

**LANCOM**

Warranty Basic Option

Warranty Advanced Option

Manual

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Products from LANCOM Systems include cryptographic software written by Eric Young ([eyay@cryptsoft.com](mailto:eyay@cryptsoft.com)).

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# Introduction

The networking products from LANCOM Systems are manufactured to a high quality. LANCOM underscores this quality with a voluntary guarantee, which can even be extended by means of options.

With the **LANCOM Warranty Basic Option** LANCOM Systems offers you an extension of the warranty period from 3 years to a maximum of 5 years (from the date of purchase).

The **LANCOM Warranty Advanced Option** offers not only an extension of the warranty period from 3 years to a maximum of 5 years (from the date of purchase) but also a replacement device on the next working day (within the warranty period, Mondays to Fridays).

As part of our Lifecycle Management, LANCOM provides support for all devices for the duration of the warranty, regardless of their lifecycle status.

For more information about LANCOM Lifecycle Management, please see:

[www.lancom-systems.com/lifecycle](http://www.lancom-systems.com/lifecycle)

## Symbols



Very important instructions. Failure to observe these may result in damage



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 Warranty Options, of which two product types are available:

- LANCOM Warranty Basic Option
- LANCOM Warranty Advanced Option

LANCOM services are categorized as S, M, L and XL. Depending on the category of your LANCOM service, the LANCOM Warranty Option must be of the same category.

### Scope of validity

For suitable products of the LANCOM Warranty Options, please refer to the tables on the respective product web pages of the LANCOM Warranty Basic Option and the LANCOM Warranty Advanced Option.

LANCOM Systems offers the LANCOM Warranty Options worldwide. The advance replacement regulations apply to metropolitan areas within the EU (excluding islands).

To obtain information about conditions in other countries, please contact your local distributor. For more Information, please refer to the General Warranty Conditions at: [www.lancom-systems.com/warranty-conditions](http://www.lancom-systems.com/warranty-conditions)

## Range of services

### LANCOM Warranty Basic Option

Registering the LANCOM Warranty Basic Option extends the regular warranty period of 3 years from date of purchase by **a further two years**, resulting in a **maximum warranty period of 5 years from the date of purchase** of your device. In addition, registration entitles you to **Security Updates and support authorization until the end-of-life status** of the device. Additional support access is required for support authorization. For devices that are not covered by the free LANCOM end-customer support, this can be purchased e. g. through a support contract, LANCOM Service Pack 24/7 or LANCOM Service Pack 10/5.

For more information on Software Lifecycle Management, please visit [www.lancom-systems.com/lifecycle/](http://www.lancom-systems.com/lifecycle/).

Presenting your proof of purchase entitles you to use the LANCOM Warranty Basic Option. If you are not in possession of proof of purchase, then the extension to the warranty period shall be at most two years and three months after the date of manufacture.



The LANCOM Warranty Basic Option can only be activated once per device. It is not possible to extend the warranty again beyond the maximum warranty period of 5 years from date of purchase.

The warranty period which applies to your product without the LANCOM Warranty Basic Option is detailed in the LANCOM Systems – Service & Support information sheet shipped with your product.

### LANCOM Warranty Advanced Option

Registering the LANCOM Warranty Advanced Option extends the regular warranty period of 3 years from date of purchase by **a further two years**, resulting in a **maximum warranty period of 5 years from the date of purchase** of your device.

Within the EU, there is the **option of advance replacement** in the event of a hardware defect during the extended warranty period of 5 years from the date of purchase. Registration also entitles you to **Security Updates and support authorization until the 'End of Life' status** of the device. Additional support access is required for support authorization. For devices that are not covered by the free LANCOM end-customer support, this can be purchased

e. g. through a support contract, LANCOM Service Pack 24/7 or LANCOM Service Pack 10/5.

For more information on Software Lifecycle Management, please visit [www.lancom-systems.com/lifecycle/](http://www.lancom-systems.com/lifecycle/).

Presenting your proof of purchase entitles you to use the LANCOM Warranty Advanced Option.

If you are not in possession of proof of purchase, then the extension to the warranty period shall be at most two years and three months after the date of manufacture.



The LANCOM Warranty Advanced Option can only be activated once per device. It is not possible to extend the warranty again beyond the maximum warranty period of 5 years from date of purchase.

The warranty period which applies to your product without the LANCOM Warranty Advanced Option is detailed in the LANCOM Systems – Service & Support information sheet shipped with your product.

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

If we receive your RMA request by 2:00 PM on a work day, LANCOM Systems will ship a replacement device for arrival by 12:00 midday on the following work day. In some cases, deliveries outside of metropolitan areas may be delayed until the following work day.

Work days in all countries are Monday to Friday, except for public holidays in Aachen, Germany.

**Advance exchange procedure**

If your device should develop a defect, please observe the following procedure:

1. If possible, make a backup of your device's configuration. Observe the instructions in "Configuration backup" on page 12.
2. 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 9:00 AM to 5:00 PM (CET) under the telephone number +49 (0)2405 / 49 93 936-210.

Alternatively, you can use the RMA form on the LANCOM website to contact LANCOM Support. Please be sure to have the serial number of your device and the license number of your LANCOM Warranty Advanced Option at hand. You can find the RMA form in the section Support & Warranty at [www.lancom-systems.com/service-support/](http://www.lancom-systems.com/service-support/).

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.

**How do I find the date of manufacture for my device?**

A label is fixed to the underside of the device. This label is marked with the week of production. The date of production here is calendar week 11 in the year 2014 (RA11/14).



## Terms and conditions



The LANCOM device which is to be covered by the LANCOM Warranty Basic Option or LANCOM Warranty Advanced Option must be fully functional and free of problems at the time when the option is registered.

Each device which is to be covered by a LANCOM Warranty Basic Option or LANCOM Warranty Advanced Option requires its own dedicated option and the corresponding registration. Once registered, the license number cannot be applied to any other device.

### Registration

The LANCOM Warranty Options only apply if they were registered within 3 months of the date on your proof of purchase. Information on the procedure necessary for this is available in the chapter "Registering the LANCOM Warranty Options" on page 09.

If you are unable to produce proof of purchase, then a fixed period of 3 months after the date of manufacture is taken as the limiting time period, within which you must register the LANCOM Warranty Options.

- Please keep your proof of purchase together with the manual—you can attach it to the page "Proof of purchase" on page 10.
- Please attach the sticker supplied with the LANCOM Warranty Option to the base plate of the relevant device.

### Misuse



In case of abuse of the LANCOM Service Option, LANCOM Systems reserves the right to issue an invoice for the shipped device.

This may be the case if the defective device does not qualify for a warranty claim (e.g. in case of lightning strike or vandalism) or if the LANCOM Warranty Option was exercised outside of the valid time period.

# Registering the LANCOM Warranty Options

The LANCOM Warranty Option must be registered prior to operation and no later than 3 months after purchase.

The LANCOM Warranty Option is supplied with a proof of license. This has a license number printed on it. This license number gives you one opportunity to register the LANCOM Warranty Option with LANCOM Systems.



After successful online registration, the license number of your LANCOM Warranty Option becomes invalid. Please ensure that you really only want to use the LANCOM Warranty Option for the corresponding device. It is not possible to change to another device at a later date.

## **Necessary registration information**

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

- Precise designation of the LANCOM Warranty Option
- The license number (from the proof of license)
- The serial number of the LANCOM device for which you want to register the LANCOM Warranty Option.
- Your customer data (company, name, postal 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/routeroptions/](http://www.lancom-systems.com/routeroptions/).
2. Enter the required information and follow the further instructions. The registration data will be sent to you by e-mail. Online registration is now complete.

## **Help in case of problems**

If you have problems with registering your LANCOM Warranty Option, please contact us by e-mail at [optionsupport@lancom.de](mailto:optionsupport@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.

## Proof of purchase

→ Attach your proof of purchase to this page

## Serial number

→ Note down the serial number of your device

SN: .....

## License key

→ Note the license key of the LANCOM Warranty Option here

No.: .....

## Expiry date

→ Note here the date when the LANCOM Warranty Option expires

Date: .....

# Vital information

## 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.

#### **Support from reseller or distributor**

You can contact your reseller or distributor for support:

[www.lancom-systems.com/how-to-buy/](http://www.lancom-systems.com/how-to-buy/)

#### **Online**

The LANCOM Knowledge Base is always available via our website:

[www.lancom-systems.com/knowledgebase/](http://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/](http://www.lancom-systems.com/publications/)

If you have further questions please send us your query via our portal:

[www.lancom-systems.com/service-support/](http://www.lancom-systems.com/service-support/)

Online support is free of charge at LANCOM. Our experts will respond as quickly as possible.

#### **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/](http://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/](http://www.lancom-systems.com/mylancom/)

## Configuration backup



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

There are two ways to do this.

- With LANconfig: Mark the device in the main window and click on the **Save** button in the toolbar, or access the menu item **Device > Configuration management > Save as file**. A dialog window is displayed where you can define the name and storage location for the configuration file.
- With WEBconfig: On the start page, click on the link **File management** and select the option **Save configuration**. In the dialog window that follows you can define the name and storage location for the configuration file.

For further information please refer to the LCOS Reference Manual, which you can download from [www.lancom-systems.com/publications/](http://www.lancom-systems.com/publications/).

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