

# Lutron Services—A Specifier Overview

A description of Lutron services and recommendations for various project types.

## Service Description and Benefits

## Recommendations

### System and Network Integration Consultation (LSC-INT-VISIT)\*

- Enable lighting system to seamlessly integrate with the building automation system and IT infrastructure
- Establish agreement on the system's sequence of operations as it relates to integration

Minimum: one visit for BMS integration. Add second visit to review integration requirements for additional devices such as tablets, 3rd party energy dashboards, or Floorplan SW solutions.

### Sensor Layout and Tuning (LSC-SENS-LT)\*

- Clear knowledge about who is responsible for final sensor performance, post-commissioning
- Provides up to two additional sensor fine-tuning visits, post-occupancy

Add to any project with Lutron-provided daylight or occupancy sensors where Lutron should be responsible for the final sensor performance.

### Onsite Startup (Contact Sales Representative)

- Lutron onsite presence ensures proper system startup and configuration
- Facilities staff receives training on how to best utilize and maintain the lighting control assets
- Onsite Startup is a prerequisite for some other Lutron services

Required for G7000/Quantum®, for large projects, and for jobs that require other services. Onsite Startup is also a prerequisite for Sensor Layout and Tuning, Performance-Verification services, Onsite Scene and Level Tuning, and Enhanced Warranties.

### After Hours Startup (LSC-AH-SU)

- All the benefits of Onsite Startup
- Minimizes the operational impact on occupied spaces

Most commonly used for startup in occupied spaces.

### Telephone Startup (Contact Sales Representative)

- Lower cost than Onsite Startup
- Requires less lead-time to schedule
- By providing end-user contact information, the system will receive a full 2-year warranty

Use for small, lower cost, non-processor-based systems. Available for select system types only. Ask your Lutron Sales Representative for details.

### System Performance-Verification Documentation (LSC-SPV-DOC)\*

- Satisfies the documentation requirements for buildings designed to LEED standards
- Provides verification that systems were thoroughly tested

Use for LEED projects and for projects with clients and commissioning agents who want to see testing specifics.

### Title 24 Acceptance Test Visit (LSC-SPV-DOC-T24)

- Satisfies the documentation requirements for interior Lighting Control Acceptance Testing required by the Title 24 Energy Code
- Maximizes efficiencies in completing the required Title 24 Acceptance test by having it completed by the Lutron Service team that started up the system

Use for all projects governed by Title 24, Part 6 – all permitted non-resident construction projects in the State of California.

### Onsite Performance-Verification Walkthrough (LSC-WALK)\*

- Demonstrates that the Lutron lighting control system meets the design intent
- Provides commissioning agent with a time to audit the Lutron Startup with the Lutron Service Representative present

Use for LEED projects and to demonstrate system performance to commissioning agent prior to project turnover.

\* These services can be performed after hours to minimize impact on occupied spaces. Additional fee may be required. Contact your Lutron Sales Representative for details.

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## Service Description and Benefits

## Recommendations

### Onsite Scene and Level Tuning (LSC-AF-VISIT)\*

- Ensure that light settings and button programming optimize the look and feel of the space
- Assure that the lighting system design intent is fully realized

Use for projects requiring architectural lighting or other unique lighting needs.

### Customer-Site Solution Training (LSC-TRAINING)\*

- Ensure facility staff is fully aware of lighting system features and functionality, operating and maintenance procedures, and sequence of operations.
- Lighting control system benefits are maximized resulting from end-user adjustments
- Facilities staff can effectively make lighting system changes and appropriately respond to lighting emergencies

First visit—3 months after turnover for processor-and non-processor-based systems.

Second visit—6 months after turnover for processor-based systems only.

### System Optimization (LSC-SYSOPT)\*

- Enhances the energy savings experienced through the lighting control system—many customers experience 1-year payback
- Improved occupant comfort results in higher productivity

Add this service for clients who want to ensure sustainable performance—adjust the lighting control programming as the building use evolves.

### Software Maintenance Agreement (LSC-SMA)

- Provides compatibility testing for new Microsoft® patches
- Extends the Lutron software warranty
- Provides no-charge license upgrades

Add to any Quantum® project (Quantum projects only).

### Commercial Systems Limited 2-Year Warranty (LSC-B2)

- Provides 100% coverage for most system issues for 2 years

### Enhanced Warranties

- **Silver Enhanced Warranty (LSC-E8S)**
  - Provides 100% coverage for most system issues for 2 years
  - 8 years of pro-rated parts coverage
  - First available response time
- **Gold Enhanced Warranty (LSC-E8G)**
  - Provides 100% coverage for most system issues for 2 years
  - 8 years of pro-rated parts coverage
  - 72-hour response time
  - Annual Preventive Maintenance visit
- **Platinum Enhanced Warranty (LSC-E8P)**
  - Provides 100% coverage for most system issues for 2 years
  - 8 years of pro-rated parts coverage
  - 24-hour response time
  - Annual Preventive Maintenance visit

Use LSC-E8G or LSC-E8P for

- G7000 or Quantum projects
- Large projects
- Systems that operate revenue-generating spaces
- Customers frequently attest to the value of guaranteed response times and Annual Preventive Maintenance visits

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