

Lutron Service Plan

路创服务计划

Applicable for China Mainland

适用于中国大陆区域



Welcome 欢迎

A broad range of Lutron Service Plans is available to complement and support your Lutron light control system.

Lutron offers a broad portfolio of services to support our clients from initial design through ongoing management, and continual improvement of their total light environment.

Our goal is to help you maximize the value of your Lutron light or light/shade control systems, and Lutron service makes all the difference. Lutron Service is available when you need them to make sure your system performs as expected.

Thank you for choosing Lutron!

多元化的路创服务可完善您的路创照明控制系统。

Lutron 提供多元化的服务，以支持我们的客户从最初的设计到项目的实施，后期维护管理的各个阶段，整体光环境的应用得到持续的改善。

我们的服务是帮助您的路创照明及窗帘控制系统价值最大化，路创的服务将使一切与众不同。当您需要路创的服务，我们将如影随形，来确保您的系统如预期般运行。

感谢您选择路创!

If any discrepancy of understanding by translation between Chinese and English in this plan, Chinese description to be as the criterion.

本服务计划中，若中文与英文之间因翻译而存在理解上的差异，以中文描述为准。

Part Care Plans 硬件保障计划

“Part Care Plans” are the options to extend your warranty for the parts up to maximum 8 years. Lutron offers different plans for your choice.

通过“硬件保障计划”，可以使您系统的硬件质保期延长至最多 8 年。您可以根据需求选择最适合您的“硬件保障计划”。

Part Care Plan Basic 硬件保障计划

Payment Price (VAT excluded): 价格（不含税）：

No. 序号	Initial Warranty Type 原质保类型	Price of “Part Care Plan Basic” “硬件保障计划”价格
①	1-Year Limited Warranty 1 年有限质保	4% of BOM by Post-Sales Price 项目硬件清单的 4%（售后价格）
②	2-Year Limited Warranty 2 年有限质保	3% of BOM by Post-Sales Price 项目硬件清单的 3%（售后价格）

① “Part Care Plan Basic” covers the parts with related percentage cost from year 2-8 based on initial 1-Year Limited Warranty.

① “硬件保障计划 Basic” 基于 1 年有限质保，在第 2 至 8 年期间根据相应年份按比例减免您购买更换件的费用。

- Year 1-2: 100% replacement of parts.
第 1-2 年：减免 100%更换件的费用。
- Year 3-5: 50% replacement of parts.
第 3-5 年：减免 50%更换件的费用。
- Year 6-8: 25% replacement of parts.
第 6-8 年：减免 25%更换件的费用。

② “Part Care Plan Basic” covers the parts with related percentage cost from year 3-8 based on initial 2-Year Limited Warranty.

② “硬件保障计划 Basic” 基于 2 年有限质保，在第 3 至 8 年期间根据相应年份按比例减免您购买更换件的费用。

Year 1-2: 100% replacement of parts. 100% diagnostic labor cost is covered for Lutron startup project.

- 第 1-2 年：减免 100%更换件的费用。原厂调试的项目涵盖 100%故障诊断的人工费用。
- Year 3-5: 50% replacement of parts.
第 3-5 年：减免 50%更换件的费用。
- Year 6-8: 25% replacement of parts.
第 6-8 年：减免 25%更换件的费用。

Part Care Plan+ 硬件保障计划+

Payment Price (VAT excluded) : 价格 (不含税) :

No. 序号	Initial Warranty Type 原质保类型	Price of "Part Care Plan+" "硬件保障计划+"价格
①	1-Year Limited Warranty 1 年有限质保	9% of BOM by Post-Sales Price 项目硬件清单的 9% (售后价格)
②	2-Year Limited Warranty 2 年有限质保	8% of BOM by Post-Sales Price 项目硬件清单的 8% (售后价格)
③	HWQS 8-Year Limited Warranty (Residential Project Only) HWQS 系统 8 年有限质保 (仅限家居项目)	5% of BOM by Post-Sales Price 项目硬件清单的 5% (售后价格)

① "Part Care Plan+" covers 100% cost of replacement parts from year 2-8 based on 1-Year Limited Warranty.

① "硬件保障计划+" 基于 1 年有限质保, 将涵盖第 2 至 8 年期间 100%更换件的费用。

- Year 1-8: 100% replacement of parts.
第 1-8 年: 涵盖 100%更换件的费用。

② "Part Care Plan+" covers 100% cost of replacement parts from year 3-8 based on 2-Year Limited Warranty.

② "硬件保障计划+" 基于 2 年有限质保, 将涵盖第 3 至 8 年期间 100%更换件的费用。

- Year 1-2: 100% replacement of parts. 100% diagnostic labor cost is covered for Lutron startup project.
第 1-2 年: 涵盖 100%更换件的费用。原厂调试的项目涵盖 100%故障诊断的人工费用。
- Year 3-8: 100% replacement of parts.
第 3-8 年: 涵盖 100%更换件的费用。

③ "Part Care Plan+" covers 100% cost of replacement parts from year 3-8 based on HWQS 8-Year Limited Warranty.

③ "硬件保障计划+" 基于 HWQS 系统 8 年有限质保, 将涵盖第 3 至 8 年期间 100%更换件的费用。

- Year 1-8: 100% replacement of parts.
第 1-8 年: 涵盖 100%更换件的费用。

Part Care Plan+ (Annual Payment) 硬件保障计划+ (年付)

Annual Payment Price (VAT excluded) : 年付价格 (不含税) :

Based on Percentage of BOM by Post-Sales Price (RMB)

基于项目硬件清单售后价格的百分比 (人民币)

No. 序号	Initial Warranty Type 原质保类型	Year 1 第 1 年	Year 2 第 2 年	Year 3 第 3 年	Year 4 第 4 年	Year 5 第 5 年	Year 6 第 6 年	Year 7 第 7 年	Year 8 第 8 年
①	1-Year Limited Warranty 1年有限质保	0.0%	1.0%	1.5%	1.7%	1.9%	2.1%	2.3%	2.5%
②	2-Year Limited Warranty 2年有限质保	0.0%	0.0%	1.5%	1.7%	1.9%	2.1%	2.3%	2.5%
③	HWQS 8-Year Limited Warranty (Residential Application Only) HWQS 系统 8 年有限质保 (仅限家居项目)	0.0%	0.0%	1.0%	1.2%	1.4%	1.6%	1.8%	2.0%

① “Part Care Plan+ (Annual Payment)” covers 100% cost of replacement parts from year 2-8 based on 1-Year Limited Warranty by annual payment.

① “硬件保障计划+ (年付)” 基于 1 年有限质保，将涵盖第 2 至 8 年期间 100%更换件的费用。该计划以年付的方式逐年续保。

- Year 1-8: 100% replacement of parts.
第 1-8 年：涵盖 100%更换件的费用。

② “Part Care Plan+ (Annual Payment)” covers 100% cost of replacement parts from year 3-8 based on 2-Year Limited Warranty by annual payment.

② “硬件保障计划+ (年付)” 基于 2 年有限质保，将涵盖第 3 至 8 年期间 100%更换件的费用。该计划以年付的方式逐年续保。

- Year 1-2: 100% replacement of parts. 100% diagnostic labor cost is covered for Lutron startup project.
第 1-2 年：涵盖 100%更换件。原厂调试的项目涵盖 100%故障诊断的人工费用。
- Year 3-8: 100% replacement of parts.
第 3-8 年：涵盖 100%更换件的费用。

③ “Part Care Plan+ (Annual Payment)” covers 100% cost of replacement parts from year 3-8 based on HWQS 8-Year Limited Warranty by annual payment.

③ “硬件保障计划+ (年付)” 基于 HWQS 系统 8 年有限质保，将涵盖第 3 至 8 年期间 100%更换件的费用。该计划以年付的方式逐年续保。

- Year 1-8: 100% replacement of parts.
第 1-8 年：涵盖 100%更换件的费用。

Note 备注

- Please find the Appendix “Lutron Standard Warranty” to know the initial warranty of your system.
- All “Part Care Plans” are only available:
 - By year 1 for 1-Year Limited Warranty
 - By year 2 for 2-Year Limited Warranty
 - By year 2 for HWQS 8-Year Limited Warranty (Residential Application Only)
- “Part Care Plan+ (Annual Payment)” must be purchased year-by-year continuously.
- 由于各系统标准质保的不同，为确保您所购买的“硬件保障计划”利益最大化，所以您可以在如下时间段购买“硬件保障计划”：
 - “1 年有限质保”用户可以在 1 年质保有效期内购买“硬件保障计划”。
 - “2 年有限质保”用户可以在 2 年质保有效期内购买“硬件保障计划”。
 - “HWQS 系统 8 年有限质保”（仅限家居项目）用户可以在 8 年质保期的前 2 年内购买“硬件保障计划”。
- “硬件保障计划+（年付）”必须逐年连续购买。

For those customers who miss the time to purchase “Part Care Plans”, we have “Technology Support Plan” to protect your system.

如您错过了购买“硬件保障计划”的时间段，您可以选择“综合保障计划”来保护您的系统。

Case Reference 费用参考

Quantum System: 6-floor office building

Based on 1,000,000RMB Project Number of Parts (Post-Sales Price)

Part Care Plan: **30,000RMB**

Part Care Plan+: **80,000RMB**

Part Care Plan+ (Annual Payment): **20,000RMB/Year by Average**

Quantum 系统：规模为 6 层办公楼

硬件总金额 1,000,000 人民币（售后价格）

硬件保障计划： **30,000 人民币**

硬件保障计划+： **80,000 人民币**

硬件保障计划+（年付）： **平均 20,000 人民币/年**

Athena System: 4-floor office building

Based on 500,000RMB Project Number of Parts (Post-Sales Price)

Part Care Plan: **20,000RMB**

Part Care Plan+: **45,000RMB**

Part Care Plan+ (Annual Payment): **11,000RMB/Year by Average**

Athena 系统：规模为 4 层办公楼

硬件总金额 500,000 人民币（售后价格）

硬件保障计划：**20,000 人民币**

硬件保障计划+：**45,000 人民币**

硬件保障计划+（年付）：**平均 11,000 人民币/年**

HWQS System: 3-floor Villa

Based on 300,000RMB Project Number of Parts (Post-Sales Price)

Part Care Plan+: **15,000RMB**

Part Care Plan+ (Annual Payment): **4,500RMB/Year by Average**

HWQS 系统：规模为 3 层别墅

硬件总金额 300,000 人民币（售后价格）

硬件保障计划+：**15,000 人民币**

硬件保障计划+（年付）：**平均 4,500 人民币/年**

Service Care Plan 服务保障计划

“Service Care Plan” will be another option for you to have the services by Lutron experienced engineer to protect your system. This plan is available for all Lutron lighting control systems.

“服务保障计划”将在您需要路创的时候，由路创资深服务工程师为您提供的专业的服务。该计划适用于所有路创灯光控制系统。

Annual Price of Standard Service Care Plan (VAT excluded):

标准服务保障计划年付价格（不含税）：

BOM Amount (Post-Sales Price) 项目硬件清单价格（售后价格）	Price of Stand Service Care Plan (Year) 标准服务合同价格（年）
<750,000RMB <750,000 人民币	From 15,000RMB 15,000 人民币起
≥750,000RMB ≥750,000 人民币	From 2% of BOM by Post-Sales Price 项目硬件清单的 2%起（售后价格）

Final Price of standard “Service Care Plan” depends on the project location, amount of BOM by List Price and system type.

“服务保障计划”的最终价格将根据项目地点，项目硬件清单总价及系统类型综合而定。

Standard Service Care Plan details

标准服务保障计划内容：

- 100% Lutron labor coverage for troubleshooting and diagnostics at first available response time (business working day 8am-6pm).
- 1 man-day visit of scheduled Preventive Maintenance including 1-hour onsite training (business working day 8am-6pm).
- 7X24 phone support at 400-842-7731.
- Frequent-Used spare parts are stocked in Lutron Shanghai to save the time of waiting for the new part(s).
- 涵盖100%路创工程师的人工费用，但仅限于故障诊断及系统恢复服务。路创将安排工程师在10个工作日内为您提供服务（工作日上午8点-下午6点）。
- 1人/天预定时间的维护巡检，包含1小时的现场培训服务。（工作日上午8点-下午6点）
- 7X24电话技术支持，请拨打400-842-7731。
- 为“服务保障计划”客户而准备的常用备件库，将大大节省等待新硬件到货的时间。

Additionally, we offer optional services of “Response Time Options”, “Non-business Hour Services” & “Added Value Services” to meet your requirement.

此外，我们还提供“快速响应”，“非工作时间服务”和“增值服务”的选购项来满足客户的需求。

Response Time Options 快速响应

Response Time Commitment 响应时间	Price per Year- VAT excluded (RMB) 不含税价格/年(人民币)
24-Hour 24 小时响应	10,000 起
48-Hour 48 小时响应	8,000 起
72-Hour 72 小时响应	6,000 起

Please contact Lutron to confirm the applicable of the response time in accordance with your project location:

- 24-Hour Response is available for the areas around Shanghai within 2-hour train.
- 48-Hour Response is available for the areas around Beijing within 2-hour train.
- 72-Hour Response depends on project location which is available for direct flight or train.

请在购买前与路创确认您的项目所在地是否适用于您所选的响应时间。

- 24 小时响应适用于项目所在地为上海 2 小时高铁可达的区域。
- 48 小时响应适用于项目所在地为北京 2 小时高铁可达的区域。
- 72 小时响应适用于项目所在地为上海或北京可飞机或高铁直达的区域。

Non-business Hour Services 非工作时间服务

Non-business Hour Service 非工作时间服务	Price per man*day- VAT excluded (RMB) 不含税价格 人/天 (人民币)
After-Hour 晚间服务	3,000
Weekend 周末服务	4,000

Non-business Hour Service is for those customers who need the services to be implemented at after hour or weekends.

- After-Hour service: during 6pm to 8am on business working day.
- Weekend service: during 8am to 6pm on Saturday and Sunday.

非工作时间服务是针对那些需要在员工下班后或是周末方可入场服务的客户。

- 晚间服务: 工作日下午 6 点-上午 8 点
- 周末服务: 周六和周日上午 8 点-下午 6 点

Added Value Service 增值服务

Added Value Service 增值服务	Service Type 服务内容	Price per man-day VAT excluded (RMB) 不含税价格 每人/天(人民币)
	Customer-Site Training 系统维护培训	4,800
	Lutron-Site Training 路创培训中心培训 (上海)	4,800
	Remote Supplemental Training 远程培训	2,400
	Customer System Orientation 系统操作培训	4,800
	System Optimization Service 系统优化服务	4,800
	Onsite Programming 现场编程	4,800
	Remote Programming 远程编程	2,400
	Preventive Maintenance 维护巡检	4,800

Service Time: business working day (8am-6pm)
服务时间: 工作日 (上午 8 点-下午 6 点)

Note 备注

- Database and related documents are required.
 - Single Line Drawing
 - Layout Drawing
 - Database (if the system is applicable for database)

Lutron can offer onsite service to collect the info as well. The cost is based on project scale, system type, etc.
- Hardware is not included in "Service Care Plan" and need to be purchased additionally.
- Lutron will keep the right to charge the onsite diagnostic visit for those which are not Lutron caused issues.
- The prices of "Response Time Upgrade", "Non-business Hour Services" & "Added Value Services" are only available for those who have purchased Service Care Plans.
- Remote Services are implemented by:
 - Lutron service engineer remote access to the system from server by authorized internet access.
 - Lutron service engineer remote access to the system from server by 4G/5G wireless card if internet is not available from server.
 - Lutron service engineer remote access to the system by tool which supports to build a LAN network through 4G/5G wireless network if system is not connect to the server.

"Remote Session Security Verification Contract" is required to be signed by the end user/Lutron partner prior to the remote service.

- 客户需要提供原数据库及相关资料。

- 系统图
- 平面图
- 数据库（如您的系统适用数据库）

路创也可以提供现场服务来收集这些信息。该服务的费用根据项目规模，系统类型等而定。

- “服务保障计划”不包含硬件的费用，需另行购买。
- 对于非路创产品原因造成的问题而产生的现场服务费用，路创将保留收取该次现场服务费用的权利。
- 上述“快速响应”，“非工作时间服务”和“增值服务”的价格仅适用于已购买“服务保障计划”的客户。
- 远程服务适用于如下方式：
 - 如客户服务器接入外网，路创服务工程师远程接入客户授权的网络，通过服务器登录路创系统。
 - 如客户服务器未接入网络，客户服务器需通过 4G/5G 网卡接入网络，路创服务工程师通过远程接入服务器登录路创系统。
 - 如客户的路创系统未连接服务器，现场的路创系统需通过 4G/5G 网卡建立一个局域网，路创服务工程师通过远程方式登录系统。

“远程服务安全验证协议”需由最终用户或路创合作伙伴在远程服务前签署。

Case Reference 费用参考

Quantum System: 6-floor office building

Based on 1,000,000RMB Project Number of Parts (Post-Sales Price)

Standard Service Care Plan: **20,000RMB/Year**

Quantum 系统: 规模为 6 层办公楼

硬件总金额 1,000,000 人民币 (售后价格)

标准服务保障计划: **20,000 人民币/年**

Athena System: 4-floor office building

Based on 500,000RMB Project Number of Parts (Post-Sales Price)

Standard Service Care Plan: **15,000RMB/Year**

Athena 系统: 规模为 4 层办公楼

硬件总金额 500,000 人民币 (售后价格)

标准服务保障计划: **15,000 人民币/年**

HWQS System: 3-floor Villa

Based on 300,000RMB Project Number of Parts (Post-Sales Price)

Standard Service Care Plan: Approximate **15,000RMB/Year**

HWQS 系统: 规模为 3 层别墅

硬件总金额 300,000 人民币 (售后价格)

标准服务保障计划: **15,000 人民币/年**

Technology Support Plan 综合保障计划

Unexpected issues can cause costly interruptions to your business. Take precautionary steps to prevent problems and minimize downtime. This prepackaged protection plan extends your initial system warranties by up to 8 years and make sure you are covered when the unexpected happens. Lutron Field Service will provide professional service to resolve your system issue.

无法预期的问题会导致您业务上的损失。采取必要的预防措施以防止问题的发生或是最小化宕机的时间极其必要。该计划将确保从您的订单之日起至第 8 年期间，您所使用的硬件可以得到持续供应。路创服务工程师将为您提供专业的服务，帮您解决系统问题。

Annual Price of Standard Technology Support Plan (VAT excluded) :

标准技术支持计划年付价格 (不含税) :

Years 年份	BOM Amount by Post-Sales Price<750,000RMB 项目硬件清单价格<750,000 人民币 (售后价格)		BOM Amount by Post-Sales Price≥750,000RMB 项目硬件清单价格≥750,000 人民币 (售后价格)	
	Initial 1-Year Limited Warranty 原 1 年有限质保	Initial 2-Year Limited Warranty 原 2 年有限质保	Initial 1-Year Limited Warranty 原 1 年有限质保	Initial 2-Year Limited Warranty 原 2 年有限质保
Year 2 第二年	From 15,000RMB+0.8% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单 的 0.8%起(售后价格)	0	From 2.8% of BOM by Post- Sales Price 项目硬件清单的 2.8%起 (售后价格)	0
Year 3 第三年	From 15,000RMB+1.3% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单的 1.3%起(售后价格)		From 3.3% of BOM by Post-Sales Price 项目硬件清单的 3.3%起(售后价格)	
Year 4 第四年	From 15,000RMB+1.5% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单的 1.5%起(售后价格)		From 3.5% of BOM by Post-Sales Price 项目硬件清单的 3.5%起(售后价格)	
Year 5 第五年	From 15,000RMB+1.7% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单的 1.7%起(售后价格)		From 3.7% of BOM by Post-Sales Price 项目硬件清单的 3.7%起(售后价格)	
Year 6 第六年	From 15,000RMB+1.9% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单的 1.9%起(售后价格)		From 3.9% of BOM by Post-Sales Price 项目硬件清单的 3.9%起(售后价格)	
Year 7 第七年	From 15,000RMB+2.1% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单的 2.1%起(售后价格)		From 4.1% of BOM by Post-Sales Price 项目硬件清单的 4.1%起(售后价格)	
Year 8 第八年	From 15,000RMB+2.3% of BOM by Post-Sales Price 15,000 人民币+项目硬件清单的 2.3%起(售后价格)		From 4.3% of BOM by Post-Sales Price 项目硬件清单的 4.3%起(售后价格)	

Final Price of standard “Technology Support Plan” depends on the project location, amount of BOM by List Price and system type.

最终的综合保障计划价格根据项目地点，项目硬件清单总价及系统类型综合而定。

Standard Technology Support Plan Details

标准综合保障计划的内容

- 100% Replacement parts coverage for duration of agreement.
- 100% Lutron labor coverage for troubleshooting and diagnostics at first available response time during business day (business working day 8am-6pm).
- 1 man-day visit of scheduled Preventive Maintenance including 1-hour onsite training. (Business working day 8am-6pm).
- 7X24 phone support at 400-842-7731.
- Frequent-Used spare parts are stocked in Lutron Shanghai to save the time of waiting for the new part(s).
- 协议期间该计划包含100%的硬件费用。
- 涵盖100%路创工程师的人工费用，但仅限于故障诊断及系统恢复服务。路创将安排工程师在10个工作日内为您提供服务（工作日上午8点-下午6点）。
- 1人/天预定时间的维护巡检，包含1小时的现场培训服务。（工作日上午8点-下午6点）
- 7X24电话技术支持，请拨打400-842-7731。
- 为“综合保障计划”客户而准备的常用备件库，将大大节省等待新硬件到货的时间。

Additionally, we offer optional services of “Response Time Options”, “Non-business Hour Services” & “Added Value Services” to meet your requirement.

此外，我们还提供“快速响应”，“非工作时间服务”和“增值服务”的选购项来满足不同客户的需求。

Response Time Options 快速响应

Response Time Commitment 响应时间	Price per Year- VAT excluded (RMB) 不含税价格/年(人民币)
24-Hour 24 小时响应	10,000 起
48-Hour 48 小时响应	8,000 起
72-Hour 72 小时响应	6,000 起

Please contact Lutron to confirm the applicable of the response time in accordance with your project location:

- 24-Hour Response is available for the areas around Shanghai within 2-hour train.
- 48-Hour Response is available for the areas around Beijing within 2-hour train.
- 72-Hour Response depends on project location which is available for direct flight or train.

请在购买前与路创确认您的项目所在地是否适用于您所选的响应时间。

- 24 小时响应适用于项目所在地为上海 2 小时高铁可达的区域。
- 48 小时响应适用于项目所在地为北京 2 小时高铁可达的区域。
- 72 小时响应适用于项目所在地为上海或北京可飞机或高铁直达的区域。

Non-business Hour Services 非工作时间服务

Non-business Hour Service 非工作时间服务	Price per man*day- VAT excluded (RMB) 不含税价格 人/天 (人民币)
After-Hour 晚间服务	3,000
Weekend 周末服务	4,000

Non-business Hour Service is for those customers who need the services to be implemented at after hour or weekends.

- After-Hour service: during 6pm to 8am on business working day.
- Weekend service: during 8am to 6pm on Saturday and Sunday.

非工作时间服务是针对那些需要在员工下班后或是周末方可入场服务的客户。

- 晚间服务: 工作日下午 6 点-上午 8 点
- 周末服务: 周六和周日上午 8 点-下午 6 点

Added Value Service 增值服务

Added Value Service 增值服务	Service Type 服务内容	Price per man-day VAT excluded (RMB) 不含税价格 每人/天(人民币)
	Customer-Site Training 系统维护培训	4,800
	Lutron-Site Training 路创培训中心培训 (上海)	4,800
	Remote Supplemental Training 远程培训	2,400
	Customer System Orientation 系统操作培训	4,800
	System Optimization Service 系统优化服务	4,800
	Onsite Programming 现场编程	4,800
	Remote Programming 远程编程	2,400
	Preventive Maintenance 维护巡检	4,800

Service Time: business working day (8am-6pm)
服务时间: 工作日 (上午 8 点-下午 6 点)

- Database and related documents are required.
 - Single Line Drawing
 - Layout Drawing
 - Database (if the system is applicable for database)
- Lutron can offer onsite service to collect the info as well. The cost is based on project scale, system type, etc.
- Lutron will keep the right to charge the onsite diagnostic visit for those which are not Lutron caused issues.
 - The prices of “Response Time Upgrade”, “Non-business Hour Services” & “Added Value Services” are only available for those who have purchased Technology Support Plans.
 - Remote Services are implemented by:
 - Lutron service engineer remote access to the system from server by authorized internet access.
 - Lutron service engineer remote access to the system from server by 4G/5G wireless card if internet is not available from server.
 - Lutron service engineer remote access to the system by tool which supports to build a LAN network through 4G/5G wireless network if system is not connect to the server.

“Remote Session Security Verification Contract” is required to be signed by the end user/Lutron partner prior to the remote service.

- 客户需要提供原数据库及相关资料。

- 系统图
- 平面图
- 数据库（如您的系统适用数据库）

路创也可以提供现场服务来收集这些信息。该服务的费用根据项目规模，系统类型等而定。

- 对于非路创产品原因造成的问题而产生的现场服务费用，路创将保留收取该次现场服务费用的权利。
- 上述“快速响应”，“非工作时间服务”和“增值服务”的价格仅适用于已购买“综合保障计划”的客户。
- 远程服务适用于如下方式：
 - 如客户服务器接入外网，路创服务工程师远程接入客户授权的网络，通过服务器登录路创系统。
 - 如客户服务器未接入网络，客户服务器需通过 4G/5G 网卡接入网络，路创服务工程师通过远程接入服务器登录路创系统。
 - 如客户的路创系统未连接服务器，现场的路创系统需通过 4G/5G 网卡建立一个局域网络，路创服务工程师通过远程方式登录系统。

“远程服务安全验证协议”需由最终用户或路创合作伙伴在远程服务前签署。

Case Reference 费用参考

Quantum System: 6-floor office building

Based on 1,000,000RMB Project Number of Parts (Post-Sales Price)

Standard Technology Support Plan: **38,000RMB/Year by Average**

Quantum 系统：规模为 6 层办公楼

硬件总金额 1,000,000 人民币（售后价格）

标准综合保障计划：**平均 38,000 人民币/年**

Athena System: 4-floor office building

Based on 500,000RMB Project Number of Parts (Post-Sales Price)

Standard Technology Support Plan: **24,000RMB/Year by Average**

Athena 系统：规模为 4 层办公楼

硬件总金额 500,000 人民币（售后价格）

标准综合保障计划：**平均 24,000 人民币/年**

System Care Plan 系统保障计划

For those clients that their systems are over years that the system or some of the parts are obsoleted, to help our clients to continue using Lutron lighting control system and experience more new functions. A free customer/site visit will be scheduled to better understand the site condition and customer's need if applicable. After that Lutron will provide an update proposal to meet clients' needs.

As well as the systems with the version of software that cannot support some new functions or fixtures, Lutron will provide a software upgrade service to make it happen.

- System Upgrade
Upgrade the current obsoleted system to a new functional system.
- Software Upgrade
It helps to support new lighting fixtures and functions.

The price is based on the customized proposal of each project.

对于那些较早的路创系统，可能该系统或部分硬件已经停产。为了帮助客户继续使用路创系统，体验更多的功能，我们会免费到场勘察，了解客户需求及当前系统状态，以提供最佳的升级方案。

- 系统升级（软件和硬件）
将已停产的系统升级至路创公司当前使用的系统。
- 软件升级
升级路创系统软件版本以适用新的客户端操作系统、新的功能、路创智能模块和灯具类型。

Note 备注

- A free customer/site visit is only available for the projects that the location is around Shanghai or Beijing within 2-hour train time.
- Database and all documents which relate to the configuration are required. Otherwise, additional man-day service will be needed to explore the site configuration unless the condition that database is available to be downloaded from the processor. The number of man-days depends on the scale of the project.
 - Single Line Drawing
 - Layout Drawing
 - Latest Database (if the system is applicable for database)
- 免费现场勘察目前仅限于项目所在地为距离上海或北京 2 小时高铁可达的区域。
- 客户需要提供原数据库及相关资料。
 - 系统图
 - 平面图
 - 数据库（如您的系统适用数据库）

路创也可以提供现场服务来收集这些信息。该服务的费用根据项目规模，系统类型等而定。



Lutron Contacts (China Mainland)

路创中国大陆区域联系方式

Thanks for choosing Lutron!

You can contact Lutron by email and hotline to know details of "Lutron Service Plan" and purchase.

感谢您选择路创产品!

您可以通过如下方式联系路创，咨询“路创服务计划”的详情及购买。

Hot Line 热线电话: 400-842-7731

Technical Support 技术支持: glts@lutron.com

Customer Service 客户服务: gccs@lutron.com