

LANCOM

Next Business Day
Replacement Option



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Wuerselen, December 2021

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Introduction

Networking products from LANCOM Systems are manufactured to a high quality. LANCOM underscores this quality with a voluntary warranty within the EU, which can even be extended by means of options.

With the **LANCOM Next Business Day Replacement Option**, LANCOM Systems offers you the advance replacement of the device on the next business day (within the warranty period, Monday to Friday).



All benefits are guided by the LANCOM Software Lifecycle Management www.lancom-systems.com/lifecycle

Symbols



Important instruction that should be observed



Additional information that may be helpful but is not essential

General information

This chapter provides you with important general information on the validity, services, terms and conditions applying to the LANCOM Next Business Day Replacement Option.

LANCOM devices are divided into service categories S, M, L, and XL. Depending on the category of your LANCOM device, a LANCOM Next Business Day Replacement Option of the same category must be used.

Scope of validity

For suitable products for the [LANCOM Next Business Day Replacement Option](#), please refer to the tables on the respective product web page.

The advance replacement (VAT) arrangements apply to the metropolitan areas within the EU (excluding islands).

To obtain information about conditions in other countries, please contact your local distributor. The contact addresses can be found at www.lancom-systems.com.

Range of services

With registered LANCOM Next Business Day Replacement Option, switches with Limited Lifetime Warranty can be replaced in advance on the next business day in the event of a hardware defect.



The services of the LANCOM Next Business Day Replacement Option are only valid as long as the device is still within the warranty period - i.e. for switches with Limited Lifetime Warranty until the 'End of Life' status of the device model (max. 10 years). Further information can be found at www.lancom-systems.com/lifecycle.

Rules of advance replacement

In the event of a hardware defect within the warranty period, LANCOM Support will create an RMA case and send you an identical replacement device without you having to wait for your device to be repaired.

If your RMA request is received by 2:00 p.m. on a working day, LANCOM Systems will send you the replacement device on the next working day by 12:00 noon. In rare cases, delivery outside of the metropolitan areas may be postponed to the following working day.

The working days for all countries are Monday to Friday with the exception of public holidays at the Aachen location and Shrove Monday.

Advance replacement (VAT) procedure

If your device fails, please observe the following procedure:

1. Contact the LANCOM service hotline by phone. Please have the serial number of the device ready. You can reach the LANCOM service hotline Mondays to Fridays from 09:00 a.m. til 05:00 p.m. (CET) under the telephone number +49 (0)2405 / 49 93 93 6-210.
2. If possible, make a backup of your device's configuration and perform a configuration reset. If the device was operated in the LANCOM Management Cloud, unpair it.
3. LANCOM Support will send you your RMA number. The RMA documents will be sent to you by e-mail or fax.
4. A courier will deliver your exchange device. The defective device is also collected by a courier at a later date. When the defective device is picked up, please use the shipping documents enclosed with the RMA documents.
5. You can configure the new device and start working with it immediately.

Terms of use



The LANCOM device for which you want to use the LANCOM Next Business Day Replacement Option must be in perfect working order and still within the warranty period when you register the option. Furthermore, the LANCOM Next Business Day Replacement Option is only valid for the initial purchaser of the device.

Per device for which you want to use a LANCOM Next Business Day Replacement Option, a separate option and registration is required. After successful registration the used license number is no longer available for any additional device. The registration can take place at any time within the warranty period. For further information on the warranty conditions, please refer to the [General Warranty Conditions](#).



When operating several LANCOM switches as a stack network, one option is required for each individual device.

Misuse



LANCOM Systems reserves the right to charge for the device sent as part of the advance replacement in the event of misuse of the LANCOM Next Business Day Replacement Option. This may be the case if the defective device is not a warranty case (e.g. lightning strike, vandalism) or if the LANCOM Next Business Day Replacement Option is used outside its period of validity.

Registering the Option

Included with the LANCOM Next Business Day Replacement Option is a proof of license. On it, a license number is printed. Using this license number, you can perform a one-time registration of the LANCOM Next Business Day Replacement Option at LANCOM Systems.



A successful online registration validates the used license number of your LANCOM Next Business Day Replacement Option. Please make sure that you want to use the LANCOM Next Business Day Replacement Option definitely only for the specified device. A later change to a different device is not possible.

Necessary registration information

Please have the following information at the ready for your online registration:

- > The license number (from the proof of license)
- > The serial number of the LANCOM device for which you want to register the LANCOM Next Business Day Replacement Option.
- > Your customer data (company, name, address, e-mail address).

Online entry of registration information

1. Start a web browser and open the LANCOM website for option registration under www.lancom-systems.com/registration. If you want to register multiple licenses, you can do so by sending an e-mail to services@lancom.de.
2. Enter the required information and follow the further instructions. The registration data will be sent to you by e-mail. This concludes the online registration.
3. A support PIN for telephonic support access will be sent to you within one workday (mondays to fridays).

Help in case of problems

If you have problems with registering your LANCOM Next Business Day Replacement Option, please contact us by e-mail at services@lancom.de.



Your documents

We recommend that you have all necessary documents to hand after activation by inserting and/or attaching all relevant information here.

Serial number

- > Note the serial number of your device

SN:

License key

- > Note the license key of the LANCOM Next Business Day Replacement Option

No.:

Expiration date

- > Note the expiration date of the LANCOM Next Business Day Replacement Option

Date:

Vital information

Configuration backup



We recommend that you regularly make backups of your LANCOM device configuration. This avoids having to reconstruct the configuration of your device manually if it fails.

Information on backing up your configuration is available in the manual for your device which you can download from the download area of your device under www.lancom-systems.com.

LANCOM support

Installation Guide / Quick Reference Guide

If you encounter any problems when installing or operating your product, the included installation guide resp. quick reference guide may help you in many cases.

Online

The LANCOM Knowledge Base, with more than 2,500 articles, is always available via our website:

www.lancom-systems.com/knowledgebase/

In addition you can find explanations of all features of your LANCOM device in the LCOS reference manual:

www.lancom-systems.com/publications/

Firmware

The latest LCOS firmwares, drivers, tools, and documentation can be downloaded free of charge from the download section on our website:

www.lancom-systems.com/downloads/

Partner support

Our partners get additional support access according to their partner level.

More information can be found on our website:

www.lancom-systems.com/mylancom/

Support contracts

For customers with support contract the specified contract conditions apply.

Further information on this can be found under

www.lancom-systems.com/service-support/

Service for devices not under warranty

Further information on repair of devices not under warranty:

www.lancom-systems.com/service-support/support-warranty/repair-processing/

In individual cases and subject to availability a replacement by a similar device is potentially possible under special conditions. Please contact our service hotline by phone: +49 (0) 2405 / 49 93 6-210.