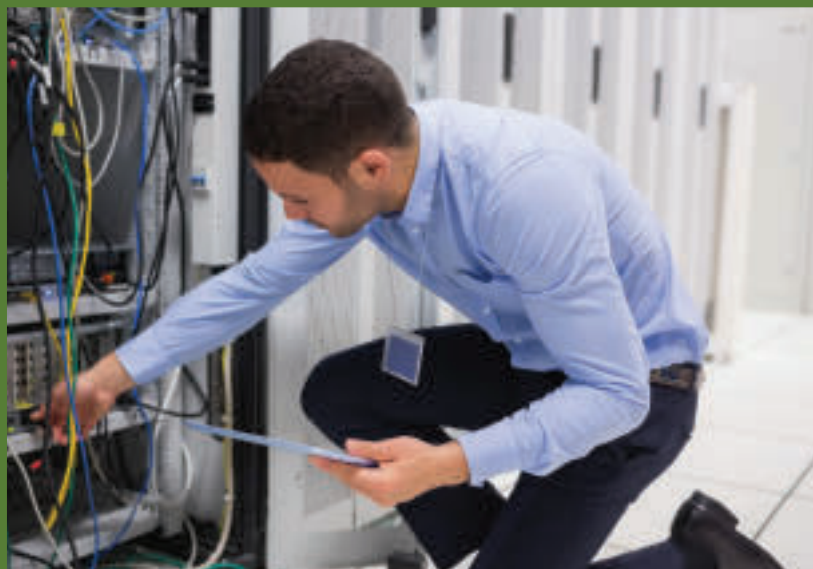
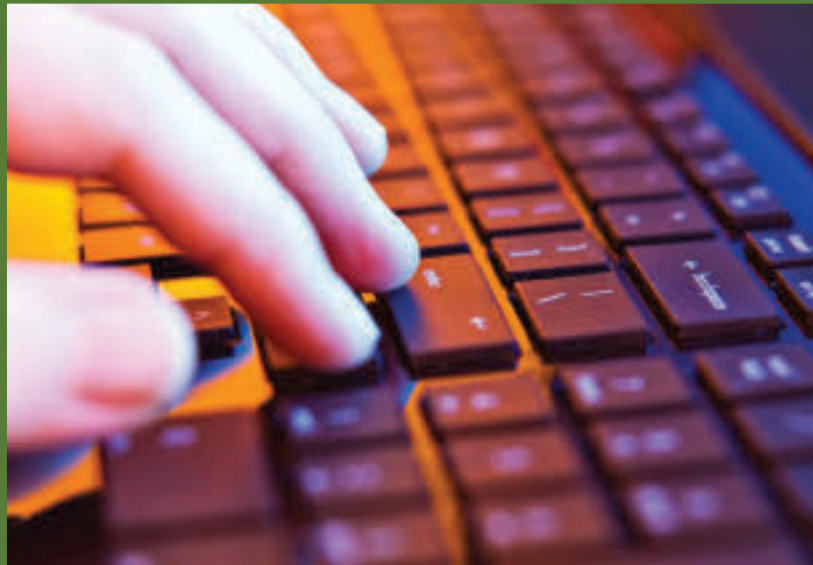


Lutron Services Catalog



Welcome

A broad range of Lutron Services is available to complement and support your Lutron lighting control system.

Lutron offers a broad portfolio of services to support our clients from initial design through implementation, ongoing management, and continual improvement of their total light environment.

Our role is to help you maximize the value of your Lutron lighting or lighting/shade control systems, and our people make all the difference. Lutron Service Representatives are available whenever you need them to make sure your system performs as expected.

For additional information, visit our website at www.lutron.com/services or call our toll-free, 24/7 technical support line at 1.800.523.9466.

Thank you for choosing Lutron,



Todd Habersang
Vice President, Global Services



Scott Hanna
Vice President, Service Solutions





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System Replacements and Upgrade Services

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Value of Service

Today's lighting control systems are more flexible and capable than ever. They can help enhance occupant productivity, lower energy consumption, and reduce a building's carbon footprint. Lutron services build on these advantages by improving on-time project completion, helping to maintain the design intent for both new and existing buildings, and working to prevent downtime throughout the building's life cycle.

This catalog profiles the wide variety of services available to support and enhance Lutron lighting control systems, while meeting your budget requirements and scheduling needs – many services can be performed after hours to minimize any disruption to building occupants.

Services can contribute to LEED certification and align lighting control system performance with evolving building and energy codes including ASHRAE Standard 90.1-2010, IECC 2009, and California Title 24 Part 6.

Pre-Startup Services

Pre-Startup Services help to ensure a smooth beginning to each project, and keep everyone associated with the project informed and involved. Pre-Startup Services work to ensure that the project stays on schedule, resulting in higher client satisfaction.

Startup Services

Startup Services are designed to ensure that the newly installed Lutron lighting control system is turned over on schedule and is operating as designed. Startup Service options are available to match the needs of the project, whether it is new construction or retrofit.

Look for these icons throughout the Services Catalog to identify the type of services offered.



Onsite Services



Remote Services



Telephone Services

Post-Occupancy Services

Over its lifecycle, every building will experience space churn, changes in building use, and even changes to the external environment such as maturing trees or new buildings that affect the landscape. To keep the building performing at optimal levels, the lighting control system needs to evolve as well. Lutron Post-Occupancy Services ensure that Lutron Service Representatives can play an active role in ongoing programming and maintenance of the lighting control system, or provide training that will empower your building staff to perform the required programming and maintenance.

Maintenance and Support

Lutron offers a variety of warranty options for our lighting and shade control systems from 2-Year Limited Warranties to Enhanced Warranty coverage. Even if Enhanced Warranties were not purchased with your original system, Technology Support Plans and elective Maintenance Services can be purchased post-installation, and customized to your unique system requirements.

System Replacements and Upgrade Services (RUS)

Lutron is dedicated to product innovation, ensuring that when you are looking to upgrade existing technology, we can support your lighting system goals. Whether you are updating your Lutron system or replacing switches, a Lutron Replacement System Specialist can help.

The Lutron Services Group works to maximize the value of your Lutron system. Our team is ready to help you determine what is best for your project at every stage. Call us today to schedule a consultation, and let us help you determine the best services for your lighting control system.



Training Services



Documentation Services

The Stages of a Project— Include Lutron Services at the Right Time

There are critical stages to every building project. Plan ahead to determine when each service can be ordered, and to be sure that you include services that will best support your project goals.

Each service can be ordered at the project stages listed below—

Planning and Design Development Stage

- **All** Pre-Startup Services
- **All** Startup Services
- Post-Occupancy Services
 - Customer-Site Solution Training
 - Lutron-Site Solution Seminars
 - System Optimization
- **All** Maintenance and Support Services

Construction Stage

- Pre-Startup Services
 - Sensor Layout and Tuning
- Startup Services
 - Telephone Startup
- **All** Post-Occupancy Services
- Maintenance and Support Services
 - Technology Support Plans
 - Software Maintenance Agreement



Operation and Maintenance Stage

- **All** Post-Occupancy Services
- Maintenance and Support Services
 - Technology Support Plans
 - Software Maintenance Agreement



Renovation and Retrofit Stage

- **All** Post-Occupancy Services
- Maintenance and Support Services
 - Technology Support Plans
 - Software Maintenance Agreement
- **All** Replacement and Upgrade Services



What Services are Available?

Cross-reference available services to various Lutron lighting control system types.

Service Category	Service		Quantum®	GRAFIK 7000™	Energi TriPak®	Energi Saver Node™
Pre-Startup	System and Network Integration Consultation		•	•	•	•
	Sensor Layout and Tuning		• ³	• ³	• ³	• ³
Startup	Startup Requirements	Onsite Startup Required	•	•		
		Onsite or Telephone Startup Required				•
		No Startup Required			•	
	After Hours Startup		•	•	•	•
	Telephone Startup				•	•
	Onsite Scene and Level Tuning		•	•	•	•
	System Performance-Verification Documentation ¹		•	•		•
	Onsite Performance-Verification Walkthrough ¹		•	•	•	•
Post-Occupancy	Customer-Site Solution Training		•	•	•	•
	Lutron Site Solution Seminar		•	•		
	System Optimization Service		•	•	•	•
	Onsite Diagnostics		•	•	• ²	• ²
	Remote Diagnostics		•	•	• ²	• ²
	Onsite Programming		•	•	• ²	• ²
	Remote Programming		•	•	• ²	• ²
Maintenance and Support Options	Commercial Systems Limited 2-Year Warranty ¹		•	•	• ⁴	• ⁴
	Enhanced Warranty ¹		•	•	•	•
	Technology Support Plan		•	•	•	•
	Software Maintenance Agreement		•			

¹ Onsite Startup is a prerequisite for this service

² Telephone-based remote services only

³ Pre-wire visit required

⁴ Onsite Startup or Telephone Startup with end-user registration required

GRAFIK Eye® QS	GRAFIK 6000®	GRAFIK Eye 4000®	GRAFIK Eye 3000®	LCP	XPS	RadioRA® 2
•		•	•	•	•	•
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Pre-Startup Services



System and Network Integration Consultation (LSC-INT-VISIT)

A consultative visit to review the Building Management System (BMS) and/or IT integration protocol requirements with the systems integrator and/or IT professionals, and other tradesmen.

Benefits:

- Establishes clear protocols between your Lutron lighting control system and a variety of BMS systems to ensure seamless integration
- Lutron engineers provide advice on developing a method of communication that enables complete systems integration
- Provides the ability to monitor the lighting control system devices from a single location, simplifying analysis and adjustments

This visit will be scheduled by the electrical or general contractor or shades installer. It should be conducted prior to system startup. Meeting attendees will include a Lutron Service Representative, the electrical contractor, general contractor, BMS integrator, and an end-user representative who is familiar with corporate IT requirements.



Sensor Layout and Tuning (LSC-SENS-LT)

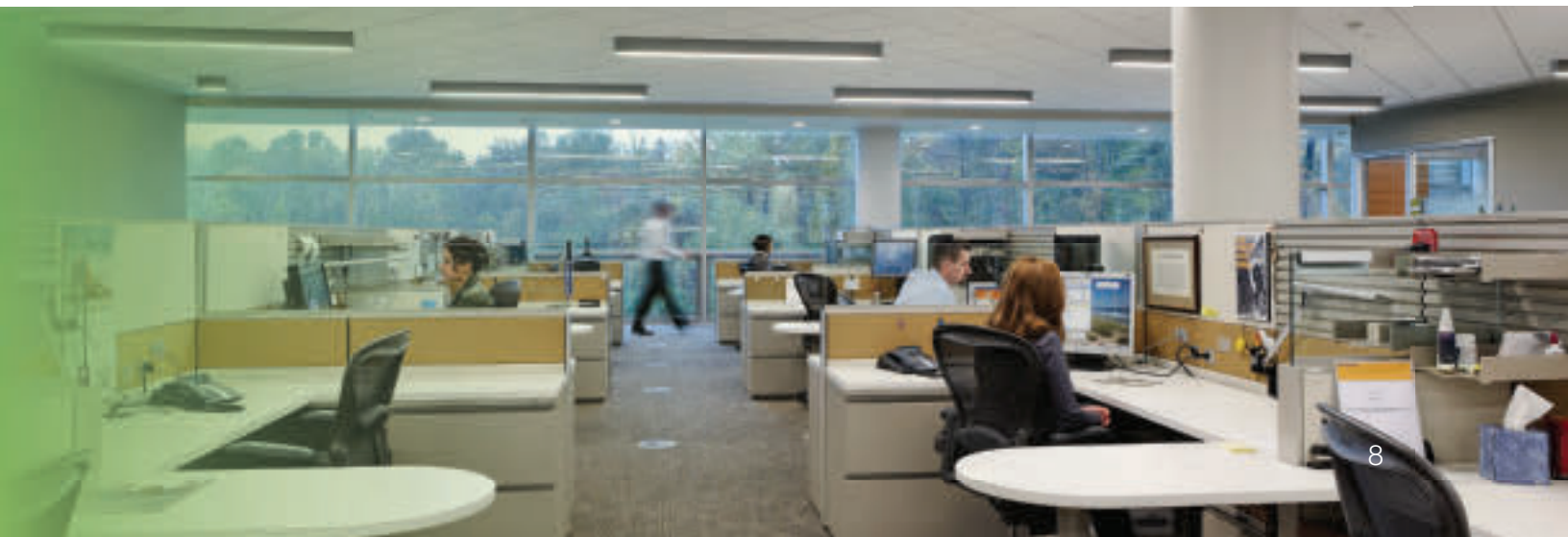
The Lutron Sensor Layout and Tuning service ensures that the sensors on your project are properly positioned and programmed. With this service, Lutron takes responsibility for the performance of the Lutron-provided, wired and wireless occupancy and daylight sensors on the job.

Benefits:

- Ensures that the Lutron lighting control system achieves energy savings and sustainability goals to support the project's design intent
- Establishes that Lutron is responsible for sensor performance, eliminating confusion and facilitating proper performance

A Lutron Service Representative will analyze reflected ceiling plans for the project and design a detailed sensor layout based on an agreed-upon sequence of operations. Prior to or during system startup, Lutron may advise contractors regarding sensor relocation if conditions in the space deviate from the original drawings.

Lutron will provide up to two additional onsite service visits, post-occupancy, within the first calendar year from the time the building is turned over, to fine-tune sensor calibration.



Startup Services



Onsite Startup (LSC-OS-SU-*, LSC-OS-*-QTM)

Onsite Startup includes a visit to the job site by a Lutron Service Representative to configure the newly installed lighting control system to match the approved sequence of operations, and to train an end-user representative on system operation and maintenance. Depending on the type of Lutron system purchased and the size of the system, Onsite Startup may include pre-wire and training visits.

Onsite Startup is a prerequisite for the following additional services to be purchased:

- Sensor Layout and Tuning
- Onsite Scene and Level Tuning
- System Performance-Verification Documentation
- Onsite Performance-Verification Walkthrough
- Commercial Systems Limited 2-Year Warranty
- Enhanced Warranties

Benefits:

- Provides a Lutron Service Representative onsite to ensure proper system startup and configuration
- Ensure that facilities staff receives training in order to best utilize and maintain the lighting control assets

Startup Services are scheduled by the contractor or shades installer. During the visit, Lutron will audit the equipment installation to ensure it is installed in accordance with Lutron specifications, program the system per the approved sequence of operations, perform functional tests to validate the system is working as designed, and provide end-user training.



After Hours Startup (LSC-AH-SU)

This service is offered for projects that require Startup Services to be performed outside of normal business hours or on scheduled Lutron holidays. This service is most commonly used for retrofit or renovation projects.

* Final model number will reflect actual system installed. Contact a Lutron Service Representative for details.



Telephone Startup (LSC-PH-SU-*)

Telephone Startup allows a Lutron Remote Service Technician to provide telephone-based guidance to an onsite electrical contractor to startup a newly installed lighting control system.

Benefits:

- Requires less lead time to schedule than Onsite Startup, reducing startup time
- Can be performed at a lower cost than Onsite Startup to reduce project cost
- Offers the opportunity to enhance warranty coverage—if the customer provides end-user contact information with telephone startup, system will receive the full Commercial Systems 2-year Limited Warranty

During Telephone Startup, a Lutron Remote Service Technician will review the project bill-of-materials, discuss the sequence-of-operations, and provide step-by-step instructions to complete the process. Available for select system types only (see pages 5-6 for details).

* Final model number will reflect actual system installed. Contact a Lutron Service Representative for details.



Startup Services



Onsite Scene and Level Tuning (LSC-AF-VISIT)

Once the Lutron lighting control system startup is complete, a lighting designer may choose to make real-time adjustments to meet the needs of the space. Onsite Scene and Level Tuning (formerly called “Aim and Focus” visit) entitles the lighting designer to one onsite visit with a Lutron Service Representative to make the necessary changes.

Benefits:

- Enables fine-tuning of light-level settings and button programming to enhance the look and feel of each space
- Ensures that the intent of the lighting system design is fully realized, increasing customer satisfaction

The Onsite Scene and Level Tuning visit is scheduled by the lighting designer. It must occur after the completion of the startup, and can be conducted during or after normal business hours.



System Performance-Verification Documentation (LSC-LEED-DOC)

Some projects need to more actively demonstrate that the system is performing as designed. Today's green building design standards require documentation that describes the tests that were performed and the results of those tests.

Benefits:

- Satisfies the documentation requirements for buildings designed to LEED standards
- Proves that the system was thoroughly tested, providing peace of mind to end-users
- Provides commissioning agent with system performance documentation required for LEED certification

During Onsite Startup, a Lutron Service Representative conducts the tests described in the System Performance-Verification Documentation and records the results of those tests.



Onsite Performance-Verification Walkthrough (LSC-WALK)

An Onsite Performance-Verification Walkthrough is an onsite visit to demonstrate the system functionality to facility representatives or the commissioning agent. This service is often purchased in conjunction with the System Performance-Verification Documentation.

Benefits:

- Demonstrates that the Lutron lighting and/or shades control system meets the design intent, enhancing customer satisfaction
- Provides the opportunity for a commissioning agent, facility manager, or other lighting professional to audit the Lutron Startup with the Lutron Service Representative present

The Onsite Performance-Verification Walkthrough is scheduled by the electrical contractor. It must be scheduled after the completion of Onsite Startup. During the visit, the Lutron Service Representative will demonstrate the system operation to those representatives identified by the electrical contractor.



Post-Occupancy Services



Customer-Site Solution Training (LSC-TRAINING)

Over time, buildings change. Lutron provides training services that the facility staff needs in order to adapt the lighting control system to the changes in the building. Training can be customized for the needs of the participants, but it most often covers system operation, reprogramming, and maintenance.

Benefits:

- Highly trained facility staff members are prepared to provide quick service or system adjustments—
 - Maximize the benefits of the lighting control system; improve energy savings and increase occupant comfort
 - Implement change requests for lighting adjustments
 - Effectively respond to lighting emergencies
- General operational training for space occupants results in higher satisfaction levels. Occupants understand why the lighting system is operating as it is and how that operation aligns with the original system design intent.

The training session is scheduled by the end user, and is conducted during normal business hours by a Lutron Service Representative. End-user training sessions may be recorded, using customer-supplied A/V gear.



Lutron-Site Solution Seminars (LCI-FMGR-CB)

The Lutron-Site Solution Seminar is a multi-day, in-depth training session on a Lutron campus for end users who own and operate a GRAFIK 7000™ or Quantum® lighting control system.

Benefits:

- Classroom environment provides a risk-free space to conduct hands-on programming and maintenance, without the fear of altering the lights in an occupied space
- Seminar provides a comprehensive experience of the Lutron lighting control system
- Attendees learn new ways to solve challenges by interacting with facility managers from other organizations
- Small class size results in personalized attention for every class member—format promotes discussion of system-specific questions—**to attend a session, register at www.lutron.com**



System Optimization Service (LSC-SYSOPT)

The System Optimization Service is an onsite, consultative visit to identify and implement Lutron lighting control adjustments, and to explore lighting strategies that can save additional energy and create a more productive work environment.

Benefits:

- As building use changes (tenant churn, space reorganization, new workspace layouts) System Optimization ensures that the lighting control system continues to support the facility's needs and energy-saving goals
- Enhances the energy savings from the lighting control system—many customers experience 1-year payback
- Can improve occupant comfort, resulting in higher productivity
- In new projects, stringent local building codes may require more frequent performance verification—System Optimization can meet this demand

A System Optimization Service visit is scheduled by the end user. During the onsite visit, a Lutron Service Representative will walk the space, identify and review opportunities for improvements, and begin implementing the changes.



Post-Occupancy Services



Onsite Diagnostics (LSC-NW-D-CS)

Onsite Diagnostics is a service option for investigating system abnormalities. A Lutron Service Representative will visit the site, troubleshoot to determine the root cause, and develop a plan to correct the issue.

Benefits:

- A Lutron Service Representative performs the troubleshooting for the end user
- The Lutron Service Representative brings a stock of parts to the visit, ensuring that many issues can be corrected immediately
- For systems under warranty, or for customers who have purchased a Lutron Technology Support Plan, service is available at no charge
- Provides support for more complex issues that facilities staff may not be qualified to troubleshoot and correct



Remote Diagnostics (LSC-RMT-DIAG)

This service offers a lower-cost option for investigating system abnormalities. The service is provided by a remote Lutron Service Technician via an Internet connection or over the telephone.

Benefits:

- Quick response – no need to wait to schedule an onsite diagnostics visit
- No-charge service for systems under warranty or for customers on a Lutron Technology Support Plan (hourly rates apply for all other systems)
- Lutron Remote Service Technicians perform the troubleshooting for the end user
- Allows many issues to be resolved remotely, saving time and money

Diagnostic Services are scheduled by the end user. A Lutron Service Representative will work with the end user to understand the concern and troubleshoot the cause. Once the root cause is known, the Lutron Service Representative will work with the end user to define a plan to correct the issue.



Onsite Programming (LSC-OS-MAC)

Onsite Programming enables adjustments to the Lutron lighting control system to account for changes such as space churn, special events, and occupancy and daylight settings. A Lutron Service Representative will visit the site to make the changes.

Benefits:

- Enhance system functionality by fine-tuning lighting control system programming to best support space use
- Face-to-face communication improves understanding about the changes being made
- Programming modifications will be implemented and verified by a Lutron Service Representative



Remote Programming (LSC-RMT-MAC)

Remote Programming is a lower-cost service option to make programming adjustments to the Lutron lighting and/or shades control system to account for changes such as space churn and occupancy settings. The service is provided by a remote Lutron Service Technician via an Internet connection or over the telephone.

Benefits:

- Cost effective—lower-cost way to maximize the benefit from the Lutron lighting control system
- Quick response—no need to wait for onsite service
- Lutron Remote Service Technicians make the changes for the end user when internet remote programming is used, and guide the end user through system changes when telephone remote programming is used

Programming Services are scheduled by the end user. A remote Lutron Service Technician will work with the end user to understand the specific needs and implement the programming changes.



Maintenance and Support Options

Commercial Systems 2-Year Limited Warranty (LSC-B2)

The Commercial Systems 2-Year Limited Warranty offers 2 years of parts coverage, a first available onsite/remote response time for system issues, and 24/7 Technical Support. See the Commercial Systems 2-Year Limited Warranty documentation for all terms and conditions. For detailed descriptions, see pages 21-22.

Benefits:

- Coverage provides 100% parts and diagnostic labor coverage for most system issues for 2 years
- Coverage can be upgraded at any time with the purchase of a Technology Support Plan

If an issue is discovered, please call 1-800-523-9466 and follow the prompts for Technical Support. The Technical Support Group will begin troubleshooting to diagnose the root cause of the issue. Should further diagnostics be required to troubleshoot and/or correct the issue, Technical Support will coordinate with Field Service to arrange a remote/onsite visit by a Lutron Service Representative.

Enhanced Warranties (LSC-E8S, LSC-E8G, LSC-E8P)

Lutron's Enhanced Warranties include *Silver*, *Gold*, and *Platinum* options. See the Commercial Systems Limited Warranty documentation for all terms and conditions. For detailed descriptions, see pages 21-22.

Benefits:

- 8-years of parts coverage provides additional peace-of-mind
 - 100% replacement of parts and diagnostic labor for years 1-2
 - 50% replacement of parts for years 3-5
 - 25% replacement of parts for years 6-8
- Optional response-time guarantee limits the duration of system downtime for the first 2 years
 - Silver: offers first available onsite/remote response (years 1-2)
 - Gold: offers 72-hour onsite/remote response (years 1-2)
 - Platinum: offers 24-hour onsite/remote response (years 1-2)
- Scheduled Preventive Maintenance (years 1-2) reduces the likelihood of system issues (Gold and Platinum warranties)

If an issue is discovered, please call 1-800-523-9466 and follow the prompts for Technical Support. The Technical Support Group will begin troubleshooting to diagnose the root cause of the issue. Should further diagnostics be required to troubleshoot and/or correct the issue, Technical Support will coordinate with Field Service to arrange a first-available, remote/onsite visit by a Lutron Service Representative response based on Enhanced Warranty purchased.

Note: Lutron end users frequently provide positive feedback citing the value of the guaranteed response times and preventive maintenance visits offered with Gold and Platinum Enhanced Warranties and Technical Support Plans.



Maintenance and Support Options

Technology Support Plans (LSC-SILV-IW, LSC-GOLD-IW, LSC-PLAT-IW)

All Lutron Technology Support Plans provide 100% parts and diagnostic labor coverage for up to 10 years. Optional response-time guarantees and Preventive Maintenance visits enable the coverage to be customized to meet the facility's needs. For detailed descriptions, see pages 21-22.

Benefits:

- Response-time guarantee can limit the duration of system downtime to minimize productivity loss
- Optimal Preventive Maintenance reduces the likelihood of system issues, increases system up-time and optimizes energy savings

Even if an Enhanced Warranty upgrade was not purchased with the system, additional coverage options, such as Technology Support Plans, can be purchased to meet the needs of the facility. When an issue is discovered, please call 1-800-523-9466 and follow the prompts for Technical Support. The Technical Support Group will begin troubleshooting to diagnose the root cause of the issue. Should further diagnostics be required to troubleshoot and/or correct the issue, Technical Support will coordinate with Field Service to arrange a remote/onsite visit by a Lutron Service Representative.

Software Maintenance Agreement (LSC-SMA)

For projects with Quantum® Total Light Management™ Systems, a Software Maintenance Agreement with Microsoft® patch compatibility service will ensure that Microsoft patches can be applied to the Quantum server without affecting the Quantum software.

Benefits:

- Eliminate risks of system downtime from Microsoft patch updates
- Extends the Lutron Software Warranty
- Provides no-charge Quantum license upgrades to take advantage of new features (hardware and startup labor not included)

Lutron posts compatibility test results and any related Quantum patches every quarter. As part of the Software Maintenance Agreement, end users receive exclusive access to the Lutron Software Maintenance website where they can verify Quantum software compatibility with Microsoft patches and download any new Lutron Quantum software patches necessary.

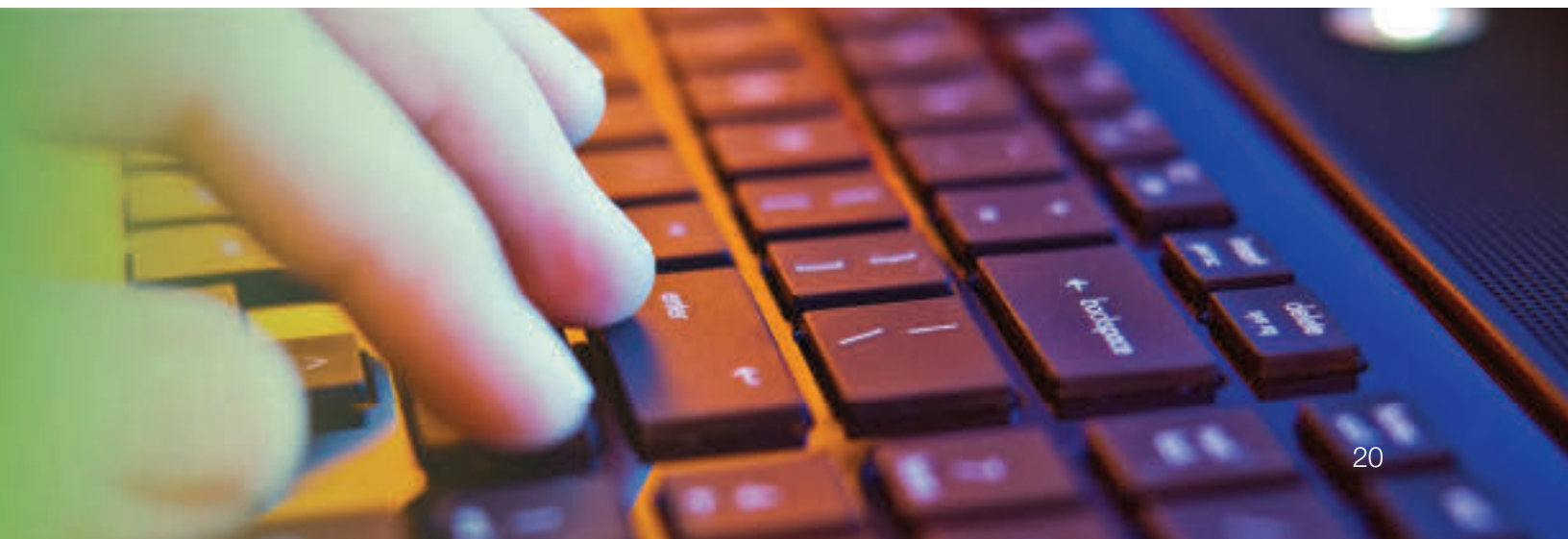
Spare Parts Package Recommendations

Keeping a stock of parts at your facility can minimize system downtime in the event of a hardware failure. Lutron Service Representatives will analyze the specific installation to develop a custom recommendation for your facility.

Benefits:

- Can reduce the duration of downtime caused by hardware failures
- Spare parts allow you to quickly replace components if there is an issue with your Lutron lighting control system

To request a Spare Parts Package Recommendation, contact Lutron at LSCParts@lutron.com. A Lutron Service Representative will review the project and make a personalized recommendation for the parts that should be kept in a spare-parts stock.



Maintenance and Support Coverage Option Matrix

	Warranty Coverage			
	Commercial Systems 2-Year Limited Warranty	Silver Enhanced Warranty	Gold Enhanced Warranty	Platinum Enhanced Warranty
100% Replacement Parts (years 1-2)	•			
100% Replacement Parts (years 1-2); 50% years 3-5; 25% years 6-8		•	•	•
100% Replacement Parts for Duration of Agreement				
First Available Response Diagnostic Labor Coverage (onsite/remote)	•	• (years 1-2)		
72-Hour Response Diagnostic Labor Coverage (onsite/remote)			• (years 1-2)	
24-Hour Response Diagnostic Labor Coverage (onsite/remote)				• (years 1-2)
Software Defect Coverage (100% years 1-2)	• (years 1-2)	• (years 1-2)	• (years 1-2)	• (years 1-2)
Preventive Maintenance: 1 visit standard			•	•
Maximum Coverage Duration: 2 years	•			
Maximum Coverage Duration: 8 years parts; 2 years diagnostic labor		•	•	•
Maximum Coverage Duration: 10 years				
Microsoft Compatibility Testing				

Technology Support Plans (TSPs)			Software Maintenance Agreements
Silver TSP	Gold TSP	Platinum TSP	Available for Quantum® Total Light Management™ Projects
•	•	•	
• (duration of agreement)			
	• (duration of agreement)		
		• (duration of agreement)	
			• (duration of agreement)
	•	•	
•	•	•	•
			•

System Replacements and Upgrade Services (RUS)

For Existing Lutron Lighting Control Systems or for Installations without Lighting Control Systems

Replacement and Upgrade Services allow end users to take advantage of technical advancements and new product innovations to enhance lighting control system performance.

Whether you are upgrading an existing Lutron lighting control system or considering replacing switches with a dimming system or automatic lighting control system, our Replacement System Specialists can help you assess your needs and provide support throughout the transition.

Benefits of Upgrading a Lutron Lighting Control System:

- Maximize energy savings by introducing new lighting control strategies
- Introduce readily available spare parts, software support, and diagnostic services
- Update the look of wall controls in newly renovated spaces
- Address the lighting control programming in response to space churn
- Maintain system reliability to avoid business interruptions caused by aging components

Lutron RUS Specialists can help you plan for a system upgrade or replacement by providing one or more of the following services:

- Lutron lighting solution assessments
- Design services
- Upgrade planning logistics
- Proposals, including utility rebates
- Project management services



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www.lutron.com



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