

Lutron Customer System Orientation Visit (LSC-CSO-VST)

An on-site visit where the Lutron field service engineer comes out 30-90 days post-occupancy to go over the Lutron system components with the end user and performs a thorough end user training. The field service engineer will show the end user how to properly maintain their system and will provide system optimization recommendations which includes a leave behind optimization recommendation report.

Visit Summary

- A Lutron field service engineer will thoroughly train the end user, check on the system components, troubleshoot any minor issues and offer suggestions to the customer on how to optimize their system.
 - The Lutron field service engineer will provide a leave behind system optimization recommendation report.
- Offers the end user peace of mind knowing that their system is being maintained and functioning properly by a trained Lutron field service engineer.
- A thorough training will be offered for additional support to make sure the end user knows how to maximize their system.
- Quantity dictates the number of visits purchased.
- A facility representative will sign off on all work at the completion of the visit.
- It is the end users responsibility to determine when they would prefer this visit in the 30-90 day post-occupancy window.
- This service is available for Lutron Quantum and Athena systems.
- This visit will occur during normal business hours.

Additional Information

- Lutron requires 10 business days’ notice to schedule an on-site visit.
- Coordination of required visit attendees, including lighting designer, is the responsibility of the facility representative.
- Quantity dictates the number of days purchased.
- Facility representative should secure access to the required areas prior to the visit date.
- This visit will occur during normal business hours.

Contact Information

- **Phone:** 1.888.LUTRON1 (588.7661)
 - For Tech Support, press 1
 - Lighting/Shading Customer Service, press 2
 - To schedule a visit, press 3
- **Email:** lscscheduling@lutron.com
- **Website:** lutron.com/services

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Job Name:	Model Numbers:
Job Number:	