

Service and Support Options

TECHNOLOGY SUPPORT PLANS



The Lutron Service Difference

Standard and custom-system protection plans are targeted to facility managers, system users, and others responsible for service contracts and software maintenance agreements for the Lutron lighting control system.

We provide a unique offering of service and maintenance plans to enhance your Lutron experience. Our customizable plans ensure 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
- Deliver prioritized response to unexpected issues
- Ensure your software is protected from 3rd-party issues



Technology Support Plan Options

Standard Plan Summary

Unexpected issues can cause costly interruptions to your business. Take precautionary steps to prevent problems and minimize downtime. These prepackaged protection plans extend your initial system warranties by up to 10 years and make sure you're covered when the unexpected happens.

The following chart briefly highlights the benefits of each level of the Lutron Technology Support Plans — there are three standard options. For more details on each plan, please refer to the next pages. Pricing based on acceptance of Lutron Standard Terms and Conditions.

		Visits Package Plan	Silver Plan	Gold Plan	Platinum Plan
Plan Features	100% Lutron Labor Coverage	•	•	•	•
	100% Parts		•	•	•
	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)	•	•	•	•

Lighting and Shades Coverage, Service and Support Details

- All onsite service to be scheduled Monday – Friday between
- All onsite service to be delivered Monday– Friday between around availability of facility and staff
- Coverage excludes Lutron Holidays — New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day (For projects outside the USA the official holidays of each country apply)
- All rates do not include any applicable taxes, which will be invoiced as a separate line item
- Additional days of service are available for purchase as needed
- Customization available upon request

Technology Support Plan Options

Standard Plan Details

Visits Package Plan
Visits can be used as preventative and corrective maintenance, system optimization, and training for the maintenance team and users.
All visits are scheduled at the beginning of the year. In case of an emergency a scheduled visit can be changed for a remote session with a response time no longer that 72 hours.
100% Lutron labor coverage for troubleshooting and diagnosis of lighting and shading issues
Unlimited technical support: 1.888.LUTRON1 (588.7661), press 3
Remote diagnostics for systems configured for remote access*

Silver Plan
72-Hour Response , diagnostic labor coverage (onsite/remote)
100% Replacement parts for duration of agreement
100% Lutron labor coverage for troubleshooting and diagnosis of lighting and shading issues
Unlimited technical support: 1.888.LUTRON1 (588.7661), press 3
Remote diagnostics for systems configured for remote access*
2 Hours of remote programming for systems configured for remote access
100% Lutron parts coverage for replacement, shipment, and analysis of Lutron components included with your system

The Gold and Platinum Technology Plans include the Silver plan features above.

Gold Technology Support Plan	Platinum Technology Support Plan
48-Hour Response Diagnostic Labor Coverage (onsite/remote)	Priority Support Line 24-Hour Response Diagnostic Labor Coverage (onsite/remote)
Elective onsite support visits to provide preventive maintenance, onsite training, and programming needs per your selection:	
<ul style="list-style-type: none">Preventive Maintenance includes scheduled onsite visit for asset management, system check, panel maintenance and computer maintenance<ul style="list-style-type: none">For additional details, please see the Preventive Maintenance ChecklistSystem Optimization includes an onsite, consultative visit for identification and implementation adjustments and/or strategies to enhance energy savings<ul style="list-style-type: none">Ensures facility needs, code requirements, and energy goals are being metOnsite Training includes a scheduled onsite Lutron lighting control system programming and implementation training visit for facility staff<ul style="list-style-type: none">Training sessions may be tailored to specific staff or facility needs, per requestAdditional elective services include supplemental staff training, system optimization, timeclock reprogramming and/or system status reporting	

Technology Support Plan Options

Customized Plan Details

If our standard protection packages don't quite fit your needs, Lutron will customize a contract based on your unique requirements. Contracts may be built for multiple locations.

Use the charts below to mix-and-match the selections that matter most to you:

Troubleshooting and Diagnostic Services	
Response Time Commitment	# of Visits Requested (0 to Unlimited per year)
24-Hour (Next Business Day)	
48-Hour (2 Business Day)	
72-Hour (3 Business Day)	
First Available	

Optional Onsite Utility Days	
Elective Service Description	# of Visits Requested (per year)
Preventive Maintenance	
System Optimization	
Customer System Orientation	
System Reprogramming	

Optional Remote Services (requires Internet connection)	
Available Remote Services	# of 4-Hr Block Sessions Requested (per year)
Remote Programming Assistance	
Remote Supplemental Training	
Remote Diagnostics	

Technology Support Plan Options

Parts Coverage Options		
100% Parts Replacement coverage (Lighting)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
100% Parts Replacement coverage (Shades)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
100% Parts Replacement coverage (Ketra)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
100% Parts Replacement coverage (Limelight)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Additional Service Options		
After-Hours (2 p.m. - 10 p.m.)*	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Weekend (Saturday 8 a.m. - 5 p.m.)*	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Software Upgrade (Quantum Only)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Onsite Scene & Level Tuning	<input type="checkbox"/> Yes	<input type="checkbox"/> No

*Dependent upon project location and market availability

Software Maintenance Agreement Options

Lutron Quantum Software requires Microsoft software. This service helps protect against unexpected issues between Lutron software and 3rd-party software; Lutron will test your software with those 3rd-party releases.

	Software Maintenance Agreement
Microsoft Operating System Compatibility Coverage	•
SQL Server Compatibility Coverage	•
Quantum Lighting Control Software License Upgrade Fee Waiver	•
Extension of Quantum Software Warranty for Duration of Agreement	•
Price (\$/year up to 5 years)	

Software Maintenance Agreement Coverage Service and Support Details

- Microsoft Operating System & SQL Server Compatibility Testing: Microsoft®operating system, database, and browser patches for compatibility with Quantum software. Provides access to Quantum software patches to achieve continued interoperability with the Microsoft operating system, database, and browser patches.
- Quantum Lighting Control Software License Waiver: Included in the purchase of Support is license version upgrades of the Quantum software (example: Quantum 2.3 to Quantum 3.0); Licensee will be provided Quantum Lighting Control Software license revisions at no additional charge. Note: Supplemental licenses such as Floorplan and onsite labor are not included.
- Software Warranty: Support includes the diagnosis and correction of system non-conformance to the sequence of operation prior to the issue.
- Supplemental Information: Regular onsite preventive maintenance is an optional feature of a Lutron Technology Support Plan. If a Technology Support Plan is also purchased, labor costs for a Quantum upgrade may be reduced via application of those included visits.



*Supported operating systems: Windows, IOS. Supported browsers: Chrome, Internet Explorer, Edge, Safari.

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