

Vive™ System Onsite Full-Scope Startup (LSC-OS-SU-VIVE)

Service Description

An onsite visit by a Lutron Field Service Representative to program the Vive™ System per a customer-approved sequence of operations. Programming of all Vive™ components purchased with this startup visit is included – wireless remotes, wireless lighting controllers, wireless occupancy/vacancy sensors, wireless daylight sensors, wireless plug-load controllers and the configuration of all applicable software features. An introductory system training intended for system operators is also included.

Service Inclusions

- During the startup visit a predetermined scope-of-work will be performed. Unless otherwise noted, that scope of work will be to program the system components associated with this startup visit to completion as specified by a customer-approved sequence of operations.
- A factory-certified technician or technicians (Lutron Field Service Representative) will travel to the job site to perform the startup visit.
- Prior to programming, an audit of the system installation will be performed to ensure that the system is installed per Lutron specifications.
- All system remotes and wallstations will be associated to lighting and plug-load controllers per the customer-approved sequence of operations.
- Occupancy/vacancy sensors and daylight sensors will be associated to lighting and plug-load controllers and will be roughly calibrated per the customer-approved sequence of operations.
- Timeouts for occupancy/vacancy sensors will be configured
- If applicable, occupancy/vacancy sensor coverage range will be adjusted based on built environment
- Daylight sensor setpoints will be configured
- Final calibration is dependent on the final built environment (e.g., furniture placement, HVAC operations, space usage) which may not be complete at the time of calibration; any additional sensor fine-tuning required after the startup visit is completed is not included. Lutron will return for fine-tuning for an additional fee

- See the **Additional Services Available** section for the Sensor Layout & Tuning Service excluded from the scope of this startup visit
- Timeclock schedules will be programmed per the customer-approved sequence of operations.
- Load shed parameters will be configured per the customer-approved sequence of operations.
- All applicable system components will be tested after they are programmed to confirm proper operations.
- An introductory training on overall system operations and maintenance will be delivered during the visit. Recording of the training is encouraged but not provided. A typical training agenda is included in this document.
- A summary of completed work will be furnished at the completion of the visit.
- One onsite visit occurring between the hours of 7:00am and 5:00pm, Monday through Friday. Additional fees may be applied for any work completed outside of these hours.
- A startup visit may span multiple days depending on the size of the system. Lutron Services Scheduling may provide an estimated duration of the startup visits. Any number of days provided are for estimating purposes only; any deviation from that estimate for the original agreed upon scope of work does not impact the price. Refunds will not apply for any estimated days unused.
- A Lutron Field Service Representative will be eligible to provide up to eight (8) contiguous hours of work per day during this visit. Please consult your Lutron Sales Representative if more than eight (8) contiguous hours are required in a working day; additional fees may apply.
- Upon completion of the startup visit, a Commercial Systems 2-Year Limited Warranty is included and the warranty period begins.

LUTRON® SPECIFICATION SUBMITTAL

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Job Number:	

Service Exclusions

- Lutron may be unavailable to deliver service on some holidays. Please consult Lutron Services Scheduling with any questions regarding these holidays.
- The included system training may be delivered outside of this startup visit for an additional fee.
- Construction phasing, which may require multiple visits, is not included in a standard Vive™ Startup. Discuss any phasing with your Lutron Sales Representative, Lutron Project Manager or Lutron Services Scheduling. Additional fees may apply.
- The Lutron Field Service Representative may assist, or make recommendations to the customer representative if troubleshooting of installation issues is required. If additional time is required for Lutron to perform the agreed upon scope-of-work because system components are not installed per Lutron specifications, additional fees may apply.
- Lutron will not perform work on non-Lutron equipment or on any Lutron equipment not included in the scope-of-work associated with this startup visit.
- Any programming required to integrate the Vive™ system with any third-party equipment is not included (e.g., BMS/EMS, HVAC, I.T., audio and video, energy dashboards, analytical packages).
- See the **Additional Services Available** section for the System & Network Integration Consultation service excluded from the scope of this startup visit
- Any programming or system changes that deviate from the customer-approved sequence of operations must be approved in writing through the proper channels and may require additional fees.
- Replacement of system components due to miswires, incorrect installation or any other related issue is not covered under the Lutron warranty and replacements are the responsibility of the installer.
- Lutron Field Service Representatives will not perform any installation labor – including relocating equipment.

Service Requirements

- Confirmed access to the required areas must be acquired by the customer representative prior to the visit. If rescheduling is required, additional fees may apply.
- Lutron Services Scheduling requires at least ten (10) business days’ notice to schedule this visit. See the **Contact Information** section of this document.
- Rescheduling and/or cancelling a visit could result in additional fees and project timeline requirements may not be met. If rescheduling is required, provide at least four (4) business days’ notice to Lutron Services Scheduling to avoid fees.
- At the time of scheduling, notify Lutron Services Scheduling of any job site access requirements (e.g., drug testing, background check, safety training, or PPE requirements).
- Prior to the visit, all Vive™ equipment to be started up must be installed, wired and/or powered up per Lutron specifications.
- Prior to the visit, all controlled fixtures must be wired, powered, lamped, and tested.
- A customer representative who is familiar with the installation must be present and available during the visit for typical job-specific coordination and access considerations.
- A customer-approved sequence of operations will be provided to Lutron prior to, or at the initiation of this onsite visit. The sequence of operations must clarify to the Lutron Field Service Representative how the system is intended to be programmed in each space, including expected associations between devices (i.e., it must clarify which occupancy/vacancy sensors, daylight sensors, remotes, and lighting controllers should be associated to which load controllers). In the event that a customer-approved sequence of operations is unavailable by the initiation of this visit, the Lutron Field Service Representative will program the system per the default sequence of operations included within. A complete sequence of operations will include:
 - Groupings of controlled fixtures & any associated controllers, remotes, and sensors
 - Areas of controlled fixtures & any associated controllers, remotes, and sensors
 - Occupancy/vacancy behavior

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Service Requirements (continued)

- Daylighting setpoints
- Light levels controlled by remotes and/or wallstations with buttons capable of custom programming
- Timeclock schedule operations
- A customer representative will sign off on all completed work at the completion of the visit.
- Any changes to the customer approved sequence of operations must be made through the proper channels; additional fees may apply.

Default Sequence of Operations

- In the event that a customer-approved sequence of operations is not available prior to, or at the initiation of this startup visit, the Lutron Field Service Representative will program the system using the framework below.
- For any changes to the default sequence of operations after startup has begun additional fees may apply.
- Fixture Groupings, Areas and Naming:
 - Spaces with individual fixture controllers:
 - In installations where there are less remotes and/or wallstations than there are fixture controllers, the remotes and wallstations will be distributed to control an even number of grouped fixtures, as best as the lighting controllers installed will allow.
 - Spaces without individual fixture controls:
 - In small and medium sized spaces (e.g., conference rooms, bathrooms, offices, classrooms): all controllers will be grouped and controlled as one area.
 - In large sized spaces (e.g., open offices, lecture halls, ballrooms): all controllers in the space will be grouped as one area and the controls (e.g., remotes, wallstations, sensors) will be distributed to control an even number of fixture groupings based on proximity of the controllers to the controls.
 - The term “Space,” as used above, is defined as an architecturally defined space – which may or may not be defined by walls – with a clearly distinct use. Lutron Field Service Representatives will employ their professional judgment in determining what constitutes a space in cases where spaces are not defined by a customer-approved sequence of operations.

- Naming Conventions:
 - During startup a Lutron Field Service Representative will name all applicable devices and areas in the software using an agreed upon or logical naming convention.
- Wireless remotes and wallstations:
 - One button: Toggle lights on and off.
 - Two button: Top button will turn lights on and bottom button will turn lights off.
 - Three button: Top button will turn lights on, middle button will be set to a 50% light level, and bottom button will turn the lights off.
 - Four button: Top button will set lights to a 100% light level, 2nd button down will set lights to a 65% light level, 3rd button down will set lights to a 35% light level, and bottom button will turn lights off.
 - Five button (3 button with raise/lower): Top button will turn lights on, middle button will be set to a 50% light level, and bottom button will turn the lights off.
- Occupancy/vacancy sensor timeout:
 - In spaces with remotes and/or wall controls, sensors will be set up as vacancy sensors (only automatically turning off the lights) with a 15-minute (+/- 1-minute) timeout
 - In spaces without remotes and/or wall controls, sensors will set up as occupancy sensors (automatically turning the lights on and off) with a 15-minute (+/- 1-minute) timeout
- Daylight sensor:
 - Sensors without auto-calibration will be calibrated to achieve 40 foot-candles (+/- 5 foot-candles) from roughly three (3) feet (91 cm) off the floor at a distinct point in the room – typically the center of a room. Note that the consistency of light distribution throughout the space is highly dependent upon fixture design and placement
 - In small or medium sized spaces, the daylight sensor will affect the entire area (see Fixture Groupings, Areas and Naming section at the left)

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Default Sequence of Operations (continued)

- In large sized spaces, the daylight sensor(s) will affect fixture groupings closest to the glazing based logically at the Lutron Field Service Representative’s discretion on the number of sensors, the number of fixture groupings, the amount of glazing, the size of the room and other applicable architectural factors
- Timeclock schedules
- In the event that no approved sequence of operations is available, no timeclock events will be programmed
- Load shed
- All areas will be configured to be affected by a load shed event
- All dimmers affected by a load shed event will decrease light levels by 10%
- All switches affected by a load shed event will remain unaffected

Service Recommendations

- Coordinate the calendars of all parties to be involved in the included system training within the expected duration of the startup visit.
- Lutron offers a portfolio of elective services that support the startup process; these services are offered a-la-carte and are not included as part of the scope of startup. See the **Additional Services Available** section below for information.

Additional Services Available

- Contact your Lutron Sales Representative to confirm whether these services have been purchased for this system, or to learn more about and purchase these services.
- Pre-wire Visit (LSC-PREWIRE): An onsite visit to review logistical construction considerations.
- System & Network Integration Consultation (LSC-INT-VISIT): A consultative visit with third-party integrators/technicians to review integration planning.
- Sensor Layout & Tuning (LSC-SENS-LT): Lutron takes responsibility for the final location and calibration of occupancy/vacancy and daylight sensors.

- Onsite System Programming Visit (LSC-OS-PROG8-SP, LSC-OS-PROG4-SP): Onsite programming support available in four (4) and eight (8) hour blocks of time.
- Remote System Programming (LSC-RMT-PROG4-SP): Remote programming support available in four (4) hour blocks of time.
- After Hours Startup (LSC-AH-SU)
- Onsite Scene and Level Tuning Visit (LSC-AF-VISIT): A system fine-tuning visit during or after startup to assist a specifier in achieving their vision.
- System Performance-Verification Documentation (LSC-SPV-DOC): System verification documentation that describes pre-functional and functional tests and captures test results.
- Title 24 Acceptance Test Visit (LSC-SPV-DOC-T24): Includes the testing and documentation of test results required by Title 24 for the interior lighting control system.
- Onsite Performance-Verification Walkthrough (LSC-WALK): Demonstration of system performance and/or assistance in testing provided to a customer representative.
- Warranty Audit Visit (LSC-WNTY-AUD): A warranty prerequisite and an onsite visit to audit and test a system programmed by others.
- Customer-Site Solution Training (LSC-TRAINING-SP): Onsite system training.
- System Optimization (LSC-SYSOPT-SP): An onsite visit to identify and implement system optimizing lighting control adjustments.
- Silver Enhanced Warranty (LSC-E8S): An 8-year, pro-rated enhanced warranty.
- Gold & Platinum Enhanced Warranties (LSC-E8G, LSC-E8P): Upgraded 8-year, pro-rated enhanced warranties including expedited response time and an annually scheduled Preventive Maintenance Visit.
- Silver Technology Support Plan (LSC-SILV-IW): A multi-year service agreement that includes 100% parts and diagnostic labor for the life of the agreement.

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Additional Services Available (continued)

- Gold & Platinum Technology Support Plans (LSC-GOLD-IW, LSC-PLAT-IW): Multi-year service agreements that include 100% parts, diagnostic labor, expedited response time and an annually schedule preventive maintenance visit for the life of the agreement.
- Additional Annual Scheduled Maintenance Visits (LSC-SCH-MAINT): Additional visits associated with Enhanced Warranties and/or Technology Support plans.

Typical Training Agenda

- This agenda may change depending on system capability.
- System Overview
 - Controls
 - Components
 - Functionality walk-through
- System Software
 - Navigation
 - System features
 - Administration
 - Programming adjustments
- Preventive Maintenance
- Warranty Information
- Additional Lutron Service & Support
 - Dial 800.523.9466 and follow the prompts for Field Service, then Scheduling.
 - Technical support
 - Remote services
 - Onsite services
 - Additional training opportunities
- Questions/Discussion

Contact Information

Technical Support (Toll-free, 24/7)
1.800.523.9466

Lutron Services Scheduling
Phone: 1.844.LUTRON1 (588.7661)
E-mail: LSCscheduling@lutron.com

To schedule this startup visit

- Visit www.lutron.com/scheduling, or
- E-mail or call Lutron Services Scheduling

Please contact your Lutron Sales Representative for further questions on services offered by Lutron.

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