

After Hours Service Visit (LSC-AH-VST)

LSC-AH-VST is the model number purchased for a Lutron Field Service Engineer visit outside of normal business hours. A Lutron Field Service Engineer visit is intended to provide programming or troubleshooting assistance on the customer's Lutron lighting control system.

Lutron defines after hours as any time worked outside of 7AM to 5PM for the time zone of the project, Monday through Friday. Work on any Federal holidays would also be considered after hours.

Required Support

- A facility representative to provide physical access to:
 - All Lutron devices that are part of the lighting control system.
 - Areas controlled by the lighting control system.
- An electrician to perform any electrical troubleshooting or repair.
- An IT representative who can grant access to any computers or networking equipment utilized by the lighting control system.

If these resources are not available, this work can be scheduled during normal business hours using model number LSC-DAY-ADDL-CS instead of an after hours visit (LSC-AH-VST).

Additional Information

- Lutron requires 15 business days' notice to schedule an on-site visit.
- Coordination of required visit attendees (including the lighting designer) is the responsibility of the facility representative.
- The quantity dictates the number of after hours visits (8-hr block) purchased.
- Facility representative should secure access to the required areas prior to the visit date.

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:	