

## Lutron Site Visit Audit

This service includes one (1) site visit to evaluate your buildings current lighting control system (including Lutron and non-Lutron systems) to better understand the functionality and overall health status of the system. From this visit a Lutron representative will be able to make recommendations for next steps—whether that would be an upgrade, a brand-new system, or programming support.

### Visit Summary

- LSC-SITE-AUDIT includes one (1) visit during normal business hours by a trained Lutron field service representative.
- A facility representative should be present during this visit and be prepared to provide access to all locations using the lighting control system.
- The customer will receive:
  - A simple report of building(s) visited, which Lutron system(s) were audited, its current functional status, as well as its warranty status.
    - If the building contains any non-Lutron system(s), manufacturer and system type information will be provided to the best of our ability.
  - A post visit summary will be provided on recommendations for a proposed system upgrade, information about potential lighting upgrades, and Lutron service contracts to support the ongoing use of the system(s).
- Visit not to exceed eight (8) hours.

### Additional Information

- Lutron requires fifteen (15) business days notice to schedule an on-site visit.
- Coordination of required visit attendees is the responsibility of the facility representative.
- Quantity dictates the number of visits purchased.
- Facility representative should secure access to the required areas prior to the visit date.
- Access should include:
  - Any locations with lighting control system panels and breakers
  - Any locations with emergency lighting systems
  - Computer (server) locations to which the lighting control system is networked
  - All replacement stock locations
- This service visit can be combined with a RUS upgrade or a software upgrade where Lutron will come to the site to gather information on your current system to work up a proposal for an upgrade.

### 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:** [lscscheduling@lutron.com](mailto:lscscheduling@lutron.com)
- **Website:** [lutron.com/services](http://lutron.com/services)

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