



LANcare Basic

Security updates until End of Life and replacement service

LANCOM Service **LANcare Basic**

When planning your network for the long-term, calculable service benefits are essential. Therefore, when you purchase your LANCOM device, make sure you have direct protection: By purchasing and registering LANcare Basic for your device, you receive security updates for it throughout the entire product lifecycle. In addition, you benefit from a five-year replacement service, so that a replacement device is available even in the event of damage.

- Security updates until End of Life (EOL) status of the device (min. 5 years)
- 5 years replacement service for a LANCOM device starting with registration of LANcare Basic (max. until EOL status of the device)
- Registration within the first three months after purchase of the LANCOM device
- Available as S, M, L, and XL variants, depending on device type

LANcare Basic

High planning reliability with security updates

With LANcare Basic, you can plan ahead and benefit from full protection throughout the entire product lifecycle of the device – i.e. for at least another five years. Particularly in long-term projects, LANcare Basic ensures reliable, secure business operations beyond an official product discontinuation. This includes free software maintenance via security updates of the respective operating system to keep your device running at the highest level of security until the End of Life date.

For more information on software maintenance and the product lifecycle of your device, please visit the [Lifecycle Management](#) website.

Convenient replacement service

By purchasing products from LANCOM, you are choosing reliable and durable products, but failures and malfunctions do occur sometimes. To ensure that you have direct access to service from the manufacturer in the event of an emergency, LANcare Basic provides you with a replacement service for five years. Once we receive your defective device, we will ship a repaired or exchanged device within five business days.

For an advance exchange including delivery on the next business day (NBD), please refer to the service package [LANcare Advanced](#).

Conditions

- Registration of LANcare Basic within the first three months after purchase of the LANCOM device
- The LANCOM device which is to be covered by LANcare Basic must be fully functional and free of problems at the time it is registered.
- LANcare Basic is bound to a specific device (serial number) and is not transferable.
- When operating multiple LANCOM devices as an HA cluster, a LANcare Basic is required for each individual device in the cluster.
- RMA notification is possible at any time via the [LANCOM RMA form](#) or by telephone on weekdays (Monday to Friday, 9 a.m. to 5 p.m. (CET)). After receiving the device, it takes five business days to return the repaired or exchanged device.
- For more Information, please refer to the [Service and Support Conditions](#).



LANcare Basic

Supported devices

LANcare Direct is available for terms of 1, 3, or 5 years for all LANCOM devices except LANCOM unmanaged switches, AirLancer products, and accessories. The service category of your device can be found in the respective data sheet.

Item numbers	
LANcare Basic S	10720
LANcare Basic M	10721
LANcare Basic L	10722
LANcare Basic XL	10723