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Introduction

What is EcoSystem?
EcoSystem fluorescent control systems are capable of controlling fluorescent lights through automated and manual dimming. The automatic fluorescent light controls include motion sensors and daylight sensors, which monitor a space and appropriately adjust the light to avoid wasted energy and improve the work environment. The manual controls of the system include wall dimmers and handheld remote controls, which allow personal interaction with the lighting by the people in the space. EcoSystem can also work together with the security, HVAC, and other building management systems to provide the appropriate lighting for every situation.

The EcoSystem Bus

EcoSystem ballasts can be connected to one another to create a system of up to 64 ballasts. Any infrared (IR) receiver, sensor, or wall control connected to a ballast can communicate with any or all fixtures on the bus. Subsystems, called groups, are configured and programmed using the handheld programmer.

Systems using more than one EcoSystem ballast, or ballast module, require an EcoSystem bus power supply. This component powers the communication bus between devices, and is capable of supporting up to 64 ballasts or ballast modules, 32 occupant sensors, 64 wall controls, 64 infrared (IR) receivers, and 8 daylight sensors.

EcoSystem Programming
EcoSystem is programmed using the handheld EcoSystem programmer. Using a stylus, users make onscreen selections and transmit programming instructions via infrared, similar to a TV remote.
Transmitting to Control Devices with IR Receivers

Programming information is transmitted wirelessly from the EcoSystem programmer to any sensor or control with an integrated IR receiver. When programming, stand within 8 feet (2.4 meters) of the sensor or control and point the top of the programmer directly at it.

Regardless of what function is being performed, the system can be accessed through any IR receiver. For example, it is not necessary to point the programmer at the daylight sensor being programmed if a keypad provides more convenient access.

Keypads and IR receivers have LEDs that blink when programming messages are transmitted.

If the device does not receive the signal, move closer to the device or adjust the angle of the programmer. It is also important to ensure that the programmer battery is charged and has enough strength to transmit the signal to the device.

NOTE: Occupant sensors do not have integrated IR receivers.
Getting Familiar with the Programmer

This section describes how to perform basic system operations.

**EcoSystem Programmer**

- Power button (press to power on and off)
- IR port
- Stylus (slide up to remove)
- Power adapter connection
6 EcoSystem™ Programmer

Logging In

When the programmer is powered on, the user is prompted to enter a user name and personal identification number (PIN). PINs must include four to seven numbers. The default PIN is 4321.

1. Press the power button on the top of the programmer to power it on.
2. When the Programmer Login screen displays, select your User Name.
3. Tap the keypad with the stylus to enter your PIN, then tap ✓.
   NOTE: To backspace, tap ◀.

Making Screen Selections

After logging in, the Main Menu becomes the primary navigation screen. To select a menu function, tap its title or icon with the stylus. To make other onscreen selections, simply tap the appropriate option.
Control Device Icons

The following control device icons are used on programmer screens.

- 🌅 Daylight sensor
- 📍 Occupant sensor
- 🌇 Wallstation
- 📡 IR receiver
- 💡 Ballast
- ⌨ Contact closure

Programming Screen Components

The main components of EcoSystem programming screens are identified below.

- Screen name
- Battery life
- Tap to return to the previous screen
- Dots representing major steps in the current function (completed steps are colored in)
- Tap to display the Main Menu
Information Screens

Information screens are displayed after menu functions are selected. These screens are for informational purposes only. Read the onscreen instructions and then tap ✓ to continue.

Prompt Screens

Prompt screens ask the user to confirm that an appropriate action occurred during programming.
Charging the Programmer
To charge the EcoSystem programmer, plug the AC charger into an outlet and connect it to the base of the programmer.

Logging Out
To exit the programmer software, from the Main Menu, tap End Session and then Log Out.
Typical Programming Workflow

Following is the typical workflow needed to program a new EcoSystem when it is installed. This guide includes detailed instructions for each programming step.

1. **Address the system.** Begin by addressing the ballasts using the EcoSystem programmer. This enables the programmer to communicate with the ballasts and configure their settings.

2. **Configure fixture groups.** Next, configure the group of fixtures to be controlled by each device (IR receiver, daylight sensor, wall control, occupant sensor, or contact closure). A group can be as small as one fixture or as large as the entire EcoSystem bus.

3. **Set up devices.** Once fixture groups have been configured for each control device, set custom preferences for each device.

4. **Configure ballast settings.** To further fine-tune the system, customize the high level, fade time, and emergency settings for the ballasts.

5. **Program ballasts to season new fluorescent lamps.** Program the ballasts to operate at full intensity before dimming. New fluorescent lamps can have impurities. Follow the lamp manufacturer’s recommendations on lamp seasoning requirements.

After initial programming is complete, the following additional functions are available to control and maintain the system:

- Modify programmed settings as needed
- Manually control light levels via an IR receiver
- Replace existing ballasts
- Address new ballasts
- Season new lamps
• Reset the entire system to factory default settings
• Reset a single ballast to factory default settings

Refer to the following topics for detailed procedures on how to perform each programming step.
Addressing the System

Prior to programming, each ballast must be addressed. This enables the programmer to communicate with the ballasts and program their settings.

NOTE: To address new ballasts added to an existing system, refer to page 32.

1. From the Main Menu, tap Ballasts and then Address System.
2. Tap Reset & Address New System.
3. Read the instructions, then tap ✓ to continue.
   NOTE: Occupant sensors do not have integrated IR receivers.
4. Tap ✓ to continue.
   Caution! System will be set to factory defaults.
5. Tap ✓ to confirm the reset. (Or tap X to Cancel.)
6. If all ballasts flash 3 times, tap ✓. Otherwise, tap X.
   NOTE: If fixtures do not flash, the signal from the programmer did not reach the IR control device. Refer to page 4 for details.
7. Tap ✓ to address the system.
8. Tap ✓ to begin addressing.
9 If all fixtures flash, tap ✓. Fixtures will go to minimum brightness as they are addressed.

10 If all fixtures are at minimum level, tap ✓.

Caution! Wait until all fixtures flash and are at their minimum level.

11 If all fixtures go to their high level, tap ✓.
Configuring Fixture Groups

A group of fixtures must be configured for each sensor or control. By grouping multiple fixtures, lighting zones can be easily set up and changed. Any of the grouping modes can be configured from any IR receiver. It is not necessary to directly access the sensor being grouped.

1. From the Main Menu, tap Grouping.
2. Tap the icon for the sensor or control to be configured.
3. Read the instructions, then tap ✓ to continue.
4. Point the programmer at any IR control device and tap ✓ to begin communication.
5. If a fixture connected to the sensor flashes and other fixtures go to minimum brightness, tap ✓.

NOTE: If all fixtures flash three times and then return to normal, no sensor was detected.

6. Use the left and right arrow buttons to scroll to the sensor you want to group (its connected fixture will flash). Tap ✓ to configure the selected sensor.

7. If the fixtures for this sensor go to full brightness and other fixtures go to minimum brightness, tap ✓.
8 Scroll to the desired fixture (selected fixture will flash). Tap + to add the fixture to the group, or – to remove it. Repeat this step for each fixture to be added or removed from the group.

9 Select Done Grouping to exit. Or select Group Another Receiver to configure another group.

10 When done, if all fixtures go to high level, tap \( \checkmark \).

Repeat this procedure to configure groups for each sensor and control.
Setting Light Levels for Daylight Sensors

To save energy, a light level can be set for each row of fixtures in a daylight sensor group. Throughout the day, fixtures automatically adjust their light level based on how much daylight the space is receiving. Light levels can be set from any IR receiver. It is not necessary to directly access the sensor being set.

**NOTE:** Fixtures must be grouped before setting light levels. Refer to page 14.

1. From the Main Menu, tap **Device Setup** and then **Daylight Sensor**.
2. Read the instructions, then tap ✓ to continue.
3. Point the programmer at any IR receiver and tap ✓ to begin communication.
4. If all fixtures go to minimum brightness and a fixture connected to a daylight sensor flashes, tap ✓.
5. Scroll to the daylight sensor to be set (its group fixtures will flash). Then tap ✓ to configure the selected sensor.
6. If fixtures in row 1 of the selected sensor group go to full brightness and all other fixtures go to minimum brightness, tap ✓.

By default, fixtures grouped to the daylight sensor are in row 1.
7 Select the daylight row to be set.

8 Scroll to the desired fixture (selected fixture will flash). Tap + to add the fixture to the row, or − to remove it. Repeat for each fixture to be added or removed from the row.

9 Select Done.

10 Set the light level to be maintained throughout the day for the row.

   Tap the down arrow button to decrease the compensation level. Doing this will increase the fixture light output.

   Tap the up arrow button to increase the compensation level, which will decrease the fixture light output.

   NOTE: Changes happen gradually and may not be noticeable without a light meter.

   Repeat this procedure to set the daylight light levels for each row of fixtures in each daylight sensor group.

11 Select Done.

12 Select Setup Another Sensor to set up another daylight sensor. Or select Done to exit.

13 When done, if all fixtures flash and go to high level, tap ✓.
Setting Light Levels for Occupant Sensors

Occupied and unoccupied light levels can be set for each fixture in an occupant sensor group. The default occupied setting is the ballast's high level; the default unoccupied setting is OFF. Occupant sensor levels can be configured from any IR receiver.

1. From the Main Menu, tap **Device Setup** and then **Occupant Sensor**.
2. Read the instructions, then tap ✓ to continue.
3. Point the programmer at any IR control device and tap ✓.
4. If all fixtures go to minimum brightness and a fixture connected to a sensor flashes, tap ✓.
5. Scroll to the sensor to be set (its group fixtures will flash). Then tap ✓ to configure the selected sensor.
6. If fixtures in the sensor group go to their occupied level and other fixtures go to minimum brightness, tap ✓.
7. Select **Set Occupied Level** or **Set Unoccupied Level**.
8. If group fixtures go to their occupied/unoccupied level, tap ✓.
9. Note the warning, then tap ✓ to continue.
10 Tap the desired occupied or unoccupied light level. If needed, use the arrow keys to adjust the selected level incrementally.

11 Select Done.

12 Depending on what you want to do next, select:
   • Continue Setup of Current Sensor
   • Setup Another Sensor
   • Done

13 When done, if all fixtures flash and go to high level, tap .

Repeat this procedure to set the occupied and unoccupied light levels for each occupant sensor.
Setting Light Levels for Contact Closures

Occupied and unoccupied light levels can be set for each fixture in a contact closure group. The default occupied setting is the ballast's high level; the default unoccupied setting is OFF. Contact closure levels can be configured from any IR receiver.

1. From the Main Menu, tap Device Setup and then Contact Closures.
2. Read the instructions. Point the programmer at any IR control device, then tap ✓ to continue.
3. Select contact closure 1 or 2.
4. If a group of fixtures go to full brightness and other fixtures go to minimum brightness, tap ✓.
5. Select Set Occupied Level or Set Unoccupied Level.
6. If group fixtures go to their occupied/unoccupied level, tap ✓.
7. Note the warning, then tap ✓ to continue.
8. Tap the occupied or unoccupied light level. If needed, use the arrow keys to adjust the selected level incrementally.
9. Select Done.
10 Depending on what you want to do next, select:
- Continue Setup of Current Sensor
- Setup Another Sensor
- Done

11 When done, if all fixtures go to high level, tap ✓.

Repeat this procedure to set the occupied and unoccupied light levels for each contact closure group.
Setting an Additional Timeout Period for Occupant Sensors and Contact Closure Devices

Occupant sensors and contact closure devices can be set up to turn fixtures off automatically after a period of inactivity. The default timeout is zero seconds. Any timeout programmed into the ballast will be in addition to that of the occupant sensor. Consult the installation guide for your occupant sensor to determine the total delay.

1. From the Main Menu, tap **Device Setup** and then **Occupant Sensor or Contact Closures**.
2. Read the instructions, then tap ✓ to continue.
3. Point the programmer at any IR control device and tap ✓ to begin communication.
4. For contact closure devices, select contact closure 1 or 2.
5. For occupant sensors, scroll to the sensor to be set (its group of fixtures will flash). Then tap ✓ to configure the selected sensor.
   For contact closures, if a fixture group goes to full brightness and other fixtures go to minimum brightness, tap ✓.
6. If all fixtures go to minimum brightness and a fixture connected to an occupant sensor flashes, tap ✓.
7 For occupant sensors, if fixtures in the selected sensor group go to occupied level and other fixtures go to minimum brightness, tap ✓.

8 Select Set Timeout.

9 Note the warning, then tap ✓ to continue.

10 Select the number of minutes of inactivity after which the fixture group will turn off.

11 Select Done.

12 Depending on what you want to do next, select:
   • Continue Setup of Current Sensor
   • Setup Another Sensor
   • Done

13 When done, if all fixtures flash and then go to high level, tap ✓.

Repeat this procedure to set a timeout for each occupant sensor and contact closure device.
Setting Up Scenes for Wall Controls

Wall controls can be set up to activate scenes (preset light levels). A different scene can be configured for each button on the control.

1. From the Main Menu, tap Device Setup and then IR Receiver/Wall Control.
2. Read the instructions, then tap ✓ to continue.
3. Point the programmer at any IR receiver and tap ✓ to begin communication.
4. If all fixtures go to minimum brightness and a fixture connected to a wall control flashes, tap ✓.
5. Scroll to the wall control to be set (its group fixtures will flash). Tap ✓ to configure the selected control.
6. If fixtures for this control go to their scene 1 level, tap ✓.
7. Select the number of the scene to be set (scene 1 matches the first button on the control, scene 2 matches the second button, and so on).
8. Scroll to the desired fixture (selected fixture will flash). Adjust the scene level up or down.
   Repeat for each scene on the control.
9 Select Done.
10 Select Setup Another Control to set scenes for another wall control. Or select Done to exit.
11 When done, if all fixtures go to high level, tap ✓.
Repeat this procedure to set the scene levels for each IR receiver and wall control.
Configuring Ballasts

The factory default settings for ballasts are: high level = 100%, emergency setting = 100%, and fade time = 2 seconds. Each of these settings can be customized to meet specific lighting needs.

1. From the Main Menu, tap Ballasts and then Configure Ballast.
2. Read the instructions, then tap ✔ to continue.
3. Point the programmer at any IR control device, then tap ✔ to begin communication.
4. If the fixture connected to the control device flashes and other fixtures go to minimum brightness, tap ✔.
5. Scroll to a specific ballast (its fixture will flash). Tap ✔ to select it.
   - OR -
   To configure all the ballasts, select Configure All Ballasts.
6. If selected ballasts go to full brightness and other fixtures go to minimum brightness, tap ✔.

Refer to the following topics to:
- Set high end trim
- Set the fade time
- Set the emergency level
- Season lamps
Setting a Ballast's High End Trim

A ballast's high end trim setting controls the maximum light level for a dimming fixture. The factory default high level = 100%. This setting can be customized to meet specific lighting needs.

1. From the Configure Menu, tap Set High End Trim.

NOTE: For procedures on how to select one or all ballasts and then display the Configure menu, refer to page 26.

2. Tap ✓ to begin setup.

3. If selected ballasts flash and go to their high level, tap ✓.

4. Tap a light level. Then, if needed, use the arrow keys to adjust the selected level incrementally.

5. Tap ✓ when done.

6. If the ballast(s) flash once, tap ✓.

7. Depending on what you want to do next, select:
   - Continue Configuration of Current Ballast(s)
   - Configure Different Ballast(s)
   - Done

8. When done, if the last configured ballast(s) flash and go to their high level, tap ✓.
Setting a Ballast's Fade Time

Fade time is the number of seconds it takes for a ballast to fade when dimmed. The default fade time = 2 seconds. This setting can be customized as needed.

1. From the Configure Menu, tap Set Fade Time.

   NOTE: For procedures on how to select one or all ballasts and then display the Configure menu, refer to page 26.

2. Tap ✓ to begin setup.

3. If selected ballasts flash and go to their high level, tap ✓.

4. Tap a fade time, then tap ✓.

5. If the ballast(s) flash once, tap ✓.

6. Depending on what you want to do next, select:
   - Continue Configuration of Current Ballast(s)
   - Configure Different Ballast(s)
   - Done

7. When done, if the last configured ballast(s) flash and go to their high level, tap ✓.
Setting a Ballast's Emergency Level

The emergency setting controls a ballast's light level in case of an emergency (for example, a power outage or fire). The default emergency setting is the ballast's high level.

1. From the Configure Menu, tap Set Emergency Level.

   NOTE: For procedures on how to select one or all ballasts and then display the Configure menu, refer to page 26.

2. Tap ✓ to begin setup.

3. If selected ballasts flash and go to their emergency level, tap ✓.

4. Tap an emergency light level, then tap ✓.

   NOTE: The intensity will change as you make your selection. If Unaffected, the ballast's light level will not change in an emergency.

5. Depending on what you want to do next, select:
   • Continue Configuration of Current Ballast(s)
   • Configure Different Ballast(s)
   • Configuration Done

6. When done, if the last configured ballast(s) flash and go to their high level, tap ✓.
Seasoning New Fluorescent Lamps

New fluorescent lamps can have impurities in them that lamp manufacturers cannot eliminate completely. Lutron recommends that lamps be operated at full intensity for 100 hours before dimming to “season” or neutralize the harmful effects of these impurities.

When a system is first installed, program ballasts to season all new lamps. As lamps are added or replaced, program the seasoning process only for those specific ballasts.

1. From the Configure Menu, tap Lamp Seasoning.
   NOTE: For procedures on how to select one or all ballasts and then display the Configure menu, refer to page 26.

2. Select Start Lamp Seasoning. Otherwise, select Cancel Lamp Seasoning.
   NOTE: To temporarily pause the seasoning process (e.g., to make programming adjustments), select Pause Lamp Seasoning.

3. If selected ballast(s) flash and go to their high level, tap ✓.

4. Depending on what you want to do next, select:
   • Continue Configuration of Current Ballast(s)
   • Configure Different Ballast(s)
   • Done

5. When done, if the last configured ballast(s) flash, tap ✓.
Manually Adjusting the Light Level

The light level can be manually adjusted for all fixtures in an IR receiver group. The adjusted light level remains in effect until one of the following occurs:

- An emergency situation occurs
- A daylight sensor lowers the fixture to compensate for natural lighting
- The room becomes unoccupied, or
- A user manually adjusts the level again

1. From the Main Menu, tap Lighting Control.
2. Read the instructions, then tap ✓ to continue.
3. Point the programmer at the IR receiver whose group fixture(s) are to be adjusted, then tap a light level.
4. If needed, use the arrow keys to adjust the selected level incrementally up or down.
5. Tap Main Menu to exit.
Addressing New Ballasts

If new ballasts are added to an existing system, the ballasts must be addressed using the EcoSystem programmer. This enables the programmer to communicate with the ballasts and program their settings.

NOTES:
To address all ballasts (for example, when a new system is installed), refer to page 12.
To address a replacement ballast, refer to page 33.

1. From the Main Menu, tap Ballasts and then Address System.
2. Tap Address New Ballasts.
3. Read the instructions, then tap ✓ to continue.
4. Confirm that ballasts are powered, then point the programmer at any IR control device and tap ✓ to begin addressing.
5. If all fixtures flash, tap ✓. Fixtures will go to minimum brightness as they are addressed.
6. If all fixtures are at minimum level, tap ✓.

Caution! Do not tap ✓ until all fixtures flash and are at their minimum level.
7. If all fixtures go to their high level, tap ✓.
Replacing Ballasts

If a ballast needs to be replaced, enter the serial numbers from the old and new ballast into the programmer. All settings will be applied to the new ballast and the need for reprogramming is eliminated.

1. From the Main Menu, tap **Ballasts** and then **Replace Ballast**.
2. Read the instructions, then tap ✓ to continue.
3. Point the programmer at any IR control device, then tap ✓.
4. If fixtures for a receiver flash and others go to minimum brightness, tap ✓.
5. Use the keypad to enter the serial number of the old (replaced) ballast, then tap ✓.
   
   **NOTE:** To backspace, tap .
6. Enter the serial number of the new ballast. Then tap ✓.
7. If the old and new serial numbers are entered correctly, tap ✓.
8. If the new ballast flashes and goes to its high level, tap ✓.
9. Select **Done Replacing Ballasts** to exit. Or select **Replace Another Ballast** to enter additional serial numbers.
10. When done, if all ballasts flash and go to their high level, tap ✓.
Resetting the Entire System to Factory Defaults

If needed, all EcoSystem ballasts can be reset to their factory defaults.

1. From the Main Menu, tap **Ballasts** and then **Reset System**.
2. To reset all ballasts, tap **Reset Entire System**.
3. Read the instructions, then tap ✓ to continue.

**NOTE:** To reset a single ballast, refer to page 35.

**Caution!** Resetting ballasts deletes their programmed settings and returns them to their factory defaults.

4. Tap ✓ to confirm the reset. (Or tap ✗ to **Cancel**.)
5. If all ballasts flash 3 times, tap ✓.
6. If the reset ballast(s) flash 3 times, tap ✓.
Resetting a Ballast to Factory Defaults

If needed, a single ballast can be reset to its factory default settings.

1. From the Main Menu, tap **Ballasts** and then **Reset System**.
2. Tap **Reset One Ballast**.
   *NOTE:* To reset the entire system, refer to page 34.
3. Point the programmer at any IR control device and tap ✓ to begin.
4. If the fixture with an IR receiver or wall control flashes and other fixtures go to minimum brightness, tap ✓.
5. Scroll to find the ballast to be reset (its fixture will flash). Then tap ✓ to reset it.

**Caution!** Resetting a ballast deletes its programmed settings and returns it to the factory defaults.

6. Tap ✓ to confirm the reset. (Or tap × to **Cancel**.)
7. If the reset ballast flashes 3 times and then all fixtures go to high level, tap ✓.
How an EcoSystem Bus Prioritizes Inputs

When programming a system, it is important to understand how the ballasts prioritize inputs:

1. **Emergency command (typically lights to full on).** The ballast’s first priority is to ensure that no emergency exists in the building. If an emergency exists, all emergency fixtures are automatically set to their emergency level and all manual lighting adjustments are ignored. If an emergency does not exist, the ballast proceeds to the next level of priority.

2. **Programming commands.** The second priority is to respond to a user programming the ballast. If programming commands are being sent, the ballast responds to the commands, but ignores any sensor or control device input. If no programming commands are being sent, the next priority is queued.

3. **Occupant sensor input.** The third priority is input from occupant sensors. If no person is in the room, fixtures go to their unoccupied setting and all other sensor and control device inputs are ignored. If someone is in the room the ballast checks the next priority.

4. **Daylight sensor input.** The fourth priority is input from daylight sensors. The daylight sensors are checked to set the “high level” or the maximum light level the ballasts can be manually set to.

5. **Personal control through IR remote or wall control.** After checking the daylight sensor, the ballast waits for a manual control change created by a user dimming the lights up or down with a wall control or IR remote.
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Limited Warranty

(Valid only in U.S.A., Canada, Puerto Rico, and the Caribbean.)

For one year from the date of purchase, and subject to the exclusions and restrictions described below, Lutron warrants each new unit to be free from manufacturing defects. Lutron will, at its option, either repair the defective unit or issue a credit equal to the purchase price of the defective unit to the Customer against the purchase price of comparable replacement part purchased from Lutron. Replacements for the unit provided by Lutron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned, and/or made by a different manufacturer. If the unit is commissioned by Lutron or a Lutron approved third party as part of a Lutron commissioned lighting control system, the term of this warranty will be extended, and any credits against the cost of replacement parts will be prorated, in accordance with the warranty issued with the commissioned system, except that the term of the unit’s warranty term will be measured from the date of its commissioning.

EXCLUSIONS AND RESTRICTIONS

This Warranty does not cover, and Lutron and its suppliers are not responsible for: Damage, malfunction or inoperability diagnosed by Lutron or a Lutron approved third party as caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as (a) use of incorrect line voltages, fuses or circuit breakers; (b) failure to install, maintain and operate the unit pursuant to the operating instructions provided by Lutron and the applicable provisions of the National Electrical Code and of the Safety Standards of Underwriter’s Laboratories; (c) use of incompatible devices or accessories; (d) improper or insufficient ventilation; (e) unauthorized repairs or adjustments; (f) vandalism; or (g) an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Lutron’s control. On-site labor costs to diagnosis issues with, and to remove, repair, replace, adjust, reinstall and/or reprogram the unit or any of its components. Equipment and parts external to the unit, including those sold or supplied by Lutron (which may be covered by a separate warranty). The cost of repairing or replacing other property that is damaged when the unit does not work properly, even if the damage was caused by the unit.

Except as expressly provided in this warranty, there are no express or implied warranties of any type, including any implied warranties of fitness for a particular purpose or merchantability. Lutron does not warrant that the unit will operate without interruption or be error free. No Lutron agent, employee or representative has any authority to bind Lutron to any affirmation, representation or warranty concerning the unit. Unless an affirmation, representation or warranty made by an agent, employee or representative is specifically included herein, or in standard printed materials provided by Lutron, it does not form a part of the basis of any bargain between Lutron and Customer and will not in any way be enforceable by Customer. No event will Lutron or any other party be liable for exemplary, consequential, incidental or special damages (including, but not limited to, damages for loss of profit, loss of revenue, loss of goodwill, loss of data or other damage, or any other loss whatsoever), nor for any repair, work undertaken without Lutron’s written consent arising out of or in any way related to the installation, deinstallation, use of or inability to use THE unit or otherwise under or in connection with any provision of this warranty, or any agreement incorporating this warranty, even in the event of the fault, error, negligence, or other act or omissions of Lutron, its agents, employees, representatives, or contractors, or any OTHER PARTY. Customer’s sole remedy under this Warranty is limited to the repair, replacement or refund of the unit, at Lutron’s option, and IN NO EVENT WILL LUTRON OR ANY OTHER PARTY BE LIABLE FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, USE, REPAIR, OR REPLACEMENT OF THE UNIT, or any Agreement incorporating this Warranty, and Customer’s SOLE remedy for the foregoing, will be limited to the amount paid to Lutron by Customer for the unit. The foregoing limitations, exclusions and disclaimers will apply to the maximum extent ALLOWed by applicable law, even if any remedy fails its essential purpose.

TO MAKE A WARRANTY CLAIM

To make a warranty claim, promptly notify Lutron within the warranty period described above by calling the Lutron Technical Support Center at (800) 523-9466. Lutron, in its sole discretion, will determine what action, if any, is required under this warranty. To better enable Lutron to address a warranty claim, have the unit’s serial and model numbers available when making the call. If Lutron, in its sole discretion, determines that an on-site visit or other remedial action is necessary, Lutron may send a Lutron Service Co. representative or coordinate the dispatch of a representative from a Lutron approved vendor to Customer’s site, and/or coordinate a warranty service call between Customer and a Lutron approved vendor.

U.S. and foreign patent(s) pending.

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