

# Lutron Athena System Operation and Maintenance Manual

## Introduction

This manual includes the following information:

- Service contact list
- General safety instructions associated with the system and its components
- Routine preventative maintenance requirements
- Warranty information

Specific descriptions of how the various system components were integrated into your specific location and how the overall system operates to control your building needs can be obtained by contacting our Technical Support department at 1.844.LUTRON1.

Thank you again for your purchase, and we hope that you enjoy your new Lutron system.

## Service Contact List

If you need to schedule a technician to assist you or your team remotely or on-site, please go to <https://www.lutron.com/en-US/Service-Support/Pages/Service/OnSiteService/ScheduleVisit.aspx> to request a visit. For factory service or to order replacement parts, contact your Lutron office or using the contact information listed below:

World Headquarters  
Lutron Electronics Co., Inc.  
7200 Suter Road  
Coopersburg, PA 18036-1299  
U.S.A.

Toll-free: 1.844.LUTRON1

TEL: +1.610.282.3800

FAX: +1.610.282.1243 [support@lutron.com](mailto:support@lutron.com)

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## Operations and Maintenance

### Safety Precautions

Safety information and/or precautions are included with each product and can also be found at [www.lutron.com](http://www.lutron.com). 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 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 equipment, stop work immediately, secure the work site, and seek help.
- Use only Lutron-approved replacement parts for easy mounting, installation, and relocation.

### Maintenance Requirements

Lutron products are designed to have minimal maintenance requirements as detailed below:

#### Hubs

Clean the front cover as needed.

#### Wall Controls

Clean the front surface with a soft towel moistened with a mild soap solution (non-ammonia).

Clean approximately every six months. Do not spray cleaning solution directly on any wall control.

Any liquid entering products with line (mains) voltage may reach components, cause personal injury, damage the equipment, and void the warranty.

#### Sensors

No maintenance required.

#### Load Controller Panels

Visually inspect installation periodically. Keep airflow clear of obstructions.

#### Battery-Powered Devices (Battery Replacement)

Replace batteries as needed with the correct type of battery. See the individual product installation sheet for battery specifications.

### Warranty Information

Please see the warranty enclosed with the product, or visit:

[https://assets.lutron.com/a/documents/3601201a\\_commercial\\_limited\\_warranty.pdf](https://assets.lutron.com/a/documents/3601201a_commercial_limited_warranty.pdf)

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## Operations and Maintenance *(continued)*

### Software Operation

There are three different software options to meet specific needs: Lutron dashboard, Lutron app, and Lutron Designer.

The **Lutron Dashboard** is a browser-based facility operations and improvement tool that empowers facility and space managers to maximize their efficiency. The Lutron Dashboard can be accessed at <https://connect.lutron.com>

The **Lutron App** is a multi-purpose app used for commissioning, lighting designer aim and focus, and space manager operation and control. The app provides an on-the-go experience for users to control and override lights, shades, and scheduled events all from the palm of your hand.

**Lutron Designer** is the facility manager's operation tool when the system is offline. It provides core functionality to keep their building running such as diagnostic information and control/editing. It can be used by a facilities team that also has an online system.

### LTE Modem

Lutron provides out-of-the-box cloud connectivity to Athena systems via an included LTE modem module for use during system start-up. This allows for a secure and seamless start-up, software updates, remote service/support, and fast and easy connectivity without any advanced network configuration. For ongoing internet connectivity, Lutron recommends connecting Athena processors to an internet connection that supports outbound requests. The LTE modem is currently not available for long term internet access and is only for start-up use.

30 days after job completion, the modem will be disabled automatically. At that time, the Lutron app and the Lutron dashboard will stop working. Lutron recommends moving the internet connection off of the modem before that occurs.

### Lutron Connect Single Sign On (SSO) Configuration Request

In order to set up Single Sign On (SSO) for a customer's Lutron Connect accounts, the below information will be needed. Please provide the following information to your Lutron field service contact, or if unknown, [remotesvcs@lutron.com](mailto:remotesvcs@lutron.com) to begin the setup process.

#### Required Setup Information

- IT contact details:
  - This is the person who will be responsible for implementing your SSO integration with Lutron and performing any necessary maintenance on the connection.
    - Name
    - Email address
    - Phone number

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## Operations and Maintenance *(continued)*

### Lutron Connect Single Sign On (SSO) Configuration Request *(continued)*

#### Setup Process

- Submit the above Required Setup Information to your Lutron field service contact, or if unknown, to [remotesvcs@lutron.com](mailto:remotesvcs@lutron.com).
- A Lutron representative will confirm that you have purchased LSC-SSO-SETUP (for SSO setup) and premium cloud services. They will provide you with a setup link, valid for one month, that can be completed at your own pace. Once you complete setup, SSO is active for users with your email domain(s).

#### Ongoing Upkeep

- Our system supports self-service SAML Certificate rotations and will send the admin of your account a reminder email before the certificate expires. OIDC secrets must be manually rotated by Lutron Support - email [remotesvcs@lutron.com](mailto:remotesvcs@lutron.com) to initiate this process. OIDC secrets must be shared at least two weeks in advance of expiration.
- The customer is responsible for ensuring the IT contact information stays up to date and notifying Lutron of any changes.

#### Offboarding Process

- In the event that you want to discontinue SSO, please contact your field service contact, or if unknown, [remotesvcs@lutron.com](mailto:remotesvcs@lutron.com). Lutron will remove the SSO configuration from your domain and send all users password reset emails so that they can set up standard credentials.
- In the event that you allow premium cloud services (ADB-#Y-NEW) to expire, Lutron will notify the listed IT administrator, remove the SSO configuration from your domain, and send all users password reset emails so that they can set up standard credentials.

### Where can you learn more about your system?

Visit <https://lutron.docebosaas.com/US/pages/233/facilityproperty-management-portal-north-america-athena> to learn more and enroll. The available options are:

- Online Athena facility manager orientation (OVW 479)
  - The purpose of this course is to learn about the hardware and software in the Athena system.
- Online Lutron Designer basic certification (LP 400)
  - The purpose of this course is to learn how to use the Lutron Designer software in the Athena system.
- In-person Athena facility managers training
  - The purpose of this course is to learn about the hardware and software in the Athena system.
- Customized training
  - The purpose of this course is to learn about the hardware and software in the Athena system.
- A full list of system specifications can be found at <https://assets.lutron.com/a/documents/3691298.pdf>
- A full list of products and documentation can be found at [www.lutron.com/AthenaSpecs](http://www.lutron.com/AthenaSpecs)

## Customer Assistance

If you have questions concerning the installation or operation of this product, call Lutron Customer Assistance.

Please provide the exact model number when calling.  
Model number can be found on the product packaging.  
Example: MWP-T-OHW-SN-A

U.S.A., Canada, and the Caribbean:	1.844.LUTRON1 (588.7661)
Europe	+44.(0)20.7680.4481
Asia	+65.6220.4666
Mexico	+1.888.235.2910
Other countries call:	+1.610.282.3800
Fax:	+1.610.282.1243

Visit us on the web at [www.lutron.com/support](http://www.lutron.com/support)

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