

## Vive™ System Remote Full-Scope Startup (LSC-RMT-SU-VIVE)

### Service Description

Provides access to a dedicated Lutron Factory Certified Remote Technician to instruct, guide and assist the customer through programming the Vive™ System. Programming assistance is available for any Vive™ components purchased with this remote startup including – wireless remotes, wireless lighting controllers, wireless occupancy/vacancy sensors, wireless daylight sensors, wireless plug-load controllers and the configuration of all applicable software features. Remote support is available over the phone or through a secured internet connection, where applicable. Assistance from a customer representative is required on the job site but requires no special Lutron experience.

### Service Inclusions

- Prior to the session, at the time of scheduling, Lutron will provide a startup Remote Startup checklist to guide the installer through the preparation process for this startup. The checklist must be complete before the startup may begin.
- A Lutron Factory Certified Remote Technician will call the designated contact within 20 minutes of the scheduled time (applicable contact information must be provided during the scheduling process).
- At the initiation of the startup, the 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.
- At the initiation of the startup, the Lutron Factory Certified Remote Technician will consult with the customer representative to strategize an effective joint-programming plan based on the site requirements.
- At the initiation of the startup, the Lutron Factory Certified Remote Technician will tell the customer representative how many fifteen (15) minute increments and the total collective sum of “not-to-exceed” time that is included in the startup, which is determined by the scope of work at the time of purchase.
- The Lutron Factory Certified Remote Technician will instruct the customer through the step-by-step processes of programming tasks in certain spaces.
  - 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.
- System communication integrity will be verified.
- Devices may be updated to latest firmware.
- Typical programming tasks may include:
  - Associating system remotes and wallstations to lighting and plug-load controllers.
  - Associating (and roughly calibrating) occupancy/vacancy sensors and daylight sensors to lighting and plug-load controllers.
  - Configuring timeouts for occupancy/vacancy sensors.
  - Configuring daylight sensor setpoints.
  - Programming timeclock schedules.
  - Configuring load shed parameters.
  - Testing for proper operations of system components after programming is complete.
- A summary of completed work will be furnished at the completion of the session.
- 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.
- Access to the Lutron Factory Certified Remote Technician is limited to a total “not-to-exceed” time.
  - Upon the completion of this startup, any unused time will expire.
  - If otherwise not stated, the startup session will be considered closed after five (5) business days of inactivity. For any time required after five (5) days, additional fees may apply.
  - Additional time may be purchased above the "not-to-exceed" time.

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**Service Inclusions (continued)**

- Remote Startup call time is tracked in fifteen (15) minute increments.
- Each call placed by Lutron to the installer or from the installer to Lutron will result in a minimum of one fifteen (15) minute session being deducted from the “not-to-exceed” amount, regardless of call duration
- Each call will be rounded up to the nearest increment of fifteen (15) minutes and deducted from the “not-to-exceed” amount, regardless of call duration
- At the end of each call, the Lutron Factory Certified Remote Technician will inform the installer of the “not-to-exceed” time remaining
- Upon completion of the startup, the Lutron Factory Certified Remote Technician will instruct the installer how to have the end-user register online. The submission of end-user online registration will upgrade the default parts warranty (typically a 1-year parts warranty) to a Commercial Systems 2-Year Limited Warranty, which includes parts and diagnostic labor coverage for two years.

**Service Exclusions**

- Lutron may be unavailable to deliver service on some holidays. Please consult Lutron Services Scheduling with any questions regarding these holidays.
- Construction phasing, which may require multiple remote sessions, 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 Factory Certified Remote Technician may assist, or make recommendations to the customer representative if troubleshooting of installation issues is required. This time will be deducted from the total "not-to-exceed" time.
- Lutron will not perform work related to any non-Lutron equipment or on any Lutron equipment not included in the scope-of-work associated with this startup.
- 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 startup 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 the 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.
- 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 started up 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.
- In the event the Remote Startup is unable to be completed and the installer would like an onsite service visit, the installer must purchase that service. Standard lead times for onsite service apply.

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Service Recommendations

- To make the most use of the time with the Lutron Factory Certified Remote Technician, 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 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
- To make the most use of the time with the Lutron Factory Certified Remote Technician, it is recommended to provide a system layout.
- Any architectural elements in a space – including furniture and finishes - may affect the performance and calibration of sensors; consider this when scheduling the Remote Startup.
- 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 at the right for information.
- If the system will control fluorescent lamps, consider purchasing a Lutron Lamp Socket Wiring Tester (FDB-LSWT-T5/T8) to aid in the startup process if this device was not included with the equipment. The socket tester enables Lutron installers to easily verify proper pin wiring for fluorescent lamp sockets.

- Have readily available the following tools, including but not limited to:
  - A device (e.g. smartphone, tablet, or computer) to program the system. Refer to the Vive Hub spec submittal (P/N 369902) for compatible devices.
  - Basic hand tools
  - Multimeter that can measure AC/DC voltage and resistance
  - Light meter for setting up daylight harvesting (default daylight harvesting setpoints will be used if a light meter is not available)
  - Pen and paper available to record notes, measurements, etc.

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.

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**Additional Services Available (continued)**

- 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](http://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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