

# Technology Support Plan - Silver Level (LSC-SILV-IW)

## Description

- On-site service to troubleshoot and diagnose the Lighting Control System (“LCS”) manufactured by Lutron Electronics Co., Inc. (“Lutron”).
- LCS replacement parts and Lutron LED drivers; new or rebuilt, at the option of Lutron Services Co., Inc. (“LSC”).
- Remote Diagnostics for applicable LCS systems.
- 24/7 technical phone support, excluding LSC holidays.
- Parts coverage for LCS greater than ten (10) years old will be on a return and refurbish basis only.
- On-site coverage hours are 8:00 am to 5:00 pm Monday through Friday excluding Lutron holidays. Travel costs incurred by LSC are included. Support at Customers request outside normal business hours, will be billable at LSC’s then-current rates and minimum charges for overtime hours. Response time: LSC services scheduled on an “as available” basis.
- Allows for fixed yearly system maintenance costs.
- 72-Hour On-site/Remote Response Time - A Lutron Services Company Engineer will respond within 72 hours of your call for troubleshooting and diagnosis.
- Remote Access Support - Diagnostics for systems with that capability. An appropriate communications link to the computer must be installed to allow Lutron to remotely support the System. Contact Lutron for supported communication link protocols (i.e. Ethernet).
- Includes “Lutron Electronics Co., Inc. Commercial Systems Limited Warranty” for the length of the Technology Support Plan.
- Please refer to “Terms and Conditions of Lutron Services Co., Inc. Technology Support Plan,” for additional coverage details.

<p><b>Job Name:</b></p> <p><b>Job Number:</b></p>	<p><b>Model Numbers:</b></p>
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# Technology Support Plan - Gold Level (LSC-GOLD-IW)

## Description

- On-site service to troubleshoot and diagnose the Lighting Control System (“LCS”) manufactured by Lutron Electronics Co., Inc. (“Lutron”).
- LCS replacement parts and Lutron LED drivers; new or rebuilt, at the option of Lutron Services Co., Inc. (“LSC”).
- Remote Diagnostics for applicable LCS systems.
- 24/7 technical phone support, excluding LSC holidays.
- Parts coverage for LCS greater than ten (10) years old will be on a return and refurbish basis only.
- On-site coverage hours are 8:00 am to 5:00 pm Monday through Friday excluding Lutron holidays. Travel costs incurred by LSC are included. Support at Customers request outside normal business hours, will be billable at LSC’s then-current rates and minimum charges for overtime hours.
- Annual scheduled preventive maintenance site visit which can include on-site customer training, minor reprogramming, and system optimization.
- If purchased with the system, the included first and second year Technology Support Plan will be upgraded from a Silver Level Plan (LSC-B2) to a Gold Level Plan (LSC-GOLD-IW).
- Allows for fixed yearly system maintenance costs.
- 48-Hour On-site/Remote Response Time - A Lutron Services Company Engineer will respond within 48 hours of your call for troubleshooting and diagnosis.
- Remote Access Support - Diagnostics for systems with that capability. An appropriate communications link to the computer must be installed to allow Lutron to remotely support the System. Contact Lutron for supported communication link protocols (i.e. Ethernet).
- Includes “Lutron Electronics Co., Inc. Commercial Systems Limited Warranty” for the length of the Technology Support Plan.
- Please refer to “Terms and Conditions of Lutron Services Co., Inc. Technology Support Plan,” for additional coverage details.

<p><b>Job Name:</b></p> <p><b>Job Number:</b></p>	<p><b>Model Numbers:</b></p>
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# Technology Support Plan - Platinum Level (LSC-PLAT-IW)

## Description

- On-site service to troubleshoot and diagnose the Lighting Control System (“LCS”) manufactured by Lutron Electronics Co., Inc. (“Lutron”).
- LCS replacement parts and Lutron LED drivers; new or rebuilt, at the option of Lutron Services Co., Inc. (“LSC”).
- Remote Diagnostics for applicable LCS systems.
- 24/7 technical phone support, excluding LSC holidays.
- Parts coverage for LCS greater than ten (10) years old will be on a return and refurbish basis only.
- On-site coverage hours are 8:00 am to 5:00 pm Monday through Friday excluding Lutron holidays. Travel costs incurred by LSC are included. Support at Customers request outside normal business hours, will be billable at LSC’s then-current rates and minimum charges for overtime hours.
- Annual scheduled preventive maintenance site visit which can include on-site customer training, minor reprogramming, and system optimization.
- If purchased with the system, the included first and second year Technology Support Plan will be upgraded from a Silver Level Plan (LSC-B2) to a Platinum Level Plan (LSC-PLAT-IW).
- Access to a priority support line: Providing a separate line dedicated to Platinum customers offering immediate call response time.
- Allows for fixed yearly system maintenance costs.
- 24-Hour On-site/Remote Response Time - A Lutron Services Company Engineer will respond within 24 hours of your call for troubleshooting and diagnosis.
- Remote Access Support - Diagnostics for systems with that capability. An appropriate communications link to the computer must be installed to allow Lutron to remotely support the System. Contact Lutron for supported communication link protocols (i.e. Ethernet).
- Includes “Lutron Electronics Co., Inc. Commercial Systems Limited Warranty” for the length of the Technology Support Plan.
- Please refer to “Terms and Conditions of Lutron Services Co., Inc. Technology Support Plan,” for additional coverage details.

## Contact Information

- **Phone:** 1.888.LUTRON1 (588.7661)
  - For Tech Support, press 1
  - Lighting/Shading Customer Service, press 2
  - To schedule a visit, press 3
- **Email:** lscwarranty@lutron.com
- **Website:** lutron.com/services

<b>Job Name:</b>  <b>Job Number:</b>	<b>Model Numbers:</b>
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