Stanza® Guest Room Controls

Operation and Maintenance Manual
20 April 2011

Project Name: _____ Project #: _____

**❊LUTRON®**

table of contents

section one
introduction and product overview brochure

The purpose of this manual is to provide the user with the necessary information to operate and maintain your Stanza® system.

Please visit www.lutron.com for copies of product installation guides. The user should refer to the appropriate installation guide when looking for information related to a specific system component or device.

Thank you for your purchase, and we hope that you enjoy your new Stanza® Lighting Control System.
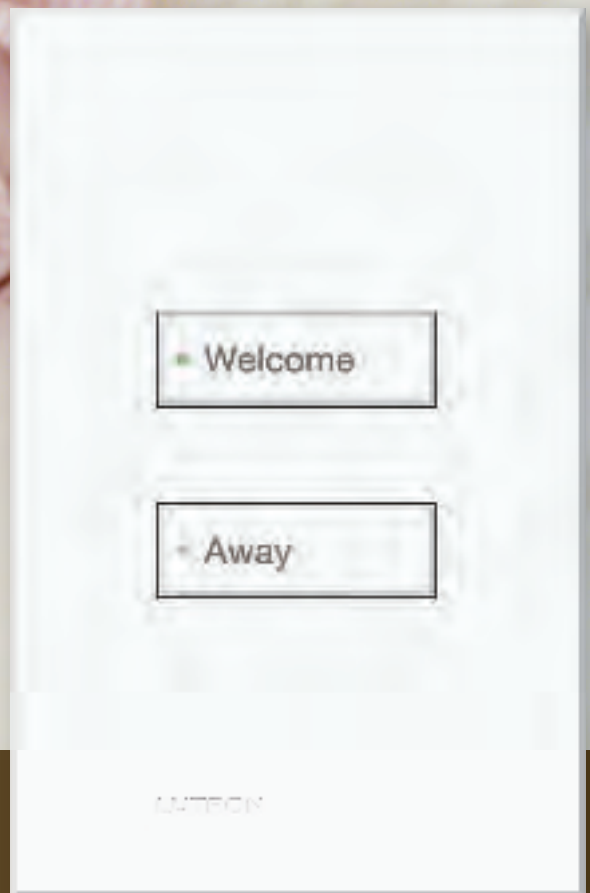
Create the hotel guestroom experience with **Stanza**

The new standard for hotel guestroom light control

"**I want** a hotel that focuses on me *and* cares about the environment."

Welcome to **Stanza**¿, the new standard for hotel guestroom light control.

Experience the new Stanza® guestroom light control from Lutron. See how sustainability and precise control are combined to create an oasis for your guests that makes them feel safe and secure – and saves energy.
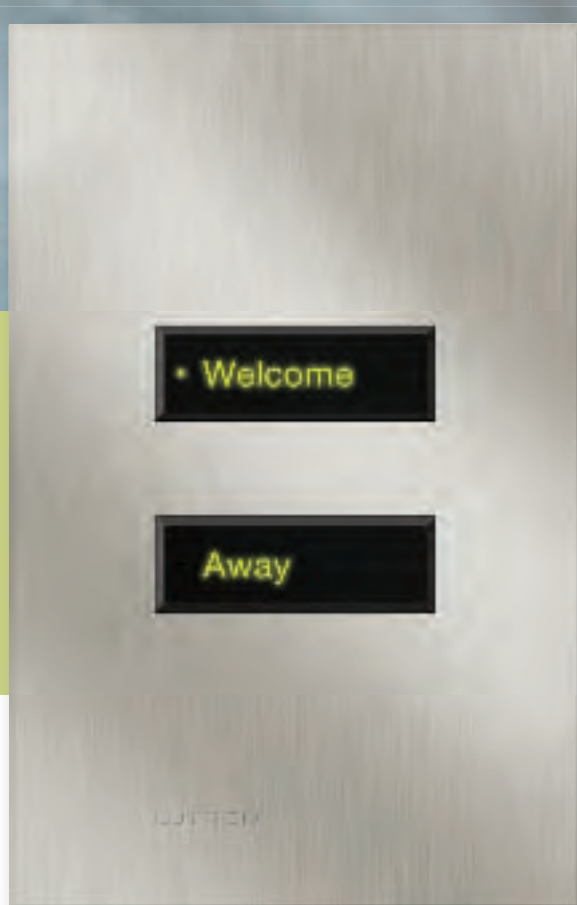
Stanza entry keypad in satin nickel shown full size

The **Stanza entry keypad** ensures a warm welcome upon your guest's entry and energy savings when your guest leaves the room.

Stanza₂: your guestroom experience

"I want a room that gives me more than what I have at home."

Stanza 2-button
entry keypad

An emotional connection is built when a guest is made to feel special — when every need has been anticipated.

- Make a perfect first impression with a "Welcome" lighting scene.
- Give them intuitive, backlit controls that are easy to find and use.

"I want a guestroom that reflects my belief in a greener world."

Stanza dimmer

Guests want to know that their decisions have a positive impact on the world around them.

- Use Stanza guestroom light controls to reduce the energy usage of the space significantly.
- Show your guests that the lighting has been designed for optimum energy efficiency.

"I want to feel safe and comfortable in my room."

Perfect lighting and convenient room controls allow your guests to relax and enjoy their stay.

• Let guests turn off all lights from the bedside so they don't have to walk through a dark room.
• Provide a nightlight available at the touch of a button.

Stanza 3-button bedside keypad

"I want to be in control of my room."

Guests want a simplified approach to controlling the technology in their room.

• Give your guests control of lights and ultra-quiet drapes from the bedside.
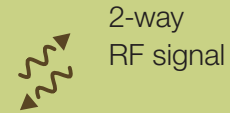• Give your guests bedside control of the Privacy or Service indicator lights in the corridor.

Stanza 5-button keypad and shade control

How Stanza works

Wireless control of every light point and drapery

2-way
RF signal

Wireless Stanza technology is perfect for both new construction and retrofit projects. Stanza line-voltage dimmers and switches, and the lamp socket dimmer/switch, can each be controlled individually. At the same time, each of those devices communicates to a wireless keypad that can control all the lights from one place. There are no additional components or control wiring requirements.
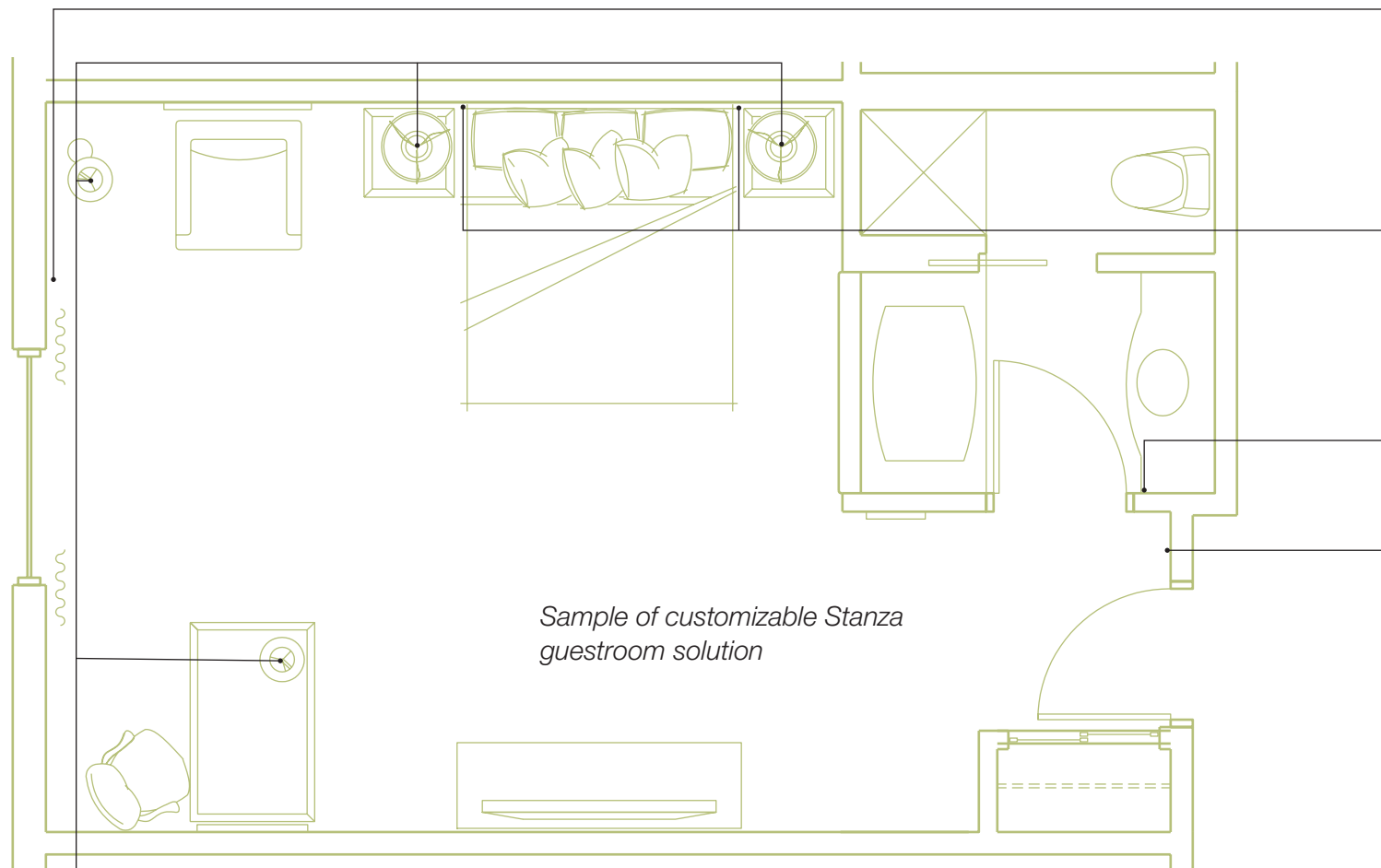
Sample of customizable Stanza guestroom solution

Lamp socket dimmer/switch
- Provides audible and visual feedback to support Universal Design
- Converts floor and table lamps into dimmable light points controlled by Stanza
- Features theft-resistant locking mechanism
- Can be configured as a switch when used with compact fluorescent lamps

Lamp socket dimmer/switch shown with halogen lamp for increased energy savings and warm color.

Dual drapery control keypad
- Convenient bedside or wall control of sheer and blackout drapes

Open Sheer
Close Sheer
Open Drape
Close Drape

See www.lutron.com/stanza for an interactive demonstration.

Dimmer
- Provides local dimming control of a light point
- Integrates keypad via Lutron RF technology

Bedside keypad
- Available in 2-, 3-, 4-, and 5-button configurations
- Control all lights from bedside
- Turn on nightlight from bedside

All On
Night Light
All Off

Entry light dimmer and key card switch
- Provide a warm and inviting "Welcome" scene when guest arrives
- Ensure energy savings with key card control of room lighting
- Provide local control of entry light

room

Lutron-patented RF technology

Quality and reliability you can count on

Stanza® uses patented Lutron Radio Frequency (RF) control.
Since 1997, all Lutron RF products have used this technology
because it offers the most reliable RF solution.

No interference between rooms
No interference from other systems
No central processor needed

A proven RF technology
All radio-frequency technology is not the same. Many RF
technologies — like those based on mesh networks — leave
open the possibility of interference from other devices or
between rooms. This can lead to service disruption, delay,
and in the worst cases, system failure. Lutron is different.

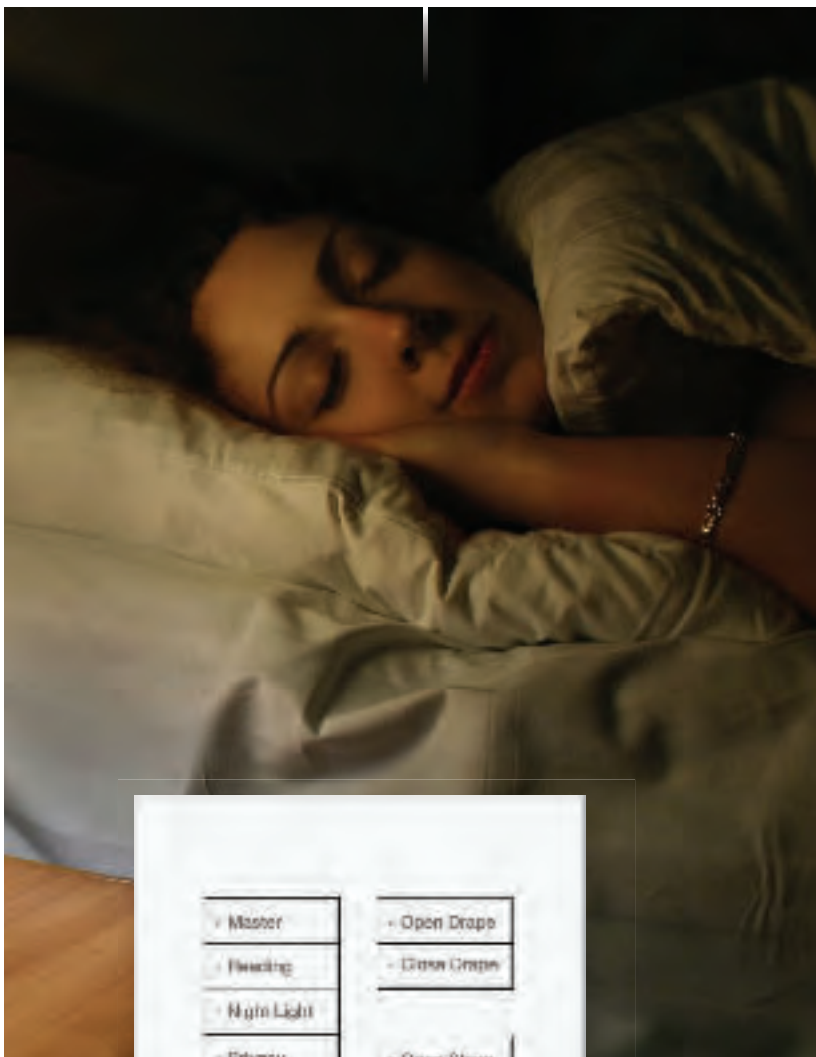Stanza operates on a proprietary frequency, so interference
from other devices is nearly impossible. And because each
control is uniquely addressed, the risk of interference between
rooms is eliminated. Lutron technology ensures flawless
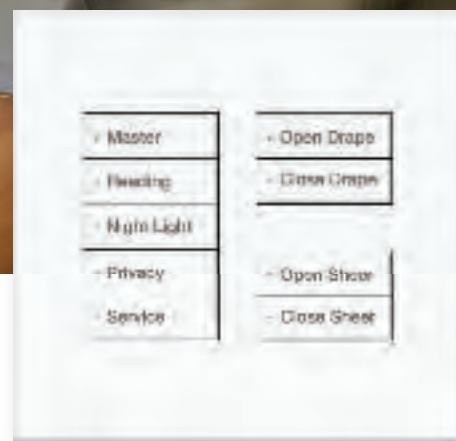performance and reliability for every guest, every time.

Room A

Room B

Room C

Unique RF addresses eliminate the possibility of interference between rooms.

Stanza integration

Stanza 2-button entry keypad

Why integrate with Stanza?

Stanza integration allows for the sharing of data about whether a room is sold or unsold, occupied or unoccupied.

- **Sold/Unsold status:** When guests check in, a "sold" command calls up a "Welcome" lighting scene for them to experience when they enter the room. Unsold rooms can be commanded to turn off to save energy.

- **Occupied/Unoccupied status:** By integrating with the key card switch, Stanza turns off all lights when guests remove the key card as they leave the room.

Guest services/Property management system:
Stanza communicates with guest services and property management systems through serial interfaces that listen for commands from the property.

Touchscreens/Media programs:
Stanza allows for these systems to build in light and drapery controls as part of their software design, sharing data through serial interfaces, and providing more revenue to the property by showcasing available amenities.

Additional Stanza options

Stanza key card switch
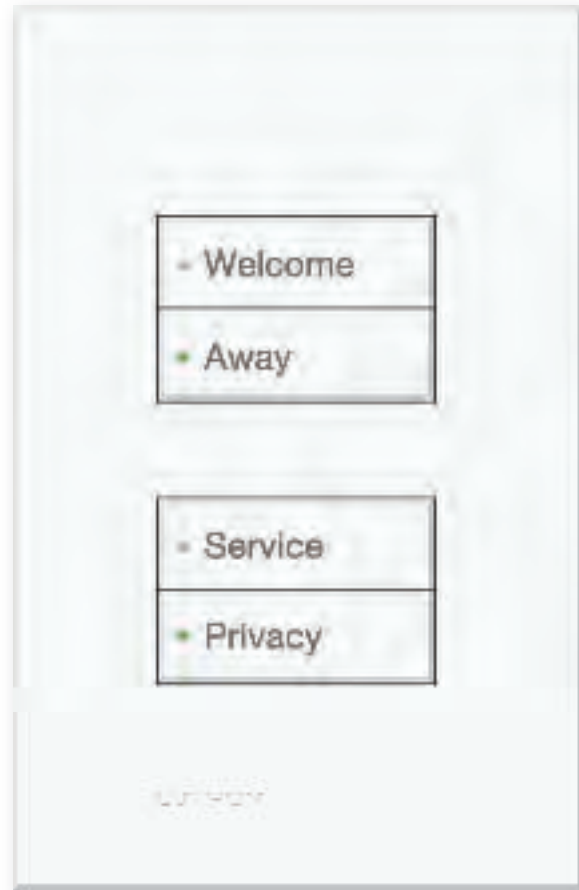
Stanza 4-button entry keypad

Key card switches:

When the guest enters the room, the Stanza key card switch communicates directly with the Stanza system to activate a "Welcome" scene. Removing the key card before leaving the room ensures energy savings for the property.

Service/Doorbell/Privacy:

To replace traditional hang tags, Stanza systems can provide intuitive buttons for the guest inside the room that speak directly to the third-party corridor controls to inform the staff of guests' needs.

Universal Design

Stanza® is designed to adhere to the
seven Principles of Universal Design.*

1 equitable use

Stanza keypads, switches and lamp
modules are designed to be used by
the widest possible number of people,
regardless of ability.

2 flexibility in use

Stanza allows users to control the
lights in a room from multiple locations,
depending on their preference.

3 simple and intuitive

A clean design using a push-button
slide control allows users to
immediately grasp the purpose
and function of the products.

Stanza dimmer in snow

* The Principles of Universal Design, Copyright © 1997 NC State University,
The Center for Universal Design.

> "Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design."

**Ron Mace, The Center for Universal Design,
North Carolina State University, School of Design**[1]
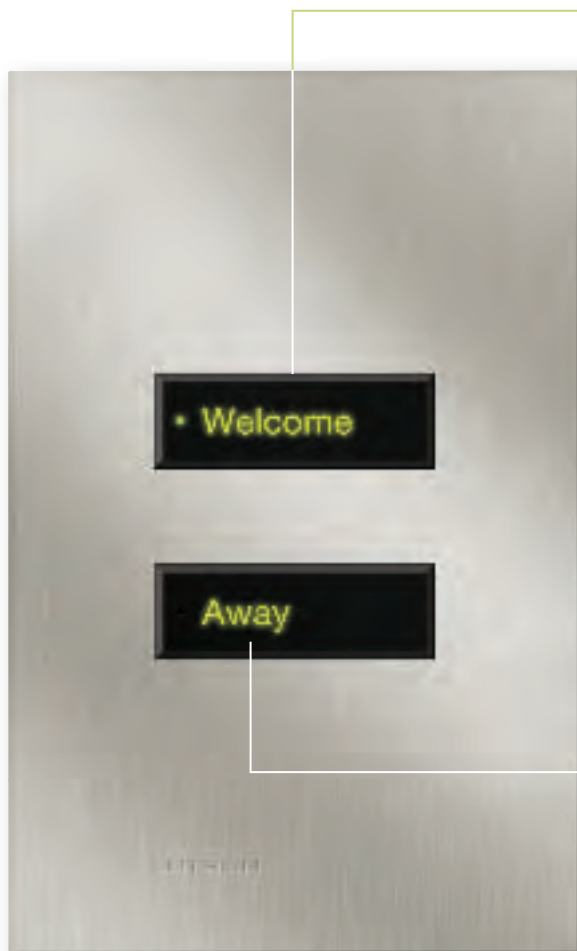
Stanza wall control in midnight
with a satin nickel wallplate

4 perceptible information

The buttons on the keypads are engraved with large fonts and backlit to ensure they can be easily read.

5 tolerance for error

Stanza can be operated with a fist or a stick, and has no irreversible functions.

6 low physical effort

Stanza keypads require only 13 ounces of force to actuate and provide tactile feedback.

7 size and space for approach and use

The backlit buttons on Stanza controls make them easy to locate, and their physical contrast and raised form makes them easy to use.

The Principles of Universal Design were conceived and developed by The Center for Universal Design at North Carolina State University. Use or application of the Principles in any form by an individual or organization is separate and distinct from the Principles and does not constitute or imply acceptance or endorsement by The Center for Universal Design of the use or application.

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Stanza technical specifications

Dimmer

- Dims 120 VAC halogen, incandescent or magnetic low-voltage loads
- 40 W minimum – 600 W maximum (derated if ganged) capacity
- Neutral wire version with 10 W minimum available for connection to interfaces, allowing control of higher wattages and additional load types
- Wallplate not included; order separately
- Backlit slider track allows easy locating in a dark room

- Model Number: SZ-6D-XX*
- Model Number: SZ-6ND-XX* for neutral wire version

Switch

- Switches 120 VAC halogen, incandescent, fluorescent, magnetic low-voltage, electronic low-voltage loads, or fan loads
- 10 W minimum – 6 A maximum (derated if ganged) capacity, maximum ½ HP fan load
- Requires neutral wire
- Wallplate not included; order separately
- Backlit indicator allows easy locating in a dark room

- Model Number: SZ-6ANS-XX*

Lamp socket dimmer/switch

- Provides audible and visual feedback to support Universal Design
- Screws into Edison medium-base (E26) lamp socket
- Dims one 120 VAC, 10 W (minimum) to 150 W (maximum) incandescent load
- Dims one 120 VAC, 10 W (minimum) to 100 W (maximum) halogen load
- Switches one 120 VAC, 10 W (minimum) compact fluorescent load
- Available in taupe color only
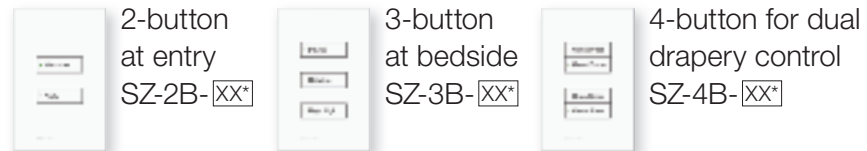
- Model Number: SZ-1SD-TP

* Add color/finish suffix, see page 15 for more information.

Keypad

- Operates any or all Stanza® controlled lighting loads and systems by others (through the Stanza interface) located in the hotel guestroom
- Wires to 120 VAC source
- Available in 2-, 3-, 4-, and 5-button configurations
- Wallplate not included; order separately
- Backlit buttons allow for easy locating in a dark room

Example keypads (text is customizable, other button configurations available):

2-button at entry SZ-2B-XX*

3-button at bedside SZ-3B-XX*

4-button for dual drapery control SZ-4B-XX*

Key card switch

- Allows selection of "Welcome" and "Away" scenes when key card is inserted and removed
- Wires to low-voltage power source and contact closure input
- Track flashes when no card is inserted and glows dimly when card is present

- Model Number: SZ-CS-CCO-XX*

Interface

- Separate integration modules can be used to connect to systems that communicate via contact closures, Ethernet, or RS232
- All interfaces require a 120 VAC outlet for connection to an included low-voltage Class 2 transformer
- Required for systems with more than 31 devices or Ethernet/RS232 integration

- Model Number: SZ-IO for contact closure (5 input/5 output)
- Model Number: SZ-PRG for Ethernet/RS232 and programming interface

Stanza drapery track

Seamlessly integrate control of drapes and sheers using the Stanza drapery track system.
For more information visit www.lutron.com/shadingsolutions.
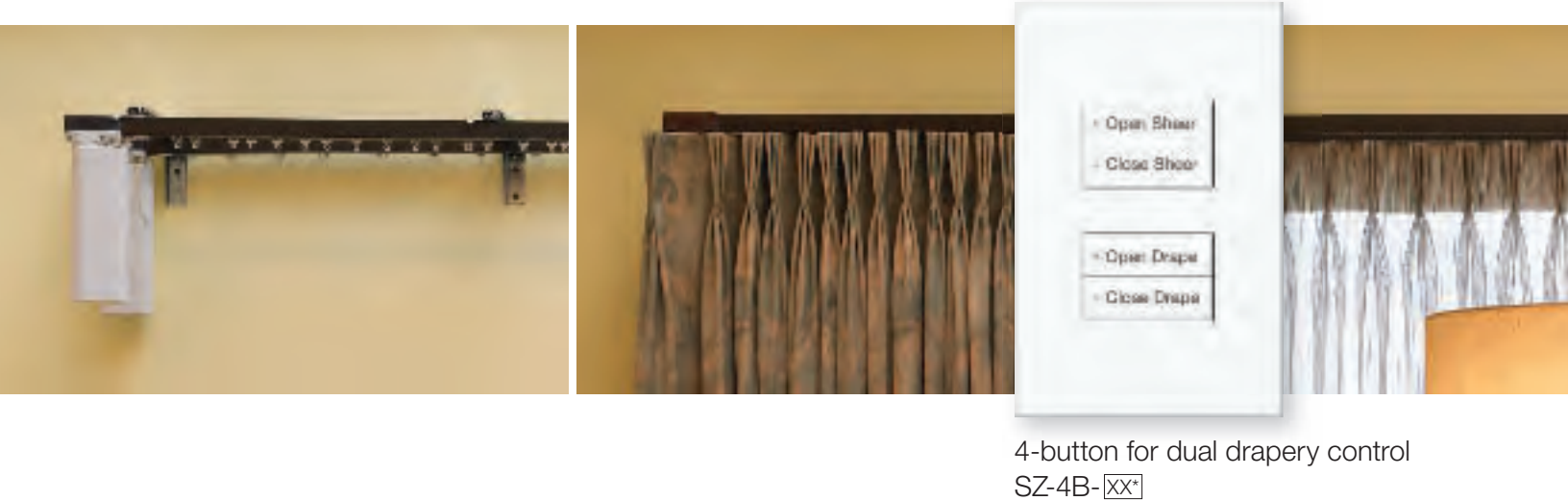
4-button for dual drapery control
SZ-4B- XX*

Coordinating accessories │ complete solution

Coordinate with your décor and enhance your brand by using a series of matching accessories
from Lutron with Stanza-style wallplates for a consistent look throughout the guestroom.

GFCI receptacle (15A or 20A)
SCR-15-GFCI- XX*
SCR-20-GFCI- XX*
with SZF-R3- XX* wallplate

Receptacle (15A or 20A)
SCR-15- XX*
SCR-20- XX*
with SZF-R3- XX* wallplate

1-gang to 3-gang wallplates available
as standard (all other configurations
offered as custom options.)
SZF-Z5- XX*
(Other opening styles available.)

* Add color/finish suffix, see page 15 for more information.

Coordinating with your décor

For decades, designers have been using light controls to create dynamic visual environments. Now, you can enrich the elegance of your property with Stanza® light controls in beautiful color.

Architectural metal finishes

Satin Brass (SB)   Satin Nickel (SN)

Metal finish wallplates are recommended to be used with Midnight (MN) controls. Contact Lutron for additional colors and finishes.
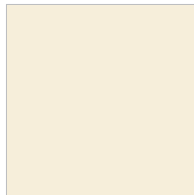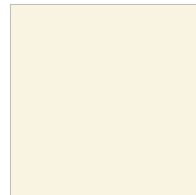
Satin Colors™

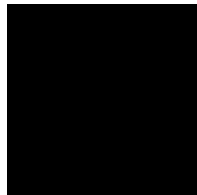Snow (SW)   Taupe (TP)   Eggshell (ES)   Biscuit (BI)

Merlot (MR)*   Midnight (MN)*   Sienna (SI)*
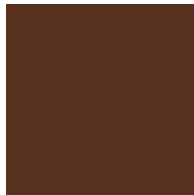
* Midnight, Merlot, and Sienna have backlit text on keypads, not backlit buttons.

experience green

Work with Lutron to reduce your property's environmental impact.

The tourism industry is at the forefront of the shift toward a green global economy. Hotels are going green because stakeholders at every level are calling for it: investors, communities, employees, and guests.

With solutions that dramatically reduce energy usage and make people more comfortable and productive, Lutron is proud to support hotel brands that make sustainability a fundamental part of their business.
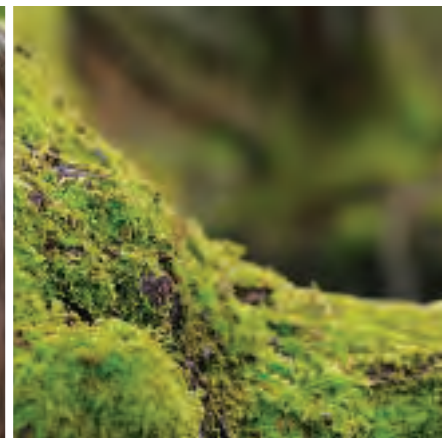
What we believe: at Lutron, sustainability is not new to us.

Lutron is a company built on a belief in taking care of people: customers, employees, and the community. We believe that our products should deliver value to our customers. And since 1961, we have been designing industry-leading technology that saves energy.

There are many excellent ways to save energy, enhance the experience of a guestroom, or contribute to a greener future. We developed Stanza® guestroom light control because we saw the need for a solution that does all three.

the Lutron difference

A history of innovation

Lutron is committed to bringing our customers best-in-class
products and solutions that offer superior performance, with
world-class service and global support.

Light control is environmentally responsible. It enhances life safety and
it strengthens security. Lutron develops highest-quality, elegant lighting
products and solutions that hotels worldwide use to help create the
guest experience and to reduce energy and maintenance costs significantly.
We innovate in advance of emerging market needs, and we continually
improve our quality, our delivery, and our value.

Lutron owns over 250 patents and manufactures more than 15,000
products. For over 45 years, we have met and exceeded the highest
standards of quality and service. Every one of our products is quality
tested before it leaves the factory, and we are available to help,
on the phone or in the field, whenever we are needed.

section two
safety precautions

Safety information and/or precautions are strategically located throughout your Stanza® Installation manuals. Please refer to these manuals for safety related information and instructions associated with each of the system's components/devices.
Under no circumstances should Lutron-supplied safety information and instructions supersede, or be considered a substitute for, your local organization's electrical safety procedures.

general safety precautions:
• Only personnel with the proper electrical safety training qualifications should be permitted to perform maintenance on Lutron control equipment.
• Only personnel with sufficient training on, and knowledge of, Lutron Lighting Controls Equipment should be permitted to perform maintenance on this equipment.
• Always de-energize, Lockout, Tagout, and verify de-energized, all electrical equipment prior to performing work on that equipment. Perform these activities only in accordance with your local site's safety procedures.
• Multiple circuits may feed some Lutron equipment. Locate and lock each supply breaker in the OFF position before performing maintenance work. Prior to performing maintenance on de-energized Lutron equipment, always test for the presence of voltage before beginning the maintenance work, even if you are certain that you have completely de-energized the equipment.
• If something unexpected occurs while performing maintenance work on Lutron Lighting Controls Equipment, stop work immediately, secure the work site, and seek help.
• Use only Lutron approved replacement parts.

section three
service and support guide

The following section contains Lutron's Service and Support Guide. It contains contact information and procedures if you were to experience a problem, required replacement parts, needed to schedule additional service or training visits, and needed any other assistance with your Lutron Lighting Control System.

NOTE: Lutron's Service and Support Guide may contain information that does not pertain to your particular lighting control system. Please contact Lutron Services Company at 1.800.523.9466 if you have any questions.

service and support guide │ lighting control system

※LUTRON® SERVICES CO., INC.

service record

This information will help us assist you when you contact Lutron:

Job Number (typically on the front cover of the panels)

Approximate date of initial installation

Job Name at time of installation

This pocket is provided for storage of service visit sign-off sheets and other important system documentation.

Lutron controls the light at the following locations featured in this brochure:

Cover: Lutron Electronics Headquarters, Coopersburg, Pennsylvania, U.S.A.
Page 1:   New York Times Building, New York, New York, U.S.A.
Page 2:   Bank of China Headquarters, Beijing, China
Pages 4–5:   Getty Museum, Los Angeles, California, U.S.A.
                JW Marriott Hotel Shanghai at Tomorrow Square, Shanghai, China
                Mandarin Oriental, Tokyo, Japan
                Louis Vuitton, Cannes, France
                Orange County Convention Center, Orlando, Florida, U.S.A.
Page 7:   Mandarin Oriental, New York, New York, U.S.A.
Page 8:   TAQA, Ann Arbor, Michigan, U.S.A.
Page 10:   The Westbury Mayfair Hotel, London, UK
Page 11:   Wynn Las Vegas, Las Vegas, Nevada, U.S.A.
                Mandarin Oriental, New York, New York, U.S.A.
                Georgian College, Ontario, Canada

Thank you for purchasing a Lutron lighting control system.

This guide contains the information you will need to ensure your ownership experience is a good one. Please retain it for future reference. It contains important information on warranties, service, upgrades and more.

© Photo by Brian Rose

who to call if you have problems: 1.800.523.9466

24-hour Technical Support at No Charge
If you have questions about the operation of your system, or if you are not sure it is functioning properly, Lutron provides around-the-clock technical support. A knowledgeable support staff is ready to answer questions about the operation, programming, and maintenance of your system. They can also direct you to the technical information on our website that is specific to your Lutron products.

From the U.S., call 1.800.523.9466. International customers can dial 1.610.282.3800 or visit www.lutron.com to get more information on our international offices.
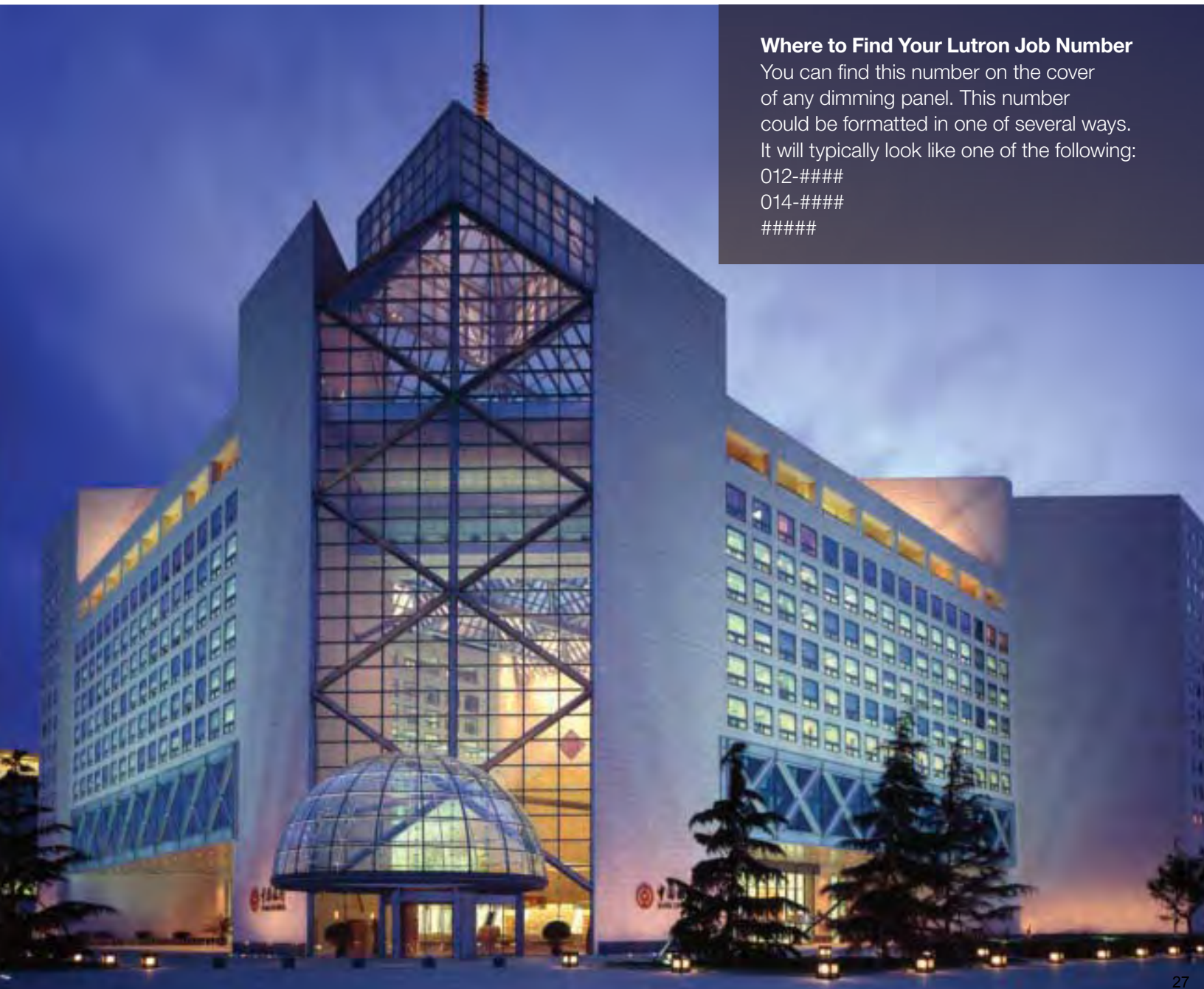
Where to Find Your Lutron Job Number
You can find this number on the cover of any dimming panel. This number could be formatted in one of several ways. It will typically look like one of the following:
012-####
014-####
#####

what to do if your system needs service

If your staff is unable to solve a problem with the help of our Technical Support Representatives, do not worry. There are other ways to get your system up and running. Lutron also provides reprogramming and training services. Please read over the points listed below to ensure you get the best service for your situation.

Lutron Scheduling Representatives: 1.800.523.9466 and select option 4, then 1 or email LSCscheduling@lutron.com.

- Determine your system coverage (see below).
- If you do not have a Support & Maintenance Plan or labor coverage, we recommend working with a local electrical contractor.
- If the electrical contractor was unable to solve the problem for you, please contact our Scheduling Representatives to set-up a Lutron field service visit.

How to Determine Your System Coverage
Lutron systems that are purchased with start-up have an initial 2-year Support & Maintenance Plan and an 8-year Limited Parts Warranty. That initial plan provides full labor and parts coverage for two years for the majority of equipment. Details on labor and parts coverage can be found in the below charts. The documents from the installing contractor will indicate what coverage you have for your particular system. *If you are unable to find that information, call 1.800.523.9466 and select option 4, then 4 or email LSCwarranty@lutron.com.*

With Lutron Start-up

System Component	Part Coverage	Labor Coverage
Lighting Control Equipment (excluding par ts listed below)	100%, first 2 years 50%, year 3 through 5 25%, year 6 through 8	100%, 2 years
Ballasts	100%, 5 years	None
Computer/Laptop/PDA	100%, 1 year	100%, 1 year

To supplement or extend the initial coverage that comes with Lutron start-up, we offer Support & Maintenance Plans that provide up to 10 years of full labor and parts coverage.

Without Lutron Start-up

System Component	Part Coverage	Labor Coverage
Lighting Control Equipment (excluding pa rts listed below)	100%, 1 year	None
Ballasts	100%, 3 years	None
Computer/Laptop/PDA	100%, 1 year	None

replacement parts

If you are experiencing a problem with your system and need to order replacement parts, you can call one of our Parts Specialists. If possible, please have the part number of the failed item as well as the Lutron Job Number for your system. In many cases, we will have the parts in stock and will send them to you in as little as two days.

For custom products and older generation systems, it may take longer for us to provide replacement parts. In those cases, the components that we need to make the products may no longer be available from our suppliers. As a result, we may ask you to send the failed part back to us so we can try to repair it rather than replace it.

To request more information, please call 1.800.523.9466 and select option 4, then 2 or email LSCparts@lutron.com.

spare parts packages

Having a stock of parts at your facility can ensure that small problems will be resolved rapidly. Some components can be installed in minutes, and Lutron's 24-hour Technical Support Representatives are available to walk your maintenance team or local contractor through the process.

We can prepare a recommended spare parts list based upon the specific configuration of your system and any unique requirements you have.

To request more information, please call 1.800.523.9466 and select option 4, then 2 or email LSCparts@lutron.com.

training sessions

On Our Site: The software used with our GRAFIK™ 5000/6000/7000 and Quantum™ systems allows a facility manager to reprogram, control, and monitor the lighting control system. To maximize the benefits this software provides, Lutron offers Facility Manager Training at our headquarters in Coopersburg, PA. The cost of these classes is minimal, and the feedback from past attendees has indicated that the training is well worth the time investment.

Go to www.lutron.com/training to see course dates and registration details.

On Your Site: If staff turnover has left you without anyone who knows how to operate and maintain your system, you can purchase a day of personalized training. This could be an ideal time to make any timeclock or wall control programming changes.

System specific training agendas are available on our website at www.lutron.com/service.

optimize energy usage

Although your lights turn on and off, there are many features that go beyond those basic options. Lighting strategies that take advantage of those new features can lead to more productive environments, happier occupants, and reduced lighting electricity bills.

Studies show that office buildings expend 44% of electricity on lighting alone. You can reduce your lighting energy consumption with a Lutron System Optimization Visit. This type of visit will help you implement strategies that will result in better system performance and more efficient energy usage.

To request more information, please call 1.800.523.9466 and select option 4, then 5 or email rus@lutron.com.

support & maintenance plans

The initial 2-year Silver Support & Maintenance Plan included with most systems can be extended for up to 10 years to ensure the lighting system will continue to satisfy the needs of the facility. With a Support & Maintenance Plan in place, a repair visit is just a phone call away. Annual payments are typical, but quarterly or monthly payments can be arranged to accommodate your budgeting needs.

The table below highlights the features of our three standard plans. If these plans do not fit your needs, please contact us and we can create a custom plan just for your facility.

	benefits	typical applications
platinum	• 24-hour response time for service visits • Annual Scheduled Maintenance Visit (see page 7 for details) • 100% parts, 100% labor and any travel costs Lutron incurs • Technical Support, toll-free, around the clock, 365 days per year • Remote diagnostics and programming (for systems with that configuration/capability)	• Casinos • Convention centers • Luxury hotels/Resorts • Research centers/Vivariums • Hospitals
gold	• 72-hour response time for service visits • Annual Scheduled Maintenance Visit (see page 7 for details) • 100% parts, 100% labor and any travel costs Lutron incurs • Technical Support, toll-free, around the clock, 365 days per year • Remote diagnostics and programming (for systems with that configuration/capability)	• Hotels • Stadiums/Arenas • Museums • Office buildings • High-end restaurants • Boutique retail • Large universities • Estates
silver	• 100% parts, 100% labor and any travel costs Lutron incurs • Technical Support, toll-free, around the clock, 365 days per year • Remote diagnostics and programming (for systems with that configuration/capability)	• Places of worship • Residences • Libraries • Small offices • Small schools

To request more information or a quotation, please call 1.800.523.9466 and select option 4, then 4 or email LSCwarranty@lutron.com.

annual scheduled maintenance visits

Our Gold and Platinum Support & Maintenance Plan customers automatically receive an Annual Scheduled Maintenance Visit, but any customer can purchase a day of this service. According to each site's requests and needs, the Lutron Field Service Engineer may complete the following tasks during this visit:

- Train facility staff
- Update staff on new features and capabilities
- Make minor programming changes
- Perform a system check and preventative maintenance
- Provide a system status report
- Compile a list of spare parts to consider for site

new and improved Lutron products

Add Engraving to Existing Controls

With proper labeling of the buttons on existing controls, your lighting system will be easier to use for you and anyone that enters the space. Nearly all Lutron wall controls can be engraved with labels for individual buttons or the entire control. Most engravings are custom to the project but standard options are also available. Engravings are available in a variety of colors and we can laser engrave in any language.

Engraving sheets are available at www.lutron.com/seeTouch

Upgrade to seeTouch®

An engraved control is better than one that is not, but a control with engraving that can be read in the dark is the ultimate solution. Controls in Lutron's GRAFIK™ 3000/4000/5000/6000/7000 lighting control systems can be replaced to feature this intuitive and ergonomic wall control option.

To upgrade your controls, please call 1.800.523.9466 and select option 4, then 5, or email rus@lutron.com.

Upgrade to GRAFIK Eye® QS

With the positive feedback from the experience our customers had with seeTouch controls, we updated our GRAFIK Eye product to include some of the same engraving and backlit features. An added bonus to the GRAFIK Eye QS is the opportunity to conveniently control shades and lighting from one control station.

To upgrade your controls, please call 1.800.523.9466 and select option 4, then 5, or email rus@lutron.com.
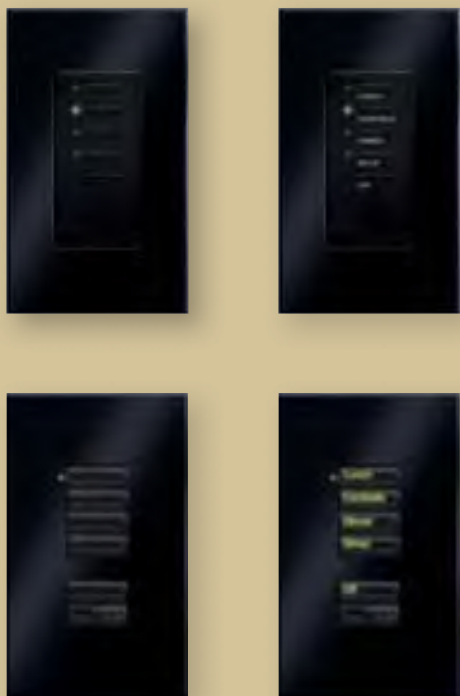
seeTouch®

Discover the intuitive simplicity of Lutron's seeTouch controls. As you can see above, our wall controls have continued to evolve into more beautiful and user-friendly additions to your facility. Engraved buttons make them easy to use for newcomers to the space and the backlit buttons remove the need to search for wall controls in the dark.

For more information, please visit www.lutron.com/seeTouch.

GRAFIK Eye® QS

Set your lights and shades just right for any task or activity in any room of your building. Easily recall these settings with the touch of a button. The new GRAFIK Eye QS provides convenient control and enhancement of the visual environment for the people inside the space.

For more information, please visit www.lutron.com/GRAFIKEyeQS.

modernize your lighting control system

You originally purchased a Lutron lighting control system because you wanted the ultimate in reliability and performance. The pace of innovation in Lutron's products has been rapid – the systems of today have features that were beyond reach just five years ago. These features may be just what you are looking for as you modernize your facilities.

In addition to improved serviceability, a new system brings advanced control features and energy saving capabilities that will take your lighting control experience to the next level.

Regardless of your reasons for wanting to upgrade or replace your system, Lutron will integrate the best products and services to give you a solution that meets your needs.

For more information on upgrading your system, please call 1.800.523.9466 and select option 4, then 5 or email rus@lutron.com.

system expansions

If you are expanding your building, or if existing areas of the building need to be incorporated into the system, we can provide a solution. Our systems are modular and expandable, allowing you to add capabilities or capacity as required.

Adding photo or occupancy sensors can help save energy. Using Lutron occupancy sensors can eliminate 20 – 30% of lighting energy costs.

Our Replacement Systems Specialists can review the equipment you have, work with you to determine what capabilities and features you want, and propose comprehensive solutions for your lighting needs.

For more information, please call 1.800.523.9466 and select option 4, then 5 or email rus@lutron.com.

Lutron in your home

When it comes to controlling electric and natural light, Lutron has the best products for any application, including your home.

The same world-class quality and engineering in the lighting controls in Buckingham Palace and the White House can be found in the dimmer that you can purchase for your home. After all, we feel that everyone deserves the benefits of dimming such as increased bulb life, improved energy savings, and enhanced room settings.

For assistance in locating Lutron products for your home, go to www.lutron.com.

Save energy beautifully

dimming the lights about	saves electricity	extends bulb life*
10%	10%	2 times longer
25%	20%	4 times longer
50%	40%	20 times longer
75%	60%	20 times longer +

* incandescent and halogen

www.lutron.com

section four
warranty & start-up information

02.17.09

Lutron Standard Limited Warranty

Applies to all Lutron Products that are not purchased with Lutron Services Co., Inc. start-up.

Limited Warranty

Lutron warrants each new unit to be free from defects in materials and workmanship and to perform under normal use and service.

Lutron will, at its option, repair or replace any unit that is defective in materials or manufacture within one year after purchase. For Lutron ballasts, Lutron will repair or replace any unit that is defective in materials or manufacture within three years after purchase.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES, AND THE IMPLIED WARRANTY OF MERCHANTABILITY IS LIMITED TO ONE YEAR FROM PURCHASE. THIS WARRANTY APPLIES ONLY TO LUTRON HARDWARE AND DOES NOT INCLUDE LUTRON SOFTWARE, LUTRON PROVIDED SYSTEM SERVERS, LAPTOPS, PDAS, OR COMPUTERS PURCHASED WITH LUTRON CONTROL SYSTEMS. THIS WARRANTY DOES NOT COVER THE COST OF INSTALLATION, REMOVAL, OR REINSTALLATION, OR DAMAGE RESULTING FROM MISUSE, ABUSE, OR IMPROPER OR INCORRECT REPAIR, OR DAMAGE FROM IMPROPER WIRING OR INSTALLATION. THIS WARRANTY DOES NOT COVER INCIDENTAL, OR SPECIAL DAMAGES. THE PURCHASER ASSUMES AND WILL HOLD HARMLESS LUTRON IN RESPECT OF ALL SUCH LOSS. LUTRON'S LIABILITY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, OR USE OF THE UNIT SHALL NEVER EXCEED THE PURCHASE PRICE OF THE UNIT.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For warranty service on returnable products (including Lutron ballasts), take the unit to the place of purchase or mail to:

> Lutron
> 7200 Suter Rd.
> Coopersburg, PA 18036-1299
> (send postage pre-paid for proper handling)

For warranty service on non-returnable products, contact Lutron Technical Support Center at **1-800-523-9466**

Note - Although every attempt is made to ensure that catalog information is accurate and up-to-date, please check with Lutron before specifying or purchasing this equipment to confirm availability, exact specifications, and suitability for your application.

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Lutron Electronics Co., Inc. Commercial Systems Limited Warranty

SCOPE

This limited warranty ("Warranty") covers Lutron (a) commercial lighting control system panels, controls, processor panels, wall box products, and other Lutron components (collectively, "Hardware"), (b) ballasts supplied directly by Lutron ("Ballasts"), (c) provided computer ("Supplied Computer"), and (d) commercial systems eLumen software ("Software" and, with the Hardware, Ballasts and Supplied Computer, the "System"). Customer acknowledges and agrees that use of (i) the System, or any part thereof, constitutes acceptance of all terms and conditions of this Warranty and (ii) the Software is subject to the terms and conditions of Lutron's Software License. Any subsequent addition to the System provided by Lutron will be governed by a separate warranty issued at the time of the purchase of the additional equipment.

The provisions of this Warranty applicable to the Supplied Computer and Software will not apply to Systems that do not include these components.

LIMITED WARRANTY

Subject to the exclusions and restrictions and for the periods of time described in this Warranty, Lutron warrants that the System will be free from manufacturing defects. If any manufacturing defect exists in any Hardware or Ballast during the period of time identified below from the date of start-up completion by Lutron or a Lutron approved third party, or the date of shipment by Lutron if such component was not purchased with Lutron start-up, so long as Customer promptly notifies Lutron of the defect and, if requested by Lutron, upon the return of the defective part(s), Lutron will, at its option, either repair the defective part(s) or issue a credit to the Customer against the purchase price of comparable replacement part(s) purchased from Lutron as follows:

Number of Years from Date of Start-up or Shipment, as applicable	Percentage of Part Price Credited by Lutron			
	Hardware		Ballasts	
	With Start-up	No Start-up	With Start-up	No Start-up
Up to 1	100%	100%	100%	100%
More than 1 but not more than 2	100%	0%	100%	100%
More than 2 but not more than 3	50%	0%	100%	100%
More than 3 but not more than 5	50%	0%	100%	0%
More than 5 but not more than 8	25%	0%	0%	0%
More than 8	0%	0%	0%	0%

If any manufacturing defect exists in the Supplied Computer or Software during the one year period from the date of start-up by Lutron or a Lutron approved third party, or the date of shipment by Lutron if component was not purchased with Lutron start-up, so long as Customer promptly notifies Lutron of the defect, upon the return of the defective part(s) as to the Supplied Computer, if requested by Lutron, or Lutron determining that a defect exists as to the Software, Lutron will, at its option, either repair the defective part(s) or provide comparable replacement part(s).

Replacement parts for the System provided by Lutron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned, and/or made by a different manufacturer.

CUSTOMER OBLIGATIONS TO MAINTAIN LIMITED WARRANTY

This Warranty will be void, and Lutron will have no obligations under it unless Customer complies with all of the following:

1. The Supplied Computer must be installed and maintained in a secure location, within the

Job Name:	Model Numbers:
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temperature and relative humidity ranges specified in the documentation accompanying the Supplied Computer, and away from where it may be bumped, abused, or subjected to large amounts of dust or dirt.

2. The Supplied Computer must be connected to a reliable (and preferably generator or battery backed-up) power supply.

3. The Supplied Computer must be properly shutdown in the event of power loss to prevent damage to it or its data, either of which could prevent it from operating properly. Customer has sole responsibility to take all reasonable measures to prevent this from occurring.

4. No modification, alteration, adjustment or repair can be made to the Software except by, or at the express instruction of, Lutron.

5. The Software may not be used on any hardware except the Supplied Computer.

6. No third party software may be installed on the Supplied Computer.

Lutron does not warrant that the Software will operate in combination with any other software except as specified in the applicable Lutron documentation. Customer acknowledges that its use of the Software may not be uninterrupted or error-free.

To ensure optimal operating conditions for the System, Lutron recommends that the Supplied Computer (1) not be connected to a power source that is also supplying power to a motor or other load that causes significant conducted emissions; (2) be located to permit easy access to it; and (3) be placed on a dedicated circuit.

EXCLUSIONS AND RESTRICTIONS

This Warranty does not cover, and Lutron and its suppliers are not responsible for:

1. Damage, malfunction or inoperability diagnosed by Lutron or a Lutron approved third party as caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as (a) use of incorrect line voltages, fuses or circuit breakers; (b) failure to install, maintain and operate the System pursuant to the operating instructions provided by Lutron and the applicable provisions of the National Electrical Code and of the Safety Standards of Underwriter's Laboratories; (c) use of incompatible devices or accessories; (d) improper or insufficient ventilation; (e) unauthorized repairs or adjustments; (f) vandalism; (g) failure to comply with the Customer Obligations listed above; (h) an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Lutron's control; (i) moving the Supplied Computer to another geographic location; (j) a virus or computer hacker; or (k) failure to maintain equipment under specified ambient temperature.

2. On-site labor costs to diagnose issues with, and to remove, repair, replace, adjust, reinstall and/or reprogram the System or any of its components.

3. Components and equipment external to the System, such as, lamps; non-Lutron ballasts; OEM supplied Lutron ballasts, sockets, and fixtures; fixture wiring between ballasts and lamps; building wiring between the dimmer panels and lamps and between the controls and the control or dimmer panels; audio-visual equipment; and non-Lutron time clocks and motion detectors.

4. The cost of repairing or replacing other property that is damaged when the System does not work properly, even if the damage was caused by the System.

5. Any loss of software, including the Software, or data. Customer has sole responsibility to properly back up all data on the Supplied Computer's hard disk drive and on any other storage device(s) in the System.

6. Repairs required due to malfunctions caused by non-Lutron supplied software.

EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY, THERE ARE NO EXPRESS OR IMPLIED WARRANTIES OF ANY TYPE, INCLUDING ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

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LUTRON DOES NOT WARRANT THAT THE SYSTEM WILL OPERATE WITHOUT INTERRUPTION OR BE ERROR FREE.

NO LUTRON AGENT, EMPLOYEE OR REPRESENTATIVE HAS ANY AUTHORITY TO BIND LUTRON TO ANY AFFIRMATION, REPRESENTATION OR WARRANTY CONCERNING THE SYSTEM. UNLESS AN AFFIRMATION, REPRESENTATION OR WARRANTY MADE BY AN AGENT, EMPLOYEE OR REPRESENTATIVE IS SPECIFICALLY INCLUDED HEREIN, OR IN STANDARD PRINTED MATERIALS PROVIDED BY LUTRON, IT DOES NOT FORM A PART OF THE BASIS OF ANY BARGAIN BETWEEN LUTRON AND CUSTOMER AND WILL NOT IN ANY WAY BE ENFORCEABLE BY CUSTOMER.

IN NO EVENT WILL LUTRON OR ANY OTHER PARTY BE LIABLE FOR EXEMPLARY, CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, CONFIDENTIAL OR OTHER INFORMATION, OR PRIVACY; BUSINESS INTERRUPTION; PERSONAL INJURY; FAILURE TO MEET ANY DUTY, INCLUDING OF GOOD FAITH OR OF REASONABLE CARE; NEGLIGENCE, OR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER), NOR FOR ANY REPAIR WORK UNDERTAKEN WITHOUT LUTRON'S WRITTEN CONSENT ARISING OUT OF OR IN ANY WAY RELATED TO THE INSTALLATION, DEINSTALLATION, USE OF OR INABILITY TO USE THE SYSTEM OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS WARRANTY, OR ANY AGREEMENT INCORPORATING THIS WARRANTY, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OF LUTRON OR ANY SUPPLIER, AND EVEN IF LUTRON OR ANY OTHER PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

NOTWITHSTANDING ANY DAMAGES THAT CUSTOMER MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DIRECT DAMAGES AND ALL DAMAGES LISTED ABOVE), THE ENTIRE LIABILITY OF LUTRON AND OF ALL OTHER PARTIES UNDER THIS WARRANTY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, USE, REPAIR, OR REPLACEMENT OF THE SYSTEM, OR ANY AGREEMENT INCORPORATING THIS WARRANTY, AND CUSTOMER'S SOLE REMEDY FOR THE FOREGOING, WILL BE LIMITED TO THE AMOUNT PAID TO LUTRON BY CUSTOMER FOR THE SYSTEM. THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS WILL APPLY TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE.

TO MAKE A WARRANTY CLAIM

To make a warranty claim, promptly notify Lutron within the warranty periods described above by calling the Lutron Technical Support Center at 1-800-523-9466. Lutron, in its sole discretion, will determine what action, if any, is required under this Warranty. Most System problems can be corrected over the phone through close cooperation between Customer and a technician. To better enable Lutron to address a warranty claim, have the System's serial and model numbers, its current operating system version, and the brand names and models of any peripheral devices (such as a modem) used with the System available when making the call. Let the technician know what error message you get; when it occurs; what you were doing when the error occurred; and what steps you have already taken to solve the problem. Listen carefully to the technician and follow the technician's directions.

If Lutron, in its sole discretion, determines that an on-site visit or other remedial action is necessary, Lutron may send a Lutron Services Co. representative or coordinate the dispatch of a representative from a Lutron approved vendor, to Customer's site, and/or coordinate a warranty service call between Customer and a Lutron approved vendor. All on-site labor costs incurred to diagnose any problems with

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the System and to repair, replace or adjust (at Lutron's option) the System to restore it to normal operation will be paid by customer at the then current service price unless covered by a Lutron Services Co. Support and Maintenance Plan.

REMOTE ACCESS

A dedicated analog phone line should be installed for the Supplied Computer to allow Lutron to remotely administer, troubleshoot, and support the System. Lutron does not recommended plugging the Supplied Computer into the analog phone line until

asked to do so by Lutron support personnel. During such support calls, Customer should disconnect the Supplied Computer from Customer's local LAN. Lutron expressly disclaims all liability due to local LAN problems or if the phone line is connected to the Supplied Computer at any other time. Customer retains all responsibility for ensuring the security of the Supplied Computer from unauthorized access.

For more information, including preventative maintenance steps, see the Users Guide provided by the Lutron approved vendor of, and included with, the Supplied Computer.

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1-Visit Start-up

Description

The 1-Visit Start-up package includes one on-site start-up visit and extends the limited warranty for your integrated lighting system.

Field Start-up – A Lutron Factory-Certified Technician will perform an on-site system inspection, start-up the system, and train facilities personnel on system operation and maintenance. This includes the cost of travel.

Visit Summary:

- Installation verification
- Wiring verification – power and low voltage
- Energizing the low voltage and enabling dimming for the system
- Verification of lighting loads
- System programming
- Training

Additional Information

Replaces the Standard Limited Warranty with the Lutron Electronics Co., Inc. Commercial Systems Limited Warranty. Also includes LSC-SILV-CS-IN-1 for year one and LSC-SILV-CS-IN-2 for year two*. Up to 8 additional years of coverage can be purchased.

Extends limited warranty for Lutron ballasts from 3 years to 5 years, if start-up is purchased for the ballasts.

24-hour/7-days a week toll-free telephone support (1-800-523-9466).

Refer to the Lutron Electronics Co., Inc. Commercial Systems Limited Warranty pages for limitations, exclusions, and any other details pertaining to what is covered by this warranty.

* Please see the following page for plan details.

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Support and Maintenance Plan - Silver Level (INIT) (LSC-SILV-CS-IN-1, LSC-SILV-CS-IN-2)

Description

- Includes 1-year Support and Maintenance Plan with system purchase and start-up, and commences on date of start-up completion.
- Covers on-site parts and labor, telephone technical support, and remote diagnostics

- Remote Access Support - Diagnostics and programming for systems with that capability (analog telephone line connection required, must be provided by system owner).
- 24-hour/7-days a week toll-free telephone support (1-800-523-9466).

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Terms and Conditions of Lutron Services Co., Inc. Support and Maintenance Plans

This Agreement between Lutron Services Co., Inc. ("LSC") and Customer provides parts and labor coverage for the Lutron Electronics Co., Inc. ("Lutron") Integrated Lighting Control System ("ILCS") purchased on this Bill of Material. Parts and labor are covered at 100%, as further specified below.

1. The Silver Plan COVERS:

    • The diagnosis of problems with the Lutron ILCS and the repairs and adjustments necessary to restore the ILCS to normal operation are subject to the limitations described below. Visits will occur during normal business hours Monday through Friday.

    • Replacement parts, new or rebuilt, at LSC's option.

    • Four (4) hours of remote programming annually, for systems with that capability.

    • Remote diagnostics, for systems with that capability.

    • Unlimited Lutron Technical Support (1-800-523-9466).

2. Additionally, the Gold & Platinum Plans COVER:

    • An annual ILCS Checkup which can include:

    a) an evaluation to verify that the ILCS is working properly

    b) verification that panels have not been overloaded in the course of building relamping or renovation

    c) training of users on operation and maintenance of the ILCS

    • For Trouble Calls, LSC will use commercially reasonable efforts to be at the Customer's site within 24 hours (for Platinum customers) or 72 hours (for Gold customers) of receipt of the request.

3. Service Procedures

    • To schedule a visit, call 610-282-3800 and request to be connected to Field Service Scheduling.

    • LSC representatives will perform service in compliance with security and other instructions provided by the Customer.

    • LSC will respect the Customer's need for confidentiality and will utilize job-specific information only as needed to complete the service visit.

    • ILCS Checkups (for Gold and Platinum customers) will occur during normal business hours Monday through Friday. They must be scheduled at least two weeks in advance.

    • Customer agrees to allow LSC prompt and sufficient access to Customer's facility and to provide reasonable information and assistance to the LSC representatives to expedite the performance of service.

    • Customer agrees that all LSC service must be done in compliance with LSC's safety procedures, which may include temporarily disabling or de-energizing the ILCS and other equipment connected to the ILCS.

    • LSC will provide a certificate of insurance upon request of Customer.

4. This plan DOES NOT COVER:

    • Damage or malfunctions diagnosed by LSC as due to abuse, misuse, or accident, such as: use of incorrect line voltage, fuses or protection devices; failure to follow operating and maintenance instructions provided by Lutron or LSC; failure to comply with national or local electrical codes; unauthorized repairs/adjustments; vandalism or theft; fire, flood, "Acts of God", or other problems beyond LSC's control.

    • Non-Lutron components and equipment such as: lamps; non-Lutron ballasts, sockets, and fixtures; fixture wiring between ballasts and lamps; building wiring between ILCS elements; audio-visual

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equipment; non-Lutron timeclocks and motion detectors; and Local Area Networks.

- Labor costs to remove and reinstall fixtures and/or ballasts.

- Desktop, Laptop, or Server hardware and software.

- Repairs or adjustments to Lutron ILCS required as a result of (i) malfunctions caused by non-Lutron supplied equipment, (ii) software that is connected to or used with the ILCS, or (iii) programming changes made by anyone other than LSC.

5. Warranties

- LSC makes no warranty, either express or implied, including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose

- For ILCS components that may be covered by product-specific warranties, LSC will coordinate the processing of any warranty claims.

6. Limitation of Remedy

- CUSTOMER'S EXCLUSIVE REMEDY AND LSC'S ENTIRE, COLLECTIVE LIABILITY IN CONTRACT, TORT OR OTHERWISE, UNDER THIS AGREEMENT IS THE REPAIR OF THE DEFECTIVE ILCS IN ACCORDANCE WITH THIS AGREEMENT. IF LSC IS UNABLE TO MAKE SUCH REPAIR, CUSTOMER'S EXCLUSIVE REMEDY AND LSC'S ENTIRE LIABILITY WILL BE THE PAYMENT OF ACTUAL DAMAGES NOT TO EXCEED THE CHARGE PAID BY CUSTOMER FOR ONE YEAR OF SERVICE UNDER THIS AGREEMENT. UNDER NO CIRCUMSTANCES WILL LSC BE LIABLE TO CUSTOMER OR ANY OTHER PERSON FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY INDIRECT, INCIDEN-TAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, EXPENSES, COSTS, PROFITS, LOST SAVINGS OR EARNINGS, LOST OR CORRUPTED DATA, OR OTHER LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, OR OUT OF THE INSTALLATION, DEINSTALLATION, USE OF OR INABILITY TO USE THE SYSTEM.

- THIS AGREEMENT GIVES CUSTOMER SPECIFIC LEGAL RIGHTS AND CUSTOMER MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF (i) INCIDENTAL OR CONSEQUENTIAL DAMAGES OR (ii) IMPLIED WARRANTIES, SO THE ABOVE MAY NOT APPLY.

- Customer shall not bring legal action related to the services being provided hereunder more than two years after the cause of action arose unless otherwise provided by local law without the possibility of contractual waiver or limitation.

- LSC shall not be responsible for any delay or failure to perform its responsibilities under this Agreement that results from problems outside the control of LSC such as: permit or visa require-ments; strikes or work stoppage; fires, floods, "Acts of God", wars, or force majeures; and transportation disruptions.

- With regard to any services that are not within the coverage of this Agreement, please contact LSC for service pricing and availability.

7. Taxes

- Customer agrees to pay all taxes (or reimburse LSC for all amounts paid or payable by LSC in discharge of these taxes) arising from this Agreement including state and local sales and use taxes, regardless of designation.

8. Term; Termination

- The term of this Agreement shall commence on the date of start-up completion and shall continue for the number of one-year terms purchased on the Bill of Material.

- Default: LSC may terminate this Agreement if Customer remains in default of any material term or condition of this Agreement ten days after LSC gives Customer written notice of the default.

- Unnecessary Service Calls: If Customer requests service on more than two (2) occasions in any one year for problems that are diagnosed by LSC as non-covered problems, LSC may terminate this Agreement by providing Customer with 30 days notice of termination.

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9. Miscellaneous

- Entire Agreement: This Agreement is the complete agreement between Customer and LSC regarding the services provided hereunder, and replaces any prior oral or written communications between Customer and LSC regarding such services. None of LSC's employees or agents may orally vary the terms and conditions of this Agreement. Any modification of this Agreement must be signed in writing by authorized representatives of Customer and LSC.

- Additional Remedies: This Agreement affords Customer specific legal rights. Customer may have additional legal rights that vary from state to state. This Agreement is not a warranty. The ILCS may come with a limited warranty from Lutron or third party manufacturers of products distributed by Lutron. Please consult those warranties for specific rights and remedies.

- Severability: If any part of this Agreement is held to be invalid or unenforceable, it will not affect the validity or enforceability of the rest of the Agreement. Without further action of the parties, that part will be reformed to the minimum extent necessary to make it valid and enforceable.

- Waiver of Rights: LSC's failure to exercise, delay in exercising, or single or partial exercise of any right, power, or privilege under this Agreement shall not operate to waive or preclude LSC's right to exercise such rights, power, or privileges.

- Send Notices to: Lutron Services Co., Inc., Attn: Director of Field Service, 7200 Suter Road, Coopersburg, PA 18036, cc: Legal Dept.

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Lutron Contacts for all Warranties and Support and Maintenance Plans

Internet: www.lutron.com
E-mail: lscwarranty@lutron.com

WORLD HEADQUARTERS
USA

Lutron Electronics Co., Inc.
7200 Suter Road, Coopersburg, PA 18036-1299
TEL +1.610.282.3800
FAX +1.610.282.1243
Toll-Free 1.888.LUTRON1
Technical Support 1.800.523.9466

North and South America Technical Hotlines
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Mexico: +1.888.235.2910
Central/South America: +1.610.282.6701

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6 Sovereign Close, London,
E1W 3JF United Kingdom
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FAX +44.(0)20.7480.6899
FREEPHONE (UK) 0800.282.107
Technical support +44.(0)20.7680.4481

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Singapore

Lutron GL Ltd.
15 Hoe Chiang Road,
#07-03 Euro Asia Centre,
Singapore 089316
TEL +65.6220.4666
FAX +65.6220.4333

Asia Technical Hotlines

Northern China: 10.800.712.1536
Southern China: 10.800.120.1536
Hong Kong: 800.901.849
Indonesia: 001.803.011.3994
Japan: +81.3.5575.8411
Macau: 0800.401
Singapore: 800.120.4491
Taiwan: 00.801.137.737
Thailand: 001.800.120.665853
Other countries: +65.6220.4666

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stanza-1 07.20.09

Stanza® System Description

The Stanza system is an easy-to-install and easy-to-use lighting control system designed especially for hotel guest rooms and similar applications. The system consists of wallbox dimmers, wallbox switches, line-voltage wallbox keypads, low-voltage interfaces, and lamp socket dimmer/switches. All of these devices communicate via radio frequency (RF) within each individual guest room.

All Stanza systems require on-site start-up after devices have been installed. This document describes the services that are performed as part of a standard start-up as well as the optional services that are available.

Stanza® On-Site System Start-up

System start up includes:

- One visit to the job site during normal business hours. This is defined as the hours of 7 AM to 5 PM on a Monday through Friday that is not a Lutron Holiday. Visits can be made outside these hours for an additional charge.
- Verification that the Stanza devices are installed according to Lutron specifications.
- Programming the Stanza devices:
  - Addressing of devices
  - Testing of programmed device operation
  - Setting of light levels and fade times as per approved submittal drawings. If no information is provided, test scenes will be set to 100%, 75%, 50%, 25% and Off. Default fade times will be set to 2 seconds.
- End user training on overall system operations (see details below).

Start-up notes:

- A Lutron factory-certified technician will perform system start-up items.
- A start-up visit may require multiple days depending on the size of the project.
- Lutron requires a notice of ten (10) business days to schedule a start-up date. Shorter notices may incur expedite fees.
- All terminations will be done by the installing agency. A person from the installing agency needs to be present for the startup. This person should be familiar with the installation of the system.
- All devices must be energized and fixtures fully lamped and tested prior to our arrival.

Items not included in standard on-site startup:

- Lutron service technicians will not perform work on non-Lutron equipment. Lutron will work with other manufacturers on the integration of equipment by others.
- Programming or any other changes that are requested to be performed counter to the approved submittal drawings must be approved in writing via the proper channels.
- Field wiring changes or corrections that delay the startup process such that additional time is required for Lutron to complete the startup will result in additional charges.
- Replacement of controls damaged due to mis-wires or incorrect installation or any other related issue not covered under the Lutron warranty is the responsibility of the installer.
- Reprogramming of any functionality after initial programming and sign-off.
- Phased construction schedules requiring multiple visits. If this is required, please contact your Lutron representative.

| Job Name: | Field Service Scheduling 1.800.523.9466 |
| Job Number: | Toll Free 24/7 Tech Support Line 1.800.523.9466 |

End user training on overall system operation during system start-up:

- This system is not typically sold with a separate visit for the training of the end user. Check with purchasing agent if this is required.
- It is the responsibility of the person scheduling the startup to ensure the appropriate end users are present for system training. Lutron typically does not have these contacts.
- Additional charges will apply if a separate visit is required for training the end user.
- Video media is not provided by Lutron for training sessions. This may be provided by "others" for turnover to the end user or job site documentation.
- System demonstration and sign-off by the end user.
- Typical Training Agenda (duration – approximately 1 hour):
    - Review of Stanza system (control location and function)
    - Discuss product model numbers
    - System integration (with other Lutron products and/or third-party equipment)
    - Review software
        - o Network connection settings
        - o Factory default procedure
        - o Modifying scene programming
        - o Device replacement
    - Troubleshooting system
    - Preventative maintenance

Additional items that are not included with standard startup, but may be purchased – check your quote to verify an item has been included with your quote. Additional details of each item are available from your Lutron representative.

- LSC-AF-VISIT. Aim and focus visit with design team or end user.

- LSC-SYSOPT. System optimization visit with end user.

- LSC-WALK. Startup agent or design team walk-through visit.

- LSC-SILV-IW. This is the initial 2-year service plan included with the purchase of the system start-up. Details are supplied within the submittal documentation.

- LSC-GOLD-IW or LSC-PLAT-IW. These are upgraded service plans which include expedited response time and a scheduled maintenance visit.

- LSC-TRAINING. This visit is for additional time on the job for training the end user.

- LSC-AH-SU. Afterhours startup.

- LSC-INT-VISIT. Integration meeting visit. Typically conducted prior to start-up, meeting is intended to meet with other equipment manufacturers to discuss integration with Lutron equipment.

- LSC-Energy-AUD. Written assessment of facility-specific changes to optimize lighting energy usage.

- LSC-SCHD-MAINT. Scheduled maintenance visit.

Additional items listed below may be charged for job sites.

- LSC-NS-TRAVEL. Non-standard travel arrangements

- LSC-RETURN. Job site contact schedules start-up but job is not ready when field service engineer arrives, requiring a return visit.

※LUTRON® SPECIFICATION SUBMITTAL   Page

Job Name:	Field Service Scheduling 1.800.523.9466
Job Number:	Toll Free 24/7 Tech Support Line 1.800.523.9466

section five
frequently asked questions

what if…

Q: I want to clean a dimmer, switch, lamp module, or keypad?

A: Use only a clean, damp cloth to wipe the device clean. Do not use any chemical cleaning solutions.

Q: I want to move the table/floor lamps with lamp modules to a different location in the room?

A: Your lamp modules will retain all of the programming that they had before they were moved. You may want to adjust your scene programming to take advantage of the new lamp module locations. In that case, please see [Section 08 – Modifying System Programming] for details.

Q: I want to change the scene programming on my keypad buttons?

A: See [Section 08 – Modifying System Programming] for details.

Q: I want to remove a device from the room?

A: Some devices are configured to optimize the wireless performance of the room. Please contact Lutron Technical Support to ensure that you are not removing one of these integral devices.

Q: I want to add a new device to a room?

A: Once you have ordered and received the new device, please contact Lutron Technical Support to help assist in adding the new device to the room.

Q: A device stops working?

A: See [Section 10 – System Troubleshooting] for diagnostic procedures.

Q: I want to take a device from one room to replace a non-working device in another?

A: Please contact Lutron Technical Support to assist in returning the device to factory settings. Then see [Section 06 – Device Replacement] for details on the replacement procedure.

section six
device replacement

procedure:

step one: Remove non-working unit and install the replacement device.

NOTE: Each product must be installed in accordance with the installation instructions shipped with the product. Reference instructions for each product can be found at www.lutron.com. A trained professional must install all products.

step two: Determine if the device is being replaced into a room that is configured as a Basic or Advanced system. You should have received a completed copy of the "Room Database Template". Refer to this to determine which type you have for the room in question. A copy of this form is shown on page 72.

• **A Basic system** is a system that does not have a permanently installed SZ-CI-PRG. You should have received a completed copy of the "Simple Device Replacement Codes" worksheet for every room that is set up as a Basic system (a copy of this form appears in this section.)

• **An Advanced system** is a system that does have a permanently installed SZ-CI-PRG. You cannot use the Simple Device Replacement procedure for rooms that are set up as Advanced systems. If you have rooms configured as Advanced systems, you should have received a copy of the Stanza® GUI and training on how to perform the replacement procedure.

step three: Assign and program the replacement device into the system. There are different sets of instructions for replacing into a basic system versus an advanced system. Please follow the appropriate instructions (located on the subsequent pages) based on your determination from step two.

NOTE: Stanza® is a wireless system that requires specific association of devices to the system. Follow the steps outlined in this section to ensure that your device is properly replaced into its system.

device replacement
in a basic system

introduction

The following is used when replacing a device into a basic system. Before starting, ensure that:
- There is at least one working keypad in the system. If there are none, follow the steps in "Device Replacement in an Advanced System".
- All system devices, including the replacement device(s), are powered up and functional.

instructions

If an error occurs during this process (indicated by red LEDs) refer to the following page for troubleshooting.
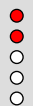
1. Choose any non-replacement keypad to be your device replacement master and remove its faceplate cover, exposing all 5 keypad buttons. Simultaneously press and hold buttons 1, 3, and 5 until all status LEDs flutter green. The keypad will attempt to enter device replacement mode.

2. If successful, the master keypad will blink green LEDs indicating the device replacement code for the first missing device (see the "Stanza® Simple Device Replacement Codes" worksheet for your particular system).

3. Devices will begin to display device replacement mode feedback: All programmed devices will blink green LEDs. The devices being replaced into the system will either blink orange LEDs, or blink green LEDs very slowly (on for 3 seconds, off for 1 second).

4. To select the next replacement device, press and hold Button 1 on the master. To select the previous replacement device, press and hold Button 5 on the master.

5. When you have selected the device to be replaced, go to the replacement device's location. Press and hold any button on the device until it no longer blinks orange LEDs, or the very slow blink of the green LEDs (on for 3 seconds, off for 1 second) returns to a regular blink rate. This should take 6 seconds.

6. The master keypad will begin to flutter the device replacement code LEDs while it transfers the database information to the replacement device. This may take up to two minutes.

7. When the transfer is successful, the master will blink all 5 LEDs green twice, followed by the device replacement code. Press and hold any button on the master to complete the process.

8. To replace additional devices, return to step two.

Status LEDs

1
2
3
4
5

LUTRON
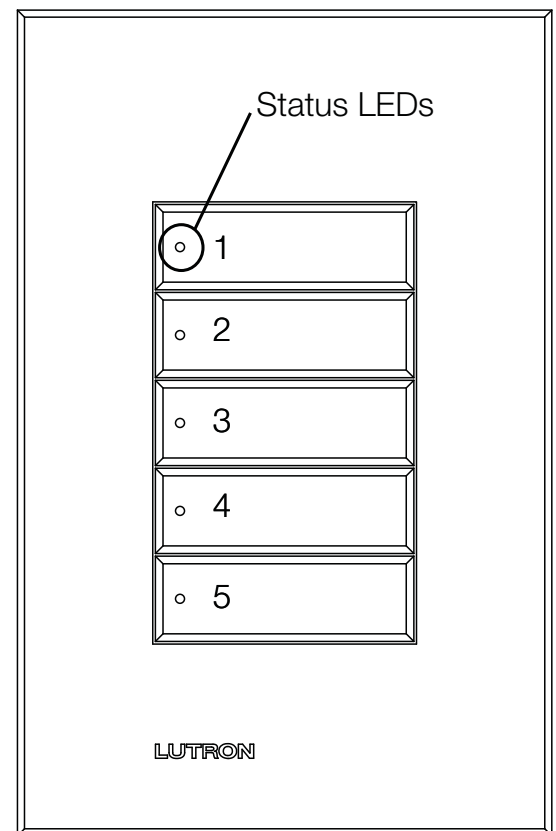
Stanza® keypad

error codes

If an error occurs during any part of the device replacement process, refer to the following list of error codes. Errors are displayed by the master blinking all 5 LEDs red twice, followed by the error code. Errors can be cleared by pressing and holding any button on the master.

Error	Description	Solution
E1	Device replacement is not allowed in this system.	If you are in an advanced system, follow the "Advanced System Device Replacement" Instructions.
E2	All system devices are present.	Ensure that you are in a system that requires replacement devices.
E3	The system was not able to enter device replacement mode because a neighboring system has already begun the process.	Wait until the neighboring system completes its device replacement process.
E4	The replacement device is of an invalid type for the displayed replacement code.	Check the proper Device Replacement Code Worksheet for correct replacement codes.
E5	A transmission error was encountered during device replacement.	Clear the error code and attempt device replacement again.
E6	The master attempted to recover a previously failed replacement attempt but the wrong device was selected for this replacement code.	Check the proper Device Replacement Code Worksheet for correct replacement codes.
E7	A programming transfer error occurred.	Clear the error code and attempt device replacement again.
E8	The master encountered an error while trying to finish the replacement process.	Clear the error code and attempt device replacement again.

simple device replacement codes

Room Numbers: _____	Database: _____

_____

_____

_____

16 — Device Model #: _____
Description: _____

1 — Device Model #: _____
Description: _____

17 — Device Model #: _____
Description: _____

2 — Device Model #: _____
Description: _____

18 — Device Model #: _____
Description: _____

3 — Device Model #: _____
Description: _____

19 — Device Model #: _____
Description: _____

4 — Device Model #: _____
Description: _____

20 — Device Model #: _____
Description: _____

5 — Device Model #: _____
Description: _____

21 — Device Model #: _____
Description: _____

6 — Device Model #: _____
Description: _____

22 — Device Model #: _____
Description: _____

7 — Device Model #: _____
Description: _____

23 — Device Model #: _____
Description: _____

8 — Device Model #: _____
Description: _____

24 — Device Model #: _____
Description: _____

9 — Device Model #: _____
Description: _____

25 — Device Model #: _____
Description: _____

10 — Device Model #: _____
Description: _____

26 — Device Model #: _____
Description: _____

11 — Device Model #: _____
Description: _____

27 — Device Model #: _____
Description: _____

12 — Device Model #: _____
Description: _____

28 — Device Model #: _____
Description: _____

13 — Device Model #: _____
Description: _____

29 — Device Model #: _____
Description: _____

14 — Device Model #: _____
Description: _____

30 — Device Model #: _____
Description: _____

15 — Device Model #: _____
Description: _____

31 — Device Model #: _____
Description: _____

device replacement in an advanced system

introduction

The following procedure is used when replacing a device into an advanced system. You will need:
- A laptop with the Stanza® GUI software installed
- An Ethernet cable to connect your laptop to the PRG
- The appropriate database for the guest room that requires the replacement device
 Instructions
  Before opening the Stanza® GUI make sure to:
- Setup your laptop's network connection in accordance with the "Stanza® Network Connection Settings" instructions
- Install and apply power to the replacement device(s)
- Ensure that all other devices in the system are present and powered

1. Open the Stanza® GUI and navigate to File > Open to open the appropriate database file.
2. Once the database opens, navigate to the Project Maintenance Tab and click "Transfer System Programming".

3. The GUI will present the "Addressing Wizard". Select the appropriate Room Number from the drop down list and click "Transfer".
4. A box will appear asking you if you would like to load the saved settings for this room. Select "Yes" and then choose to save your database.
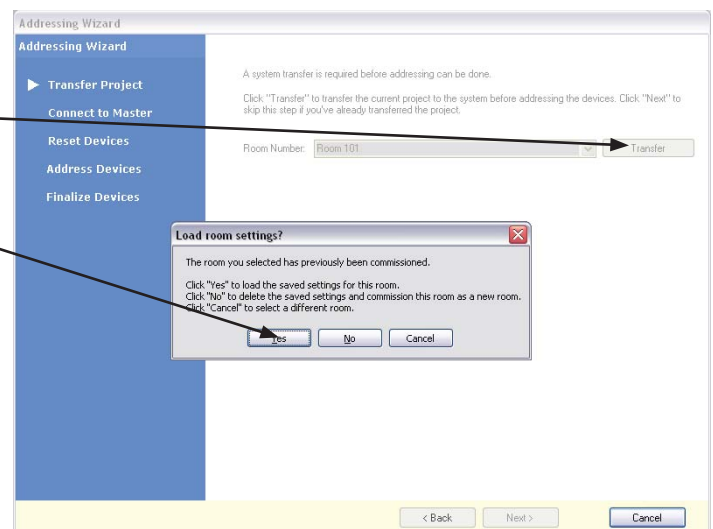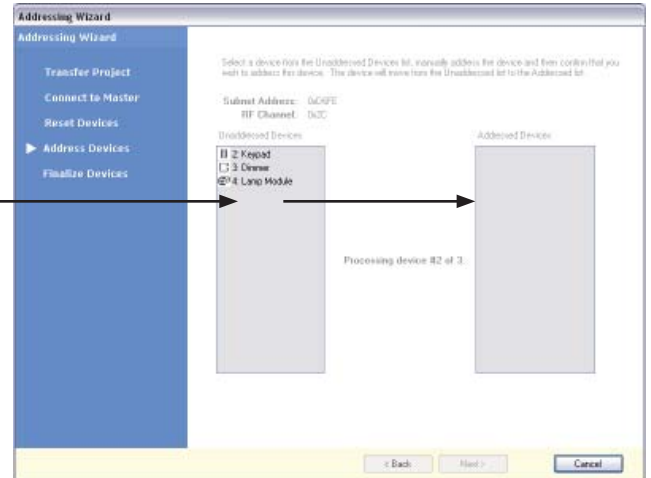
5. A new window will appear that displays the information being transferred from the GUI to the PRG. When this completes, click "Close".
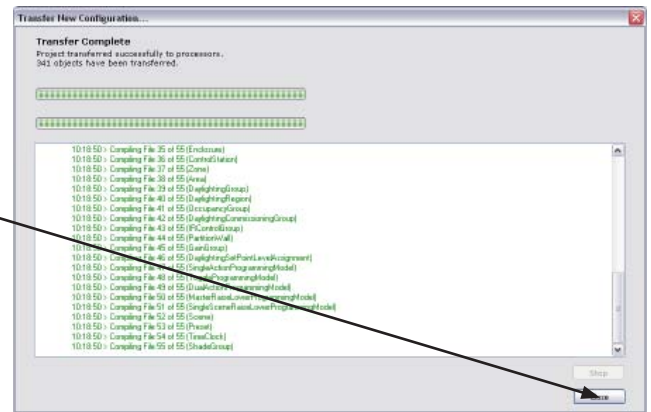
6. The PRG will beep, enter address mode and begin processing the list of devices.

7. Once the device list is processed, the PRG will move all existing system devices from the "Unaddressed" column to the "Addressed" column.

8. The replacement device(s) will be left in the "Unaddressed" column. Go to the replacement device that is selected and press and hold any button on it until the PRG beeps.
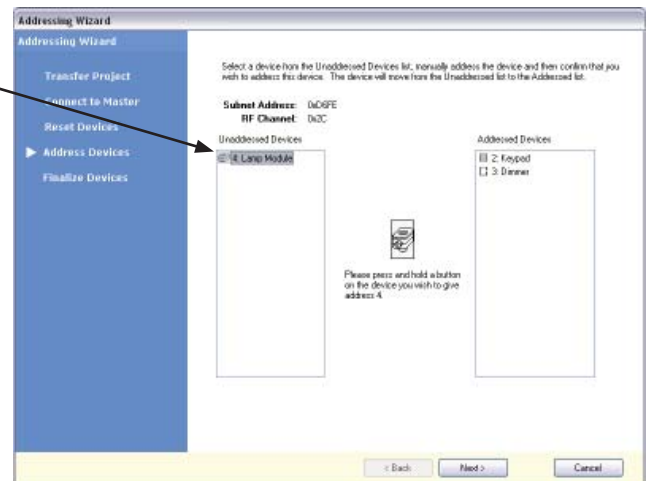
9. Return to the GUI and select "Yes" to assign that device its address. Repeat steps (8) and (9) until all replacement devices have been addressed.
10. Click "Next" at the bottom of the window. The PRG will beep and exit address mode.
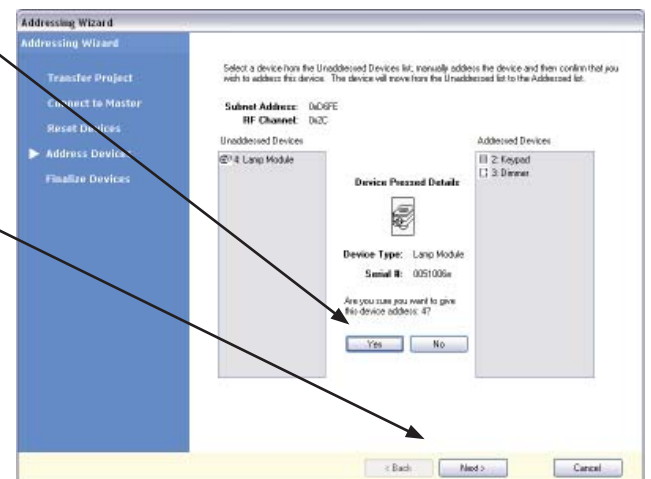
11. Click "Transfer to Devices" to send the database information to the replaced devices.

12. Once the transfer completes, click "Finish" at the bottom of the window to complete the process.

section seven
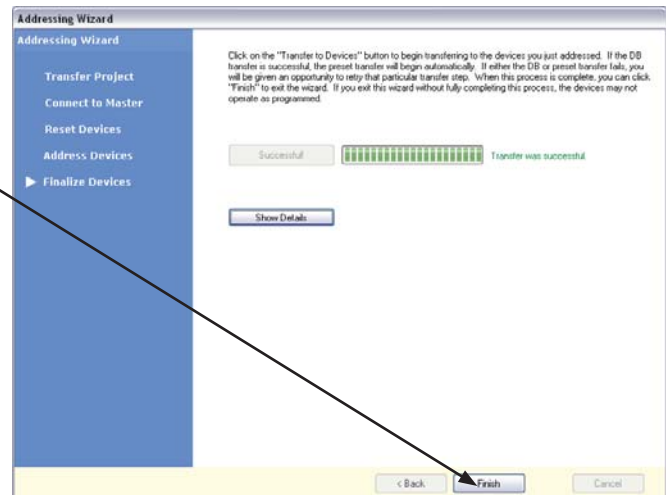## modifying system programming

introduction

The following process can be used to modify the existing programming associated with Stanza® keypad buttons. You will be able to:
- Modify or remove existing programming
- Add new programming
- Modify button functionality (single action vs. toggle)
 Before beginning this process, you will need:
- A laptop with the Stanza® GUI software installed
- An SZ-CI-PRG
- If the guest room has a permanently installed PRG, then you will use this PRG to perform this process (Advanced systems only)
- An Ethernet cable to connect your laptop to the PRG
- The appropriate database for the guest room where changes will be made

instructions

- Locate your completed "Room Database Template".
- Find the room number you will be making modifications to and note the "Database File Name" for that room.
- Setup your laptop's network connection in accordance with the "Network Connection Settings" instructions on page 66.
- Ensure that all system devices are present and powered
- This process consists of two steps:
- step one: Choose Modifications
- step two: Upload Modifications

keypad button programming screen

- Open the Stanza® GUI and navigate to File > Open to open the appropriate database file.
- Once the database opens, navigate to the "Set Up Project" tab.
- On the next page is an image of the keypad button programming screen. Refer to the following explanation when modifying programming.
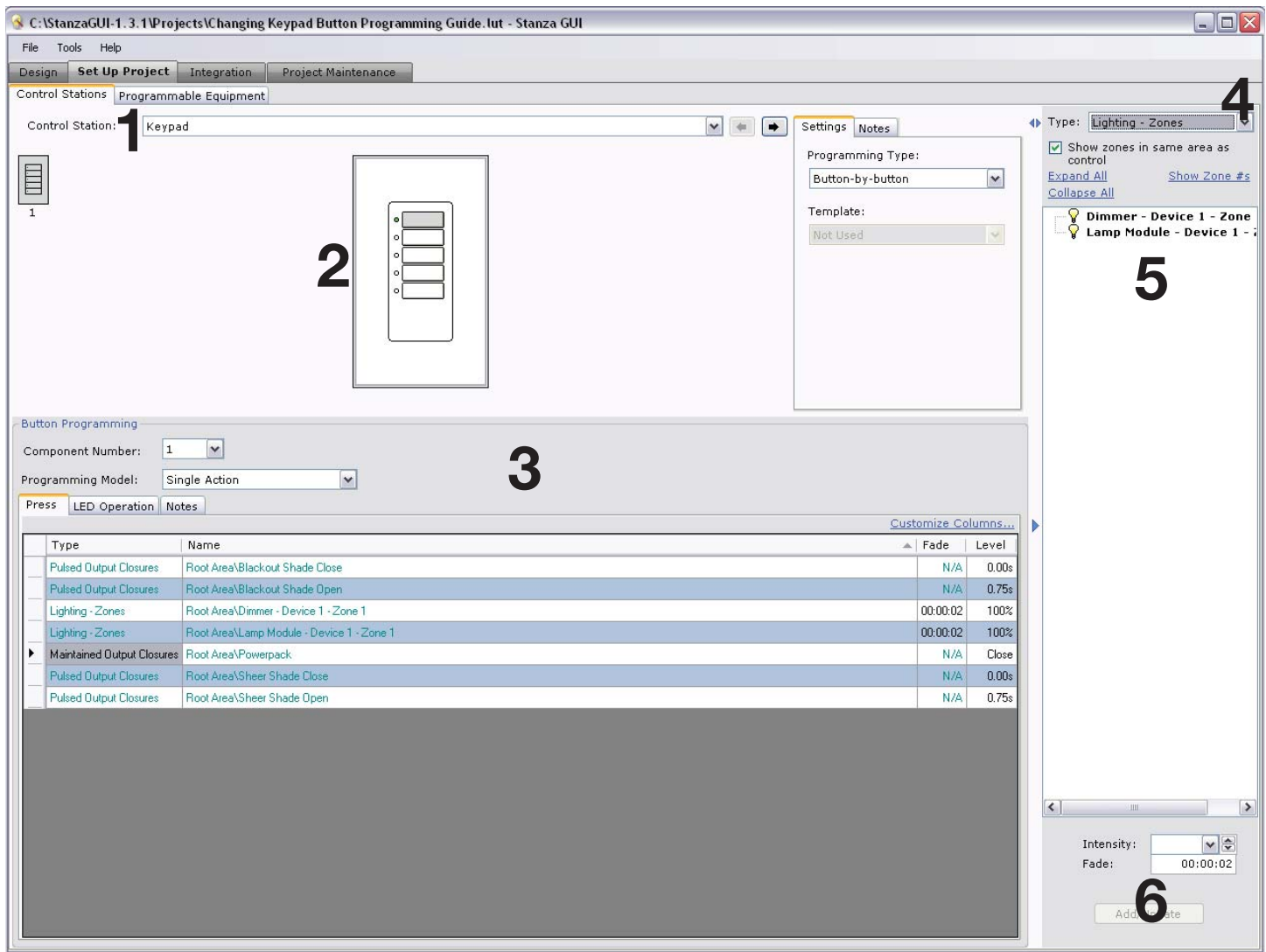
1. Control Station – Drop down list that allows selection of any keypad in the system.
2. Keypad Model – Graphical representation of the selected keypad. Each button is selectable on the model.
3. Button Programming – Details the current keypad button functionality and programming. Each programmed output and their parameters are listed.
4. Output Type – Drop down list that allows selection of the three output types:
   a. Lighting Zones – Includes dimmers, switches and lamp modules
   b. Pulsed Contact Closure Outputs (CCOs)
   c. Maintained CCOs
5. Output List – List of all outputs of currently selected output type.
6. Output Parameters – Settable parameters when adding new programming to keypad buttons. Output parameters are different for each output type:
   a. Dim Lighting Zones
      i. Intensity: 0 – 100%
      ii. Fade: HH:MM:SS
   b. Switch Lighting Zones
      i. Intensity: On or Off
   c. Pulsed CCOs
      i. Pulse Time: 0 – 12.5 seconds
   d. Maintained CCOs
      i. Intensity: Open or Close

step one: choose modifications

This section details several ways to modify keypad button programming. You may need to only perform some of the following actions or you may need to perform them several times if modifying more than one button. Once you've made your modifications, proceed to the "Upload Modifications" step.

A. Modify Existing Programming
    1. Select the desired keypad and button to modify.
    2. Locate the output that you wish to modify in the list under "Button Programming".
    3. Navigate to the "Fade" and "Level" columns of the output.
    4. Click in the boxes to manually enter new values for the output.

B. Remove Existing Programming
    1. Select the desired keypad and button to modify.
    2. Locate the output that you wish to remove in the list under "Button Programming".
    3. Click on the output name in the "Name" column and press "Delete" on your keyboard.
    4. Select "Yes" to remove the output from the keypad button.

C. Add New Programming
    1. Select the desired keypad and button to modify.
    2. Select the desired output type to add from the drop down list.
    3. Select the desired output from the list.
    4. Set the selected output(s) parameters and click the Add/Update button to add the new programming to the button.

D. Modify Keypad Button Functionality
    1. Select the desired keypad and button to modify.
    2. Locate the "Programming Model" drop down menu in the "Button Programming" section.
    3. Choose your desired button functionality:
        a. Single Action: Button programming is activated with every button press.
        b. Toggle: Button toggles between programming and OFF with each button press.

step two: upload modifications

1. Navigate to the "Project Maintenance Tab" and click "Transfer System Programming".
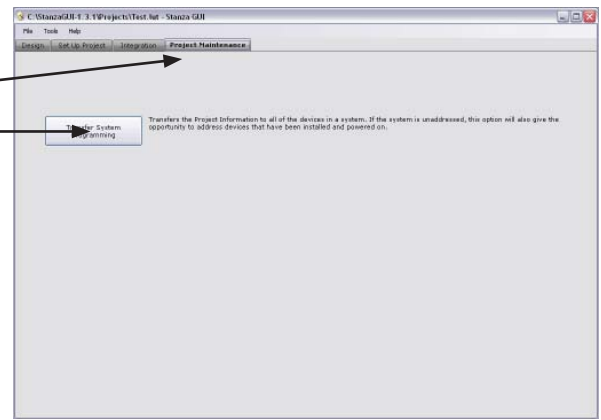
2. The GUI will present the "Addressing Wizard". Select the appropriate Room Number from the drop down list and click "Transfer".
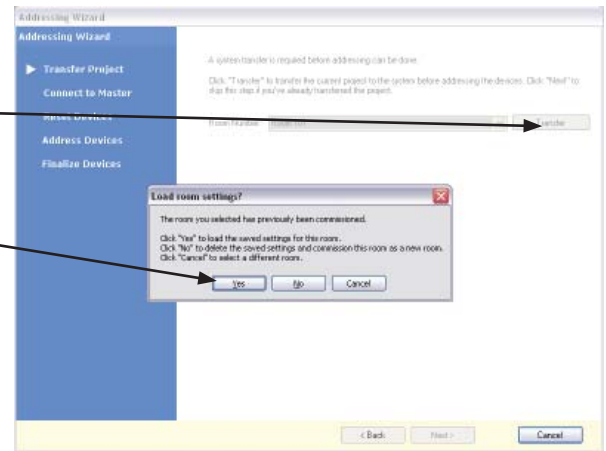
3. A box will appear asking you if you would like to load the saved settings for this room. Select "Yes" and then choose to save your database.

4. A new window will appear that displays the information being transferred from the GUI to the PRG. When this completes, click "Close".
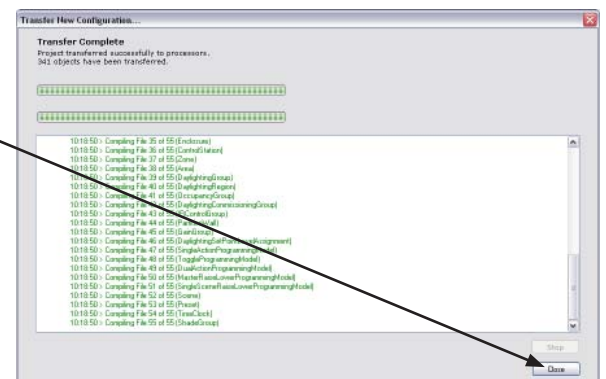
5. The PRG will beep, enter address mode and begin processing the list of devices.
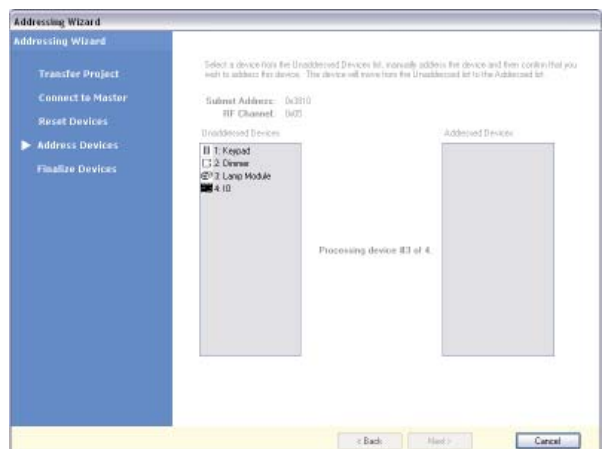
6. Once the device list is processed, the PRG will move all system devices from the "Unaddressed" column to the "Addressed" column.

7. Click "Next" at the bottom of the window. The PRG will beep and exit address mode.
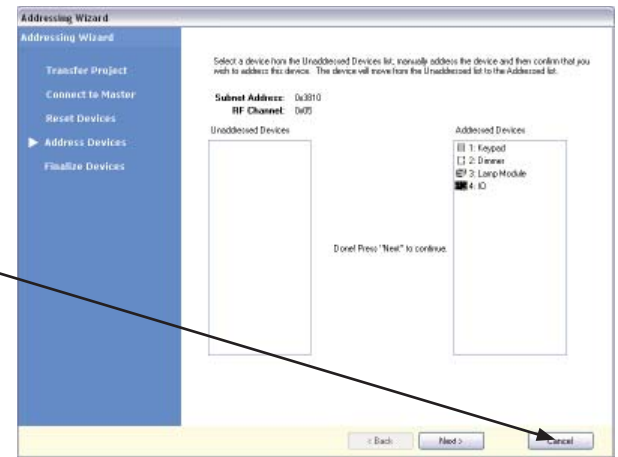
8. Click "Transfer to Devices" to send the database information to the replaced devices.

9. Once the transfer completes, click "Finish" at the bottom of the window to complete the process.

section eight
network connection settings

opening network connection properties

1. Go to your computer's Network Connections, right-click on the Local Area Connection that your PRG is connected to and select "Properties".
2. Scroll down the list in the box that pops up, click on "Internet Protocol (TCP/IP)" and then click the "Properties" button.
3. Determine which type of connection to set up: Static vs. Dynamic IP Settings.

• Static IP Settings are used if you are directly connecting the SZ-CI-PRG to a laptop or PC. The SZ-CI-PRG is not connected to a router or other network device that assigns IP addresses.
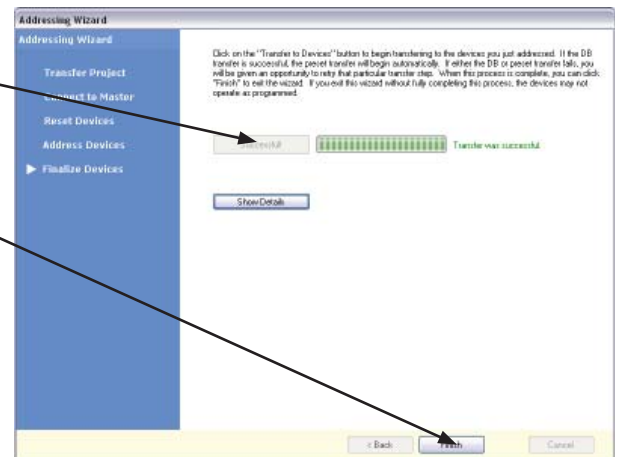• Dynamic IP Settings are used if the SZ-CI-PRG is connected to a router or other network device that assigns IP addresses before connecting to your laptop or PC.
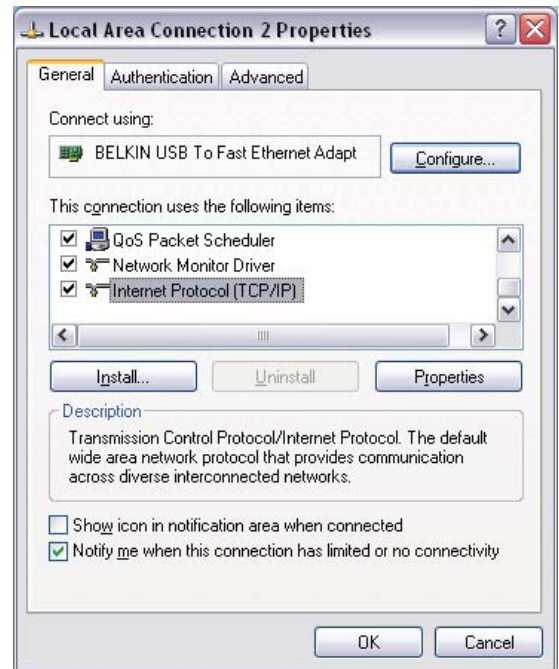
static ip settings

Choose the "Use the following IP address:" option and key in "192.168.1.1" for the IP address and 255.255.255.0" for the Subnet mask. All other boxes can be left blank. Select "OK" in this box and then "OK" again in the "Properties" box.
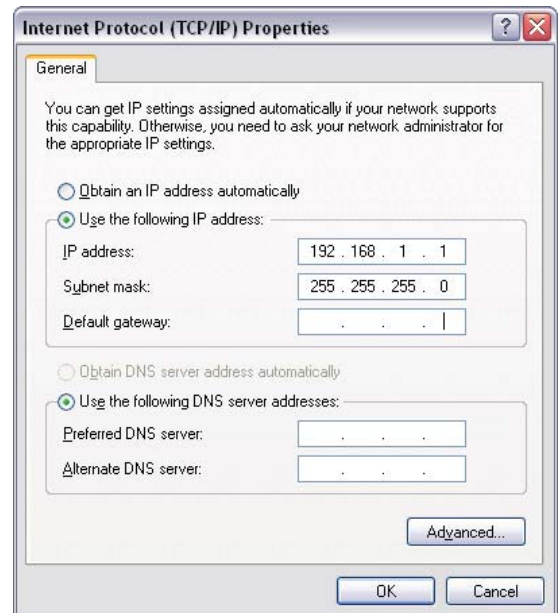
dynamic ip settings

Choose the "Obtain an IP address automatically" and "Obtain DNS server address automatically" options. Select "OK" in this box and the "OK" again in the "Properties" box.

section nine
pc software troubleshooting

The following list of troubleshooting tips is broken into issues that may occur during certain steps of the Addressing Wizard. Refer to the list on the left side of the Addressing Wizard window to determine the current step when an error has occurred.

transfer project step

Problem: When prompted to reload previously saved settings for a room, I selected "No" when asked to load the previously saved settings.
Solution: You will need to readdress every device.
1. Continue to the Address Devices step of the Addressing Wizard
2. The PRG will enter address mode and the GUI will prompt you to begin addressing devices
3. Follow the on screen instructions to address each device
4. Select "Next" at the bottom of the window after each device is addressed
5. Select "Transfer to Devices" to upload the database

Problem: I accidentally selected the incorrect room and chose "Yes" to load the previously saved settings.
Solution: Exit the addressing wizard and select the correct room.
1. At any time during the Addressing Wizard, you may select "Cancel" at the bottom of the window to exit the process

Problem: I get the following error when the GUI attempts to transfer data to the PRG after pressing the "Transfer" button at the beginning of the Addressing Wizard.

No Matching NICs Found

No network interface cards were found that match the LocalIPAddressForProcessorCommunications value from the configuration file. Do you want to search for a connection tied to Quantum Processors?

[Yes]   [No]
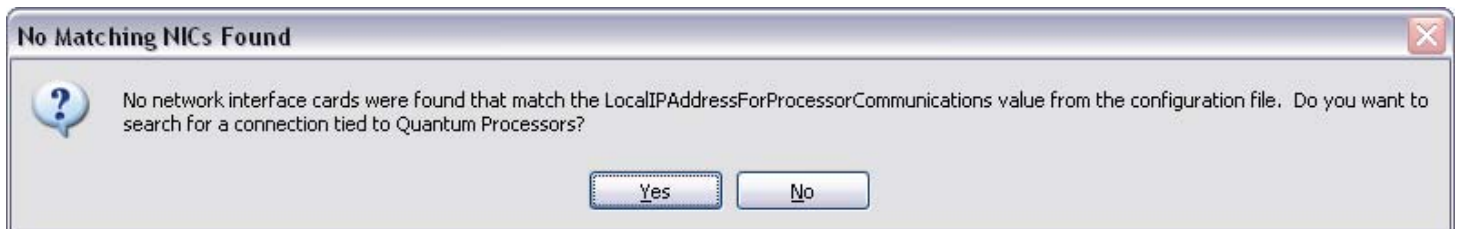
Solution: Your laptop's network connection is not configured properly.
1. Select "No" in the error box
2. Close the "Transfer New Configuration…" box and close the GUI
3. Follow the "Network Connection Settings" instructions to properly set your connection
4. Restart the GUI, open your database and start the Addressing Wizard
5. Select "Yes" when the error box appears again

address devices step

Problem: Some of my devices that were already in the system did not automatically move to the "Addressed" list when in the Addressing Wizard.
Solution: Those devices were not powered up when addressing mode was entered.
1. Go to the devices and ensure they have power
2. Select "Cancel" in the Addressing Wizard window to exit it
3. Restart the Addressing Wizard

Problem: None of my devices moved to the "Addressed" list when in the Addressing Wizard.
Solution: The PRG encountered an error while processing the device list.
1. Select "Cancel" in the Addressing Wizard window to exit it
2. Restart the Addressing Wizard

finalize devices step

Problem: I get a "Transfer failed, please retry the transfer" message after clicking "Transfer to Devices" at the end of the Addressing Wizard.
Solution: Either the PRG encountered an error during the transfer or some device(s) lost power.
1. Ensure that all of your devices are powered
2. Click "Transfer to Devices" again to retry the transfer

section ten
system troubleshooting

This section is written with the intent to help maintenance or engineering staffs troubleshoot a reported problem. A likely and very general problem reported by a guest is "My lights do not work." This section will provide interpretations for this issue and provide troubleshooting tips.

Issue: "I don't have local control of my dimmer/switch/lamp module".

1. Dimmers and Switches
   - a. Check if load has failed.
     - i. For SZ-6ND and SZ-6ANS, LED track will still be lit if load has failed.
     - ii. For SZ-6D, LED track will not light unless a working load is installed.
   - b. Check if FASS is pulled.
     - i. Return to ON position to energize the unit.
   - c. Verify the correct load type is wired to the device. See installation sheets for the intended load types for each device.
   - d. Replace device with standard toggle switch.
     - i. If toggle switch does not control load then verify wiring and check for a tripped circuit breaker.
     - ii. If toggle switch controls load then device may be damaged.
2. Lamp Modules
   - a. Check if load has failed. LED will turn green when lamp module is on, even if a load has failed or is not present.
   - b. Check if lamp has an integral switch (on the base, cord-connected, etc) that is in the OFF position.
   - c. Check if lamp is plugged into a switched outlet that is OFF.
   - d. Verify that device is securely screwed into lamp base.
   - e. Check that device is not experiencing an over temperature condition.
     - i. The LED will blink red if this condition has occurred.
     - ii. Verify that the installed lamp is does not exceed the maximum ratings listed on the lamp module installation sheet.
     - iii. The lamp module will return to normal operation after cooling to a safe operating level.

Issue: "My keypad does not control my lights".

1. Dimmer/Switch/Lamp Module
   - a. Check that the device is functioning properly locally. If not, see the previous issue for troubleshooting.
   - b. Check that other keypad buttons control the device as intended. If they do not, then the device is not programmed to the system. See [Section 6 – Device Replacement] for details.
2. Keypad
   - a. Check that keypad has power. The buttons or button text will have green LED backlighting if the keypad is powered and functioning.
   - b. Verify the keypad programming.
     - i. If you press a button on the keypad and all the status LEDs flash rapidly, then the keypad is not programmed to the system. See [Section 6 – Device Replacement] for details.
     - ii. If the keypad is programmed to the system, then the programming may be incorrect. See [Section 7 – Modifying Keypad Programming] for details.
3. System Layout
   - a. Verify that every device in the system is present and powered. Some system devices are configured at startup to ensure reliable wireless communication throughout the system. These devices must be powered to provide this reliability.

section eleven
lexicon

The user should reference the below lexicon for a description of terms that may require further explanation.

Advanced System: A system that has a permanently installed SZ-CI-PRG.

Basic System: A system that does not have a permanently installed SZ-CI-PRG.

Database: A file that is created and managed with the Stanza® GUI. It has a [.lut] file extension.

Fade Time: The time taken for an output to go from it's current intensity to a new intensity.

GUI (Graphical User Interface): The PC software used to commission systems.

Intensity: The level of a lighting output represented from 0 – 100%.

Maintained CCO: A setting for contact closure outputs (CCOs). A maintained CCO has a state of "Open" or "Closed".

Output: A load controlled by a dimmer, switch, lamp module, or contact closure device.

Pulsed CCO: A setting for contact closure outputs (CCOs). A pulsed CCO will pulse open or closed for the designated pulse time.

Pulse Time: The time that a contact closure output (CCO) remains closed.

Scene: A defined group of output levels. For example, a "Welcome" scene has all lighting outputs at 100%.

System: A collection of devices that were commissioned using a database. Typically a system is one guestroom.

Zone: See Output.

section twelve
room database template

stanza® room database template

building	floor	room	database file name	basic/advanced?	status	

Worldwide Technical and Sales Assistance

If you have questions concerning the installation or operation of this product, call the Lutron Technical Support Center.

Please provide the exact model number when calling.
Model number can be found on the product packaging.
Example: SZ-CI-PRG

U.S.A., Canada, and the Caribbean:	1.800.523.9466
Other countries call:	+1.610.282.3800
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