



LIGHT CONTROL SYSTEM
SERVICE AND SUPPORT GUIDE

THANK YOU FOR PURCHASING LUTRON LIGHT CONTROL SYSTEM.

This guide contains the information you will need to ensure your ownership experience is a good one. Please retain it for future reference. It contains important information on warranties, service, upgrades and more.

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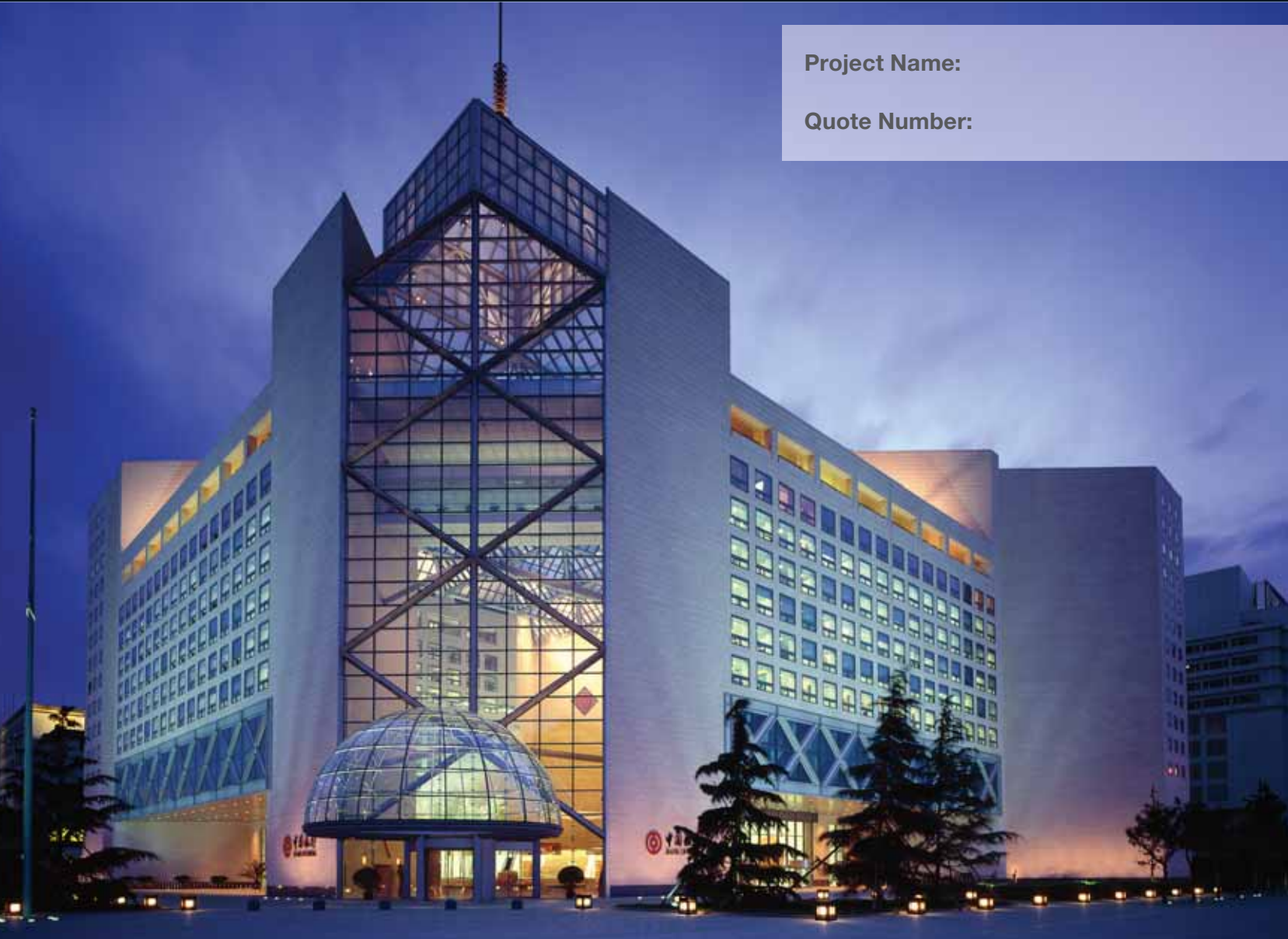
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WHO TO CALL

Project Name:

Quote Number:



WHO TO CALL IF YOU NEED ASSISTANCE:

TOLL-FREE 24/7 TECHNICAL SUPPORT LINE:

United Kingdom: 0800 282 107
Germany: 0800 5887 6635
France: 0800 901 218
Spain: 0900 948 944

Please use the same numbers if you wish to schedule a field service visit or email us at:

eatechnicalsupport@lutron.com

24-HOUR TECHNICAL SUPPORT

If you have questions about the operation of your system, or if you are not sure it is functioning properly, Lutron provides around-the-clock technical support. Knowledgeable support staff are ready to answer questions about the operation, programming, and maintenance of your system. They can also direct you to the technical information on our website that is specific to your Lutron products.

IF YOUR SYSTEM NEEDS A SERVICE



WHAT TO DO IF YOUR SYSTEM NEEDS SERVICE

If your staff are unable to solve a problem with the help of our Technical Support Representatives, do not worry. There are other ways to get your system up and running. Lutron also provides reprogramming and training services. Please read over the points listed below to ensure you get the best service for your situation.

- Determine your system coverage (see below).
- If you do not have a Support & Maintenance Plan or labour coverage, we recommend working with a local electrical contractor.
 - If the electrical contractor is unable to solve the problem for you, please contact our Scheduling Representatives to set-up a Lutron field service visit.

HOW TO DETERMINE YOUR SYSTEM COVERAGE

Details on labour and parts coverage can be found in the charts below.

WITH LUTRON START-UP

System Component	Part Coverage	Labour Coverage
Lighting Control Equipment (excluding parts listed below)	100%, first 2 years 50%, year 3 through 5 25%, year 6 through 8	100%, 2 years Daily charges apply according to location
Computer/Laptop/PDA	100%, 1 year	100%, 1 year

To supplement or extend the initial coverage that comes with Lutron start-up, we offer Support & Maintenance Plans that provide up to 10 years of full labour and parts coverage (see pages 6 and 7 for more information).

WITHOUT LUTRON START-UP

System Component	Part Coverage	Labour Coverage
Lighting Control Equipment (excluding parts listed below)	100%, 1 year	None
Computer/Laptop/PDA	100%, 1 year	None

REPLACEMENT PARTS



If you need to order replacement parts, you can call one of our Parts Specialists. If possible, please have the part number of the failed item as well as the Lutron Quote Number for your system. In many cases, we will have the parts in stock and will send them to you in as little as two days.

For custom products and older generation systems, it may take longer for us to provide replacement parts. In those cases, the components that we need to make the products may no longer be available from our suppliers. As a result, we may ask you to send the failed part back to us so we can try to repair it rather than replace it.

SPARE PARTS PACKAGES

Having a stock of parts at your facility can ensure that small problems will be resolved rapidly. Some components can be installed in minutes, and Lutron's 24-hour Technical Support Representatives are available to walk your maintenance team or local contractor through the process.

We can prepare a recommended spare parts list based upon the specific configuration of your system and any unique requirements you have.

TRAINING SESSIONS



On Our Site: We offer a range of training courses that can be booked via email. For more information please send us an email to lutronlondon@lutron.com

On Your Site: If staff turnover has left you without anyone who knows how to operate and maintain your system, you can purchase a day of personalised training. This could be an ideal time to make any timeclock or wall control programming changes.

OPTIMISE ENERGY USAGE

Although your lights turn on and off, there are many features that go beyond those basic options. Lighting strategies that take advantage of those new features can lead to more productive environments, happier occupants, and reduced lighting electricity bills.

Studies show that office buildings expend 44% of electricity on lighting alone. You can reduce your lighting energy consumption with a Lutron System Optimisation Visit. This type of visit will help you implement strategies that will result in better system performance and more efficient energy usage.

SUPPORT AND MAINTENANCE PLANS

The initial 2-year Silver Support & Maintenance Plan included with most systems can be extended for up to 10 years to ensure the lighting system will continue to satisfy the needs of the facility. With a Support & Maintenance Plan in place, a repair visit is just a phone call away. Annual payments are typical, but quarterly or monthly payments can be arranged to

accommodate your budgeting needs. The table below highlights the features of our three standard plans. If these plans do not fit your needs, please contact us and we can create a custom plan just for your facility.

Please note that third party labour and contracting costs are not included in this policy.

	benefits	typical applications
platinum	<ul style="list-style-type: none"> • 24-hour response time for service visits depending on location* • Annual Scheduled Maintenance Visit (see page 7 for details) • 100% parts, 100% labour and any travel costs Lutron incurs • Technical Support, toll-free, around the clock, 365 days per year • Remote diagnostics and programming (for systems with that configuration/capability) 	<ul style="list-style-type: none"> • Casinos • Convention centers • Luxury hotels/Resorts • Research centers/Vivariums • Hospitals
gold	<ul style="list-style-type: none"> • 72-hour response time for service visits depending on location* • Annual Scheduled Maintenance Visit (see page 7 for details) • 100% parts, 100% labour and any travel costs Lutron incurs • Technical Support, toll-free, around the clock, 365 days per year • Remote diagnostics and programming (for systems with that configuration/capability) 	<ul style="list-style-type: none"> • Hotels • Stadiums/Arenas • Museums • Office buildings • High-end restaurants • Boutique retail • Large universities • Estates
silver	<ul style="list-style-type: none"> • 100% parts, 100% labour and any travel costs Lutron incurs • Technical Support, toll-free, around the clock, 365 days per year • Remote diagnostics and programming (for systems with that configuration/capability) 	<ul style="list-style-type: none"> • Places of worship • Residences • Libraries • Small offices • Small schools

* contact Lutron for further details.

ANNUAL SCHEDULED MAINTENANCE VISITS



Our Gold and Platinum Support & Maintenance Plan customers automatically receive an Annual Scheduled Maintenance Visit, but any customer can purchase a day of this service. According to each site's requests and needs, the Lutron Field Service Engineer may complete the following tasks during this visit:

- Train facility staff
- Update staff on new features and capabilities
- Make minor programming changes
- Perform a system check and preventative maintenance
- Provide a system status report
- Compile a list of spare parts to consider for site

NEW AND IMPROVED LUTRON PRODUCTS



ADD ENGRAVING TO EXISTING CONTROLS

With proper labeling of the buttons on existing controls, your lighting system will be easier to use for you and anyone that enters the space. Nearly all Lutron wall controls can be engraved with labels for individual buttons or the entire control. Most engravings are custom to the project but standard options are also available. Engravings are available in a variety of colors and we can laser engrave in any language.

Engraving sheets are available at www.lutron.com/seeTouch.

NEW AND IMPROVED LUTRON PRODUCTS

UPGRADE TO SEETOUGH®

An engraved control is better than one that is not, but a control with engraving that can be read in the dark, is the ultimate solution. Controls in Lutron's GRAFIK™ 3000/4000/5000/6000/7000 lighting control systems can be replaced to feature this intuitive and ergonomic wall control option.



SEETOUGH®

Discover the intuitive simplicity of Lutron's seeTouch controls. As you can see above, our wall controls have continued to evolve into more beautiful and user-friendly additions to your facility. Engraved buttons make them easy to use for newcomers to the space and the backlit buttons remove the need to search for wall controls in the dark.

For more information, please visit www.lutron.com/seeTouch.

UPGRADE TO GRAFIK EYE® QS

With the positive feedback from the experience our customers had with seeTouch controls, we updated our GRAFIK Eye product to include some of the same engraving and backlit features. An added bonus to the GRAFIK Eye QS is the opportunity to conveniently control shades and lighting from one control station.



GRAFIK EYE® QS

Set your lights and shades just right for any task or activity in any room of your building. Easily recall these settings with the touch of a button. The new GRAFIK Eye QS provides convenient control and enhancement of the visual environment for the people inside the space.

For more information, please visit www.lutron.com/GRAFIKEyeQS.



MODERNISE YOUR LIGHTING CONTROL SYSTEM



You originally purchased a Lutron lighting control system because you wanted the ultimate in reliability and performance. The pace of innovation in Lutron’s products has been rapid—the systems of today have features that were beyond reach just five years ago. These features may be just what you are looking for as you modernise your facilities.

In addition to improved serviceability, a new system brings advanced control features and energy saving capabilities that will take your lighting control experience to the next level.

Regardless of your reasons for wanting to upgrade or replace your system, Lutron will integrate the best products and services to give you a solution that meets your needs.

SYSTEM EXPANSIONS

If you are expanding your building, or if existing areas of the building need to be incorporated into the system, we can provide a solution. Our systems are modular and expandable, allowing you to add capabilities or capacity as required.

Adding photo or occupancy sensors can help save energy. Using Lutron occupancy sensors can eliminate 20–30% of lighting energy costs.

Our Replacement Systems Specialists can review the equipment you have, work with you to determine what capabilities and features you want, and propose comprehensive solutions for your lighting needs.

SAVE ENERGY BEAUTIFULLY

dimming the lights about	saves electricity	extends bulb life*
10%	10%	2 times longer
25%	20%	4 times longer
50%	40%	20 times longer
75%	60%	20 times longer +

* incandescent and halogen



NOTES

**WORLDWIDE
HEADQUARTERS**

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www.lutron.com/europe

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