

Lantronix – Maestro & FALCOM

Frequently Asked Questions

1. As a customer of Maestro and FALCOM, how does this purchase affect me?

Answer: Positively, you can expect to continue purchasing through your regular distribution channel and receive customer service and technical support in the same way as before the purchase. In addition to the M&F products, the combined Lantronix and Maestro & FALCOM products are available to you through our distribution channel.

2. Who is Lantronix?

Answer: Lantronix, Inc. is a global provider of secure data access and management solutions for Internet of Things (IoT) assets. Our mission is to be the leading supplier of IoT solutions that enable companies to dramatically simplify the creation, deployment, and management of IoT projects while providing secure access to data for applications and people. www.lantronix.com

3. Will the quote you gave me still be honored?

Answer: Yes, all quotes will be honored and will expire at their regular duration.

4. Will the distribution channel stay the same?

Answer: Yes, at this time, no changes will be made in the distribution channel. Please continue to order your Maestro & FALCOM products through your preferred distributor.

5. Who do I contact if I have a problem?

Answer: You should contact the same Knowledge base or technical support site you did before the acquisition at the following link: <https://support.maestro-wireless.com/portal/newticket>;
<https://support.maestro-wireless.com/portal/kb>

6. How do I submit an RMA request?

Answer: Currently, there are no changes in the present RMA process. Please continue to submit your RMA ticket at <https://support.maestro-wireless.com/portal/home>.

7. Will my product warranties be affected?

Answer: No, all product warranties stand, and there are no changes at this time.

8. Will pricing and the products offered change?

Answer: There are no changes in product or pricing at this time. When and if changes are made, we will provide notification long in advance of any change.

9. As a Maestro & FALCOM partner, system integrator or reseller, may we join the Lantronix Smart Advantage Partner program?

Answer: Yes, you can! The Smart Advantage program allows you to register new deals and get access to the Lantronix Partner Portal, which offers access to additional resources such as collateral, training, and sales & marketing support. You can sign up at - www.lantronix.com/partners

10. Where will the company be headquartered?

Answer: Lantronix is a global company headquartered in Irvine, CA. We are a publicly traded company on the Nasdaq (NASDAQ: LTRX).