



# Overview Service & Support

	Central Site	Routers & SD-WAN	Firewalls Rack	Firewalls Desktop	Switches Enterprise	Switches SME	Wireless LAN	Virtual products
R&S®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

Replacement service (Return & Replace) in case of a hardware defect	3 years incl. DOA Policy	3 years	3 years incl. DOA Policy	3 years	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, e. g. manufacturer support

per device	R&S®NC Support Access (only for partners)	✓	✓	✓	✓	✓	✓	✓	
	R&S®NC Support Direct 24/7 or R&S®NC Support Direct 10/5	✓	✓	✓	✓	✓	✓	✓	
	R&S®NC Support Direct Advanced 24/7 or R&S®NC Support Direct Advanced 10/5	✓	✓	✓	✓	✓	✓	–	
	R&S®NC NBD Replacement	–	–	–	–	✓	–	–	–
	R&S®NC Replacement Advanced	✓	✓	✓	✓	–	✓	✓	–
	R&S®NC Replacement Basic	✓	✓	✓	✓	–	✓	✓	–
for projects	R&S®NC Support Premium 24/7 or R&S®NC Support Premium 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 R&S®NC Support products, see comparison table 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 [lifecycle website](#) or the [service & support website](#).

R&S®NC Community partners receive two additional years of free manufacturer support for devices purchased before July 1, 2026, provided the device has not yet reached EOL status.

[Learn more](#)

### Definitions

DOA: Dead on Arrival Policy mit NBD-Lieferung

LLW: Limited Lifetime Warranty

End of Sale (EOS): Day of the official sales stop of the product

End of Life (EOL): End of Sale + 5 years



# R&S®NC Support & Replacement

Ensure long-term protection for your R&S®LANCOM products: With the Support and Replacement products (formerly LANcare), depending on the variant, you will receive access to technical manufacturer support, guaranteed security updates, and extended replacement services for the duration of the product's lifecycle or until its End of Life.

	R&S®NC Support Access (exclusively for partners)	R&S®NC Support Direct 10/5	R&S®NC Support Direct Advanced 10/5	R&S®NC Support Direct 24/7	R&S®NC Support Direct Advanced 24/7	R&S®NC Support Premium 10/5	R&S®NC Support Premium 24/7	R&S®NC Replacement Basic	R&S®NC Replacement Advanced	R&S®NC Replacement NBD
Security updates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ in LLW enthalten
Manufacturer support & support contract	✓ for R&S®NC Community partners	✓	✓	✓	✓	✓	✓	-	-	-
Availability / validity	Worldwide	Worldwide	Within the EU <sup>3</sup>	Worldwide	Within the EU <sup>3</sup>	Worldwide	Worldwide	Within the EU <sup>3</sup>	Within the EU <sup>3</sup>	Within the EU <sup>3</sup>
24/7 emergency hotline for massive operational disruptions (priority 1)	-	-	-	✓	✓	-	✓	-	-	-
First response time (prio 1)	Best effort	2 hours	2 hours	30 minutes	30 minutes	2 hours	30 minutes	-	-	-
First response time (prio 2)	Best effort	4 hours	4 hours	4 hours	4 hours	4 hours	4 hours	-	-	-
Replacement service	-	-	During the term	-	During the term	-	-	5 years	5 years	During LLW
Extension by NBD advance replacement	-	-	✓	-	✓	-	-	-	✓	✓
Runtime	1, 3, or 5 years	1, 3, or 5 years	1, 3, or 5 years	1, 3, or 5 years	1, 3, or 5 years	Individual	Individual	Up to EOL (min. 5 years)	Up to EOL (min. 5 years)	Up to EOL (max. 10 years)
Extension	✓ up to EOL	✓ up to EOL	✓ up to 5 years <sup>1</sup>	✓ up to EOL	✓ up to 5 years <sup>1</sup>	-	-	-	-	-
Valid for all R&S®LANCOM products <sup>2</sup>	✓	✓	✓	✓	✓	✓ for projects of 500 devices or more	✓ for projects of 500 devices or more	✓ except switches	✓ except LLW switches	Only LLW switches
Registration	Anytime	Anytime	Within 3 months after device purchase	Anytime	Within 3 months after device purchase	Anytime	Anytime	Within 3 months after device purchase	Within 3 months after device purchase	Anytime

<sup>1</sup> R&S®NC Support Direct Advanced can be extended up to a maximum of five years. Alternatively, you can register R&S®NC Support Direct for the device. You will then continue to receive manufacturer support.

<sup>2</sup> Exceptions are unmanaged switches, R&S®AirLancer products, and accessories. R&S®NC Support products without advance replacement are recommended for virtual products.

<sup>3</sup> Metropolitan areas excluding islands and overseas territories