

Service and Support Options

CONTRACTORS/INSTALLERS



The Lutron Service Difference

Featured services are targeted to those responsible for installation, startup, and integration of Lutron commercial solutions – e.g., electrical contractors, general contractors, and commercial integrators.

Construction timelines are challenging. Lutron Services are designed to help simplify and streamline the installation and startup process, and to ensure less rework on site. From the initial prewire session, to the post-wire termination visit, through commissioning of the system Lutron is here to help you hit key construction milestones and guide your lighting and controls project each step of the way.

What do Lutron Services do for you and your projects?

- Confirm installation and wiring is correct to mitigate risk and minimize delays
- Ensure all 3rd-party gear is integrated correctly
- Help you select the right startup solution for your job

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Select the right services for your project

Installation and Wiring Verification Services

Projects move fast – installation and wiring services help minimize the risk of delays and avoid confusion. Lutron verifies installation and wiring before or after you have begun the wiring process.

Pre-Wire Verification

Coordinate with Lutron early in the process to eliminate potential miswires and stay on schedule. A pre-wire verification session (onsite or remote) is designed to familiarize the electrical contractor with wiring and mounting of system devices, discuss the project construction timeline, and review the Lutron Submittal package; in particular the one-lines, device specification documents, and system layout.

- Remote pre-wire – a remote session ([LSC-PREWIRE-RMTE](#))
- Onsite pre-wire – an in-person visit ([LSC-PREWIRE-ONST](#))

Post-Wire Termination Verification

To confirm your system is wired correctly and communicating appropriately, Lutron will verify that the processors are online, the devices are installed and wired properly, and the system is communicating properly prior to system startup.

- Onsite post-wire – an in-person visit ([LSC-POSTWIRE-VST](#))

Electrical Contractor Prep Services Package

The Lutron Electrical Contractor Preparation Services Package ([LSC-ECPREP](#)) consists of two (2) pre-commissioning services to assist in a successful commissioning process:

- One (1), onsite pre-wire visit ([LSC-PREWIRE-ONST](#))
- One (1), onsite post-wire visit ([LSC-POSTWIRE-VST](#))

Integration Service

For projects that include a BMS system or other 3rd-party system that will integrate with the Lutron solutions, this consultative service is designed to create a detailed plan for integration among all involved parties and to support setup between vendors.

- System and network integration consultation – an in-person visit ([LSC-INT-VISIT](#))

Startup Options

Some Lutron systems – including Quantum and Athena – require factory startup that is built into the cost of your project. Other systems don't require factory startup and you can choose to start them up yourself, have Lutron do it for you, or a combination of the two. 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 the one(s) that are best for you.

After-Hours Startup

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

- Onsite, after-hours startup – applied to entire full-scope startup ([LSC-AH-SU](#))

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Choosing the right service options

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

Remote Service

Remote-service 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 may 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 during 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

Want to discuss your service options?

If you are unclear about the best option for your situation, let us help. We will reach out to you either by phone or email, whichever you prefer. Start here: lutron.com/ServiceQuestion

Ready to schedule?

- Schedule online at lutron.com/ScheduleService
- Schedule over the phone: 1.888.LUTRON1 (588.7661), press 3

Contact Lutron

lutron.com/service

Lutron Electronics Co., Inc., 7200 Suter Road, Coopersburg, PA 18036-1299

Customer Assistance

Online: lutron.com/help | Email: support@lutron.com

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