The Lutron Service difference

Featured services are targeted to those responsible for designing a Lutron control system and protecting their clients' interests — e.g. lighting designers and engineers.

Our services experts can help bring your vision to life. From specification design work, to project management, and through field technical support, Lutron is here for you every step of the way. This is a journey that Lutron has been involved in for 60 years. Our services help ensure the best customer experience from start to finish, and deliver design success that you can be confident about.

What do Lutron services do for you and your projects?

- Ensure the system is programmed to match your design intent

- Use our experts for assistance when designing a space

- Help you choose the startup solutions you need to meet your project requirements

- Set you up for success with services designed with your clients in mind

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Service and Support Options
DESIGNERS/SPECIFIERS

Select the right services for your project—

Bringing lighting to life is a difficult art form and sometimes you need technical support. Specify these services to ensure you are supported through the design and setup phases of each project.

Programming services and packages

Startup Services include programming as defined by the specification. Consider the following options that offer additional, onsite collaboration to ensure each project is tuned to specific and exacting requirements:

Dynamic White Programming Package

Getting a dynamic lighting vision just right can call for specialized attention over time. This multi-visit package provides support in programming and fine-tuning tunable white sequences. The package includes a wiring verification visit, two onsite programming visits ((1) during normal business hours and (1) after hours) to support the design team and a two-hour remote session for final adjustments.

- Dynamic White Programming Package — a multi-session service (LSC-DWP-PKG)

Onsite Scene and Level Tuning

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 entitles the lighting designer to one onsite visit with a Lutron Service Representative to make the necessary changes.

- Onsite Scene & Level Tuning — an in-person visit (LSC-AF-VISIT)

Programming Assistance Services

A Lutron Service Representative provides assistance in making programing adjustments at the direction of the specifier or customer.

- Remote Assistance — a remote session (LSC-PRG-AST-RMTE)
- Onsite Assistance — an onsite visit (LSC-SCHD-MAINT)

Verification services

Building standards such as BREEAM and WELL require documentation to be submitted to verify performance and compliance to the standards. When it comes to lighting, Lutron can do the heavy lifting for you:

Onsite Performance-Verification Walkthroug

An onsite visit to demonstrate the system functionality to all relevant parties, such as a facilities manager or end user. This service is often purchased in conjunction with the System Performance-Verification Documentation.

- Onsite Performance-Verification Walkthrough — an in-person visit (LSC-WALK)

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Enhanced design service

Sensor Layout and Tuning

This service ensures 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 presence detectors and daylight sensors on the job.

- Sensor Layout and Tuning service — (LSC-SENS-LT)

Services to support your client

Set your client up for success. Specify these services to ensure your client is protected, educated, and prepared for unexpected and future changes to their space.

Enhanced warranties

These prepackaged protection plans extend your initial system warranties by up to 10 years and make sure you're covered when the unexpected happens. Choose among three tiers:

Plan Features			Two-year limited warranty	Silver enhanced warranty	Gold enhanced warranty	Platinum enhanced warranty
	2-years full parts coverage		●			
	8-years graduated parts coverage			●	●	●
	2-years diagnostic labor coverage	24-hour response				●
		72-hour response			●	
		First available response	●	●		
	Preventive maintenance visit				●	●

Spare parts package

Retaining backup stock is an important hedge against potential issues in the future, or as a system ages. Let Lutron recommend which products to specify as backups to protect your clients. Talk to a Lutron Sales or Service Representative to request a spare parts package.

Training services

Ensure clients know how to use your system, maintain it, make changes, and much more. Clients can choose a classroom format for large groups, a hands-on format for smaller group, or a remote format for key users — you'll ensure your team is educated and getting the most out of your system.

- Remote Training — a remote session (LSC-TRAIN-RMTE)

- Onsite Training — an in-person visit (LSC-TRAINING-SP)

- Customer System Orientation Visit — an onsite visit with the system user(s) ensuring they are adequately trained and know how to maintain their new system. We also provide basic system optimization recommendations during this visit (LSC-CSO-VST)

Startup options

Some Lutron systems — including Quantum and Athena — require factory startup which is built into the cost of your project. Other systems don't require factory startup and you can choose to start it up yourself, have Lutron do it for you or somewhere in between. For all projects, you have the option of normal business hour startup or after-hours if that is more conducive to your project schedule.

Speak to a Lutron Service Representative about all your startup service requirements and options and choose what's best for you.

After Hours Startup

Schedule this service when projects are fast-tracked or schedules require technicians to support startup outside of typical business hours or on holidays.

- Onsite, After-Hours Startup — applied to entire full-scope startup (LSC-AH-SU)

Choosing the right service options

Many of the Lutron services are offered in both onsite or remote formats.

Remote service
Remote services options generally offer a more immediate, less intrusive, and less costly way to connect with Lutron. A factory-trained, remote Lutron Service Representative will work with members of your team through an Internet or telephone connection, without the need to host a physical, onsite visit.

We understand you many have questions about the security of Lutron remote services. With remote services we provide two options:

- With your permission we may make a secure remote connection to your system and make changes directly with a representative from your team on the line.
- We may create a secure screen-sharing connection in which a Lutron Service Representative works with a member of your team to provide step by step instructions.

Onsite service
Onsite services involve hands-on, in-person engagement with a factory trained Lutron Service Representative. During an onsite visit, Lutron will come to your site, navigate the building and system, and can make system adjustments while seeing the space.

Next steps

Get service specifications for your project.
Access all service spec submittal sheets at lutron.com/europe/Service-Support

Want to discuss your service options?
If you're unclear about the best option for your situation, let us help. We'll reach out to you either by phone or email, whichever you prefer. Start here: eafs@lutron.com

Ready to schedule?
Schedule over the phone at +44 (0)207 702 0657

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