Lantech
Pioneering Industrial and IP Networks

Lantech Communications Global, Inc.
昱樺科技股份有限公司
11494 台灣台北市內湖區堤頂大道一段33號7樓
7F, No.33, Sec.1, Tiding Blvd., Neihu District,
Taipei, Taiwan, 11494
Tel: +886-2-2790-2589 Fax: +886-2-2790-2516

DOA (Dead on Arrival) Policy

Lantech offers a 30-day DOA policy from the date of delivery. If a product exhibits a verified hardware failure upon initial installation within 30 days of delivery—and is confirmed as DOA by Lantech Technical Support—Lantech will cover two-way freight charges for the return. Issues caused by misconfiguration, software incompatibility, or conditions categorized as Out of Warranty are excluded.

Warranty Policy

Lantech warrants that our products are free from manufacturing defects in materials and workmanship for the following periods, starting from the date of delivery:

- **5 years** for industrial **OS3, OS4, and OS5** switches (unless otherwise specified or covered by a negotiated warranty).
- **3 years** for industrial **unmanaged, OS1, OS2, and OS2 PRO** switches, converters, and routers (unless otherwise specified or covered by a negotiated warranty).
- **2 years** for regular indoor media converters (CM series).
- **1 year** for accessories, including power supplies and SFP modules.

The warranty does not cover product defects, malfunctions, or failures caused by:

- **Force Majeure** events, such as floods, fires, storms, lightning, sea oxidation, rain, or water immersion.
- **Out-of-specification use**, **electrical over-stress (EOS)**, or operating beyond the working temperature specified in the product specifications.
- **Incorrect cabling, misuse, abuse, or unauthorized repairs**.

For more details, please refer to our **RMA Policy** below.

RMA Policy

1. RMA Conditions

Lantech warrants that our products are free from manufacturing defects in materials and workmanship for the following periods, starting from the date of delivery:

- **5 years** for industrial **OS3, OS4, and OS5** switches (unless otherwise specified or covered by a negotiated warranty).

- **3 years** for industrial **unmanaged, OS1, OS2, and OS2 PRO** switches, converters, and routers (unless otherwise specified or covered by a negotiated warranty).
- **2 years** for regular indoor media converters (CM series).
- **1 year** for accessories, including power supplies and SFP modules.

RMA service does not cover the damages incurred from Out-of-specification use, EOS (Electrical Over-stress), lightning, salt erosion and water immersion that are categorized as "Out of Warranty".

2. Return Merchandise Authorization (RMA) Process

If you are not sure about product failure or the cause of problem, please contact our engineers for technical support by support form or phone (+886-2-2790-2589) first. They may be able to find a solution that does not require sending the product for repair. Once the products need to be repaired, please fill out the RMA form below. Our staff will generate an email with an assigned RMA number.

Download RMA Form

Distributors & System Integrators must obtain a RMA number before sending the defects back to Lantech Taiwan for repair. Any defective item returned without RMA number, Lantech has rights to reject or not repair at its own choice. In the event of product not able to be repaired due to component shortage, Lantech reserves the right to provide an equivalent replacement at its discretion.

3. Turnaround Time & Shipping Charges

DOA Cases (Within 30 Days): Lantech will cover two-way freight charges for verified DOA returns.

Standard In-Warranty Repair: Distributors & System Integrators will bear one-way freight charge to return the RMA unit to Lantech, and Lantech will bear the return freight charge back to the customer. Expected lead time is 2–4 weeks.

Out of Warranty: The customer is responsible for two-way freight charges and applicable inspection/repair fees.

Publication Date: November 3, 2026
Lantech Communications Global, Inc.

Contact: https://www.lantechcom.tw/global/eng/contact-us.html