

Onsite Programming – 8 Hour Block, 4 Hour Block (LSC-OS-PROG8-SP, LSC-OS-PROG8-EN, LSC-OS-PROG4-SP, LSC-OS-PROG4-EN)

Service Description

An onsite visit by a Lutron Field Service Representative to program the Lutron System and/or demonstrate to customer representatives how to program the system.

Use one or more of these visits to meet unique project programming requirements – including, but not limited to, orienting and training the installer’s programming team to the system components and programming in practice, reviewing programming strategies in spaces, review recommendations for spaces’ sequences of operation, changing existing programming, assisting in completing programming punch list items, and programming as directed.

Service Inclusions

- The Lutron Field Service Representative will perform programming-tasks continuously for the amount of time specified by the block of time scheduled.
- The Lutron Field Service Representative will perform programming-tasks as requested by a customer representative.
- The Lutron Field Service Representative will consult prior to or at the initiation of the visit to identify prioritized goals and to create a custom plan to meet as many goals as possible in the time allotted.
 - When it is requested to train any customer representatives on how to program the system, the Lutron Field Service Representative will discuss training objectives before recommending the most effective training plan in the time allotted.
 - When independent programming is requested of the Lutron Field Service Representative, regular progress updates to the customer representative will be made to ensure proper prioritization.
- When additional time is requested, the Lutron Field Service Representative will work with the customer representative to determine the best course of action.
- One onsite visit occurring between the hours of 7:00 am and 5:00 pm, Monday through Friday. Additional fees may be applied for any work completed outside of these hours.

Service Exclusions

- Any requested work to be completed beyond the length of time scheduled is not included; additional fees and standard availability will apply.
 - Lutron Services Representatives may not be available to stay onsite after the allotted time has expired.
- Any unused time is non-refundable.
- Time block must be used contiguously and may not be broken up over one or multiple days.
- Work to be performed is limited to programming-related tasks. Project coordination, operational training, system optimization, performance-verification, and other non-programming tasks are not included.
- Lutron may be unavailable to deliver service on some holidays. Please consult Lutron Services Scheduling with any questions regarding these holidays.
- The Lutron Field Service Representative may assist, or make recommendations to the customer representative if troubleshooting of installation issues is required. Time spent troubleshooting will count toward the time block.
- 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.
- Programming 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 visit.

Job Name:	Model Numbers:
Job Number:	

Service Exclusions (continued)

- Replacement of system components due to miswires, incorrect installation or any other related issue is not covered under the Lutron warranty and is replacement is 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.
- All programming blocks of time to be performed in one (1) business day must be scheduled for that day in advance, meeting the notice requirement above.
 - Two (2) 4-hour Blocks of time may be scheduled for the same business day.
- 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 programmed 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 representative will sign off on all completed work at the completion of the visit.
- This service is only available with a Vive system.

Service Recommendations

- If multiple programming blocks of time have been purchased, work with Lutron Services Scheduling to schedule the sequence early.
- To make the most use of time on this visit, it is highly recommended to provide a customer-approved sequence of operations prior to, or at the initiation of this onsite visit. A sequence of operations will 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). A complete sequence of operations would include:
 - Groupings of controlled fixtures & any associated controllers, remotes, and sensors
 - Areas of controlled fixtures & any associated controllers, remotes, and sensors
 - Occupancy/vacancy behavior
 - Daylighting setpoints
 - Light levels controlled by remotes and/or wallstations with buttons capable of custom programming
 - Timeclock schedule operations
- 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 this service. See the **Additional Services Available** section on the following page for information.

Job Name:	Model Numbers:
Job Number:	

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.
- **Full-Scope Startup, Remote and Onsite (LSC-RMT-SU-VIVE, LSC-OS-SU-VIVE):** A Lutron Field Service Representative programs the system.
- **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.
- **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 scheduled preventive maintenance visit for the life of the agreement.
- **Additional Annual Scheduled Maintenance Visits (LSC-SCHD-MAINT):** Additional visits associated with Enhanced Warranties and/or Technology Support plans.

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.

The Lutron logo, Lutron, and Vive are trademarks or registered trademarks of Lutron Electronics Co., Inc. in the US and/or other countries. All other product names, logos, and brands are property of their respective owners.

Job Name:	Model Numbers:
Job Number:	