

andris Grantins, thank you for contacting MacSales.com Support. I am happy to help! One moment please while I review the information you've provided.

10:45:48 PM

I am sorry to hear of any troubles that you are experiencing with this Sandris, and I will be happy to be of assistance.

May I please have an Order/Invoice/Confirmation number to reference to? Or if not, the serial number of the product please?j

10:45:59 PM

Me

One moment

10:46:20 PM

SO-10641220

10:47:30 PM

Robert J

Thank You. Would you please verify the order's billing address for me?

10:47:49 PM

Me

OWCS3DAPT4MB10K

10:47:54 PM

41 SELU STREET MARUPE LATVIA LV2167

10:48:21 PM

Issue is rebooting twice after sleep mode

10:48:57 PM

Robert J

Thank You. What is the boot Rom version this machine has installed?

10:49:18 PM

Me

I wondering if I should change any settings

10:49:18 PM

Robert J

That would be found in system information, with 'hardware' heading selected, on the right side.

10:49:27 PM

Me

One momemnt

10:49:53 PM

Boot ROM Version: 115.0.0.0.0
10:50:33 PM

Mojave
10:50:46 PM

Robert J

This only occurs when waking the machine from sleep, correct?
10:51:06 PM

Me

Yes, correct
10:51:18 PM

Robert J

We are actively investigating a similar issue and the exact circumstances under which these can be reliably reproduced. Thus far, it seems likely at this time the cause is not specific to OWC NVMe-based hardware. Once we are able to verify the issue, we will work with our technology partners to resolve this issue as quickly as possible. In the meantime, we recommend deactivating the default Standby mode as a means of circumventing the crash behavior.

Workaround:

1. Open the Terminal app
2. Type the following:
`sudo pmset -a standby 0`
3. Press Return
4. Quit the Terminal

Although The most "permanent solution" at this time, would be to shutdown the machine when not used for extended periods of time.

10:51:25 PM

Me

Warning: Idle sleep timings for "Battery Power" may not behave as expected.

- Disk sleep should be non-zero whenever system sleep is non-zero.

Warning: Idle sleep timings for "AC Power" may not behave as expected.

- Disk sleep should be non-zero whenever system sleep is non-zero.

10:52:22 PM

Done and such messages come...

10:52:34 PM

Robert J

Those are normal to occur with this setting.

10:53:00 PM

Me

OK, noted.
10:53:10 PM

Mean, some firmware update will be issued soon?
10:53:56 PM

Robert J

Only a Boot Rom update would resolve this standby issue.
10:54:40 PM

Me

How can I get update for Boot Rom?
10:55:29 PM

Robert J

Those are released by Apple within their OS updates.
10:55:32 PM

Me

Before purchase in OWC forum was written no issues with sleep and restart modes for Auro X and X2
10:56:27 PM

Robert J

These standby issues with occur on this MacBookAir6,2 with Any NVMe SSD. At least until the Boot Rom is adjusted to properly handle those drives.
10:57:28 PM

Me

Can I adjust Boot Rom or there are any tools to do that?
10:58:04 PM

Robert J

No, Boot Roms are only released with the OS installer files. They are not able to be separately installed.
10:58:32 PM

Me

Mean, I should operate without Sleep mode so far ? :) I do not have any issues with original 512GB SSD from Apple
10:59:26 PM

Robert J

Yes we recommend deactivating the default Standby mode as a means of circumventing the NVME drive crash behavior.

10:59:40 PM

Me

Guys... something wrong

11:00:17 PM

You promote fully compatible SSD drives

11:00:35 PM

Robert J

Beyond disabling the Standby mode, you can have the drive sent back within 30-days from the date of purchase for a refund.

11:00:55 PM

Me

Nice offer

11:01:11 PM

:)

11:01:16 PM

Robert J

Do you have any other questions regarding what we have discussed, or is there anything else I may assist you with at this time?

11:01:23 PM

Me

How I can trust OWC in future upgrades?

11:01:49 PM

I had a plans to upgrade 2 more MACbook Airs 4.2 and 5.2

11:02:36 PM

Are those upgrades have same issues?

11:02:50 PM

Robert J

Only the Aura Pro X model drives would have this symptom in machines that originally shipped with AHCI based SSDs.

11:03:13 PM

Me

Do you sell AHCI based SSDs with 1TB capacity?

11:03:53 PM

Robert J

Not for 2013+ models of macs.

11:03:58 PM

Me

Who cover costs of shipping back to OWC, if I can ask?

11:05:56 PM

Robert J

International RMA requests, both replacement and refunds, would be the responsibility of the customer.

11:06:44 PM

Me

Regarding Macbook Air 4.2 and MACbook Air 5.2 -> Will I have same issues?

11:07:14 PM

Robert J

4,2 and 5,2 will not have this issue, as we do not sell NVMe style drives for those machines.

11:07:24 PM

Me

But your SSD AHCI will have same issues?

11:07:50 PM

Robert J

Yes there are no STandby issues on the 4,2 and 5.2 models.

11:07:57 PM

Me

Can you recommend exact models with no issues for 500GB 4.2 and 200GB+ 5.2?

11:08:38 PM

Robert J

To be clear, ANY drive model we have for the 4,2 and 5,2 models WILL NOT have the STANDBY issue.

11:08:43 PM

Me

There was same message regarding Aura Pro X2 as well... How can I be sure about it?

11:09:31 PM

Robert J

Other than my word, I do not know.

11:09:50 PM

Me

Why you do not put this information in web, if you know this issue exist?

11:10:20 PM

Robert J

We do not know why that is the situation.

11:10:28 PM

Me

Is it good business practice?

11:10:38 PM

Robert J

I cannot answer that Sandris. Is there anything else that I may assist you with at this time?

11:10:44 PM

Me

Can you connect me with sales to discuss return of product?

11:11:19 PM

Robert J

I would be able to handle that for you. What about that do you want to know?

11:11:24 PM

Me

What is a procedure and all custom procedures as I am out of US...

11:12:08 PM

Robert J

These are the details I have

All items being returned to OWC must be complete including power supply unit and any cables. Please place in the original shipping container or a cardboard box with an appropriate amount of packing material around all sides of the item, to protect from damage in transit. Additional fees apply to items received incomplete or damaged.

Please DO NOT use a retail box as a shipping container. Please note that OWC is not responsible for damage that occurs due to improper or incomplete packaging. If you need guidance on the proper way to package your return please contact customer service. Failure to comply with these instructions will void this RMA and may result in the refusal of your package and the voiding of your OWC warranty.

Please have the RMA number clearly marked on the outside of the package. You

are responsible for the cost of shipping back to OWC. We would advise you to insure the package for an amount equal to its value. If you could please write the RMA number on a copy of an invoice or the packing list and place it inside the box, it would be appreciated but is not required.

11:12:52 PM

Me

I am really in bad mood and such situation is impossible in EU, that I should cover all costs if you put wrong information in your web...

11:13:27 PM

Is it legal in US?

11:14:06 PM

Robert J

As per the policies agreed to when the order was placed, OWC/MacSales.com does not cover in bound shipping of any International replacement, or refund request.