

Overview LANCOM Service & Support



LANCOM
SYSTEMS

	Central Site	Routers & SD-WAN	Firewalls Rack	Firewalls Desktop	Switches Enterprise	Switches SMB	Wireless LAN	Virtual products
LANCOM series and products	ISG-x000, WLC-2000	2100EF, 1900, 1800, 1600, 700, IAP, OAP	UF-1060, UF-760, UF-560, UF-360	UF-260, UF-160, UF-T60, UF-60	CS, YS, XS-6000, XS-5000, XS-4000, GS-4000	XS-3000, IGS-3000, GS-3000, GS-2000	LX, LW, OX, OW, WLC-60	vRouter, vFirewall

Included services

Free manufacturer support for LANcommunity partners	✓	✓	During the license term	During the license term	✓	✓	✓	During the license term
Replacement service (Return & Replace) in case of a hardware defect	3 years incl. DOA Policy	3 years	3 years incl. DOA Policy	3 years	Limited Lifetime Warranty (LLW, max. 10 years) incl. DOA Policy	5 years	3 years	-
Feature updates	Up to EOS + 2 years	Up to EOS + 2 years	Up to license EOL	Up to license EOL	Up to EOS + 2 years	Up to EOS + 2 years	Up to EOS + 2 years	During the license term
Security updates	Up to EOS + 2 years or EOL*	Up to EOS + 2 years or EOL*	Up to license EOL	Up to license EOL	Up to EOL	Up to EOS + 2 years or EOL*	Up to EOS + 2 years or EOL*	During the license term

Optionally available services

per device	LANcare Direct 24/7 or LANcare Direct 10/5	✓	✓	✓	✓	✓	✓	✓
	LANcare Direct Advanced 24/7 or LANcare Direct Advanced 10/5	✓	✓	✓	✓	✓	✓	-
	LANcare NBD Replacement	-	-	-	-	✓	-	-
	LANcare Advanced	✓	✓	✓	✓	-	✓	✓
	LANcare Basic	✓	✓	✓	✓	-	✓	✓
for projects	LANcare Premium Support 24/7 or LANcare Premium Support 10/5	✓	✓	✓	✓	✓	✓	✓

* Note

The entitlement to security updates until End of Life (End of Sale + 5 years) only applies with a support contract (e. g. by registering [LANcare products](#), see LANcare comparison on the following page). 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 the LANCOM 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/service-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

LANcare comparison



LANcare service products give you worry-free service in the long term: As a strong basis for your continuous, secure business operations, LANcare allows you to plan and calculate costs and services right from the start, so that investments are protected and LANCOM products are secure in the long term.

	LANcare Basic	LANcare Advanced	LANcare Direct 10/5	LANcare Direct Advanced 10/5	LANcare Direct 24/7	LANcare Direct Advanced 24/7	LANcare NBD Replacement	LANcare Premium Support 10/5	LANcare Premium Support 24/7
Security updates	✓	✓	✓	✓	✓	✓	✓ included in LLW	✓	✓
Manufacturer support & support contract	-	-	✓	✓	✓	✓	-	✓	✓
Availability / Validity	Within the EU ³	Within the EU ³	Worldwide	Within the EU ³	Worldwide	Within the EU ³	Within the EU ³	Worldwide	Worldwide
24/7 emergency hotline for massive operational disruptions (priority 1)	-	-	-	-	✓	✓	-	-	✓
First response time (priority 1)	-	-	2 hours	2 hours	30 minutes	30 minutes	-	2 hours	30 minutes
First response time (priority 2)	-	-	4 hours	4 hours	4 hours	4 hours	-	4 hours	4 hours
Replacement service	5 years	5 years	-	During the term	-	During the term	During LLW	-	-
Extension by Next Business Day advance replacement	-	✓	-	✓	-	✓	✓	-	-
Runtime of security updates	Up to EOL (min. 5 years)	Up to EOL (min. 5 years)	1, 3, or 5 years	1, 3, or 5 years	1, 3, or 5 years	1, 3, or 5 years	Up to EOL (max. 10 years)	Individual	Individual
Extension	-	-	✓ up to EOL	✓ up to 5 years ¹	✓ up to EOL	✓ up to 5 years ¹	-	-	-
Valid for all LANCOM products ²	✓ except switches	✓ except LLW switches	✓	✓	✓	✓	Only LLW switches	✓ for projects of 500 devices or more	✓ for projects of 500 devices or more
Registration	Within 3 months after device purchase	Within 3 months after device purchase	Anytime	Within 3 months after device purchase	Anytime	Within 3 months after device purchase	Anytime	Anytime	Anytime

Note

¹ LANcare Direct Advanced can be extended up to a maximum of five years. Alternatively, you can register LANcare Direct for the device. You will then continue to receive LANCOM manufacturer support.

² Exceptions are LANCOM unmanaged switches, AirLancer products, and accessories. LANcare products without advance replacement are recommended for virtual products.

³ Metropolitan areas excluding islands and overseas territories