# Lutron myRoom XC Operation and Maintenance Manual

## Introduction

This manual includes the following information:

- Service contact list
- Maintenance requirements
- Warranty information
- Software operation
- Lutron Connect Single Sign-On (SSO) configuration request
- Safety precautions

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 Customer Assistance at +1.610.282.3800.

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 help you/your team remotely or onsite in North America, please go to www.lutron.com/en-US/Service-Support/Pages/Service/OnSiteService/ScheduleVisit.aspx to request a visit. For international support, see contact information below. For factory service or to order replacement parts, contact your Lutron office or use 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

## Maintenance Requirements

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

### Wall Controls

Follow the cleaning recommendations at www.lutron.com/en-US/pages/productcleaningrecommendations.aspx

### Sensors

No maintenance required.

### 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 instruction sheet enclosed with the product, or visit:
https://assets.lutron.com/a/documents/3601201a_commercial_limited_warranty.pdf

## Software Operation

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 connect.lutron.io

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

In order to setup 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, to 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

### Setup Process

- Submit the above Required Setup Information to your Lutron field service contact, or if unknown, 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 the setup, SSO is active for users with your email domain(s).

### Ongoing Upkeep

- Lutron's system supports self-service SAML Certificate rotations and will send the administrator of your account a reminder email before the certificate expires. OIDC secrets must be manually rotated by Lutron Support by sending an email to remotesvcs@lutron.com to initiate the 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 by 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. 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 setup standard credentials.

## Safety Precautions

Safety information and/or precautions are included with each product and can also be found at 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.

## Customer Assistance

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

Visit us on the web at **www.lutron.com/support**


**WORLD HEADQUARTERS:**
TEL: +1.610.282.3800
**Customer Assistance:**
1.844.LUTRON1

**UK AND EUROPE:**
TEL: +44.(0)20.7702.0657
**Customer Assistance:**
+44.(0)20.7680.4481

**MEXICO:**
**Customer Assistance:**
+1.888.235.2910

**ASIA:**
TEL: +65.6220.4666
**Customer Assistance:**
800.120.4491

**Customer Assistance Hotlines:**
France: 0800.90.12.18
Germany: 00800.5887.6635
Italy: 800.979.208
Spain: 900.948.944
Northern China: 10.800.712.1536
Southern China: 10.800.120.1536
Hong Kong: 800.901.849
Singapore: 800.120.4491
Taiwan: 00.801.137.737
Thailand: 001.800.120.665853
Other Countries in Asia:
+65.6220.4666



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