

End of Life Reminder for Grafik 5000®/ Grafik 6000® Lighting Control Systems

According to our records, you have a Lutron GRAFIK 5000®/GRAFIK 6000® lighting control system at your facility. Lutron began selling these systems twenty five years ago and fifteen years ago, respectively. As with all electronics, certain components reach peak efficiency and begin to decline in performance with age: electrolytic capacitors dry out, memory chips have a limited number of write cycles, etc. Due to the age of your system, we want to proactively reach out to you and make you aware of the potential for unplanned business interruptions in the future.

Your system's main point of control is a processor panel (solid blue cover, typically mounted in an electrical room) that controls the system. The processor contains a battery that prevents the system's database from losing its programming if the power goes out in your facility. Based off of the production end date and the average life of these batteries, all of these **Grafik 5000®/ Grafik 6000®** batteries have passed their recommended life expectancies as of December 2014. This means that you are at a significant risk of losing system functionality if the processor loses power. If a power failure occurs and the battery is dead, the database controlling the system will be cleared. This will result in the lights going to full on and control will only be accomplished by turning them manually on and off at the breaker. Depending on the space that the system is controlling, this could have a potentially negative impact on your business and result in higher electricity bills, as the system is no longer operating efficiently.

Taking care of the customer is Lutron's first principle. In order to support your lighting solution, a list of milestones and migration paths can be found below. Please do not hesitate to contact us with any questions or concerns.

Table 1

Milestone	Description	Date
End of Sale	The date that Lutron Electronics stopped selling GRAFIK 5000®/GRAFIK 6000® lighting control systems	December, 2003
Spare Part Guarantee Ends	Spare part availability for GRAFIK 5000®/GRAFIK 6000® is no longer guaranteed.	December, 2013
Labor Only Technology Support Plans (TSPs)	All TSPs for GRAFIK 5000®/GRAFIK 6000® no longer include parts coverage.	December, 2013
Battery End of Life	The date at which all backup batteries are no longer charged.	December, 2014
Technology Support Plans (TSPs) End Date	The last possible date for customers to purchase any TSP for their GRAFIK 5000®/GRAFIK 6000® system.	December, 2015
Service Rate Increase	Daily Service Rates (Day of Service, Remote Services, etc.) will be increased by 10% to reflect an increase in the cost of service.	December, 2015
Service Rate Increase	Daily Service Rates (Day of Service, Remote Services, etc.) will be increased by 15% to reflect an increase in the cost of service.	December, 2020

Migration Options

The best option for continued and improved system performance is to upgrade your system to our Quantum® lighting control system. The Quantum® lighting control system provides increased lighting control flexibility as well as energy efficiency capabilities such as wireless sensors, energy reporting, and digitally addressable ballasts/LED drivers. In addition to the system functionality improvements, the software is compatible with current Windows® operating systems. See additional information for Quantum® at: <http://www.lutron.com/Quantum>

To review all system upgrade options please contact your local Lutron Representative or email RUS@lutron.com

More Information

For more information about Lutron Electronics, visit www.Lutron.com, or contact your local Lutron Representative.

For more information about Lutron Services Company, visit www.Lutron.com/service, email LSCwarranty@lutron.com, or contact your local Lutron Representative.

For more information about Replacements and Upgrade Services, visit www.Lutron.com/service, email RUS@lutron.com, or contact your local Lutron Representative.