

# Lutron Services Guide



## Welcome

**A broad range of Lutron Services is available to complement and support your Lutron lighting control system.**

Lutron offers a broad portfolio of services to support our clients from initial design through implementation, ongoing management, and continual improvement of their total light environment.

Our role is to help you maximize the value of your Lutron lighting or lighting/shade control systems, and our people make all the difference. Lutron Service Representatives are available whenever you need them to make sure your system performs as expected.

**For additional information, call our Customer Service at +44 (0)20 7702 0657 or send an email to [eafs@lutron.com](mailto:eafs@lutron.com).**

Thank you for choosing Lutron,



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# Value of Service

Today's lighting control systems are more flexible and capable than ever. They can help enhance occupant productivity, lower energy consumption, and reduce a building's carbon footprint. Lutron services build on these advantages by improving on-time project completion, helping to maintain the design intent for both new and existing buildings, and working to prevent downtime throughout the building's life cycle.

This guide profiles the wide variety of services available to support and enhance Lutron lighting control systems, while meeting your budget requirements and scheduling needs – many services can be performed after hours to minimise any disruption to building occupants.

## Pre-Startup Services

Pre-Startup Services help to ensure a smooth beginning to each project, and keep everyone associated with the project informed and involved. Pre-Startup Services work to ensure that the project stays on schedule, resulting in higher client satisfaction.

## Startup Services

Startup Services are designed to ensure that the newly installed Lutron lighting control system is handed over on schedule and is operating as designed. Startup Service options are available to match the needs of the project, whether it is new construction or retrofit.

## Post-Occupancy Services

Over its lifecycle, every building will experience space churn, changes in building use, and even changes to the external environment such as maturing trees or new buildings that affect the landscape. To keep the building performing at optimal levels, the lighting control system needs to evolve as well. Lutron Post-Occupancy Services ensure that Lutron Service Representatives can play an active role in ongoing programming and maintenance of the lighting control system, or provide training that will empower your building staff to perform the required programming and maintenance.

## Maintenance and Support

Lutron offers a variety of warranty options for our lighting and blind control systems from 8-Year Limited Warranties to Enhanced Warranty coverage. Even if Enhanced Warranties were not purchased with your original system, Technology Support Plans and elective Maintenance Services can be purchased post-installation, and customised to your unique system requirements.

## System Replacements and Upgrade Services (RUS)

Lutron is dedicated to product innovation, ensuring that when you are looking to upgrade existing technology, we can support your lighting system goals. Whether you are updating your Lutron system or replacing switches, a Lutron Replacement System Specialist can help.

The Lutron Services Group works to maximise the value of your Lutron system. Our team is ready to help you determine what is best for your project at every stage. Call us today to schedule a consultation, and let us help you determine the best services for your lighting control system.

Look for these icons throughout this guide to identify the type of services offered.



Onsite Services



Remote Services



Telephone Services



Training Services



Documentation Services

# The Stages of a Project— Include Lutron Services at the Right Time

There are critical stages to every building project. Plan ahead to determine when each service can be ordered, and to be sure that you include services that will best support your project goals.

**Each service can be ORDERED at the project stages listed below, and will be delivered at the appropriate time in the project process.**

## Planning and Design Development Stage

- **All** Pre-Startup Services
- **All** Startup Services
  - Customer-Site Solution Training
  - Lutron-Site Solution Seminars
  - System Optimisation
- **All** Maintenance and Support Services

## Construction Stage

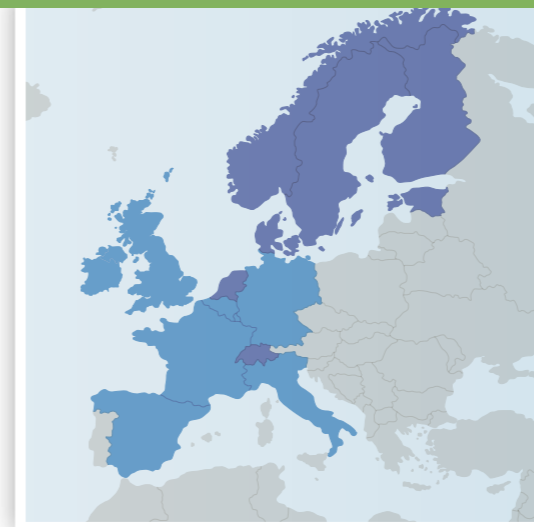
- Pre-Startup Services
  - Sensor Layout and Tuning
- Startup Services
- **All** Post-Occupancy Services
- Maintenance and Support Services
  - Technology Support Plans

## Operation and Maintenance Stage

- **All** Post-Occupancy Services
- Maintenance and Support Services
  - Technology Support Plans

## Renovation and Retrofit Stage

- **All** Post-Occupancy Services
- Maintenance and Support Services
  - Technology Support Plans
- **All** Replacement and Upgrade Services



### Lutron Services Available

- All Services Available
- Pre-Startup, Startup and RUS Services only (No Post-Occupancy Services)
- Startup and RUS Services only

# What Services are Available?

Cross-reference available services to various Lutron lighting control system types.

Service Category	Service	Quantum®	Energi TriPak®
Pre-Startup	System and Network Integration Consultation	•	•
	Sensor Layout and Tuning <sup>1,2</sup>	•	•
Startup	Startup Requirements	Onsite Startup Required	•
		No Startup Required	•
	After Hours Startup <sup>1</sup>	•	•
	Onsite Scene and Level Tuning	•	•
	Onsite Performance-Verification Walkthrough <sup>1</sup>	•	•
Post-Occupancy	Customer-Site Solution Training	•	•
	System Optimisation Service	•	•
	Onsite Diagnostics	•	•
	Onsite Programming	•	•
Maintenance and Support Options	Commercial Systems 8-Year Limited Warranty <sup>1</sup>	•	•
	Technology Support Plan	•	•

<sup>1</sup> Onsite Startup is a prerequisite for this service

<sup>2</sup> Pre-wire visit required

<sup>3</sup> Warranty for HomeWorks QS is a parts-only pro-rated warranty

Energi Saver Node™	GRAFIK Eye® QS	LCP	XPS	HomeWorks® QS
•	•	•	•	•
•	•	•	•	•
	•			•
•	•	•	•	•
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•		•	•	
•	•	•	•	•

# Pre-Startup Services



## System and Network Integration Consultation (LSC-INT-VISIT)

A consultative visit to review the Building Management System (BMS) and/or IT integration protocol requirements with the systems integrator and/or IT professionals, and other tradesmen.

### Benefits:

- Establishes clear protocols between your Lutron lighting control system and a variety of BMS systems to ensure seamless integration
- Lutron engineers provide advice on developing a method of communication that enables complete systems integration
- Provides the ability to monitor the lighting control system devices from a single location, simplifying analysis and adjustments

This visit will be scheduled by the electrical or general contractor or blinds installer. It should be conducted prior to system startup. Meeting attendees will include a Lutron Service Representative, the electrical contractor, general contractor, BMS integrator, and an end-user representative who is familiar with corporate IT requirements.



## Sensor Layout and Tuning (LSC-SENS-LT)

The Lutron Sensor Layout and Tuning service ensures that the sensors on your project are properly positioned and programmed. With this service, Lutron takes responsibility for the performance of the Lutron-provided, wired and wireless occupancy and daylight sensors on the job.

### Benefits:

- Ensures that the Lutron lighting control system achieves energy savings and sustainability goals to support the project's design intent
- Establishes that Lutron is responsible for sensor performance, eliminating confusion and facilitating proper performance

A Lutron Service Representative will analyse reflected ceiling plans for the project and design a detailed sensor layout based on an agreed-upon sequence of operations. Prior to or during system startup, Lutron may advise contractors regarding sensor relocation if conditions in the space deviate from the original drawings.

Lutron will provide up to two additional onsite service visits, post-occupancy, within the first calendar year from the time the building is turned over, to fine-tune sensor calibration.



# Startup Services



## Onsite Startup (LSC-SVC-START-CS)\*

Onsite Startup includes a visit to the job site by a Lutron Service Representative to configure the newly installed lighting control system to match the approved sequence of operations, and to train an end-user representative on system operation and maintenance. Depending on the type of Lutron system purchased and the size of the system, Onsite Startup may include pre-wire and training visits.

### Onsite Startup is a pre-requisite for the following additional services to be purchased:

- Sensor Layout and Tuning
- Onsite Scene and Level Tuning
- Onsite Performance-Verification Walkthrough
- Commercial Systems Limited 8-Year Warranty
- Enhanced Warranties

### Benefits:

- Provides a Lutron Service Representative onsite to ensure proper system startup and configuration
- Ensure that facilities staff receives training in order to best utilise and maintain the lighting control assets

Startup Services are scheduled by the contractor or blinds installer. During the visit, Lutron will audit the equipment installation to ensure it is installed in accordance with Lutron specifications, program the system per the approved sequence of operations, perform functional tests to validate the system is working as designed, and provide end-user training.



## After-Hours Startup (LSC-AH-SU)

This service is offered for projects that require Startup Services to be performed outside of normal business hours, weekends, or on scheduled holidays. This service is most commonly used for retrofit or renovation projects.



## Onsite Scene and Level Tuning (LSC-AF-VISIT)

Once the Lutron lighting control system startup is complete, a lighting designer may choose to make real-time adjustments to meet the needs of the space. Onsite Scene and Level Tuning (formerly called "Aim and Focus" visit) entitles the lighting designer to one onsite visit with a Lutron Service Representative to make the necessary changes.

### Benefits:

- Enables fine-tuning of light-level settings and button programming to enhance the look and feel of each space
- Ensures that the intent of the lighting system design is fully realised, increasing customer satisfaction

The Onsite Scene and Level Tuning visit is scheduled by the lighting designer. It must occur after the completion of the startup, and can be conducted during or after normal business hours.



## Onsite Performance-Verification Walkthrough (LSC-WALK)

An Onsite Performance-Verification Walkthrough is an onsite visit to demonstrate the system functionality to facility representatives or the commissioning agent. This service is often purchased in conjunction with the System Performance-Verification Documentation.

### Benefits:

- Demonstrates that the Lutron lighting and/or blinds control system meets the design intent, enhancing customer satisfaction
- Provides the opportunity for a commissioning agent, facility manager, or other lighting professional to audit the Lutron Startup with the Lutron Service Representative present

The Onsite Performance-Verification Walkthrough is scheduled by the electrical contractor. It must be scheduled after the completion of Onsite Startup. During the visit, the Lutron Service Representative will demonstrate the system operation to those representatives identified by the electrical contractor.

\* Final model number will reflect actual system installed. Contact a Lutron Service Representative for details



## Post-Occupancy Services



### Customer-Site Solution Training (LSC-TRAINING-EN)

Over time, buildings change. Lutron provides training services that the facility staff needs in order to adapt the lighting control system to the changes in the building. Training can be customised for the needs of the participants, but it most often covers system operation, reprogramming, and maintenance.

#### Benefits:

- Highly trained facility staff members are prepared to provide quick service or system adjustments—
  - Maximise the benefits of the lighting control system; improve energy savings and increase occupant comfort
  - Implement change requests for lighting adjustments
  - Effectively respond to lighting emergencies
- General operational training for space occupants results in higher satisfaction levels. Occupants understand why the lighting system is operating as it is and how that operation aligns with the original system design intent.

The training session is scheduled by the end user, and is conducted during normal business hours by a Lutron Service Representative. End-user training sessions may be recorded, using customer-supplied A/V gear.



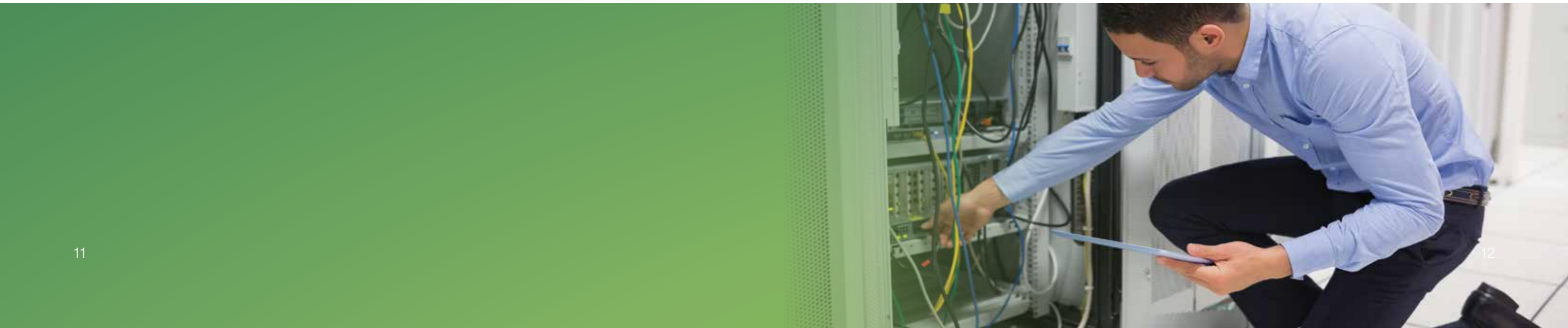
### System Optimisation Service (LSC-SYSOPT-EN)

The System Optimisation Service is an onsite, consultative visit to identify and implement Lutron lighting control adjustments, and to explore lighting strategies that can save additional energy and create a more productive work environment.

#### Benefits:

- As building use changes (tenant churn, space reorganisation, new workspace layouts) System Optimization ensures that the lighting control system continues to support the facility's needs and energy-saving goals
- Enhances the energy savings from the lighting control system—many customers experience 1-year payback
- Can improve occupant comfort, resulting in higher productivity
- In new projects, stringent local building codes may require more frequent performance verification—System Optimisation can meet this demand

A System Optimisation Service visit is scheduled by the end user. During the onsite visit, a Lutron Service Representative will walk the space, identify and review opportunities for improvements, and begin implementing the changes.





# Post-Occupancy Services



## Onsite Diagnostics (LSC-NW-D-CS)

Onsite Diagnostics is a service option for investigating system abnormalities. A Lutron Service Representative will visit the site, troubleshoot to determine the root cause, and develop a plan to correct the issue.

### Benefits:

- A Lutron Service Representative performs the troubleshooting for the end user
- The Lutron Service Representative brings a stock of parts to the visit, ensuring that many issues can be corrected immediately
- For systems under warranty, or for customers who have purchased a Lutron Technology Support Plan, service is available at no charge
- Provides support for more complex issues that facilities staff may not be qualified to troubleshoot and correct

**Diagnostic Services** are scheduled by the end user. A Lutron Service Representative will work with the end user to understand the concern and troubleshoot the cause. Once the root cause is known, the Lutron Service Representative will work with the end user to define a plan to correct the issue.



## Onsite Programming (LSC-OS-MAC)

Onsite Programming enables adjustments to the Lutron lighting control system to account for changes such as space churn, special events, and occupancy and daylight settings. A Lutron Service Representative will visit the site to make the changes.

### Benefits:

- Enhance system functionality by fine-tuning lighting control system programming to best support space use
- Face-to-face communication improves understanding about the changes being made
- Programming modifications will be implemented and verified by a Lutron Service Representative

**Programming Services** are scheduled by the end user. A remote Lutron Service Technician will work with the end user to understand the specific needs and implement the programming changes.



# Maintenance and Support Options

## Commercial Systems 8-Year Limited Warranty

The Commercial Systems 8-Year Limited Warranty offers 8 years of parts coverage, a first available onsite/remote response time for system issues, and 24/7 Technical Support. See the Commercial Systems 8-Year Limited Warranty documentation for all terms and conditions. For detailed descriptions, see pages 17-18.

### Benefits:

- Coverage provides 100% parts and diagnostic labour coverage for most system issues for 8 years
- Coverage can be upgraded at any time with the purchase of a Technology Support Plan

If an issue is discovered, please call 0800 282 107 and follow the prompts for Technical Support. The Technical Support Group will begin troubleshooting to diagnose the root cause of the issue. Should further diagnostics be required to troubleshoot and/or correct the issue, Technical Support will coordinate with Field Service to arrange a remote/onsite visit by a Lutron Service Representative.

## Commercial Systems Warranty

Years 1–2	100% Replacement Parts	First available response time
	100% Diagnostic Labour Coverage	
Years 3–5	50% Replacement Parts Coverage	
Years 6–8	25% Replacement Parts Coverage	

## Technology Support Plans (LSC-SILV-OW, LSC-GOLD-OW, LSC-PLAT-OW)

All Lutron Technology Support Plans provide 100% parts and diagnostic labour coverage for up to 10 years. Optional response time guarantees and Preventive Maintenance visits enable the coverage to be customized to meet the facility's needs. For detailed descriptions, see pages 17-18.

### Benefits:

- Response-time guarantee can limit the duration of system downtime to minimise productivity loss
- Optimal Preventive Maintenance reduces the likelihood of system issues, increases system up-time and optimises energy savings

Even if an Enhanced Warranty upgrade was not purchased with the system, additional coverage options, such as Technology Support Plans, can be purchased to meet the needs of the facility. When an issue is discovered, please call 0800 282 107 and follow the prompts for Technical Support. The Technical Support Group will begin troubleshooting to diagnose the root cause of the issue. Should further diagnostics be required to troubleshoot and/or correct the issue, Technical Support will coordinate with Field Service to arrange a remote/onsite visit by a Lutron Service Representative.

## Spare Parts Package Recommendations

Keeping a stock of parts at your facility can minimise system downtime in the event of a hardware failure. Lutron Service Representatives will analyse the specific installation to develop a custom recommendation for your facility.

### Benefits:

- Can reduce the duration of downtime caused by hardware failures
- Spare parts allow you to quickly replace components if there is an issue with your Lutron lighting control system



# Maintenance and Support Coverage Option Matrix

	Warranty Coverage	Technology Support Plans (TSPs)
	Commercial Systems 8-Year Limited Warranty*	Silver TSP
<b>100% Replacement Parts and Lutron Diagnostic Labor (years 1-2); 50% Parts Coverage (years 3-5); 25% Parts Coverage (years 6-8)</b>	•	
<b>100% Replacement Parts for Duration of Agreement</b>		•
<b>First Available Response Diagnostic Labour Coverage (onsite/remote)</b>	•	• (duration of agreement)
<b>72-Hour Response Diagnostic Labour Coverage (onsite/remote)</b>		• (duration of agreement)
<b>24-Hour Response Diagnostic Labour Coverage (onsite/remote)</b>		• (duration of agreement)
<b>Software Defect Coverage (100% years 1-2)</b>	• (years 1-2)	
<b>Preventive Maintenance: 1 visit standard</b>		
<b>Maximum Coverage Duration: 10 years</b>		•

\* Excludes HomeWorks® QS

Technology Support Plans (TSPs)	
Gold TSP	Platinum TSP
•	•
• (duration of agreement)	
	• (duration of agreement)
•	•
•	•

## Additional Post-Occupancy Services

### Quantum® VUE

Quantum is a lighting control and energy management system that provides total light management by tying the most complete line of lighting controls, motorised window shades, digital ballasts and LED drivers, and sensors together under one software umbrella. After your upgrade, some of the new features will include:

- Windows Compatibility—Quantum can run on the most up-to-date servers and browsers
- Quantum VUE—Allows facility managers to monitor and adjust lighting and shades from anywhere in the building
- Update the look of wall controls in newly renovated spaces
- Access Rights Management—Enhance security and accountability; assign access rights to different areas of the building(s) to the appropriate facilities personnel
- Alerts—Quantum can alert you when the system recognises a device failure or even ballast and LED lamp failures
- Scalability—Seamless system expansion throughout your building/campus
- Integration—Quantum offers integration with building management systems via BACnet

Existing Quantum customers can easily upgrade their software to VUE without the purchase of any additional hardware<sup>1</sup>, and with very little system downtime. For more information and a quotation, email [eacustsvc@lutron.com](mailto:eacustsvc@lutron.com).

<sup>1</sup>Applicable for all beta and gamma versions of Quantum 1.5-2.7

### System Replacements and Upgrade Services (RUS)

Replacement and Upgrade Services allow end users to take advantage of technical advancements and new product innovations to enhance lighting control system performance.

Whether you are upgrading an existing Lutron lighting control system or considering replacing switches with a dimming system or automatic lighting control system, our Replacement System Specialists can help you assess your needs and provide support throughout the transition.

#### Benefits of Upgrading a Lutron Lighting Control System:

- Maximise energy savings by introducing new lighting control strategies
- Introduce readily available spare parts, software support, and diagnostic services
- Update the look of wall controls in newly renovated spaces
- Address the lighting control programming in response to space churn
- Maintain system reliability to avoid business interruptions caused by aging components

Lutron RUS Specialists can help you plan for a system upgrade or replacement by providing one or more of the following services:

- Lutron lighting solution assessments
- Design services
- Upgrade planning logistics
- Proposals, including utility rebates
- Project management services

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energy  
with  
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