

## End of Sale/Obsolescence Reminder for GRAFIK 7000 Lighting Control Systems

### Lighting & Shades Coverage Service and Support Details

According to our records, you have a Lutron GRAFIK 7000 lighting control system at your facility. Lutron sold these systems from 2004 through 2014. As of May 2014, Lutron Electronics has ended the sale of new GRAFIK 7000 and has initiated the obsolescence process (Table 1).

Recently, Lutron has received many emails and phone calls asking if Microsoft's end of extended support for SQL 2005 would impact their GRAFIK 7000 system. With the end of extended support all versions of our Elumen software are now unsupported by Microsoft. Your system and software will continue to function, however, any security issues that are discovered will not be patched by Microsoft. Generally, IT departments recommend not utilizing unsupported versions of SQL on their network and we recommend reaching out to your IT department to get an understanding of any specific requirements they may have. Should any issues arise Lutron recommends reaching out to **RUS@lutron.com** and learning about the benefits of upgrading your lighting control system.

Lutron remains committed to supporting its customers with warranty replacement parts and services for 10 years after a system enters the obsolescence process. To ensure that you have access to warranty parts you can extend your warranty by purchasing a Technology Support Plan from **lscwarranty@lutron.com**.

**Table 1**

Milestone	Description	Date
End of Sale	The date that Lutron Electronics stopped selling GRAFIK 7000 lighting control systems.	May, 2014
End of Adders	The date that Lutron Electronics stops selling GRAFIK 7000 lighting control systems adders. See Table 2 for more information.	December, 2019
Labor Only Technology Support Plans (TSPs)	All TSPs for GRAFIK 7000 no longer include parts coverage	December, 2023
Spare Part Guarantee Ends	Warranty Spare Part availability for GRAFIK 7000 ends.	December, 2024
Technology Support Plans (TSPs) End Date	The last possible date for customers to purchase any TSP or their GRAFIK 7000 system.	December, 2026

**Table 2**

Adder Policy	
Dependent on initial project commissioning date, customers can continue to add certain components to their system until December 2019.	
Processors	No longer available
Keypads	Available until December, 2019
Interfaces	Available until December, 2019
Power Panels	Contact RUS@lutron.com

# Lutron Services Company

## Frequently Asked Questions

### **Q: Are there any issues I should be aware of that might impact the operation of my GRAFIK 7000?**

**A:** 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. Typically, most electronic components can last 10-15 years with proper maintenance. However, if you purchased your GRAFIK 7000 more than 10 years ago, it is recommended that you start to plan and budget for a system upgrade in the near future. Email [RUS@lutron.com](mailto:RUS@lutron.com) for more information.

### **Q: What are my options for upgrading my system?**

**A:** 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: [lutron.com/Quantum](http://lutron.com/Quantum). To review all system upgrade options please contact your local Lutron Representative or email [RUS@lutron.com](mailto:RUS@lutron.com).

## More Information

For more information about Lutron Electronics, visit [Lutron.com](http://Lutron.com), or contact your local Lutron Representative.

For more information about Lutron Services Company, visit [Lutron.com/service](http://Lutron.com/service), email [LSCwarranty@lutron.com](mailto:LSCwarranty@lutron.com), or contact your local Lutron Representative.

For more information about Replacements and Upgrade Services, visit [Lutron.com/service](http://Lutron.com/service), email [RUS@lutron.com](mailto:RUS@lutron.com), or contact your local Lutron Representative.

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