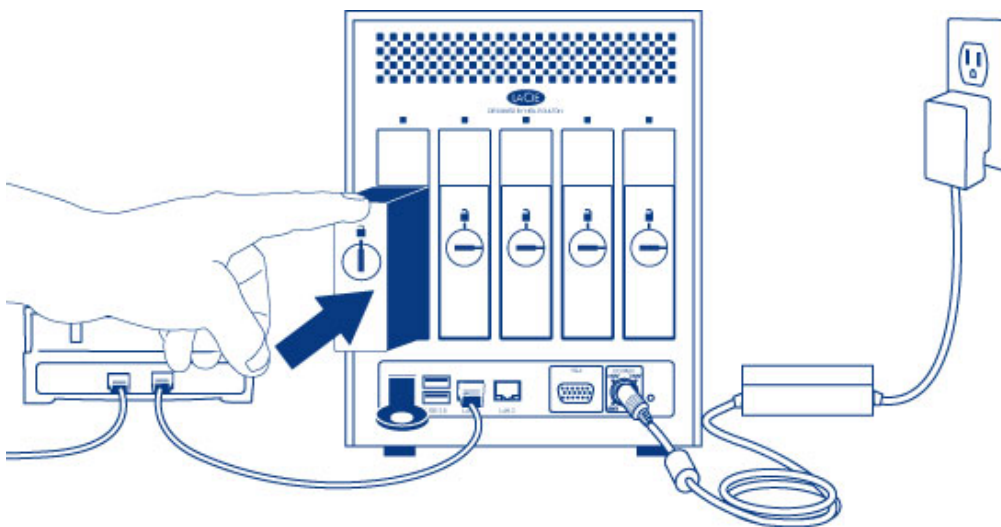
1. Place the empty hard drive tray onto the flat work area with the handle on the bottom left.
2. Many hard disks have a label on one side and the printed circuit board on the opposite side. With its label

side facing up, gently place the hard disk within the hard drive tray. Keep the side with the printed circuit board on the work space and the SATA connector facing to the right. The four tray screw slots should align with the hard disk's four screw holes.

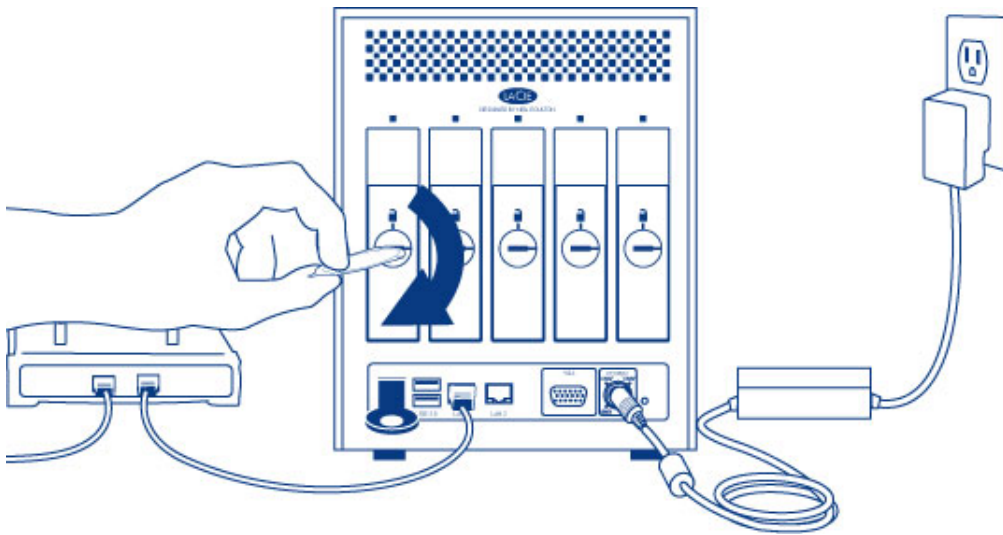
3. Use the Phillips head screwdriver to fasten all four screws into the four tray slots. Do not overly tighten the screws. Doing so can affect the integrity of the screw holes on the hard drive as well as the threads on the screws.



4. Repeat the process if you are adding more than one hard disk.
5. Carefully insert the full hard drive tray into the empty disk slot 1 (far left). You will feel resistance when the hard drive tray is most of the way in the bay. Gently push the hard drive tray handle firmly until you feel it snap into place.



6. Once the disk tray handle is flush with the back of the enclosure, you can lock it.



7. If you are adding more than one hard disk, insert full hard drive trays into empty slots in the enclosure. Make certain to follow the slot numbers. For example, the second hard disk should be inserted into disk slot 2, the third disk into disk slot 3, etc.

Note: The steps below should be completed by the NAS's administrator.

Perform the steps below on a PC/Mac connected to the same network as your LaCie 5big. During this process, **the hard disks you have inserted into the 5big NAS Pro will be formatted and all data deleted.**

1. Launch your preferred internet browser and type the default address for the LaCie NAS:

- *Windows without Bonjour* - <http://lacie-5big-pro>
- *Mac OS X and Windows workstations running Bonjour* - <http://lacie-5big-pro.local>.

If you cannot reach the setup wizard using the name of the device, connect a VGA monitor to the VGA port located on the back of the 5big NAS Pro. Following the initial boot process, the system shows the MAC and IP addresses.

If the monitor is receiving a signal but the image is black, try connecting a USB keyboard to one of the USB ports on the back of the device. The system may have reverted to energy conservation mode which you can exit by striking one of the keys on the USB keyboard.

2. Enter one of the MAC addresses that you noted in Step 1. It is not necessary to enter the colons.
3. Choose **Start Install**.
4. Choose **Continue** at the prompt to install NAS OS. To accommodate the installation, **all data stored on the hard disks will be deleted.**
5. It takes approximately five minutes to format the hard drives and install NAS OS. Once it is finished, you are prompted to create an administrator password. You can also change:
 - The name of the device.
 - The administrator login (the default login is *admin*) and remote access credentials.
 - The RAID configuration.
 - The time zone.
6. Make certain to note your login and password for future use.
7. Choose **Finish** to access the NAS OS Home page. You can remove the key from the device. Keep it in a safe location for future use.

Next steps

- **Simplify NAS access:** LaCie recommends that you install the software utility *Seagate Network Assistant* before moving forward with the device configuration. Seagate Network Assistant gives you instant information on your firmware, IP address, and MAC address. It also provides quick access to shares and NAS OS. See [Seagate Network Assistant](#) for instructions.
- **Configure your NAS:** For details on how to configure and use your LaCie NAS, go to [Shares: Access and Transfer File](#) and [Device Manager](#).
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CONNECT TO THE NETWORK: DISKLESS LACIE 2BIG NAS

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Enclosure with hard disks: If you purchased an enclosure with hard disks, see [Connect to the Network](#) for instructions on how to connect to your network.

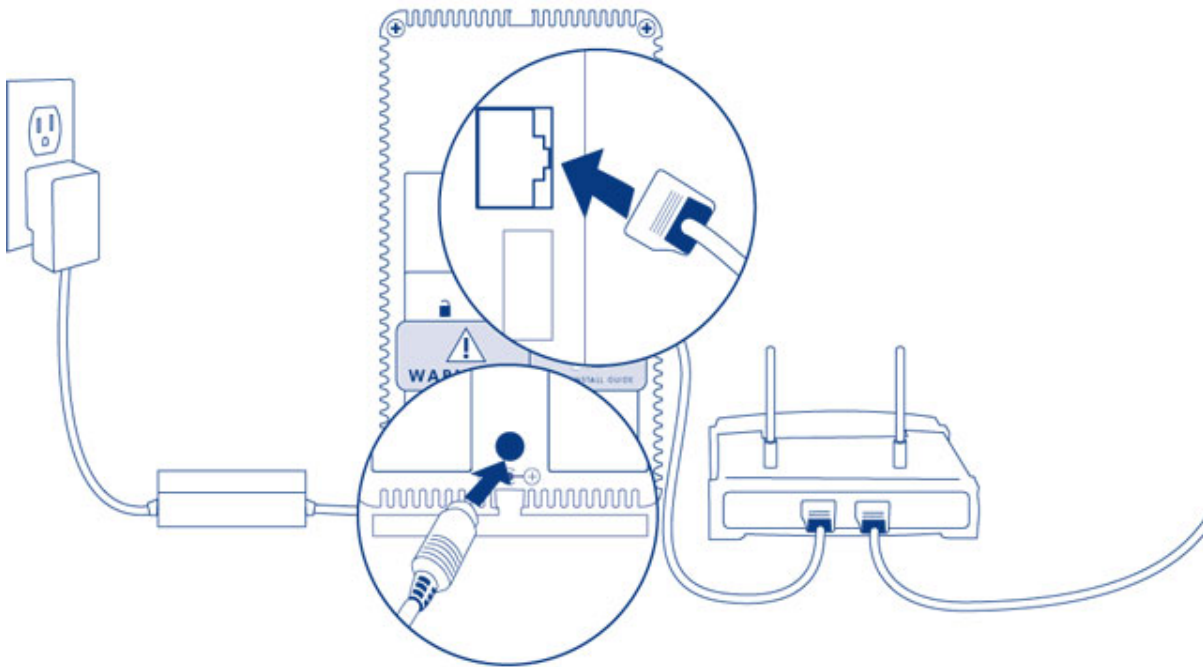
CHOOSE COMPATIBLE HARD DRIVES

Review the following before adding hard drives to your LaCie 2big NAS:

- The LaCie 2big NAS has been tested and certified for use with select Seagate hard drives. Go to [Network Hard Drives](#) to review compatible hard drives.
- LaCie recommends selecting disks that are equal in storage capacity. For example, if the first disk slot has a 1TB hard disk, fill the second slot with a 1TB hard disk.

INSTALLATION STEPS

Step 1: Connect and power on the diskless 2big NAS

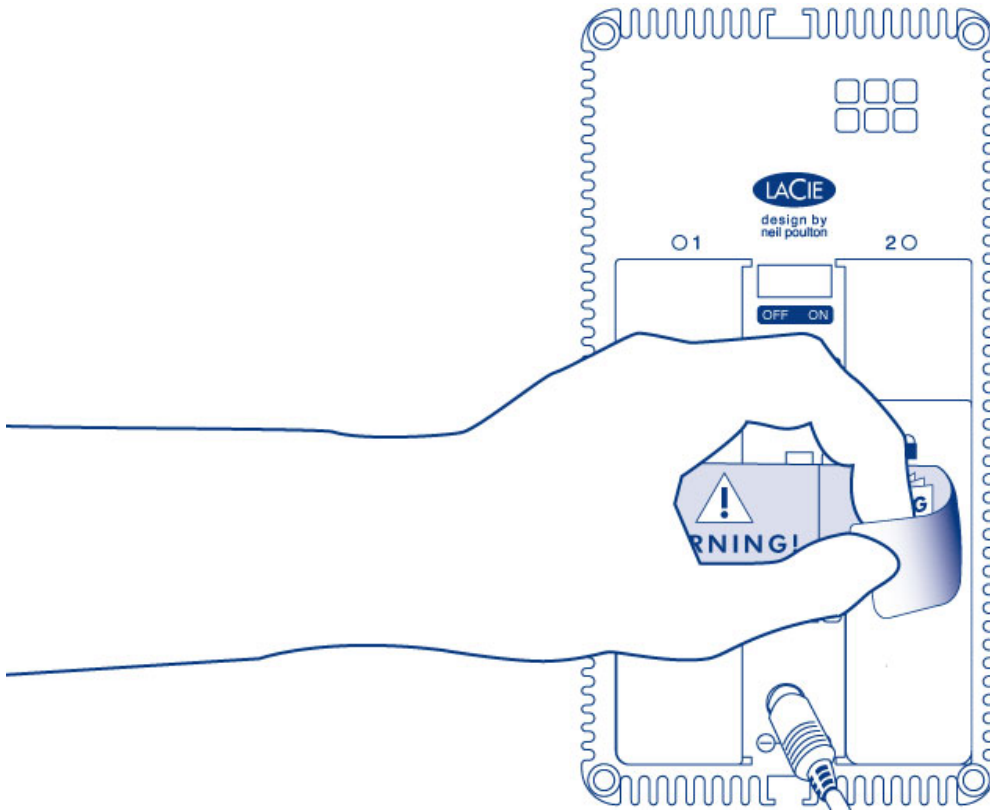


1. Make sure that the disk slots are empty. You will be prompted to insert disks in Step 3.
2. Connect the Ethernet cable to the Ethernet port on the back of the product and to an available Ethernet port on your router. Refer to your router's documentation if necessary.
3. Connect the power supply to a wall outlet and to the product.
4. Push the power button on the back of the device to the **ON** position. The front LED will turn on and then begin blinking blue. Once the LED stops blinking, move on to the next step.

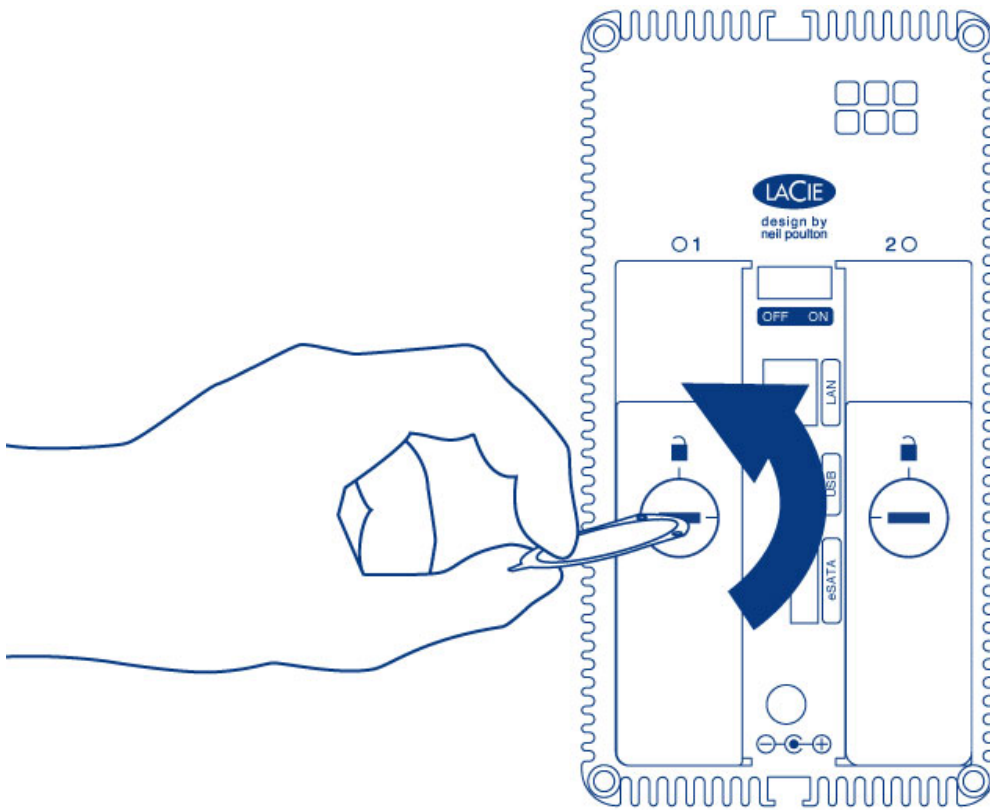
Step 2: Remove the disk tray sticker and empty disk tray(s)

Note on illustrations: To reduce complexity in the images, the Ethernet and Power cables have been removed. LaCie recommends that you maintain both connections while continuing with the installation steps.

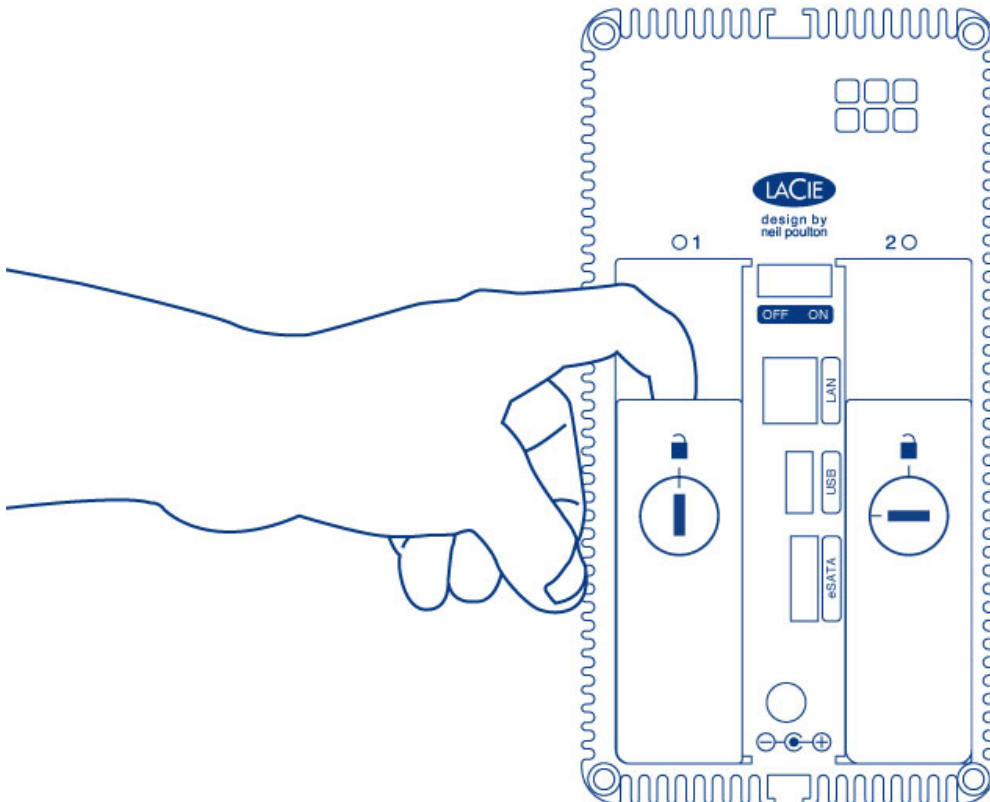
1. Remove the sticker from the back of the device.



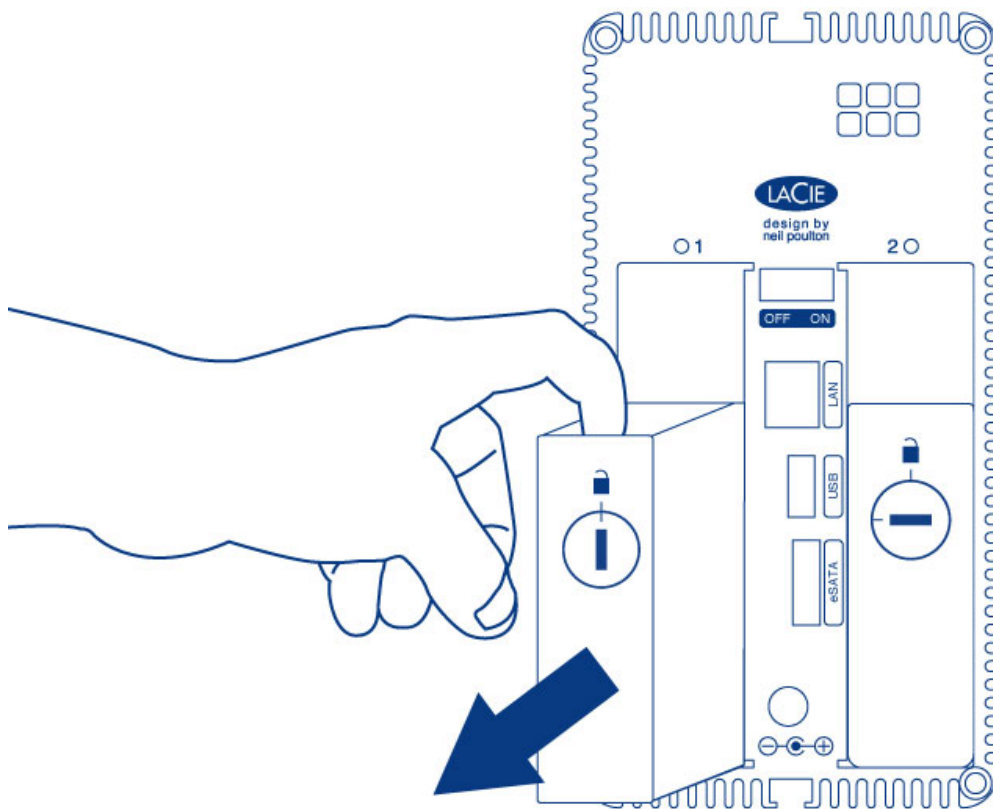
2. The disk tray(s) may be locked. To unlock, use the included disk drawer key to turn the lock until the slot is vertical.



3. Draw out the disk tray by inserting your finger into the space behind the disk tray handle and pulling to disengage it.



4. Grasp the disk tray handle and carefully extract it.



5. Repeat the process if you are adding a second disk.

Step 3: Install the disks into the disk trays

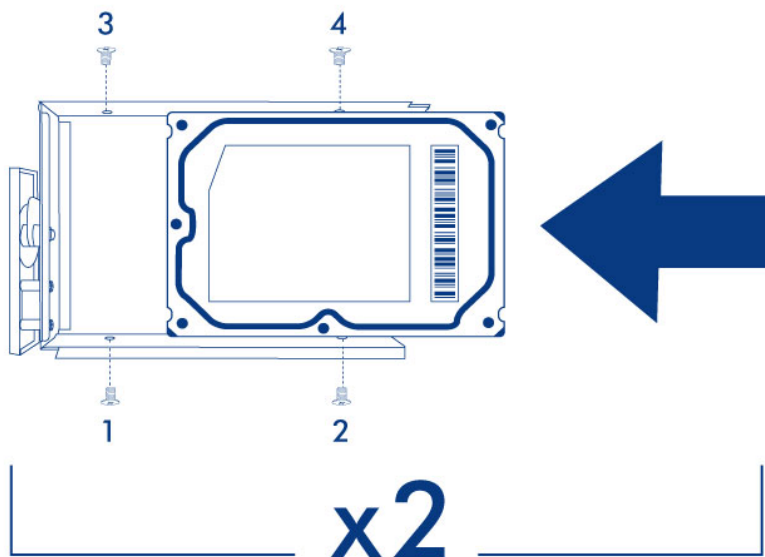
Find a suitable work area with adequate space and a flat, even surface. Make certain that all necessary components are available:

- LaCie 2big NAS disk tray
- Hard disk
- Disk tray screws. Use only the screws that are provided with your LaCie NAS.
- Phillips head screwdriver. Make certain that the screwdriver is the correct size for the disk tray screws.

Caution: To avoid potential problems caused by electrostatic discharge (ESD), it is recommended that you do not touch the hard disk's printed circuit board. As a further precaution against ESD, use an anti-static wristband or an anti-static mat to ground yourself when handling the hard disk.

To secure the disk in the disk tray:

1. Place the empty disk tray onto the flat work area with the handle on the bottom left.
2. Many disks have a label on one side and the printed circuit board on the opposite side. With its label side facing up, gently place the hard disk within the disk tray. Keep the side with the printed circuit board on the work space and the SATA connector facing to the right. The four tray screw slots should align with the disk's four screw holes.
3. Use the Phillips head screwdriver to fasten all four screws into the four tray slots. Do not overly tighten the screws. Doing so can affect the integrity of the screw holes on the disk as well as the threads on the screws.

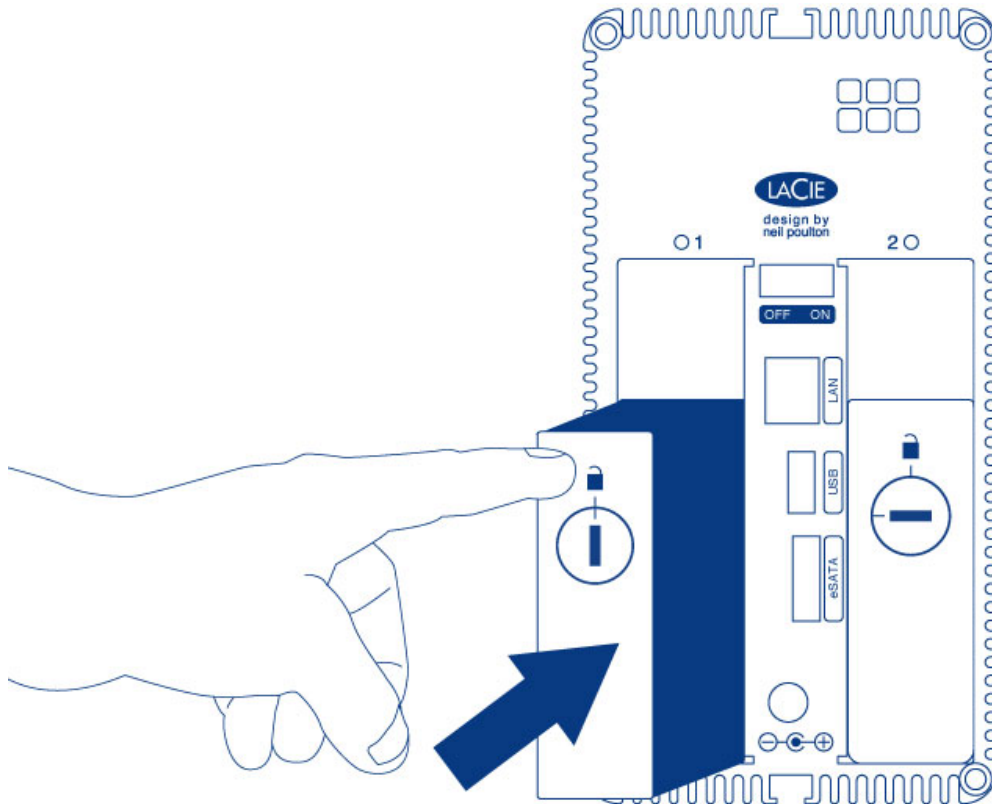


4. Repeat the process if you are installing two disks.

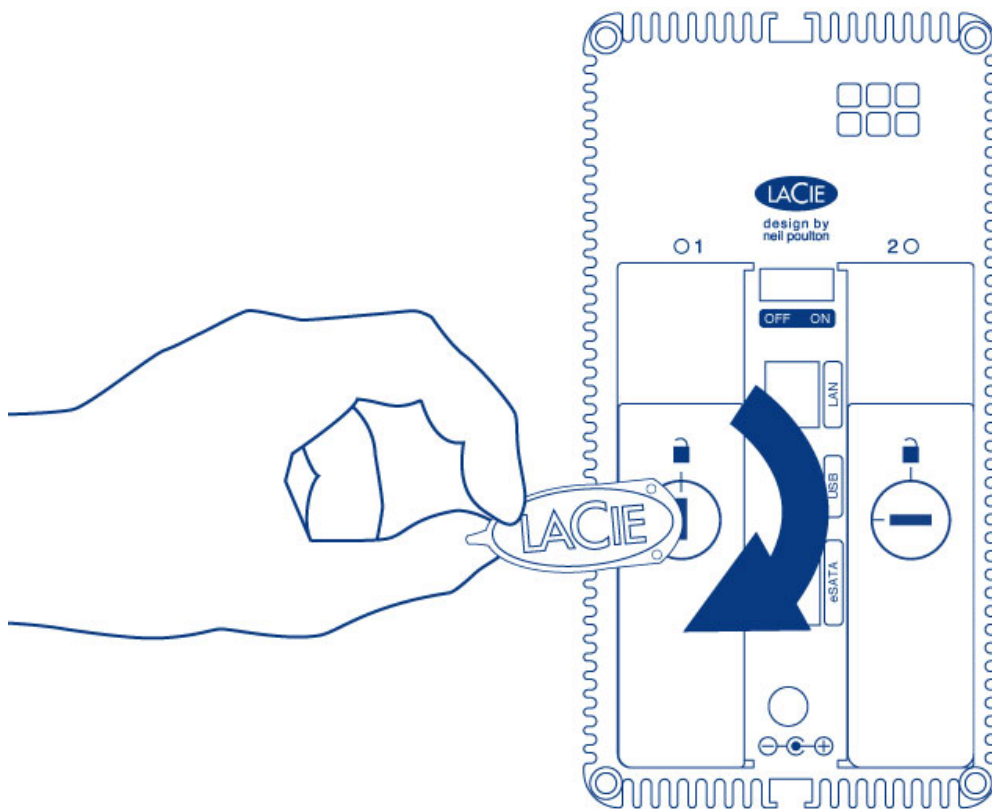
Step 4: Insert the full disk trays

Note on illustrations: To reduce complexity in the images, the Ethernet and Power cables have been removed. LaCie recommends that you maintain both connections while continuing with the installation steps.

1. Carefully insert the full disk tray into an empty disk slot. You will feel resistance when the disk tray is most of the way in the bay. Gently push the disk tray handle firmly until you feel it snap into place. The disk tray handle should be flush with the back of the enclosure.



2. If you are adding the second disk, insert it next.
3. Use the disk lock tool to lock the disk(s) in place.

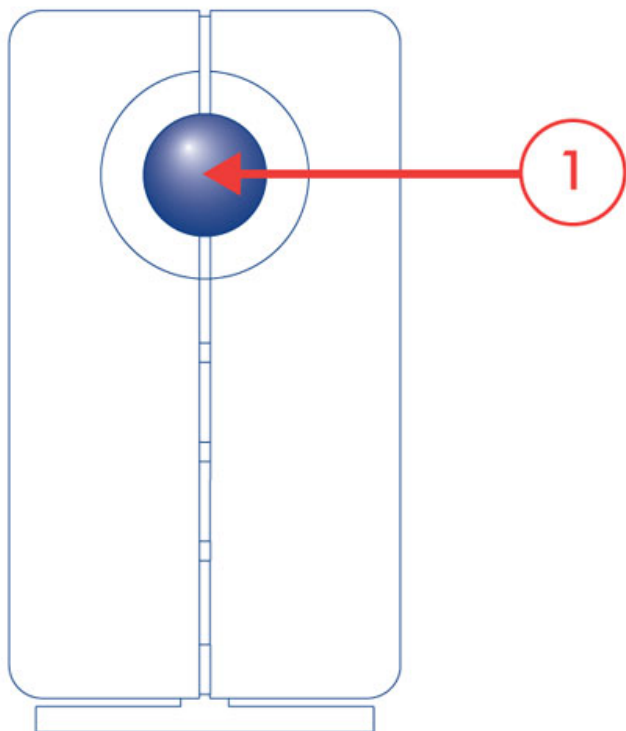


4. The disk LEDs on the rear of the product will blink blue. Wait a full minute before moving on to the next step.

Step 5: Initialize the new disks

During this process, **the hard disks you have inserted into the LaCie NAS will be formatted and all data deleted.**

1. Press and hold the front button for at least 5 seconds. Once the LED begins to blink blue and red, release the button.



2. After a period of 10 to 16 minutes, initialization will have completed. The system is ready once the front LED turns solid blue.

Note: The steps below should be completed by the NAS's administrator.

Perform the steps below on a PC/Mac connected to the same network as your LaCie NAS.

1. Launch your preferred internet browser and type the default address for the LaCie NAS:
 - *Windows workstations (no Bonjour)* - <http://lacie-2big-nas>
 - *Mac OS X and Windows workstations running Bonjour* - <http://lacie-2big-nas.local>
2. Enter the MAC addresses for your 2big NAS. It is not necessary to enter the colons.
3. Choose **Start Install**.
4. Choose **Continue** at the prompt to install NAS OS. To accommodate the installation, **all data stored on the hard disks will be deleted.**
5. It takes approximately five minutes to format the hard drives and install NAS OS. Once it is finished, you are prompted to create an administrator password. You can also change:
 - The name of the device.
 - The administrator login (the default login is *admin*) and remote access credentials.
 - The RAID configuration.
 - The time zone.
6. Make certain to note your login and password for future use.
7. Choose **Finish** to access the NAS OS Home page. You can remove the key from the device. Keep it in a safe location for future use.

Next steps

- **Simplify NAS access:** LaCie recommends that you install the software utility *Seagate Network Assistant* before moving forward with the device configuration. Seagate Network Assistant gives you instant information on your firmware, IP address, and MAC address. It also provides quick access to shares and NAS OS. See [Seagate Network Assistant](#) for instructions.
- **Configure your NAS:** For details on how to configure and use your LaCie NAS, go to [Shares: Access and Transfer File](#) and [Device Manager](#).
- **Install Sdrive for local and remote access:** Sdrive gives you easy access to shares and NAS OS on local and offsite networks. For more information, see [Remote Access](#).

REMOVE/INSERT A HARD DISK

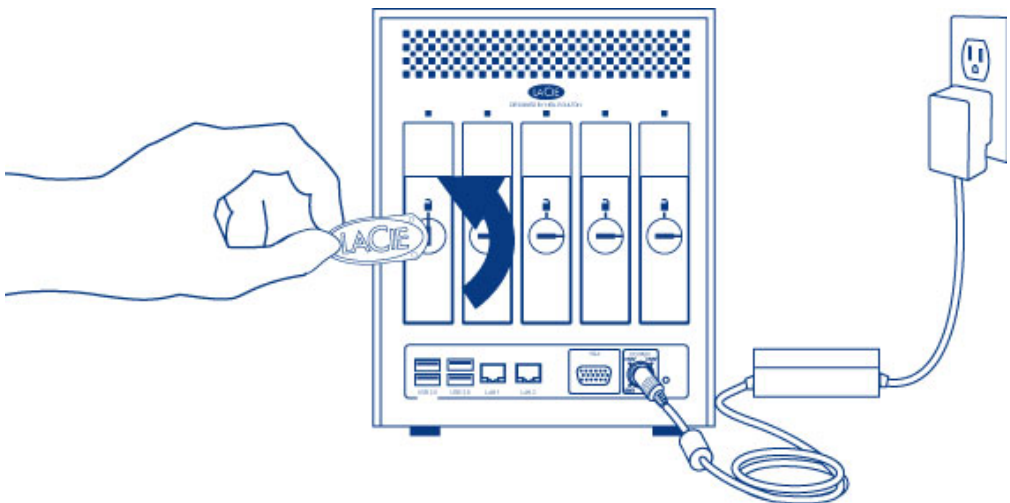
Important info: If a hard disk that you have purchased from LaCie fails, please contact your LaCie reseller or LaCie Customer Support.

Disk Removal

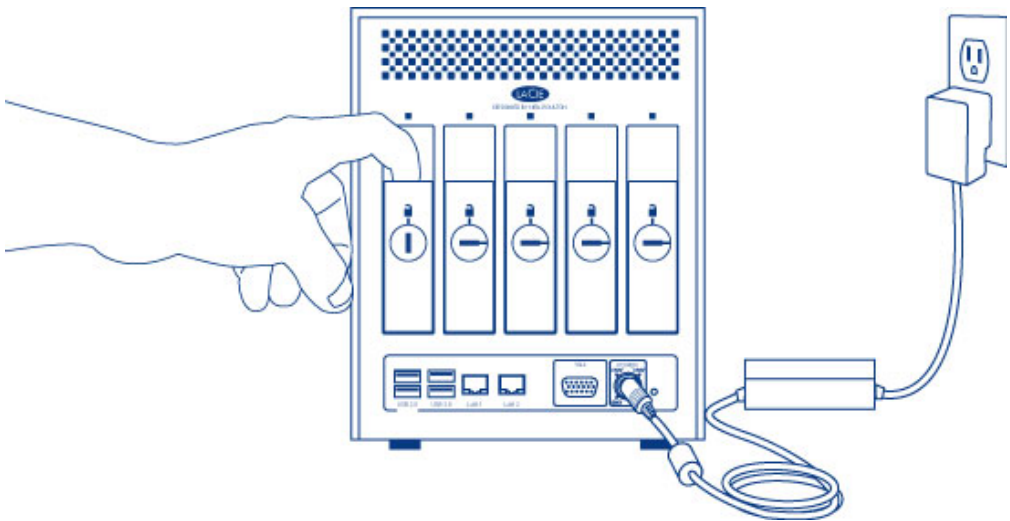
Follow the directions below to remove a failed hard drive or a hard drive that you wish to swap for another disk with greater capacity.

Caution: After continuous use of the LaCie NAS, hard drives may be hot. Use caution when removing a hard drive.

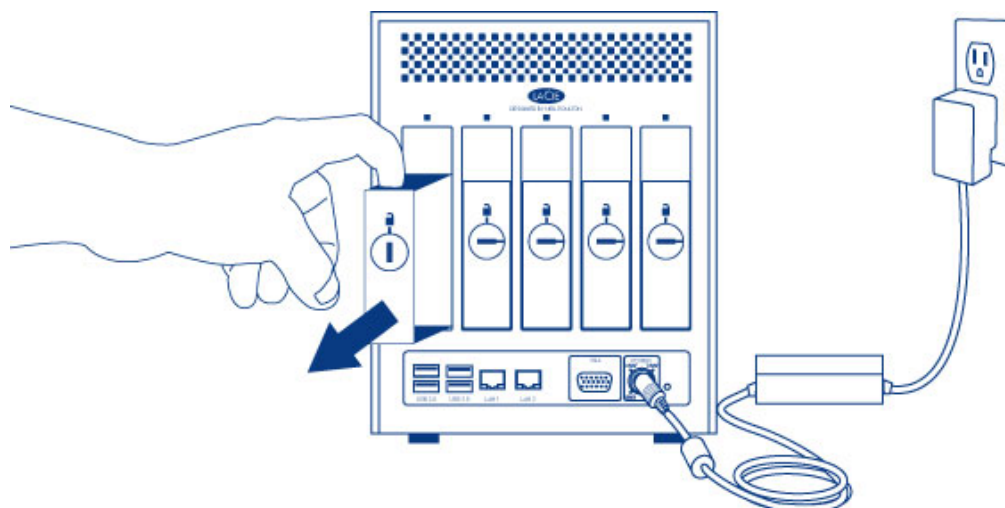
1. Unlock the drive tray using the included disk drawer key to turn the lock until the slot is vertical.



2. Draw out the hard drive tray by inserting your finger into the space behind the tray handle and pulling to disengage the tray.



3. Grasp the tray handle and carefully extract the drive.

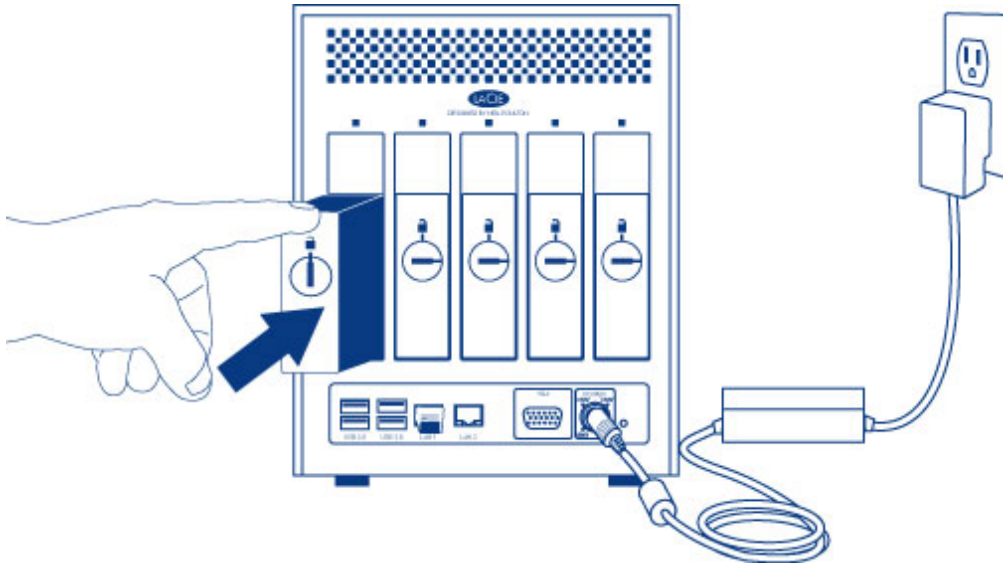


4. To reuse the disk tray, unfasten the drive's screws and affix the new disk to the tray. Detailed instructions are available at [Connect to the Network: Diskless LaCie 5big NAS Pro](#).

Disk Insertion

For instructions on fixing a hard drive to the disk tray, go to [Connect to the Network: Diskless LaCie 5big NAS Pro](#).

1. Carefully insert the tray into an empty hard drive bay. Make certain to press the drive tray handle firmly until you feel the drive snap into place.



2. Use the disk drawer key to lock the drive.



GETTING HELP

If you are having problems with your LaCie product, consult the table below for a list of available resources.

Order	Source	Description	Location
1	Quick Install Guide	Concise steps to follow for getting your product up and running	Either a printed leaflet or accessory box and included in the product box, or download PDF from the product page
2	Support Pages	Includes interactive troubleshooting topics for most common problems	www.lacie.com/support/ , select your product, then click the "Troubleshooting" tab
3	User Manual	Includes common troubleshooting topics	See Troubleshooting Topics below
4	Customer Support	Create an account on lacie.com , register your product, and fill out a support ticket	Create an account here: www.lacie.com/us/mystuff/login.htm?logout&rtm=mystuff

Note: LaCie is dedicated to providing high quality products that enrich the lives of our customers. To help LaCie offer the best customer support, we encourage you to create an account and register your product at www.lacie.com/us/mystuff/login.htm?logout&rtm=mystuff. You can give us important feedback as well as receive updated information on your LaCie device.

SOFTWARE UPDATES

LaCie frequently releases firmware updates to improve the functionality of products. Check for recent updates to firmware and to Seagate Network Assistant to ensure optimum product performance. See [Settings](#) for information on firmware updates. Visit [LaCie 5big NAS Pro support](#) or [LaCie 2big NAS support](#) for updates to products and software.

NOTE ON THIS USER MANUAL AND NAS OS INSTRUCTIONS

This user manual provides details on your LaCie NAS's hardware. For instructions on how to use NAS OS 4, see the [Seagate NAS OS 4 user manual](#).

LaCie NAS OS 4 and Seagate NAS OS 4 are similar operating systems with close to identical operations. However, the App Manager has limited functionality for LaCie NAS OS devices. While Seagate NAS OS devices can download the full range of apps, LaCie NAS OS devices only have access to Filebrowser and Sdrive.

TROUBLESHOOTING TOPICS

Note: Interactive troubleshooting, a highly effective way to resolve problems with your product, is available from www.lacie.com/support/. Select your product, then click the "Troubleshooting" tab.

Troubleshooting the network connection

No shares appear on the network.

Q: Is the NAS's power supply connected and is the front blue light on?

A: Make sure that the power supply is properly connected (see [Connect to the Network](#)); that the system has been powered on pushing the button on the back; and that the outlet the power supply is connected to is powered on or has a sufficient supply of power.

Q: Is the blue light on the front of the device flickering for an inordinate period of time?

A: See [LED Behavior and Button Functions](#) for details.

Q: Did you follow the correct installation steps?

A: Review [Connect to the Network](#).

Q: Are both ends of the Ethernet cable firmly connected?

A: Disconnect the Ethernet cable, wait 10 seconds and then reconnect.

Ensure that the interface connectors are properly aligned. The Ethernet cable can only be inserted one way. Make sure it is correctly oriented.

Check that the Ethernet connectors are straight and fully seated in the Ethernet ports.

Make sure that you use the Ethernet cable that came in the box from LaCie.

Q: IP address problem?

A: By default the LaCie NAS is configured to retrieve its IP address from a DHCP server. If your network is managed by a DHCP server and you cannot access your LaCie NAS, try checking your DHCP server's log. To find the IP address for your LaCie NAS, run Seagate Network Assistant. If no DHCP server is detected, the product runs APIPA to assign itself an IP address. Additionally, confirm that your computer is connected to the same network as the LaCie NAS.

Q: How can I find the public IP address for advanced features such as offsite backups and remote FTP access?

A: You can find the public IP address by clicking [here](#). You must use a computer connected to the same router as the LaCie NAS.

I think that the hard disk is making unusual noises.

Q: Is the sound "soft clicking" or "hard clicking"?

A: Soft clicking can be the normal sound of the hard drive working. If the hard drive is functional, this is normal. Hard drives do not typically give an indication of any problems prior to failure, so it does not mean it is about to fail if the hard drive is making a clicking sound and still functioning. You can check the status of your hard drives by running a SMART test (see [Monitoring](#)).

Hard clicking is a very noticeable sound, and is akin to hearing metal-on-metal impacts. This behavior is usually indicative of a physical failure. If nothing traumatic happened to the hard drive prior to this starting, consider it to be soft clicking, and troubleshoot the problem as suggested above.

The VGA monitor that I connected to the LaCie 5big NAS Pro appears to be receiving a signal but the screen is black.

Q: How long has the VGA monitor been connected to the NAS?

A: The VGA signal reverts to energy saving mode within a few minutes. If the monitor appears to be receiving a signal but no image is present, try to connect a USB keyboard to one of the LaCie 5big NAS Pro's USB ports. Tap on one of the keys to view the LaCie 5big NAS Pro VGA signal.

LACIE NAS RESCUE: 5BIG NAS PRO



The LaCie NAS Rescue can help you troubleshoot potential technical problems. The Rescue includes three recovery options:

- **Data Recovery:** Enable FTP Access to the data on your LaCie 5big NAS Pro. Once enabled, you can use FTP client software or a web browser to back up the data stored on your LaCie 5big NAS Pro.
- **System Repair:** The Rescue will reset your LaCie 5big NAS Pro to its factory default while attempting to preserve the shares and data. LaCie cannot guarantee that all your data will be saved. Factory default includes the reversion of all NAS OS parameters (e.g. Users, Settings, Network, etc.) to their original states.
- **Install LaCie NAS OS:** The Rescue will format the LaCie 5big NAS Pro hard drives before reinstalling LaCie NAS OS. Since all data will be deleted during the format, LaCie highly recommends that you back up your files before selecting this option.

PREPARE FOR THE RESCUE

The LaCie NAS Rescue will prompt you to enter:

1. The LaCie 5big NAS Pro's IP address or network name
2. The LaCie 5big NAS Pro's MAC address (Your LaCie 5big NAS Pro has two MAC addresses, one for each LAN port. You may use either MAC address for the Rescue.)

To find the addresses:

- Check the sticker located on the bottom of your LaCie 5big NAS Pro enclosure for the MAC address.
- Launch Seagate Network Assistant to review MAC and IP address information.
- Connect a VGA monitor to the NAS's VGA port.

VGA Monitor

While not obligatory, you can connect a compatible monitor to the LaCie 5big NAS Pro before following the [Rescue Steps](#). Doing so will help you confirm that the LaCie 5big NAS Pro boots from the LaCie USB Key to enter Rescue mode. You can also review the device's IP and MAC addresses once it has entered Rescue mode.

The VGA signal reverts to energy saving mode within a few minutes. If the monitor appears to be receiving a signal but no image is present, try to connect a USB keyboard to one of the LaCie 5big NAS Pro's USB ports. Tap on one of the keys to view the LaCie 5big NAS Pro VGA signal.

Seagate Network Assistant

If you do not see the LaCie 5big NAS Pro in Seagate Network Assistant, confirm that your LaCie 5big NAS Pro is:

- Connected to the same network as the workstation you are using.
- Connected to the same network as your computer. Also, confirm that the 5big NAS Pro is connected to the network using its LAN 1 Ethernet port.

If you still do not see your device in Seagate Network Assistant, follow the instructions below:

1. Launch Seagate Network Assistant.
2. Select **Preferences...**
 1. Windows: Right click on the Seagate Network Assistant icon in the system tray.
 2. Mac: Click on the Seagate Network Assistant icon in the menu.
3. Enable IPConf Support by clicking on **Activate**.

Caution: Some versions of the LaCie/Seagate Network Assistant Preferences include the button **Recovery Mode**. This option does not launch the Rescue and is not compatible with the LaCie 5big NAS Pro.

RESCUE STEPS

Step 1: Update the LaCie USB key

The included USB flash drive allows you to boot the LaCie 5big NAS Pro and run the NAS OS Rescue (*LaCie key*). However, before running the Rescue, it is highly recommended that you download a more recent version of the software as it may have been updated since you received your NAS.



NAS OS 4 and the USB Key: Make certain to update the LaCie key to the most recent version to maintain compatibility with NAS OS 4. You can experience problems when attempting a rescue on a NAS OS 4 device with a NAS OS 3 key.

The software that you download onto the LaCie key NAS is not the NAS OS. Rather, it is a utility to run the NAS OS Rescue so that you can install or repair the NAS OS.

To update the LaCie key:

1. Insert it into a USB port on a computer with a connection to the internet.
2. Go to [LaCie 5big NAS Pro support](http://www.lacie.com/lakeynas).
3. Choose the LaCie NAS OS Installer for your computer, Mac or Windows. The installer downloads as soon as it is selected.
4. Go to your download folder and open the installer.
5. Follow the onscreen directions to update the LaCie key.
6. Eject the key from your computer.

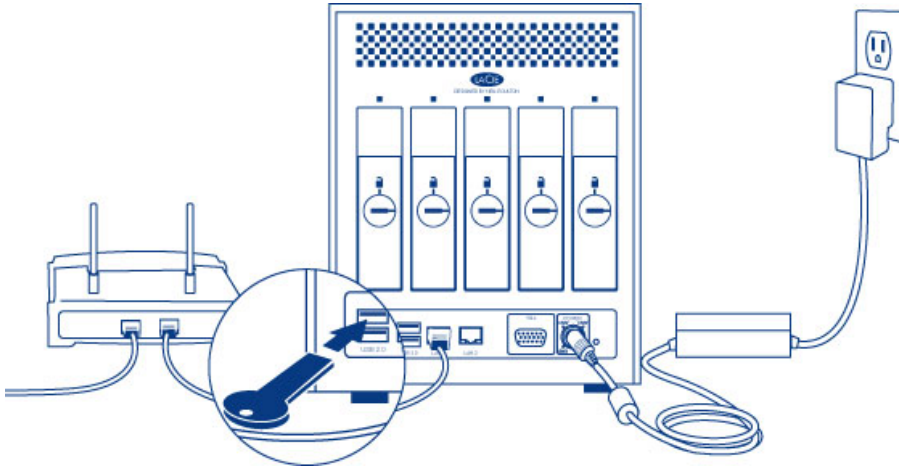
Step 2: Back up and power off the LaCie 5big NAS Pro

The LaCie NAS Rescue will attempt to repair or reset the NAS OS. To guarantee that data stored on the LaCie 5big NAS Pro is preserved, LaCie highly recommends that you back up all shares before moving forward with the Rescue. If you cannot access the NAS volumes, the Rescue provides an option to retrieve data via FTP.

Following the backup (if applicable), turn the NAS off.

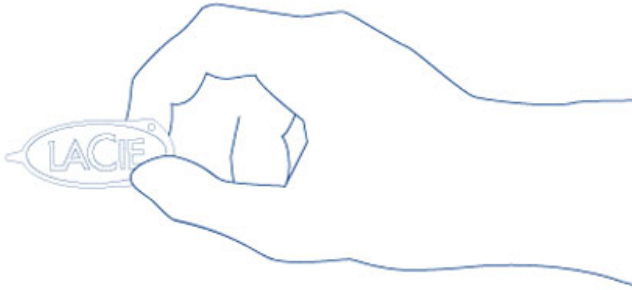
Step 3: Connect the LaCie key to the NAS

1. Connect the LaCie USB key to one of the USB ports on the LaCie 5big NAS Pro.

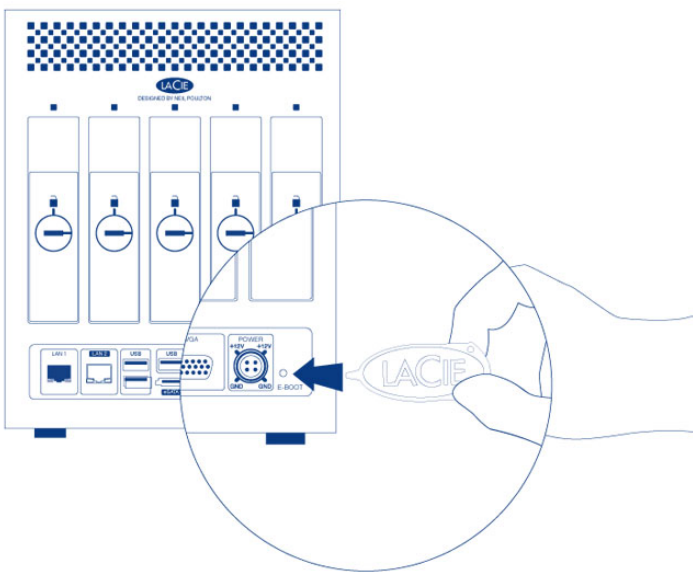


Step 4: Boot the LaCie 5big NAS Pro from the LaCie key

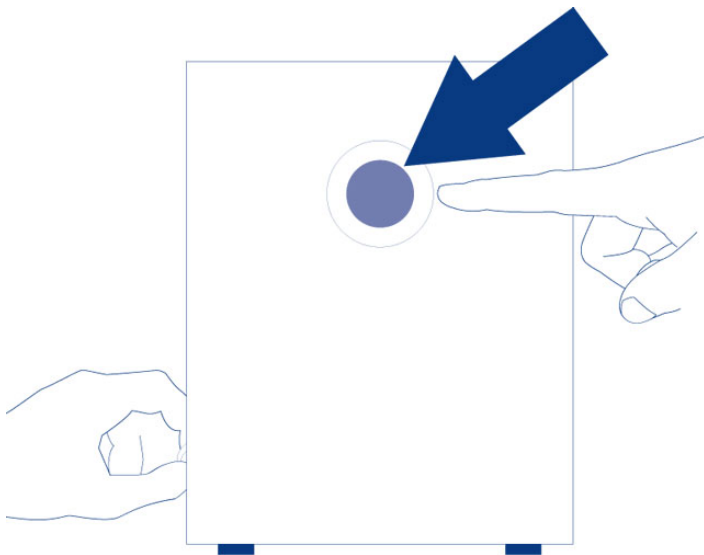
1. Locate the LaCie drive lock tool provided with your LaCie 5big NAS Pro.



2. Insert the pointed end of the drive lock tool into the E-boot port on the back of the device. You will feel minor resistance as you push the reset button.



3. While you are pushing the reset button with the drive lock tool, turn on the LaCie 5big NAS Pro by pushing the front LED button. DO NOT remove the drive lock tool as the LaCie 5big NAS Pro powers on. Doing so will prevent the LaCie 5big NAS Pro from using the LaCie USB Key as the boot device.

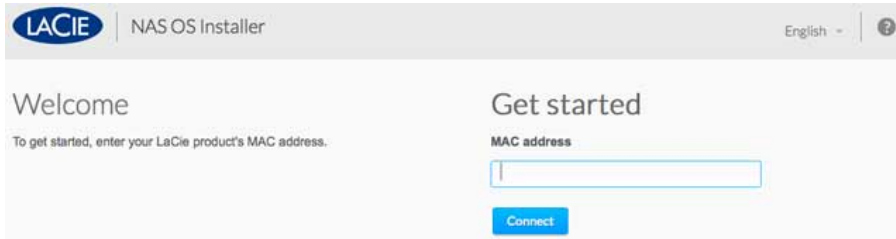


4. Release the reset button 10 seconds after all the rear disk LEDs turn solid blue.

The reset button is required when disks are present in the NAS since it sets the boot priority to the key. If there are no disks in the NAS, the device will boot directly from the LaCie key.

Step 5: Launch the LaCie 5big NAS Pro Rescue

1. Go to Seagate Network Assistant to select **LaCie-5big-pro > Web Access....** If the LaCie NAS Rescue does not appear, enter the IP address or name in your browser's address bar (URL). For example, <http://192.168.10.40> or <http://lacie-5big-pro.local>. (The default name of your LaCie 5big NAS Pro, *lacie-5big-pro*, will differ if you have changed it.)
2. Enter one of the MAC addresses in the available field. It is not necessary to enter the colons.



3. At the prompt, select your preferred type of Rescue and follow the onscreen instructions.

The NAS OS Rescue will perform a file system check (*fsck*) to determine if the device was improperly powered off or crashed, causing an inconsistent state for the NAS OS. The *fsck* will attempt to repair or recover damaged system files.

RESET TO FACTORY CONDITIONS: 2BIG NAS

RESET THE DASHBOARD SETTINGS

Important info:

- Following these steps erases all Dashboard data such as users, groups, shares, and settings. It will also reset the machine name to the default and reset the network settings to DHCP.
- Connected DAS will not be affected by the NAS reset.
- User data is moved to a folder named **Recovery** in a share named **Share**. Only the administrator can access **Share**.

1. Power off the 2big NAS.
2. Press and hold down the front LED button. Without releasing the front button, turn the product on using the power switch on the rear of the product.
3. Keep the front button pressed until the front LED becomes solid red, then release it.
4. The LED blinks red. Within five seconds, press the front button once to confirm the reset. The front LED blinks blue for several seconds.

The front LED blinks red/blue during a system reset. The LaCie 2big NAS is ready when it reboots and the front LED is static blue.

FORMAT, DELETE, OR RECREATE THE VOLUME

Once the NAS is reset, you can:

- Access your data on **Share**
- Format the existing volumes
- Delete the existing volumes
- Create new volumes

Caution: Formatting, deleting, or recreating existing volumes will erase all the data on the NAS. Make sure to back up all your data onto another storage device before proceeding. LaCie cannot be held responsible for any loss of data.

MAXIMUM ELEMENTS BY FEATURE

The table below provides the maximum amount of elements allowed for specific features.

Feature	Maximum
Users	2048
Groups	256
Shares	256
iSCSI Targets	Unlimited (5big NAS Pro) and 16 (2big NAS)
Volumes	5 (5big NAS Pro) and 2 (2big NAS)
Volume size	108TB

LEGAL INFO

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CHANGES

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FEDERAL COMMUNICATION COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important info: FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are

firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

WEEE



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

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LICENCES AND FREE SOFTWARE

Your LaCie product ships with copyrighted software that are licensed under the GPL, AFL, Apache, Apple, BSD, GNU LGPL, MIT, OpenLDAP, OpenSSL, PHP, Python, and Creative Common. It also includes free software, the source code for which can be downloaded from the LaCie website: www.lacie.com/support/

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This list of licenses can evolve over time and can be found on the user interface under the heading "Credits."

CANADA COMPLIANCE STATEMENT

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

CAN ICES-3 (B)/NMB-3(B)

JAPAN COMPLIANCE STATEMENT

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio/TV receiver, it may cause radio interference. Install the equipment according to the manual. This statement does not apply to the LaCie CloudBox.

MANUFACTURER'S DECLARATION FOR CE CERTIFICATION



We, LaCie, solemnly declare that this product conforms to the following European standards:
Electromagnetic Compatibility Directive (2004/108/EC); Low-Voltage Directive: 2006/95/EC

PRECAUTIONS

Caution: It is essential that you use only the power supply that shipped with your product, since it is a shielded-type power cord that meets FCC emission limits as well as to prevent interference to the nearby radio and television reception.

Caution: Modifications not authorized by the manufacturer may void the user's authority to operate this device.

Important info: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. If you would like more information on backup, please refer to our website.

Important info: 1TB (Terabyte) = 1,000GB. 1GB = 1000MB. 1MB = 1,000,000 Bytes. Total accessible capacity varies depending upon operating environment (typically up to 10% less per TB).

HEALTH AND SAFETY PRECAUTIONS

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open a disk drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. The disk drives shipped with your LaCie device contain no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie device, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie device are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock.

GENERAL USE PRECAUTIONS

- Power requirements 100-240 V~, 50-60 Hz, (supply voltage fluctuations not exceeding $\pm 10\%$ of the nominal and transient over-voltages according to over-voltage category II).
- Do not expose the LaCie device to temperatures outside the range of 5° C to 30° C (41° F to 86° F); or to operational humidity beyond 10-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie device or disfigure its casing. Avoid placing your LaCie device near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie device in an environment that is too cold may damage the unit.
- Rated cooling for altitudes up to 2000 meters.
- If your drive features a power cable, always unplug it from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device (if applicable).
- Do not use the LaCie device near other electrical appliances such as televisions, radios or speakers. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the LaCie device near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie device.
- Never use excessive force on your LaCie device. If you detect a problem, consult the troubleshooting section in this manual.
- Protect your LaCie device from excessive exposure to dust during use or storage. Dust can build up inside the device, increasing the risk of damage or malfunction.
- Never use benzene, paint thinners, detergent or other chemical products to clean the outside of the LaCie device. Such products will disfigure and discolor the casing. Instead, use a soft, dry cloth to wipe the device.

WARRANTY INFORMATION

LaCie offers first-rate service and support through our generous three-tiered warranty policy. Our 1-, 2-, 3-, and 5-year policies include comprehensive, complimentary web-based resources, expert in-house technical support, and worldwide repair and/or replacement coverage. To benefit from this warranty, please contact LaCie Support at www.lacie.com/us/support where you can find online support and contact information. You may also contact representatives at the original point of purchase who will be able to help guide you.

Standard warranties vary depending on the product. To verify your product's warranty status and to see which standard warranty is included with your product, type in your product's serial number at www.lacie.com/us/support. If no warranty is listed under your product's name, this means that the warranty has expired.

WARRANTY UPGRADES

If you wish to extend your warranty coverage, you can purchase Silver, Gold, or Platinum Care or Advanced Exchange. For details, see www.lacie.com/warranties.

LEGAL INFORMATION

A standard LaCie limited warranty is included with all products. Please read the terms and conditions below.

LaCie Limited Warranty Policy

LaCie ("LaCie") warrants, to the original purchaser, that this equipment shall be free of defects in materials and workmanship for a period of one (1), two (2), three (3), or five (5) years, depending on the model, from LaCie's date of original shipment when the equipment is used normally and is properly serviced when needed. If you discover a defect covered by the warranty set forth above, your sole and exclusive remedy will be for LaCie, in its sole discretion to (i) repair or replace the product at no charge to you; or, if a repaired unit or replacement product is not available, (ii) to refund the current market value of your product. You acknowledge and agree that replacement product, at the sole option of LaCie, may be a new product or a remanufactured product. In order to receive the remedy set forth above, you must return the product during the warranty period and include with each returned product (i) a copy of your original purchase invoice to verify your warranty; (ii) a Return Material Authorization number; (iii) your name, address and telephone number; (iv) a copy of the bill of sale bearing the appropriate LaCie serial numbers as proof of date of original retail purchase; and (v) a description of the problem. The customer must pay all transportation costs for a returned product. The product will need to be returned to LaCie within the country of original retail purchase. This warranty applies only to hardware products; LaCie software, media, and manuals are licensed and warranted pursuant to separate written agreement. This warranty does not apply if the product has been misused or has been damaged by accident, abuse, misuse, or misapplication; if it has been modified without permission of LaCie; or if any LaCie serial number has been removed or defaced. If a customer has purchased a LaCie Advance Care Option (ACO) to go with this equipment, the ACO shall be valid for three (3) years from activation.

EXCEPT FOR THE LIMITED WARRANTY SET FORTH ABOVE, ALL PRODUCTS ARE SOLD "AS IS" AND LACIE EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. WITHOUT FURTHER LIMITING THE GENERALITY OF THE FOREGOING, DOES NOT WARRANT (1) THE PERFORMANCE OR RESULTS OBTAINED FROM USING THIS PRODUCT, (2) THAT THE PRODUCT IS APPROPRIATE FOR THE CUSTOMER'S PURPOSES, (3) THE MANUAL IS ERROR FREE, OR (4) THAT NO DATA WILL BE LOST WHILE USING THE PRODUCT. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE IS ASSUMED BY THE CUSTOMER. THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESS OR IMPLIED.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only to hardware products manufactured by or for LaCie that can be identified by the "LaCie" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-LaCie hardware products or any software, even if packaged or sold with LaCie hardware. Manufacturers, suppliers, or publishers, other than LaCie, may provide their own warranties to the end user purchaser, but LaCie, in so far as permitted by law, provides their products "as is". Software distributed by LaCie with or without the LaCie brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

LaCie does not warrant that the operation of the product will be uninterrupted or error-free. LaCie is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply: (a) to consumable parts, unless damage has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; © to damage caused by use with non-LaCie products; (d) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (e) to damage caused by operating the product outside the permitted or intended uses described by LaCie; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of LaCie or a LaCie Authorized Service Provider; (g) to a product or part that has been modified to alter functionality or capability without the written permission of LaCie; or (h) if any LaCie serial number on the product has been removed or defaced.

No LaCie dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

LACIE IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH LACIE PRODUCTS EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

Your opening of your package, your use of the product, or your return of the enclosed Registration Card acknowledges that you have read and agree to the terms of this Agreement. You further agree that it is the complete and exclusive state of the agreement between us and supersedes any proposal or prior agreement, oral or written, and any other communications between us relating to the subject matter of this Agreement.

Read carefully all information related to warranty and precautions of use of your new LaCie product in the user manual.

For products purchased in the United States, you may contact LaCie at 7555 Tech Center Drive, Tigard, Oregon 97223 USA. Email: sales@lacie.com. Website: www.lacie.com. Customer service: 503-844-4503.

Service DOA

On rare occasions, a newly purchased LaCie product may be delivered in non-working order. We are working to avoid these issues, but unfortunately, these situations may arise from time to time. Within the 15 calendar days of purchase, should you experience an issue with your new LaCie product, we ask you to return the product to the place where it was originally bought. You will be required to give a proof of purchase.

Customer Warning

Please be sure to back up your data before returning your drive to LaCie for repair. LaCie cannot under any circumstances guarantee the integrity of data remaining on a returned drive. We make no provisions for data recovery and cannot be held liable for any data loss on drives or media returned to LaCie.

All products returned to LaCie must be securely packaged in their original box and shipped with postage prepaid, except for Products registered under the Advance Care Option.

NOTE TO AUSTRALIAN CUSTOMERS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact us:

LaCie Australia, 6/151 Beauchamp Rd, Matraville NSW 2036 AUSTRALIA

Phone: 02 8063 3711

Email: info.au@lacie.com

For fast technical support, create a support ticket after registering your product at www.lacie.com/au/register.