Service Support Plan Coverage and Procedures

Congratulations on purchasing a Lutron Service Support Plan! The following pages provide important information about what your Plan includes, what your Plan does not include, and how to get help.

1 <u>Definitions</u>

1.1 "Lutron" means Lutron Electronics Co., Inc.

1.2 "LSC" means Lutron Services Co., Inc.

1.3 "Plan" means a Service Support Plan.

1.4 "System" means the Lutron-manufactured lighting control system(s) covered by this Plan. The System is composed of:

    1.4.1 Lutron commercial lighting control system panels, controls, processor panels, wall box products, and sensors (collectively, "Hardware"),

    1.4.2 Lutron's commercial systems software ("Lutron Software").

2 <u>What This Plan Covers</u>

All Plans include Service Coverage, Parts Coverage, and Flex Onsite Visits and or Flex Remote Sessions (Quantity varies based on customer request).

2.1 Service Coverage.

    2.1.1 24/7 Technical phone support (excluding Lutron holidays).

    2.1.2 Two hours of remote programming each year dependent on the customer to schedule.

    2.1.3 On-site or remote service to troubleshoot and diagnose the System. For all service support plans, troubleshooting and diagnostic service includes:

    2.1.4 All services performed by qualified LSC Field Service Representatives.

    2.1.5 Service available from 8:00 a.m. to 5:00 p.m. local time, Monday through Friday. Lutron holidays are excluded.

    2.1.6 LSC travel costs are included.

    2.1.7 After-hours and weekend services are available on request but are subject to additional costs and minimum charges. The charges will be presented to you for approval before dispatch.

    2.1.8 Remote service requires customers to provide VPN or secured internet connection.

2.2 Parts Coverage.

    2.2.1 100% coverage for Hardware (following expiration of original limited product warranty). Important: certain exclusions apply. See Section 3 below.

    2.2.2 Parts coverage is based on commercial availability. Coverage may be provided as repair or replacement, including with used or remanufactured parts.

    2.2.3 Repaired or replaced parts remain eligible for coverage under this Plan but are not covered by Lutron's limited product warranties.

2.3 Flex Onsite Visits and/or Flex Remote Sessions.

    2.3.1 See Order Form for the number of Flex Onsite Visits and/or Flex Remote Sessions

2.3.2 Flex Onsite Visits may be used for:

- Training: includes scheduled System programming and implementation training for facility staff. Sessions may be tailored to specific staff or facility needs, per request.

- System Optimization: includes a consultative visit for identification and implementation adjustments and/or strategies to enhance energy savings.

- Preventive Maintenance: includes scheduled visits for asset management, system check, and alert review.

2.3.3 Flex Remote Sessions may be used for:

- Preventative Maintenance: A remote complete system check, and alert review.

- System Optimization Discussion: A session to review current Sequence of Operations (SoO) and discuss areas that could benefit from energy savings-related changes, and performance-related changes.

- Remote Training: A scheduled supplemental remote system training for site personnel.

- Installed System Documentation: Provide updated documentation of all installed system hardware and software components.

3   What This Plan Does NOT Cover

3.1   Service Exclusions:

3.1.1   Labor costs to remove and reinstall Hardware, Drivers, other System components, fixtures, window shades/components, batteries, and/or line voltage electrical equipment.

3.1.2   Services requiring a licensed electrician or electrical contractor.

3.2   Parts Exclusions:

3.2.1   Lutron ballasts and Lutron LED drivers are not covered under the Service Support Plans

3.2.2   Replacement batteries, fluorescent ballasts, window shades/components, and GP Dimming Cards manufactured before 2015.

3.2.3   Non-Lutron components and equipment, including lamps, non-Lutron ballasts/LED drivers, sockets, fixtures, fixture wiring between ballasts and lamps, building wiring, A/V equipment, non-Lutron timeclocks and sensors, and local area networks.

3.2.4   Computers, network equipment, and software (including backup of System database).

3.2.5   Window Shade Solutions.

3.2.6   Components that are obsoleted during the Plan term. Contact Lutron for assistance with obsolete components.

3.3   Root Cause Exclusions:

3.3.1   Repairs, parts, or adjustments to the System that LSC reasonably determines are required due to:

- Abuse, misuse, or accident, such as use of incorrect line voltage, fuses or protection devices; failure to follow operating and maintenance instructions; failure to comply with electrical codes; unauthorized repairs/adjustments; vandalism or theft; fire, water damage, flood, "Acts of God", or other problems beyond LSC's control.

- Malfunctions caused by non-Lutron supplied equipment.

- Any non-Lutron software that is connected to or used with the System.

- Programming changes made by anyone other than an LSC Field Service Representative or one of its Authorized Service Center agents.

4   How to Get Service

4.1   To schedule a visit, please have your Lutron System's Job Number ready and:

4.1.1   Call +1 888-LUTRON1 (588.7661) and follow prompts to be connected to LSC Field Service Scheduling.

4.1.2   Tech Support +1 888-LUTRON1 (588.7661) and follow prompts for Technical Support

4.2   For customers with 24-Hour Response Time, please refer to the Priority Support Line at +1 844-604-2451 and reference your job number to proceed.