

Overview LANCOM Service & Support

	Routers & SD-WAN	Routers & SD-WAN	SMB switches	Enterprise switches	Security less than 19"	Security from 19"	WLAN	WLAN
LANCOM hardware products and series of the Software Lifecycle Management	19xx, 17xx, 18xx, 8xx, 7xx, IAP	ISG-x000	GS-3xxx, GS-2xxx	XS, GS-4xxx	Up to UF-260	Up to UF-360	L, LN, LW, LX, OAP, OW, OX, WLC-30	WLC-1000
Included services								
Hardware warranty	3 years	3 years	5 years	Limited Lifetime Warranty (LLW, max. 10 years)	3 years	3 years	3 years	3 years
Return & replace in case of hardware defect	✓	✓ incl. DOA Policy	✓	✓ incl. DOA Policy	✓	✓ incl. DOA Policy	✓	✓ incl. DOA Policy
Free manufacturer support within the warranty for end customers (End Customer Portal, best effort)	✓	-	✓	-	✓	-	✓	-
Free manufacturer support within the warranty for LANCOM partners (LANcommunity)	✓	✓	✓	✓	✓	✓	✓	✓
Feature updates	EoS + 2 years	EoS + 2 years	EoS + 2 years	EoS + 2 years	EoL	EoL	EoS + 2 years	EoS + 2 years
Security updates	EoS + 2 years or EoL*	EoS + 2 years or EoL*	EoS + 2 years or EoL*	EoL	EoL	EoL	EoS + 2 years or EoL*	EoS + 2 years or EoL*
Optionally available services								
per device	LANCOM Service Pack 24/7	-	✓	- (except GS-3152 series)	✓	✓	- (except OAP series)	✓
	LANCOM Service Pack 10/5	-	✓	- (except GS-3152 series)	✓	✓	- (except OAP series)	✓
	LANCOM Next Business Day Replacement Option	-	-	-	✓	-	-	-
	LANCOM Warranty Advanced Option	✓	✓	✓	-	✓	✓	✓
	LANCOM Warranty Basic Option	✓	✓	✓	-	✓	✓	✓
for projects	LANCOM MSP-Care-24/7	✓	✓	✓	✓	✓	✓	✓
	LANCOM Premium Support Access	✓	✓	✓	✓	✓	✓	✓

*** Note**

The entitlement to security updates until End of Life (End of Sale + 5 years) only applies with valid warranty or registered Warranty Basic or Advanced Option, active Service Pack 24/7 or 10/5 or a support contract. If none of these conditions apply, the entitlement to security updates is limited to EoS + 2 years.

Further Information

The hardware products in this overview are part of Software Lifecycle Management. For more information, please visit our website at www.lancom-systems.com/lifecycle. For more information regarding our workshop program and other available service and support options, please visit www.lancom-systems.com/products/services-support.

Definitions

DOA: Dead on Arrival Policy with NBD delivery
End of Sale (EoS): Day of the official sales stop of the product by LANCOM
End of Life (EoL): End of Sale + 5 years