

Remote Programming – 4 Hour Block (LSC-RMT-PROG4-SP, LSC-RMT-PROG4-EN)

Service Description

A remote-programming session with a Lutron Factory Certified Remote Technician to assist a customer representative in programming the Lutron System. Assistance is provided over the telephone and, when applicable or recommended, via a remote internet connection.

Use one or more of these sessions 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

- A Lutron Factory Certified Remote Technician will assist the customer through programming-tasks continuously for the amount of time specified by the block of time scheduled.
- Continuous telephone contact may not be required throughout the session; when appropriate, the Lutron Factory Certified Remote Technician will suspend the call to allow the installer to complete certain tasks.
- A Lutron Factory Certified Remote Technician will assist the customer representative in programming-tasks as requested by the customer representative.
- A Lutron Factory Certified Remote Technician will consult prior to or at the initiation of the session 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 Factory Certified Remote Technician will discuss training objectives before recommending the most effective training plan in the time allotted.
- A Lutron Factory Certified Remote Technician will provide a phone number to use in case of disconnection and for follow-up calls originated by the installer.

- When additional time is requested, the Lutron Factory Certified Remote Technician will work with the customer representative to determine the best course of action.
- Access to a dedicated Lutron Factory Certified Remote Technician scheduled between the hours of 7:00am and 5:00pm EST, 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 will apply.
- Lutron Factory Certified Remote Technicians may not be available to continue after the allotted time has expired.
- Time block must be used contiguously and may not be broken up over one or multiple days.
- Any unused time is non-refundable.
- 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 Factory Certified Remote Technician 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 session.
- 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).

Job Name: Job Number:	Model Numbers:
--	-----------------------

Service Exclusions (continued)

- See the **Additional Services Available** section for the System & Network Integration Consultation service excluded from the scope of this session.
- Replacement of system components due to miswires, incorrect installation or any other related issue is not covered under the Lutron warranty and replacement is the responsibility of the installer.

Service Requirements

- Confirmed access to the required areas must be acquired by the customer representative prior to the session.
- Verify ability to make and receive telephone calls near all system components.
- Lutron Services Scheduling requires at least two (2) business days' notice to schedule this session. See the **Contact Information** section of this document.
- All programming blocks of time that are requested to be completed on the same day must be scheduled in advance.
- Two (2) 4-hour Blocks of time may be scheduled for the same business day.
- Rescheduling and/or cancelling a session the same day could result in additional fees and project timeline requirements may not be met. If rescheduling is required, provide at least one (1) business days' notice to Lutron Services Scheduling to avoid fees.
- At the time of scheduling, notify Lutron Services Scheduling of any remote access requirements (e.g., remote internet connection protocols).
- Prior to the session, all Vive™ equipment to be programmed must be installed, wired and/or powered up per Lutron specifications.
- See the **Additional Services Available** section for the Pre-wire Visit if an installation consultation is required.
- Prior to the session, all controlled fixtures must be wired, powered, lamped, and tested.
- A customer representative who is familiar with the installation must be present and available for the duration of the session to assist in programming over the phone.
- Work should be performed by persons qualified to work on and near line-voltage equipment.
- 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 session, it is highly recommended to provide a customer-approved sequence of operations prior to, or at the initiation of this session. A sequence of operations will clarify to the Lutron Factory Certified Remote Technician how the system is intended to be programmed in each space, including expected associations between devices (i.e., it will 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
- To make the most use of the time with the Lutron Factory Certified Remote Technician, it is recommended to provide a system layout.
- 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.
- 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.
- 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 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.

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.

<p>Job Name:</p> <p>Job Number:</p>	<p>Model Numbers:</p>
--	------------------------------