

Service and Support Options

SYSTEM USERS



The Lutron Service Difference

Featured services are targeted to those responsible for operation and maintenance of the Lutron control system – e.g. facility managers, staff electricians, space managers.

At Lutron, our number one principal is to take care of the customer. We provide a unique portfolio of services to enhance your Lutron experience. From customer system orientations, to scheduled maintenance visits, to customizable service plans, we are here with you every step of the way.

What do Lutron Services do for you and your projects?

- Protect your investment and keep it running smoothly
- Ensure your team is maximizing system functionality
- Help you maximize energy efficiency and find additional energy savings
- Enable easy lighting and shade adjustments over time as space-use changes

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Protection Plans and Maintenance Services

Unexpected issues can cause costly interruptions to your business. Take precautionary steps to prevent problems and minimize downtime.

Technology Support Plans

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 from three plan tiers:

		Silver Plan	Gold Plan	Platinum Plan
Plan Features	100% Parts & 100% Lutron Labor Coverage	•	•	•
	Scheduled Maintenance Visit(s)		•	•
	24-Hour Onsite/Remote Response Time			•
	48-Hour Onsite/Remote Response Time		•	
	72-Hour Onsite/Remote Response Time	•		
	Priority Support Line			•
	Unlimited Technical Hotline Support	•	•	•
	Remote Diagnostics (Applicable for connected Quantum, Athena, and Vive Systems)	•	•	•

Customizable Service Contracts

Lutron will also customize a contract based on your unique project requirements. Contracts may be built for multiple locations.

Mix and match the selections that matter most to you:

1. Choose parts warranty coverage
 - Basic: 2 years, 100% coverage for most system issues
 - Enhanced: 8 years, pro-rated parts coverage
2. Choose the maximum diagnostic response time for unexpected issues
 - 24 hours or less
 - 48 hours or less
 - 72 hours or less
3. Choose the number of preventative maintenance visits/sessions
4. Select the number of training sessions. Choose between:
 - Number of onsite training visits
 - Number of remote training sessions

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Preventive Maintenance Visits

Prevent potential issues with regular system “check-ups.” Ensure your system is working optimally and as expected. At this visit, a Lutron Service Representative will work through a preventive maintenance checklist and work with you as needed to make minor reprogramming adjustments or provide additional training.

- Remote Programming Assistance - a remote session ([LSC-PRG-AST-RMTE](#))
- Onsite Scheduled Maintenance Visit - an in-person visit (LSC-SCHD-MAINT)

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.

Operational Services

Take full advantage of your system capabilities with these optional services whenever you need them.

Customer System Orientation

Learn about your system components, how to use your new system, and how to properly maintain it. This service is great for facilities teams that are moving into a new facility or joining an established team. A Lutron Service Representative will also provide a leave-behind system optimization recommendation report on ways you can save energy.

- Onsite System Orientation - an in-person visit ([LSC-CSO-VST](#))

Training Services

Learn how to use your system, maintain it, make changes, and much more. Available in a classroom format for large groups, a hands-on format for smaller group, or a remote format for key users – ensure your team is educated and getting the most out of the Lutron system.

- Remote Training – a remote session ([LSC-TRAIN-RMTE](#))
- Onsite Training – an in-person visit ([LSC-TRAINING](#))

Optimization Service

Change happens, and opportunities to realign system performance with facility goals arise regularly. A Lutron Service Representative analyzes system performance and usage to recommend energy-saving strategies and propose lighting adjustments to streamline workflow and enhance comfort.

- System Optimization – an in-person visit ([LSC-SYSOPT](#))

Programming Services

Sometimes getting help with system adjustments is easier than doing it yourself. Leverage a Lutron Service Representative to change settings at your direction as a result of space churn, special events, or changing occupancy patterns.

- Remote Programming Assistance – a remote session ([LSC-PRG-AST-RMTE](#))
- Onsite Programming Assistance – an in-person visit (LSC-DAY-ADDL-CS)

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Choosing the right service option for you

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 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 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

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: lutron.com/ServiceQuestion

Ready to schedule?

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

lutron.com/service

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

Customer Assistance

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

Phone: 1.888.LUTRON1 (588.7661)

- 24/7 technical support, press 1
- Lighting/shading customer service, press 2

