

LEVEL Technical Services

Dedicated technical experts here to assist.

Lantronix LEVEL Technical Services provides dedicated technical support experts to assist your team with technical challenges you may encounter. LEVEL services offer global phone support, limited lifetime hardware warranty, and dedicated account technical specialists. Coupled with our resilient networking products, knowledgeable, and personable tech support team, Lantronix delivers assistance you can trust for your business continuity.



Manage Help Tickets

A web-based help ticket portal is accessible twenty-four hours a day, seven days a week, from which your team can easily dialogue, orchestrate, and stay up to date on the latest status of your ticket.



Search Knowledge Base

Please help yourself to our products and services technical resources. Complete with quick-start setup and comprehensive user guides, software development kits and tools, software change notices, help videos, and many more resources.



Ask Technical Support

Discuss problem-solving in person through our direct phone support. A tech support expert will walk you through a Lantronix product or services issue to help characterize, identify and provide the best possible resolution. We're here to help!



Limited Lifetime Warranty

Lantronix provides a limited lifetime warranty against defects in materials and workmanship through the Last Date of Support. Each device product covered must have a continuous and fully paid-up subscription to LEVEL technical services.



Advanced Hardware Replacement

Lantronix provides advanced equipment replacement for any hardware issue that may arise. And with expedited shipping from Lantronix, we help keep your network downtime to a minimum for your mission-critical applications.



Technical Account Specialists

Lantronix listens and values our customer relationships and provides three service levels for our customers to choose.

The LEVEL 1 service provides customers with a comprehensive set of hardware, software, and 24/7 direct technical support as shown below.

The LEVEL 2 service offers a designated technical specialist to work directly with your team, assisting with Lantronix device onboarding, configuration, software updates, real-time troubleshooting and remediation, and other technical issues. In addition, the specialist works closely with the product line managers to ensure your team is up-to-date on software change notifications, quarterly solution reviews, and previews of product roadmaps.

The LEVEL 3 service offers a custom support contract, providing a tailored solution with the best options based on customer requirements.

We care about your success!

| DESCRIPTION | LEVEL 1 | LEVEL 2 | LEVEL 3 |
|---------------------------------------|---------|---------|---------|
| Online Help Service | ✓ | ✓ | ✓ |
| Help Ticket Portal | ✓ | ✓ | ✓ |
| Phone Support 24/7 | ✓ | ✓ | ✓ |
| 4-Hour Ticket Response | ✓ | ✓ | ✓ |
| Software Updates | ✓ | ✓ | ✓ |
| Configuration Assistance | ✓ | ✓ | ✓ |
| Limited Lifetime Warranty | ✓ | ✓ | ✓ |
| Advanced Hardware Replacement | ✓ | ✓ | ✓ |
| Assigned Technical Account Specialist | | ✓ | ✓ |
| Custom MSA and SLA Contract | | | ✓ |

Americas

800.422.7055
 americas_sales@lantronix.com
 www.lantronix.com
 NASDAQ: LTRX

Europe

+31 (0) 76.52.3.6.74 4
 eu_sales@lantronix.com

Asia/Pacific

+852 3955.0218
 asiapacific_sales@lantronix.com
 China: +86.21.6237.8868
 India: +91 994-551-2488