

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, extended 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.



Searchable Knowledge Base

Our products and services' technical resources are 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. With LEVEL, you can get extended warranty beyond that included with the original hardware purchase.



Advanced Hardware Replacement

Lantronix provides advanced equipment replacement for any hardware issue that may arise. Plus 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.



LEVEL 1 provides customers with a comprehensive set of hardware, software and 24/7 direct technical support. Our dedicated technical support specialists work with your team, assisting with Lantronix device onboarding, configuration, software updates, real-time troubleshooting and remediation, and any other technical issues.

LEVEL 2 builds on all of the features of LEVEL 1 and extends the services, offering extended warranty and advanced hardware replacement in the case of an issue with a Lantronix device in the field.

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	✓	✓	✓
Technical Account Team	✓	✓	✓
Configuration Assistance	✓	✓	✓
Software Updates	✓	✓	✓
Extended Limited Lifetime Warranty		✓	✓
Advanced Hardware Replacement		✓	✓
Custom MSA and SLA Contract			✓