

# Overview LANCOM Service & Support



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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, 1700, 1600, 700, IAP	UF-760, UF-360	UF-260, -160, -T60, -60 LTE, -60	CS, YS, XS-6000, XS-5000 XS-4000, GS-4000	XS-3000, GS-3000, GS-2000	LN, LW, LX, OW, OX, WLC-60	vRouter, vFirewall
<b>Included services</b>								
Free manufacturer support for <u>LANcommunity partners</u>	✓	✓	✓	✓	✓	✓	✓	During the license term
Replacement service (Return & Replace) in case of a hardware defect	3 years incl. <u>DOA Policy</u>	3 years	3 years incl. <u>DOA Policy</u>	3 years	<u>Limited Lifetime Warranty</u> (LLW, max. 10 years) incl. <u>DOA Policy</u>	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
<b>Optionally available services</b>								
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](http://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](http://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



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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	✓	✓
Worldwide manufacturer support & support contract	–	–	✓	✓	✓	✓	–	✓	✓
24/7 emergency hotline for massive operational disruptions (priority 1)	–	–	–	–	✓	✓	–	–	✓
First response time for massive operational disruptions (priority 1)	–	–	2 hours	2 hours	30 minutes	30 minutes	–	2 hours	30 minutes
Guaranteed maximum first response time (priority 2)	–	–	4 hours	4 hours	4 hours	4 hours	–	4 hours	4 hours
Replacement service (within the EU)	5 years	5 years	–	During the term	–	During the term	During LLW	–	–
Extension by Next Business Day advance replacement (within the EU)	–	✓	–	✓	–	✓	✓	–	–
Runtime	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 <sup>1</sup>	✓ up to EOL	✓ up to 5 years <sup>1</sup>	–	–	–
Valid for all LANCOM products <sup>2</sup>	✓ 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

<sup>1</sup> 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.

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