

Onsite Warranty Audit Visit (LSC-WNTY-AUD)

Service Description

An onsite visit by a Lutron Field Service Representative to verify that the installation and programming of a system that has been programmed – either partially or completely - by a non-Lutron customer representative meets Lutron’s specification requirements and system enhanced warranty qualifications. “System enhanced warranties” include Silver, Gold and Platinum Enhanced Warranties; and Silver, Gold and Platinum Technology Support Plans. This visit is required prior to the validation of any system warranty when Onsite Startup has not been completed by Lutron; a warranty is not active until it has been validated.

“System enhanced warranty” in this document does not include any product parts warranty; typically a 1-year parts warranty is included with the purchase of the product, or Lutron’s Commercial Systems 2-Year Limited Warranty. Consult your product spec submittal sheets for product parts warranty information.

Service Inclusions

- The Lutron Field Service Representative will conduct a verification test of the system’s performance to confirm installation and programming meets Lutron specifications and system warranty qualifications. The scope of the test is defined at Lutron’s discretion.
- A report summarizing the test results will be provided to the customer at the end of the visit, including whether a warranty has been validated.
- In the event that a system does not meet Lutron specifications or system warranty qualifications, and the system warranty cannot be validated, a summary of changes required to meet specifications and qualifications will be supplied.

Service Exclusions

- Any installation or programming changes required to meet system warranty validation are excluded; any installation changes are the responsibility of the customer and additional fees for programming will apply.
- If the system installation or programming does not meet Lutron specifications and the warranty cannot be validated, a separate Onsite Warranty Audit will be required after all issues have been corrected. Warranty audit visits will be required and fees will apply until the system can be validated.
- 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. If additional time is required for Lutron to perform the verification test 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 warranty audit.
- 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.

Job Name: Job Number:	Model Numbers:
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Service Requirements

- Installation and programming of the entire system must be complete before this visit will be performed.
- If a system warranty has been purchased without Onsite Full-Scope startup, the system warranty period has not begun until this visit is completed and the warranty is validated; see the Commercial System Limited Warranty specification submittal for warranty start date details.
- This visit must be performed and any warranty must be validated within twelve (12) months of system purchase.
- 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.

Service Recommendations

- Schedule this visit immediately after the system has been completely programmed to validate the system warranty as early as possible.

Additional Services Available

- 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.

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