



LANcare NBD Replacement

Advance replacement on the next business day for enterprise switches

LANCOM Service **LANcare NBD Replacement**

LANcare NBD Replacement provides you with the best possible protection for your network: As an extension of the LANCOM Limited Lifetime Warranty, you can reduce downtime to an absolute minimum in the event of a defect in your enterprise switch thanks to advance replacement including delivery on the next business day. This means that you benefit from the lowest downtimes and highest operational reliability.

- Extension for Switches with LANCOM Limited Lifetime Warranty within the EU
- Shorter downtimes due to next business day replacement including delivery in the event of a hardware defect
- When operating multiple LANCOM switches in a stacked network, LANcare NBD Replacement is required for each individual device
- Term during the LANCOM Limited Lifetime Warranty



LANcare NBD Replacement

Upgrade for LANCOM switches with LANCOM Limited Lifetime Warranty (LLW)

Enterprise-class switches from LANCOM receive the LLW ex works until the end-of-life status of the device (max. 10 years). LANcare NBD Replacement additionally offers you minimum waiting times for a replacement device within the LLW, making it the perfect complement. An overview of the supported switches can be found under the following link:

<https://www.lancom-systems.com/products/service-support/lancare/lancare-nbd-replacement#devices>

Advance replacement including delivery on the next business day

With LANcare NBD Replacement you benefit from advance replacement including delivery on the next business day (Monday to Friday) within the EU. By delivering a replacement device at short notice, you reduce downtime to a minimum and your network is fully operational again within a very short time.

Plannable future-proofing

During the LANCOM Limited Lifetime Warranty, you secure your LANCOM switch for the long-term with LANcare NBD Replacement until the End of Life status of the device (max. 10 years).

Conditions

- The registration can take place at any time within the LLW.
- The LANCOM switch which is to be covered by LANcare NBD Replacement must be fully functional and free of problems at the time of the registration.
- LANcare NBD Replacement is bound to a specific device (serial number), is not transferable, and is only valid for the first purchaser of the device.
- When operating several LANCOM switches in a stacked network, LANcare NBD Replacement is required for each individual device.
- For more Information, please refer to the [Service and Support Conditions](#).



LANcare NBD Replacement

Advance replacement conditions

- The advance replacement applies within the EU. In metropolitan areas and if your LANCOM device fails, you will receive the replacement device on the next business day. In rare cases, delivery outside of the metropolitan areas may be postponed to the following business day. For information about the terms and conditions in your country, please contact your local distributor.
- LANCOM will have the defective device picked up by a courier service. Shipping is free of charge for you.
- 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)). An advance replacement by the next business day is only possible if the notification of the support case and the dispatch of the replacement device does not fall on a public holiday (Registration until 2 p.m. (CET)).

Parcels cannot be sent on the following days:

Fixed days per year: Jan 1st New Year's Day, May 1st Labor Day, Oct 3rd German Unification Day, Nov 1st All Saints' Day, Dec 24th Christmas Eve, Dec 25th 1st Christmas Day, Dec 26th 2nd Christmas Day, Dec 31st New Year's Eve
Variable days: Rose Monday, Good Friday, Easter Monday, Ascension Day, Whit Monday, Corpus Christi

For more information about the estimated delivery time to your region (e. g. islands), please visit the [website of the parcel service provider](#).

Supported devices

For suitable products for LANcare NBD Replacement, please refer to the table on the [product website](#). The service category of your device can be found in the respective data sheet.

Item numbers	
LANcare NBD Replacement L	61321
LANcare NBD Replacement XL	61323
LANcare NBD Replacement XXL	61324

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